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

<mark>MEETING NOTICE: In Person</mark>
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/99928808557

February 14, 2024
9:30 a.m. to 11:30 a.m.

AGENDA

9:30 - 9:31   1.   Call to Order

9:31 - 9:33   2.   **Action Item:** Approval of January 10, 2024 Meeting Minutes

PUBLIC COMMENTS

9:33 - 9:40   3.   Guidelines for Public Comment on Items not listed on the agenda:

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

PRESENTATIONS/DISCUSSION ITEMS

9:40 – 9:55   4.   **Action Item:** 2023 SSAB Annual Report: Dr. Alberto Banuelos, Assistant Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA)

9:55 – 10:25   5.   **Action Item:** SSAB 2024 Priorities and Strategic Goals: All SSAB Members

10:25 – 10:40   6.   **Presentation Item:** HHSA Response to Historic Floods: Alberto Garcia, Chief, Self-Sufficiency Services, Health and Human Services Agency (HHSA)

10:40 – 11:00   7.   **Information Item:** Review Legislative Advocacy Bills that Support SSAB Strategic Priorities: Assmaa Elayyat, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA)

11:00 – 11:30   8.   **Information Item:** Update on Medi-Cal Renewals, PHE Lift for Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data: Assmaa Elayyat, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA)

ADJOURNMENT/ NEXT MEETING

Next regular meeting will be held on March 13, 2024 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

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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

Public Video Viewing/Comment Option:
https://zoom.us/j/92027103543

SSAB Meeting Minutes
January 10, 2023

Members Present	Staff Present
Vino Pajanor	Rick Wanne, Director, Self-Sufficiency Services
Jan Spencley	Alberto Banuelos, HHSA
Robin Maxson	Assmaa Elayyat, HHSA
Greg Anglea	Adriana Ramirez, HHSA
Daniel Murphy	Allison Boyer, HHSA
Phil Thalheimer	Albert Garcia, HHSA
	Yenissa Salgado, HHSA
Members Absent	Janelle Jones-Phillips, HHSA
Carol Lewis	Michael Schmidt, HHSA
Keara O'Laughlin	Gloria Garcia, HHSA
Rachel Morineau	Ismael Lopez, HHSA
	Bianca Sosa-Graciano, HHSA
	Nina Olivas, HHSA
	Guests
	Stephanie Phann, HASDIC
	Jack Dailey, Legal Aid Society of San Diego
	Daniel Benson, Legal Aid Society of San Diego
	Karla Samayoa, 2-1-1 San Diego
	Mauricio Medina, San Diego Hunger Coalition
	Alexondria Harris, HHSA Staff
	Kimberly Smith, HHSA Staff
	Samantha Brown
	Carlyn Obringer
	Amanda Stephens

1. Meeting called to order at 9:33 by Chair, Vino Pajanor.

2. The December 13, 2023 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 2024 SSAB Chair and Vice-Chair. Vino Pajanor was re-elected as 2024 Chair (6 yes, 0 no, 0 abstain). Jan Spencley was re-elected as 2023 Vice Chair (6 yes, 0 no, 0 abstain).

5. **Discussion Item:** SSAB 2024 Priorities and Strategic Goals: All SSAB Members. Ms. Assmaa Elayyat and Dr. Alberto Banuelos presented a list of suggestions to the Board Members, for the 2024 priorities and strategic goals for the Social Services Advisory Board. This included continuing to advocate for legislative bills, but also incorporating advocacy around the State Budget for administrative funding as well as local advocacy for the County Budget. Mr. Rick Wanne also suggested the Board Members' advocacy in the elimination of the Semi-Annual Report and the initial and annual interview that is required for the CalWORKs and CalFresh Programs, as well as the introduction of Artificial Intelligence funded at the State level for 24/7 on-demand customer service, with the Self-Sufficiency Services willing to pilot the program. The proposed 2024 priorities and strategic goals are as follows:

    - Continue State and Federal Legislative Advocacy
    - State Budget Advocacy
    - Continue Community Outreach Efforts
    - Promote Increased Use of Technology Automation and Customer Self Service
    - Support SSAB Members for Increased Elected Officials and Community Education Regarding Self-Sufficiency

    A public comment was made by Mauricio Medina of the San Diego Hunger Coalition, requests that the Board continue to prioritize the implementation of the Make the County Work For All initiative in the 2024 priorities, and for the State Budget he believes there is more opportunity to weigh in as the public in shaping the budget in the next year between today and the main revise with the governor.

6. **Information Item:** Review Legislative Advocacy Bills that Support SSAB Strategic Priorities: Assmaa Elayyat, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ms. Elayyat provided an overview of what occurs in the legislative session, explaining that as 2024 is the 2nd year of the cycle, held bills from last year will be carried forward into this year. New legislation will also be introduced around February 16, 2024 and the Social Services Advisory Board will be able to discuss advocacy following this date.

7. **Information Item:** Update on Medi-Cal Renewals, PHE Lift for Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data: Assmaa Elayyat, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ms. Elayyat provided quick updates for CalFresh and CalWORKs programs, focusing mainly on Medi-Cal Renewal updates and reports.

ADJOURNMENT/SET NEXT MEETING:

The meeting was adjourned at 11:26 a.m. Next regular meeting will be held on February 14, 2024.

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Social Services Advisory Board (SSAB)
2023 Annual Report to the County Board of Supervisors

February 2024

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In accordance with the County Administrative Code, Article LIX, Section 911 the Social Services Advisory Board (SSAB) submits the following report of activities and accomplishments for 2023.

Background:
The Charter of the SSAB is to review and evaluate Social Service policies, programs and budgets; recommend means of improving services and facilities; serve as a sounding board for the Health and Human Services Agency (HHSA); and where appropriate, submit to the Board of Supervisors recommendations concerning the Agency budget and practices.

The plan for 2023 was to advise the Board of Supervisors on goals and objectives relevant to all Self-Sufficiency Programs: CalWORKs, Employment Services, Medi-Cal, General Relief, CalFresh, and Program Integrity, etc. The SSAB monitored and gave feedback on the delivery of Social Services, as required by the County Charter.

Membership and Organization:
The SSAB consists of ten volunteer citizens who are appointed by the Board of Supervisors. Each Supervisor nominates two members, who are subject to approval by the full Board of Supervisors. A Chair and a Vice-Chair are elected annually and serve for one calendar year. The 2023 Chair was Vino Pajanor (D1), CEO of Catholic Charities, and 2023 Vice Chair was Jan Spencley (D4), Executive Director of San Diegans for Healthcare Coverage.

The SSAB started 2023 with one membership vacancy, which was filled during the year. In 2022, no meetings were adjourned, due to the lack of a quorum. SSAB meetings were regularly announced to the public via the Clerk of the Board and SSAB websites. All meetings were held in person.

Focus and Oversight
The primary focus areas of the SSAB in 2023 were:
- **Local Response to COVID-19 Emergency for all Public Assistance Programs, Waivers, Enrollment, Service Delivery:** Self-Sufficiency Services staff provided monthly comprehensive updates for the SSAB.
- **Reducing Barriers to Enrollment:** Per the April 6, 2021, Board of Supervisors meeting, the Social Services Advisory Board (SSAB) was tasked by the Board of Supervisors with identifying opportunities ton increase access and enrollment in County Self-Sufficiency programs to serve every community member in need without barriers to entry.
  - To carry this vision out, the SSAB was tasked with establishing a temporary ad-hoc subcommittee called the "Outreach, Accessibility, and Enrollment Task Force" comprised solely of four SSAB members. The Task Force has included a number of key stakeholders in the process as regular guests to the meetings.
  - To assist with these activities the Task Force worked with a County procured contractor to obtain input from local experts, advocates, and County staff.

o During 2021, the Task Force provided monthly updates to the Board of Supervisors, provided an update on activities for the Board of Supervisors to review on December 7, 2021, and final recommendations were presented to the Board of Supervisors on March 15, 2022.

- **Transparency and Access:** To make it easier for stakeholders to attend and participate in SSAB meetings, the SSAB revised the language on its monthly agendas to clarify opportunities for public comment and began using the Zoom platform and recording its virtual meetings, and had translators available as needed.

During 2023, the SSAB discussed numerous self-sufficiency topics in the following categories:

- EBT Theft: Skimming and Scamming
- CalWIN to CalSAWS Migration
- Tours of the Southeastern Live Well Center and North Inland Live Well Center
- Legislative Advocacy Bills and Letters of Support that Align with SSAB Strategic Priorities
- Local Response to COVID19 Emergency for all Public Assistance Programs, Waivers, Enrollment, Service Delivery
- Hospital Association of San Diego & Imperial Counties (HASDIC) and Hospital Outstation Partnership with Self-Sufficiency Services
- The County's Legislative Program, Policies and Process: Office of Economic
- Development and Government Affairs (EDGA)
- FY 23/24 County of San Diego Proposed Op Plan/Budget
- Public Health Emergency (PHE) Lift
- Eligibility Task Force (ETF) Recommendations Implementation Updates
- BenefitsCal Demonstration for Community Based Organizations (CBOs)
- Office of Immigrant and Refugee Affairs (OIRA)
- HHSA Outreach Activities
- Public Charge Resources
- Serving Seniors San Diego
- Leave No Veterans Homeless Initiative
- Medi-Cal Renewals Updates and Report
- County Selected BenefitsCal Opt-In Features
- Monthly Community Based Organizations CalFresh, CalWORKs, Medi-cal, General Relief Referrals Report
- The County's Priorities for the 2023 Farm Bill

2023 Board of Supervisors Letters for SSAB Action

	Date	Action
- 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	1/27/2023	Approved

• Letter of Commendation from the SSAB to Board of Supervisors Regarding Self-Sufficiency Services Over the Last 10 Years	3/14/2023	Approved
• Letter of Support for Senate Bill (SB) 600 and Assembly Bill (AB) 274	4/18/2023	Approved
• Letter of Support for Assembly Bill (AB) 991	6/7/2023	Approved
• Letter of Support for Assembly Bill (AB) 843	7/3/2023	Approved

HHSA staff support was provided by Director of Self-Sufficiency Services, Rick Wanne.

ITEM #5: SSAB 2024 PRIORITIES AND STRATEGIC GOALS

All SSAB Members

Proposed SSAB 2024 Priorities and Strategic Goals

- Continue State and Federal Legislative Advocacy

- State Budget Advocacy

- Continue Community Outreach Efforts

- Promote Increased Use of Technology Automation and Customer Self Service

- Support SSAB Members for Increased Elected Officials and Community Education Regarding

  Self-Sufficiency

ITEM #6: HHSA RESPONSE TO HISTORIC FLOODS

Alberto Garcia, Chief, Self-Sufficiency Services

Health and Human Services Agency (HHSA)

HHSA Response to Historic Floods

Social Services Advisory Board Meeting | February 14, 2024

Background

- January 22nd ranked in the top 5 wettest days in San Diego County since 1850

- Historic flooding affected multiple communities

- County EOC activated

County Response

- 1/22 – Issued proclamation of local emergency & activation of EOC
- 1/22 – Cities of San Diego & Coronado also proclaimed emergency
- 1/23 – Governor proclaimed State of Emergency for San Diego County

Regional Coordination

- Red Cross Shelter Support
- Daily coordination calls with jurisdictions
- Voluntary organizations active in disaster
- 2-1-1 emergency activation
- San Diego Foundation activation

Public Communication

- 173 social media posts
- 5 *Nextdoor* posts
- 18 County News Stories
- 11 incident updates on Alert San Diego and emergency app
- 56 translations and interpretations
- 15 partner relay messages
- Dozens of media responses
- 4 messages to County employees

Regional Response to Communities Impacted

- *Live Well Mobile Office* provided outreach and resources at two pop-up sites (National City, Jackie Robinson YMCA)

- Public Health nurses at shelters (Lincoln High School, Balboa Park)

- Public Health nurses distributed N95 masks, COVID test kits, Narcan

- County Community Health Workers connected residents with County resources

County of San Diego Local Assistance Center | Spring Valley Library

- The County established a Local Assistance Center (LAC) at 836 Kempton St. Spring Valley, CA 91977

- LAC operations spanned from Sunday 1/28 thru Wednesday 1/31

- Hours of Operation: 8am – 2pm 1st day. 10am – 7pm Mon – Wed

- One-Stop-Shop: property tax relief, debris removal & disposal, vital document replacement, along with DMV, EDD services, and food distribution by NGOs such as San Diego Food Bank

Health & Human Services Agency Participation

- HHSA deployed the *Live Well Mobile Office* to the LAC site

- A total of 7 departments were represented

- HHSA personnel included: Public Health Nurses, Mental Health Clinicians, Veteran's Services Representatives, Social Workers, Community Health Workers, and Human Services Specialists.

Health & Human Services Agency Participation

Aging & Independence Services: Information, referral and resources for older adults and adults with disabilities

Behavioral Health Services: mental health information and resources

Homeless Solutions & Equitable Communities: Connections to housing and community resources, social services programs, and case management services for people experiencing homelessness

Housing & Community Development Services: Information and assistance for tenants and landlords

Office of Military & Veterans Affairs: information and referral to programs available for veterans and their families

Public Health Services: nurses with health information, referral and resources

Self-Sufficiency Services: Food, cash assistance, and health insurance coverage. Replacement of benefits / EBT cards.

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HHSA Team in Action

Sharing Best Practices

Overall LAC Results

- A total of **39 different service providers** were on site
- We had a robust staff presence, with between **150 to 200 individuals** supporting LAC operations or providing direct services each day
- Approximately **1,375 households visited our LAC** over the four days
- Service providers recorded **6,733 service interactions**, providing information, guidance, or resources to families and individuals
- County Animal Services provided over **400 pounds of pet food** for dogs and cats
- The County Department of Public Works fielded **126 new requests for assistance** from unincorporated residents which included reports of flooded roads, damaged County and private infrastructure, and debris removal requests
- The County's Recorder County Clerk replaced over **500 vital records**, including marriage certificates, birth certificates, death certificates, and house deeds
- The San Diego Food Bank distributed **113,990 pounds of food to 940 families/3,726 individuals**.
- The Social Security Administration processed **91 replacement applications** for social security cards, with the new card being mailed directly to the applicants
- The Salvation Army contributed over **$30,000 to 313 households/ 1,222 individuals**, along with providing **3,447 articles of clothing to 295 households** and **31 emotional/spiritual care contacts**
- The American Red Cross added an **additional 219 addresses** to their damage assessment teams' queue for follow-up.

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Flood Response | Spring Valley Local Assistance Center (LAC) Service Summary

HHSA Department	1/28/2024 Sunday	1/29/2024 Monday	1/30/2024 Tuesday	1/31/2024 Wednesday		Total Service Interactions
Aging & Independence Services (AIS)	43	21	22	27		113
Behavioral Health Services (BHS)	41	19	6	21		87
Homeless Solutions & Equitable Communities (HSEC)	47	42	69	37		195
Housing and Community Development Services (HCDS)	71	79	45	19		214
Office of Military and Veterans Affairs (OMVA)	75	42	55	60		232
Public Health Services (PHS)	184	41	67	88		380
Self-Sufficiency Services (SSS)	138	74	63	52		327
	599	318	327	304	TOTAL*	1548

* NOTE: this is a duplicated number, as families visited multiple HHSA service tables.

City of San Diego LAC

- At Mountain View Community Center
  641 S Boundary St., San Diego, CA 92113

- From Saturday 2/3 thru Sunday 2/11

  (paused on Monday & Tuesday, 2/5-6)

- Hours of Operation: 10am – 7pm.
  Last weekend: 10am – 2pm

- HHSA provided a full cohort of service support

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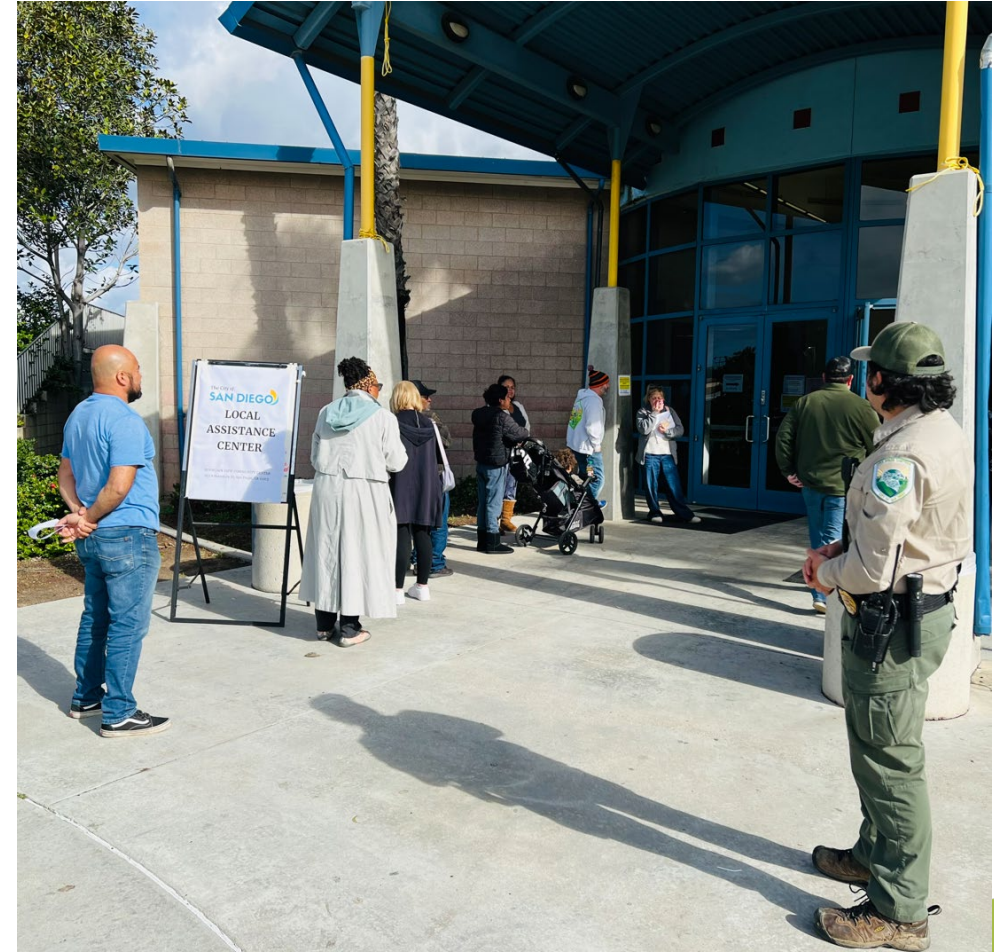
City LAC Service Update & Current Status

- The final number of households assisted at the City of San Diego's Local Assistance Center was **1,068**

- Most services now transitioned to online resource hub: sandiego.gov/recovery

- In-Person assistance at:

Location

Mountain View/Beckwourth Library
721 San Pasqual Street
San Diego CA 92113

Days and Hours

Tuesdays from 12:00 p.m. to 7 p.m.
Thursdays from 10:00 a.m. to 5 p.m.
Saturdays from 10:00 a.m. to 5 p.m.

Flood Response | Mountain View Local Assistance Center (LAC)
Service Summary

HHSA Department	2/3/2024 Saturday	2/4/2024 Sunday	2/5/2024 Monday	2/6/2024 Tuesday	2/7/2024 Wednesday	2/8/2024 Thursday	2/9/2024 Friday	2/10/2024 Saturday	2/11/2024 Sunday		Total Service Interactions
Aging & Independence Services (AIS)	8	11			5	12	7	10	10		63
Behavioral Health Services (BHS)	5	8			11	17	12	3	8		64
Homeless Solutions & Equitable Communities (HSEC)	27	13			14	12	15	22	10		113
Office of Military and Veterans Affairs (OMVA)	3	5			10	9	8	2	0		37
Public Health Services (PHS)	35	16			48	105	134	33	38		409
Self-Sufficiency Services (SSS)	27	22			28	81	88	43	32		321
	105	75	0	0	116	236	264	113	98	TOTAL*	1007

* NOTE: this is a duplicated number, as families visited multiple HHSA service tables.

THANK YOU

Albert Garcia, **MPA**, Chief
Self-Sufficiency Services
County of San Diego Health & Human Services Agency
O: 619-837-6031 C: 619-405-9944
Alberto.Garcia@sdcounty.ca.gov

Self-Sufficiency Services Legislative Tracking Log

Revised: 2/1/2024

Bill Number and Name	Date Introduced	Description	Affected Programs	Support/Oppose/Watch/Concerns	Status
SB 773 - CalWORKS: Homeless Assistance	2/17/2023	This bill would require benefit calculation for the PHA program to include benefits received from other government and nonprofit housing and homeless subsidy programs and any regularly received private support intended or designed to help the family with housing. This would not benefit customers because currently any housing subsidies received are deducted from the customer's housing obligation.	CalWORKs	Support, if amended	1/25/2024: Inactive Bill - Veto sustained.
AB 274 - CalWORKS: CalFresh: eligibility: income exclusions	1/23/2023	This bill would exempt as income any grant, award, scholarship, loan, or fellowship benefit provided to any CalWORKS assistance unit member and/or CalFresh household for educational purposes. The bill will eliminate the verification requirement of financial aid, expediting the availability of benefits, and may increase student eligibility for CalFresh.	CalFresh	Support	9/12/2023: Active Bill - In floor process. Ordered to inactive file at the request of Senator Ashby.
SB 600 - California CalFresh Minimum Benefit Adequacy Act of 2023	2/15/2023	This bill would, by January 1, 2025, require the department to establish the CalFresh Minimum Nutrition Benefit (MNB) Program to provide a household with a monthly CalFresh allotment of less than a minimum monthly benefit, established by the bill to be $50, with an additional state-funded monthly MNB that is equal to the difference between their monthly CalFresh allotment and $50. The bill would require the department to annually adjust the minimum monthly benefit amount, as prescribed, and would require these benefits to be delivered through the EBT system. By imposing additional duties on counties,	CalFresh	Support	7/11/2023: Active Bill - July 11 set for first hearing canceled at the request of author.
AB 991 - Public Social Services: Reporting and Verifications	2/15/2023	This bill has no impact onf current policy and procedure as it would, to the extent permitted under federal law, require state and county agencies to accept the reporting by an applicant or recipient of public social services of any lawfully required information, changes, and verification required by law that affect eligibility and benefit amounts, by any means available to the applicant or recipient, including, but not limited to, in person, by telephone, through fax, by email, or by any other electronic means.	CalWORKs/CAPI/GR/CalFresh/Medi-Cal	Active Support	5/18/2023: Active Bill - In committee: Held under submission.
AB 46 - Personal Income Taxes: Exclusion: Military Services Retirement and Surviving Spouse Benefit Payment Act.	12/5/2022	This bill excludes from gross income, under the Personal Income Tax (PIT) Law, uniformed services retirement pay and annuity payments from a United States Department of Defense Survivor Benefit Plan received by qualified taxpayers, as specified. California compared to other states: A significant number of states exclude military retirement pay from being taxed in the state, and California appears to be an outlier. Twenty-seven states do not tax military retirement pay and fourteen states tax military retirement income partially through income exemptions and exclusions.	OMVA	Support	9/1/2023: Active Bill - In committee: Held under submission.
AB 311 - An act to amend Section 18930 of the Welfare and Institutions Code, relating to public social services.	1/26/2023	This bill would remove the age limitation of 55 years of age or older for the program if the individual's immigration status is the sole basis for their ineligibility for CalFresh benefits and make any individual eligible for the program if the individual's immigration status is the sole basis for their ineligibility for CalFresh benefits. By extending eligibility for CFAP, which is administered by the counties, this bill would impose a state-mandated local program.	CalFresh	Support	6/15/2023: Active Bill - In committee: Set, first hearing. Hearing canceled at the request of author.
SB 245 - California Food Assistance Program: Eligibility and Benefits	1/26/2023	This bill would remove the age limitation of 55 years of age or older and make any individual eligible for the program if the individual's immigration status is the sole basis for their ineligibility for CalFresh benefits. By extending eligibility for CFAP, which is administered by the counties, this bill would impose a state-mandated local program.	CalFresh	Support	6/20/2023: Active Bill - June 20 set for first hearing canceled at the request of author.
SB 260 - CalWORKs: Supportive Services	1/30/2023	This bill would include menstrual product costs as a necessary supportive service, and, on and after April 1, 2025, would make a member of an authorized assistance unit who is between 10 and 55 years of age, inclusive, eligible for an unspecified allocation per month to assist with menstrual product costs if they are documented in the case file as female or the county has received verification that a nonfemale member of the household is menstruating.	CalWORKs	Active Support	9/1/2023: Active Bill - September 1 hearing: Held in committee and under submission.
SB 262 - California Farmworkers Drought Resilience Pilot Project	1/30/2023	This bill would require the California Drought Resilience Pilot project to provide monthly supplemental cash payments to households (HH's) in which one member of the HH is a farmworker. This payment would be exempt for CalFresh and CalWORKS. The bill would benefit customers, as the provisions would allow for less income to be counted when determining CalWORKs and CalFresh eligibility.	CalWORKs/CalFresh	Support	5/18/2023: Active Bill - May 18 hearing: Held in committee and under submission.

Bill	Date	Description	Program	Position	Status
AB 325 - Human Services: Noncitizen Victims	1/30/2023	This bill would prohibit the discontinuance of benefits due to a denial of a T or U Visa if the customer is eligible for these benefits on another basis. This bill expands services to noncitizen victims of parental maltreatment, noncitizen children who have been abused, neglected, or abandoned and noncitizens who fear persecution. The bill would add to the categories of eligible customers for the benefits to include individuals who have filed a formal application or petition with the appropriate federal agency for status or relief under the federal Violence Against Women Act.This bill will increase participation for CalFresh and remove barriers to eligibility for noncitizen population.	CalWORKs/CAPI/CalFresh/Medi-Cal	Support	9/1/2023: Active Bill - In committee: Held under submission.
AB 605 - CalFresh Fruit and Vegetable Supplemental Benefits Expansion Program	2/9/2023	This bill requires to include within the EBT system a supplemental benefits mechanism that allows an authorized retailer to deliver and redeem supplemental benefits, additional funds delivered to a CalFresh recipient's EBT card upon purchase of California-grown fresh fruits and vegetables using CalFresh benefits. This bill would provide a minimum of 3 grants to nonprofit organizations or governmental agencies for pilot projects to implement and test the supplemental benefits mechanism	CalFresh	Support	5/18/2023: Active Bill - In committee: Held under submission.
AB 870 - Public Social Services: Benefits for Students	2/14/2023	This bill will have the California Department of Social Services (CDSS) create a workgroup comprised of CDSS staff and relevant stakeholders that meets quarterly to share best practices, updates, challenges, or other topics related to programs and services offered to students. The workgroup must submit a report to the legislature with findings and recommendations relating to increasing enrollment in programs and services offered by the department that may be available to students, as specified, on or before June 30, 2024, and every 3 years thereafter.	CalWORKs/CalFresh	Support	5/18/2023: Active Bill - In committee: Held under submission.
AB 866 - Food Assistance for Nonminor Dependents	2/14/2023	The bill would establish a state-funded program to provide food assistance to nonminor dependents who receive Aid to Families with Dependent Children-Foster Care (AFDC-FC) and reside in a supervised independent living placement or a transitional living setting.	CalFresh	Support	9/1/2023: Active Bill - In committee: Held under submission.
AB 1239 - Incarcerated persons: Family Planning, Access, Care, and Treatment Program.	2/16/2023	This bill does not impact county operations. This bill requires DHCS to provide a list of family planning providers to jails to share with inmates upon release, no later than 9/1/2025. For purposes of a list of Family PACT Program providers and clinics to assist county jail inmates, with the list being issued to an entity designated by county jails. Under the bill, any assistance provided to inmates would be provided only to the extent that the inmate elects to apply for the program and receive assistance, as specified.	Medi-Cal	Support	9/14/2023: Active Bill - In Senate. Held at Desk.
AB 1393 - Student Aid Commission: California Dream Act applicants: Food Support Pilot Program	2/17/2023	The Student Aid Commission establishing the Food Support Program to issue grants to students who meet the eligibility criteria for the California Dream Act. These are students who are non-immigrants, such as DACA, TPS, or U Visa holders who normally would not be eligible to CF to receive a quarterly grant for food, while attending school.	CalFresh	Support	9/1/2023: Active Bill - In committee: Held under submission.
AB 1470 - Medi-Cal: Behavioral Health Services: Documentation Standards	2/17/2023	This bill does not impact county operations. This bill requires DHCS to standardize forms including intake and assessment forms, relating to medical necessity criteria, mandatory screening and transition of care tools, and documentation requirements pursuant to CalAIM Terms and Conditions. The bill would require the department to consult with representatives of specified associations and programs for purposes of implementing these provisions. The bill would authorize the department to develop and maintain a list of department-approved nonstandard forms.	Medi-Cal	Support	9/13/2023: Active Bill - In Senate. Held at Desk.
AB 1644 - Medi-Cal: medically supportive food and nutrition services.	2/17/2023	This bill does not impact county operations. This bill is regarding establishing a medically supportive food benefit for Medi-Cal customers.	Medi-Cal	Support	5/18/2023: Active Bill - In committee: Held under submission.
SB 819 - Medi-Cal: Certification	2/17/2023	This bill does not impact county operations. This bill would additionally exempt from the Medi-Cal enrollment procedures an intermittent site or mobile health care unit that is operated by the above-described government-run license-exempt clinic if that clinic has notified the department of its separate locations, premises, sites, or units.	Medi-Cal	Support	8/28/2023: Active Bill - Ordered to inactive file on request of Assembly Member Bryan.
SB 870 - Medi-Cal: Managed Care Organization Provider Tax	2/17/2023	This bill does not impact county operations. This bill extends the tax on managed care organizations which is used to fund the non-federal share of provider reimbursement.	Medi-Cal	Support	5/18/2023: Active Bill - May 18 hearing: Held in committee and under submission.
AB 1514: Public Social Services: Student Eligibility	2/17/2023	This bill would require that a workgroup is created to provide recommendations for data usage from Free Application for Federal Student Aid (FAFSA) by county welfare departments. The data will then be used to prepopulate applications for students to receive public social services. The workgroup would be comprised of members of County Welfare Directors Association of	CalWORKs/CAPI/GR/CalFresh/Medi-Cal	Support	5/18/2023: Active Bill - In committee: Held under submission.
H.R. 3520: The Veteran Care Improvement Act	5/18/2023	This bill will improve the provision of care and services under the Veterans Community Care Program of the Department of Veterans Affairs, and for other purposes.	OMVA	Support	12/6/2023: Active Bill - Ordered to be Reported by Unanimous Consent by Committee on Natural Resources.

SB 9 - Raising the Age for Extended Foster Care Pilot Program Act of 2023	12/5/2022	This bill would expand the dependency and jurisdiction of the juvenile court to the age of 22 years if the court finds that the NMD is experiencing homelessness or is at risk of homelessness (if not under the jurisdiction of the juvenile court). This bill would also expand the age limit for NMDs to be eligible for cash aid to the age of 22. The provisions of this bill would increase the number of customers who qualify for NMD CalWORKs aid.	CalWORKs	Support, if amended	6/27/2023: Active Bill - From committee: Do pass and re-refer to Com. on APPR. with recommendation: To consent calendar. (Ayes 11. Noes 0.) (June 27). Re-referred to Com. on APPR.
AB 94 - Administration of Public Social Services-Blocked Telephone Calls	1/9/2023	This bill would prohibit outgoing calls from displaying a blocked phone number. The bill would impose a state mandated local program.	CalFresh	Watch	5/18/2023: Active Bill - In committee: Held under submission.
SB 85 - Immigration – Case Management and Social Services	1/13/2023	This bill would reallocate state funds in order to expand the Reception and Placement Program (commonly known as R&P in California) for refugees and asylees. The reallocated funding would allow recipients of the funding to provide an additional 90 days of state funded R&P case management services to refugees and asylees. Because San Diego is a refugee impacted county, San Diego RAs are likely to be eligible for the reallocation of funds from nonimpacted counties. There will be no additional funding allocated for this program extension and the funding will only be available subject to appropriation. As such, this bill would not impact Self-Sufficiency Services staffing or workload.	Self-Sufficiency Services HHSA	Watch	1/25/2024: Active Bill - In Assembly. Read first time. Held at Desk.
SB 242 - California HOPE for Children Trust Account Program	1/25/2023	The bill would require eligibility workers to not consider California Hope, Opportunity, Perseverance, and Empowerment (HOPE) Trust accounts as property for the purposes of determining eligibility for means tested social services programs such as Medi-Cal, CalWORKs, CalFresh, General Assistance, Medi-Cal, Kinship Guardianship Assistance Payment, Adoption Assistance Program (AAP), and Cash Assistance Program for Immigrants (CAPI).	CalWORKs/CAPI/GR/CalFresh/Medi-Cal	Support, if amended	6/8/2023: Active Bill - Referred to Com. on HUM. S.
AB 310 - CalWORKs	1/26/2023	This bill would reduce current workload regarding CalWORKs school attendance, deprivation and immunization as it would eliminate the deprivation rule that decreases CalWORKs benefits for school attendance if a child in the AU who is age 16 or over is not attending school or participating in Welfare-to-Work or immunization penalty if the children under the age of 6 is not up to date with their immunizations.	CalWORKs	Support, if amended	6/27/2023: Active Bill - In committee: Set, first hearing. Hearing canceled at the request of author.
AB 435 - Public Social Services: Automated Application Process	2/6/2023	This bill would require CalSAWS to accept and process electronic applications for additional cash assistance programs including the Cash Assistance Program for Immigrants (CAPI), the Trafficking and Crime Victims Assistance Program (TCVAP) and Refugee Cash Assistance (RCA). This bill would require that customers have access to apply for these cash assistance programs online by December 1, 2024. This bill would require that automation activities to be prioritized over county initiatives.	CalWORKs/CAPI	Support, if amended	5/18/2023: Active Bill - In committee: Held under submission.
SB 333 - Homeless Pupils: California Success, Opportunity, and Academic Resilience (SOAR) Guaranteed Income Program	2/7/2023	This bill would exempt SOAR Guaranteed Income Program award received by a 12th grade student experiencing homelessness from being considered as income or resource for purposes of determining CalWORKs, CalFresh, Medi-Cal, CAPI, and/or General Relief eligibility. Additionally, this bill will encourage students to continue their education. The bill would benefit customers, as the provisions would allow for less income to be counted when determining eligibility. As a result, customers who would otherwise be ineligible, receive a lower benefit amount, or less beneficial program, would become and/or remain eligible to the programs affected by this bill and associated supportive programs (or would not have a reduction in their benefits).	CalWORKs/CAPI/GR/CalFresh/Medi-Cal	Support, if amended	7/3/2023: Active Bill - From committee with author's amendments. Read second time and amended. Re-referred to Com. on ED.
AB 564 - Medi-Cal Enrollmet	2/8/2023	The bill requires the Department of Health Care Services to allow applicants and providers to submit to submit electronic signatures for all enrollment forms, including, but not limited to, claims and remit forms, in the Medi-Cal program.	Medi-Cal	Watch	6/14/2023: Active Bill - Referred to Com. on HEALTH.
AB 596 - Early Learning and Care: Rate Reform	2/9/2023		CalWORKs	No Analysis Attached	9/1/2023: Active Bill - In committee: Held under submission.
SB 491 - Public Social Services: County Departments	2/14/2023	This bill would require counties to develop and implement a program to ensure residents without a permanent mailing address have a place to receive and pick-up all government related (includes city, county, state, federal, and contracted agencies) mail. The bill does not provide detail on how it should be implemented.	CalWORKs/CAPI/GR/CalFresh/Medi-Cal	Watch	9/1/2023: Active Bill - September 1 hearing: Held in committee and under submission.

Monthly Medi-Cal Renewal Report

Medi-Cal Renewals	Jun-23	%	Jun-23 (Data as of 6/30)	%	Jul-23	%	Jul-23 (Data as of 7/31)	%	Aug-23	%	Aug-23 (Data as of 8/31)	%	Sep-23	%	Sep-23 (Data as of 9/30)	%	Oct-23	%	Oct-23 (Data as of 10/31)	%	Nov-23	%	Nov-23 (Data as of 11/30)	%
Total Medi-Cal Renewals Due	46,900	100%	46,900	100%	47,860	100%	47,860	100%	46,879	100%	46,879	100%	48,907	100%	48,907	100%	50,251	100%	50,251	100%	51,890	100%	51,890	100%
Total Medi-Cal Renewals Auto Renewed	12,890	27%	12,890	27%	13,110	27%	13,110	27%	13,581	29%	13,581	29%	11,327	23%	11,327	23%	13,208	26%	13,208	26%	14,258	27%	14,258	27%
Total Medi-Cal Renewals Renewed via Combo Case*	7,364	16%	15,046	32%	7,081	15%	11,359	24%	7,053	15%	18,102	39%	7,440	15%	20,262	41%	7,298	15%	19,715	39%	6,786	13%	20,000	39%
Total Medi-Cal Renewal Packets Mailed	26,646	57%	26,646	57%	27,669	58%	27,669	58%	25,601	55%	25,601	55%	28,971	59%	28,971	59%	28,508	57%	28,508	57%	29,654	57%	29,654	57%
Packets Received, Not Yet Processed			5,967	13%	4,691	10%	5,839	12%	10	0%	4,035	9%	326	1%	10,420	21%	507	1%	10,951	22%	414	1%	10,958	21%
Total Medi-Cal Renewals Completed	20,254	43%	27,936	60%	20,191	42%	24,469	51%	20,634	44%	31,683	68%	18,767	38%	31,589	65%	20,506	41%	32,923	66%	21,044	41%	34,258	66%
Total Medi-Cal Renewals Pending Receipt	26,646	57%	12,997	28%	22,978	48%	17,552	37%	26,235	56%	11,161	24%	29,814	61%	6,898	14%	29,238	58%	6,377	13%	30,432	59%	6,674	13%

Medi-Cal Renewals	Dec-23	%	Dec-23 (Data as of 12/31)	%	Jan-24	%	Jan-24 (Data as of 1/31)	%	Feb-24	%	Feb-24	%	Mar-24	%
Total Medi-Cal Renewals Due	58,313	100%	58,313	100%	47,936	100%	47,936	100%	51,565	100%	51,565	100%	55,858	100%
Total Medi-Cal Renewals Auto Renewed	26,371	45%	26,371	45%	21,176	44%	21,176	44%	22,026	43%	22,026	43%	25,149	45%
Total Medi-Cal Renewals Renewed via Combo Case*	10,415	18%	17,979	31%	9,619	20%	15,311	32%	8,556	17%	9,309	18%	8,419	15%
Total Medi-Cal Renewal Packets Mailed	20,706	36%	20,706	36%	16,689	35%	16,689	35%	20,292	39%	20,292	39%	21,621	39%
Packets Received, Not Yet Processed	1,059	2%	7,506	13%	1,055	2%	6,512	14%	792	2%	5,456	11%	1,284	2%
Total Medi-Cal Renewals Completed	36,786	63%	44,350	76%	30,795	64%	36,487	76%	30,582	59%	31,335	61%	33,568	60%
Total Medi-Cal Renewals Pending Receipt	20,468	35%	6,457	11%	16,086	34%	4,937	10%	20,191	39%	14,774	29%	21,006	38%

Source: Daily RRR Status Report

*Combo: Medi-Cal With Active CF/GR/CW

Report Date: 02/01/2023

Months	Count of Case Number
Jun-23	8,392
Jul-23	2,894
Aug-23	12,020
Sep-23	10,152
Oct-23	11,266
Nov-23	11,799
Dec-23	9,087
Jan-24	7,778
Grand Total	**73,388**

The top four discontinuance reasons are (in order from most to least):

1. Failed to Complete Redetermination
2. No Eligible Mem
3. Inter-County Transfer
4. Failed MAGI

CalFresh Overview

Program Flexibilities & Waivers

- The following waivers granted by the Food and Nutrition Services (FNS) extended through:

  - Initial application and recertification interviews March 31st 2024

  - Telephonic signature March 31st 2024

  - Quality control face to face interviews September 30th, 2024

  - 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

CalFresh Overview

Additional Updates

- New EBT phone application, ebtEDGE, launched on November 10th

- The app helps facilitate self-service and includes security features:

  - Biometric access

  - Freeze & unfreeze card

  - Block transactions

  - Card replacement

  - Change pin

Medi-Cal Overview

New PHE Unwinding Flexibilities

- Suspension of requirement to apply for unconditionally available income (unemployment, disability, veterans, etc.)

- Suspension of Medical Support Enforcement requirements (absent parent)

- Stable income waiver – eliminates the need to verify stable income sources during renewal (Social Security, retirement, disability, etc.)

Medi-Cal Overview

Upcoming Changes

- **26-49 Adult Expansion**

  o Effective January 1, 2024, Medi-Cal applicants and beneficiaries who are ages 26 to 49 regardless of immigration status are now eligible to Full Scope benefits

  o With this expansion, all Medi-Cal applicants and beneficiaries are now approved for Full scope benefits regardless of age and immigration status if otherwise eligible

  o The Department of Health Care Services (DHCS) mailed out the Managed Care Plan Enrollment Notice to customers prior to implementation. This notice explains what a Managed Care Plan is, the requirement of enrolling in a Health Plan and how to enroll

    o Beneficiaries who did not select a plan will be automatically enrolled into one

  o CalSAWS began transitioning existing customers and sending advance notices beginning November 1, 2023, for the January 1, 2024, month of eligibility

Medi-Cal Overview

Asset Test Elimination

- Effective January 1, 2024, the elimination of assets (property) became effective for **all** Non-MAGI Medi-Cal programs including:

  - Medically Needy

  - Aged & Disabled

  - Medicare Savings Programs

  - Long-Term Care

- Income producing assets such as Annuities, Retirement Plans/Pensions, Rental Property, are no longer considered when determining Medi-Cal eligibility

  - Any income from these assets will continue to count as Unearned income

Medi-Cal Overview

Medi-Cal Managed Care Plans

- Effective January 1, 2024, Aetna Better Health of CA and Health Net Community Solutions Inc. are no longer part of the San Diego County Geographic Managed Care Plan model in San Diego

  - Customers currently enrolled in these plans will be Automatically transitioned to Blue Shield or Community Health Group if no other plan is selected by December 31, 2023

- Aetna and Health Net plans stopped accepting new members as of October 1, 2023

MONTHLY UPDATES

ELIGIBILITY SERVICES BY THE NUMBERS…

February 2024 *(Data Month: January 2024)*

PARTICIPANTS

- **CalFresh**: 389,454 recipients, up 4.41% from last year.
    - 128,763 child recipients (0-18), up 1.31% from last year.
    - 93,105 senior recipients (60+), up 9.70% from last year.

- **CalWORKs**: 50,194 recipients, up 9.56% from last year.
    - 35,932 child recipients (0-18), up 11.07% from last year.
    - Welfare-to-Work: 15,051 participants, up 14.62% from last year.

- **CMS:** 8 CMS recipients, no change from last year.

- **General Relief:** 4,853 recipients, up 24.34% from last year.

- **Medi-Cal**: 973,274 recipients, down 4.82% from last year.
    - 323,870 child recipients (0-18), down 2.85% from last year.
    - 17,267 Medi-Cal Expansion Over 50 Years.

Program	Cases	Recipients	% Change in Recipients Previous Month	Previous Year	Unduplicated Number of Recipients (January 2023–January 2024)
CalFresh	230,204	389,454	0.50%	4.41%	531,511
CalWORKs	17,401	50,194	0.93%	9.56%	68,555
CMS	8	8	60.00%	0.00%	41
General Relief	4,841	4,853	3.15%	24.34%	13,205
Medi-Cal	551,262	973,274	0.35%	-4.82%	1,107,895
Total	**803,716**	**1,417,783**	**0.42%**	**-1.91%**	**1,219,491****

*Recipients include 371,649 under ACA Medicaid Coverage Expansion.
**The number of *unduplicated* recipients for *all* programs.

PROCESSING

Applications Registered		
Program	January 2024	FYTD
CalFresh	23,073	149,881
CalWORKs	2,812	19,205
CMS	42	238
General Relief	4,104	24,637
Medi-Cal	16,535	87,345
Total	**46,566**	**281,306**

Renewals Generated		
Program	January 2024	FYTD
CalFresh	9,536	75,394
CalWORKs	1,245	10,014
CMS	1	17
General Relief	111	773
Medi-Cal	47,936	352,036
Total	**58,829**	**438,234**

Periodic Reports Generated		
Program	January 2024	FYTD
CalFresh	15,343	97,252
CalWORKs	1,556	9,435
General Relief	0	5
Medi-Cal	11	105
Total	**16,910**	**106,797**

Documents Imaged	
January 2024	FYTD
340,534	**2,505,218**

Tasks Created	
January 2024	FYTD
581,381	**4,075,845**

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	January 2023	January 2024	Change	FYTD
Total Calls	191,993	243,089	51,096	1,874,094
Abandoned	6,545	9,717	3,172	158,084
Average Wait Time	2:57	2:00	-0:57	4:50

Community Based Organization (CBO)				
Month	January 2023	January 2024	Change	FYTD
Total Calls	4,782	6,958	2,176	45,911
Abandoned	143	306	163	1,837
Average Wait Time	3:06	3:36	0:30	4:51

Emails Received	
January 2024	FYTD
2,330	17,188

FAMILY RESOURCE CENTER VISITS

Month	January 2023	January 2024	Change	FYTD
Total Tickets Issued	35,490	51,291	31%	330,435
Average Wait Time (min.)	(*-)	(*-)	N/A	

 *** Due to COVID-19 Waivers, Avg time is not available for January 2024**

FYTD=Fiscal Year To Date

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 = 93%
- Annual Renewal Timeliness = 86%

CalWORKs
- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 18 Days
- Immediate Need: State required days to disposition = 1 Day
  - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 96%
- Annual Renewal Timeliness = 88%

Medi-Cal
- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 28 Days
- Annual Renewal Timeliness = 86%

Medi-Cal Recipients		
FY Feb 12	FY Jan 24	**174%**
354,613	**973,274**	Increase

Trend in Medi-Cal Recipients

CalFresh Recipients		
FY Feb 12	FY Jan 24	**58%**
247,146	**389,454**	Increase

Trend in CalFresh Recipients

CalWORKs Recipients		
FY Feb 12	FY Jan 24	**-37%**
80,166	**50,194**	Decrease

Trend in CalWORKs Recipients

General Relief Recipients		
FY Feb 12	FY Jan 24	**285%**
1,261	**4,853**	Increase

Trend in General Relief Recipients
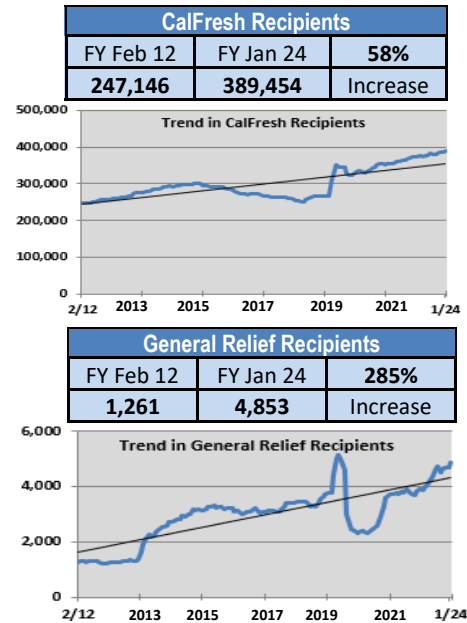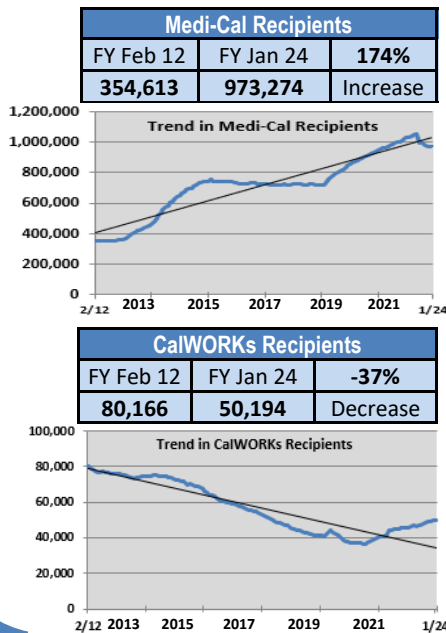
Office of Military and Veterans Affair (OMVA) Data Tracker *

OMVA Service Delivery	Monthly Total	FYTD
Calls Received	3,213	16,147
Calls Received– Average Wait Times	0:01:30	0:01:13
In-Person Customer Visits	1,862	8,550
Driver's License Applications	85	831
License Plate Applications	661	2729
College Fee Waiver Applications	141	1259
VA Claim Appointments Made	156	1072
VA Claim Appointments Wait Time (Days)	13	49
Community Events	3	58
Contacts Made at Community Events	54	3,033

* New data metrics as of 10/2023

Monthly Self-Sufficiency Services Performance Dashboard (FY 23/24)

CalSAWS Tasks Created

TOTAL MONTHLY TASKS CREATED

Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24
490,428	672,013	607,648	647,765	562,658	513,952	581,381

FYTD	4,075,845

MONTHLY TASKS CREATED BY FRC

Centre City	211	Access	Chula Vista	El Cajon	Fallbrook	OHS	HCSS	Lemon Grove	Metro	National City	North Central	North Coastal	North Inland	Northeast	QC/QA Section	Ramona	Southeastern
49,557	0	279	68,490	80,360	2	2,761	13,234	50,189	1	28,817	67,998	57,572	74,035	40,238	0	2	47,846

FYTD TASKS CREATED BY FRC

Centre City	Access	Chula Vista	El Cajon	Fallbrook	OHS	HCSS	Lemon Grove	Metro	National City	North Central	North Coastal	North Inland	Northeast	QC/QA Section	Ramona	Southeastern
343,392	4,849	477,878	561,457	20	23537	83,298	393,257	49	215,164	461,048	406,984	510,356	287,186	14	25	307,319

MONTHLY AUTO ASSIGNED SUB TASKS

Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

FYTD	100%

MONTHLY APPLICATION TASKS CREATED

Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24
24,471	31,030	29,185	32,488	30,620	25,740	34,358

FYTD	207,892

MONTHLY PERIODIC REPORT TASKS CREATED

Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24
11,508	13,303	12,378	12,320	10,740	11,587	13,622

FYTD	85,458

MONTHLY ANNUAL RENEWAL TASKS CREATED

Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24
23,634	28,331	28,295	30,934	26,354	22,820	25,842

FYTD	186,210

MONTHLY AUTO ASSIGNED SUB-TASKS

Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24
490,428	672,013	607,648	647,765	562,658	513,952	581,381

FYTD	4,075,845

MONTHLY CALSAWS CALENDARED APPOINTMENTS

TASK INTAKE APPOINTMENTS CALENDARED

Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24
9,507	10,552	7,803	7,619	7,718	8,156	8,258

FYTD	59,613

TASK RENEWAL APPOINTMENTS CALENDARED

Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24
10,992	25,146	25,285	27,535	25,263	27,070	25,739

FYTD	167,030

LOBBY MANAGEMENT

MONTHLY FRC TICKETS ISSUED

Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24
40,576	51,801	46,367	49,770	47,309	43,321	51,291

FYTD	330,435

MONTHLY FRC AVERAGE WAIT TIME

Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24
0	0	0	0	0	0	0

*Average time is not availble

FYTD	0.00

CASE PROCESSING PERFORMANCE (CALSAWS)

MONTHLY APPLICATION TIMELINESS

CALWORKs APPLICATION TIMELINESS
3%
97%
■ % of Apps timely ■ % of Apps Overdue

FYTD	97%

CALFRESH APPLICATION TIMELINESS
7%
93%
■ % of Apps timely ■ % of Apps Overdue

FYTD	92%

MEDI-CAL APPLICATION TIMELINESS
13%
87%
■ % of Apps timely ■ % of Apps Overdue

FYTD	89%

GENERAL RELIEF APPLICATION TIMELINESS
9%
91%
■ % of Apps timely ■ % of Apps Overdue

FYTD	91%

MONTHLY RENEWAL TIMELINESS

CALWORKs RENEWAL TIMELINESS
12%
88%
■ Timeliness ■ Overdue %

FYTD	98%

CALFRESH RENEWAL TIMELINESS
14%
86%
■ Timeliness ■ Overdue %

FYTD	99%

MEDI-CAL RENEWAL TIMELINESS
14%
86%
■ Timeliness ■ Overdue %

FYTD	87%

MONTHLY PERIODIC REPORT TIMELINESS

CalWORKs PERIODIC REPORT TIMELINESS
4%
96%
■ % Timely ■ % Untimely

FYTD	95%

CALFRESH PERIODIC REPORT TIMELINESS
7%
93%
■ % Timely ■ % Untimely

FYTD	92%

CUSTOMER SATISFACTION SURVEY

DID YOU RECEIVE COURTEOUS SERVICE?
14% 3%
83%
■ Yes ■ No ■ No Response

WERE YOU SATISFIED WITH THE INFORMATION YOU RECEIVED?
4% 3%
93%
■ Yes ■ No ■ No Response

ACCESS CUSTOMER SURVEY

ACCESS CUSTOMER SURVEY RESPONSES
6% 4%
90%
■ Positive ■ Neutral ■ Negative

ACCESS CALL CENTER

ACCESS CALL CENTER

MONTHLY TOTAL CALLS RECEIVED

Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24
286,984	277,662	259,055	300,195	258,846	248,263	243,089

FYTD	1,874,094

MONTHLY AVERAGE WAIT TIME

Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24
8:23	10:37	6:04	2:24	2:57	1:24	2:00

FYTD	4:50

RESCHEDULE APPOINTMENT CALLS (211)

MONTHLY TOTAL CALLS HANDLED

Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24
2,262	2,760	2,129	2,112	1,654	1,540	1,786

FYTD	14,243

MONTHLY AVERAGE WAIT TIME

Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24
4:41	4:32	2:02	1:10	1:04	1:07	1:02

FYTD	2:28

2

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Automated (Robo) Call Summary	Program				
Month	CW/CF SAR Reminder	CW Balderas	MC Renewal Robo Pre Packet	MC Renewal Robo No Renewal Received	Grand Total
July 2023	4,343	507	742	362	5,954
August 2023	10,430	491			10,921
September 2023	7,779	479			8,258
October 2023	6,685	359			7,044
November 2023	8,840	412			9,252
December 2023	8,369	359			8,728
January 2024	9,414	304			9,718
February 2024					
March 2024					
April 2024					
May 2024					
June 2024					
Grand Total	55,860	2,911	742	362	59,875
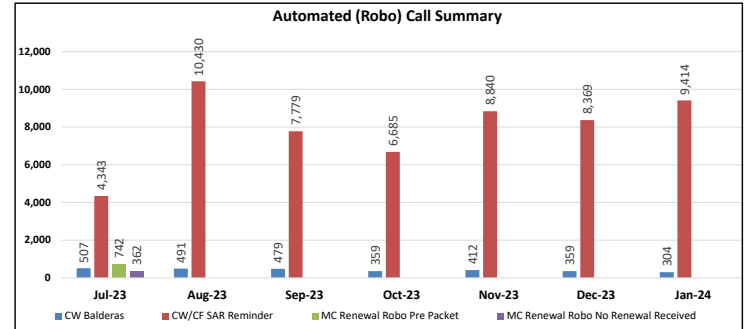
Text Messaging Summary	Program						
Month	CW/CF SAR Reminder	CW/CF Balderas	CalFresh Renewal	CalWORKs Renewal	MC Renewal SMS Pre Packet	MC Renewal SMS No Renewal Received	Grand Total
July 2023	13,064	8,675	8,131	965	38,145	19,504	88,484
August 2023	10,292	8,483	5,739	820	41,251	19,525	86,110
September 2023	13,803	8,851	6,087	1,075	30,909	18,471	79,196
October 2023	9,594	8,045	5,478	982	25,732	20,912	70,743
November 2023	8,572	7,790	5,376	1,024	31,925	21,191	75,878
December 2023	9,547	7,978	5,409	839	35,688	13,988	73,449
January 2024	10,755	8,676	4,812	801	32,445	11,595	69,084
February 2024							
March 2024							
April 2024							
May 2024							
June 2024							
Grand Total	75,627	58,498	41,032	6,506	236,095	125,186	542,944
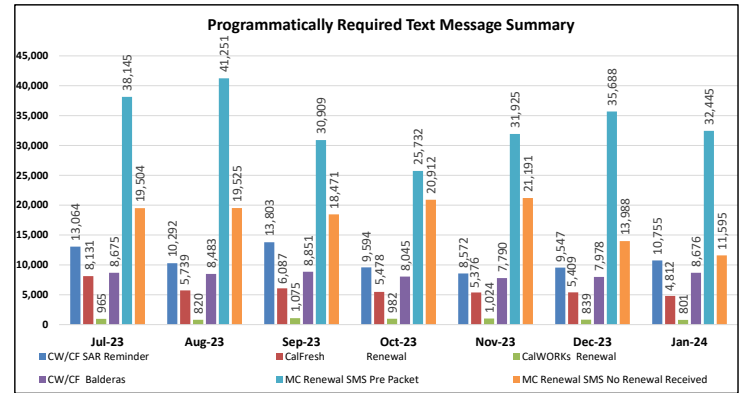
Text Messaging Summary	Special Campaign									
Month	UCSD Outreach	MC 65+	Text2LiveHealthy	Stage 1 Child Care	Jewish Family Services (JFS) Robocall	Jewish Family Services (JFS) SMS	Benefits Cal SMS	SANDAG - Digital Equity (Chula Vista)	UCSD Mas Fresco	Grand Total
July 2023	196,100	1,375	6,398	1,666						205,539
August 2023	191,165	1,320	7,756		785	785				201,811
September 2023	204,036	1,344			651	651	590,570			797,252
October 2023	203,476	1,341			570	570		73,533		279,490
November 2023	200,292	1,227			1,591	1,591				204,701
December 2023		1,162			17	17			391,112	392,308
January 2024		1,223								1,223
February 2024										
March 2024										
April 2024										
May 2024										
June 2024										
Grand Total	995,069	8,992	14,154	1,666	3,614	3,614	590,570	73,533	391,112	2,082,324
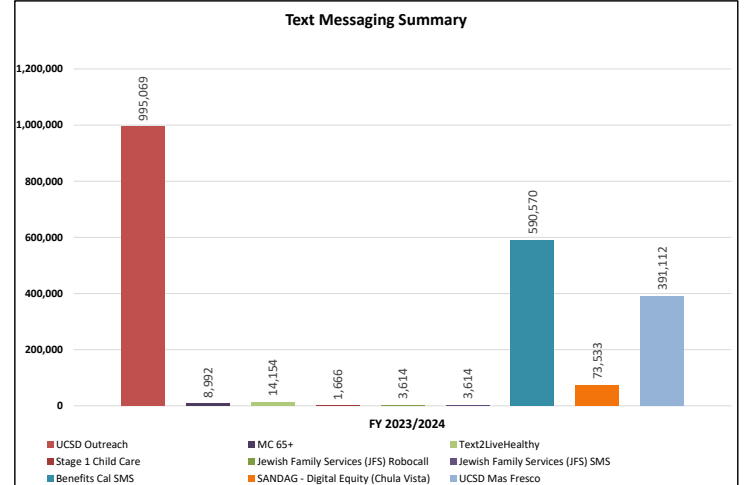
*Note: Robo Calls have been temporarily suspended in all circumstances except for CalWORKS and CalFresh Balderas call notifications.
In lieu of this, all former Robo Call receipients were reprogrammed to receive text message notifications to alert them of any upcoming case actions.

*Note: PR Text Message Summary methodology updated to count CW/CF Household once.
These houseold's are sent one text message. CW/CF households are included in CW Text Message Count.

Effective 12/2020, Access is no longer doing the Monthly Consent Text Messaging RRR Campaign, nor mailing CF Packets.

Automated (Robo) Call Summary

Programmatically Required Text Message Summary

Text Messaging Summary

Report Data Month: 1/2024
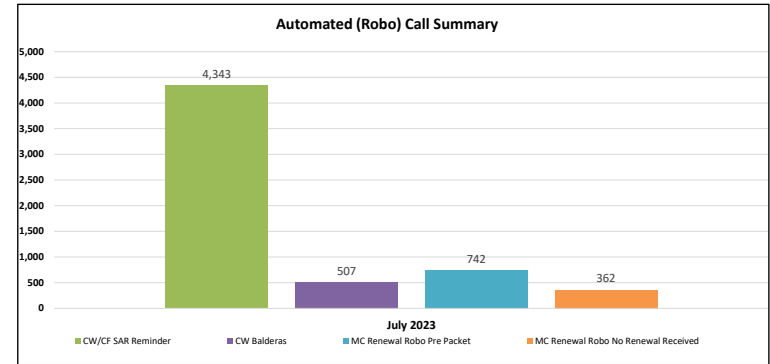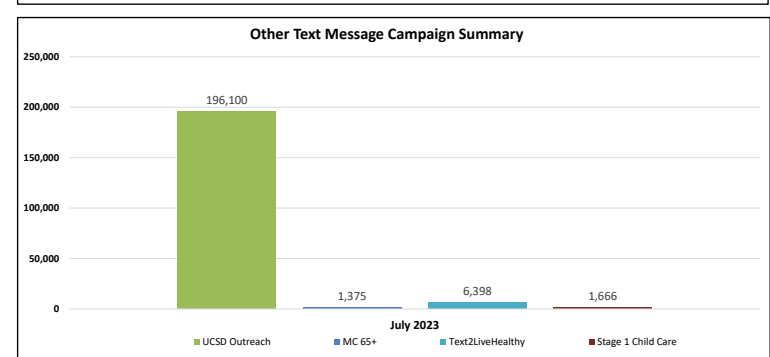Report Run Date: 02/07/2024

Automated (Robo) Call Summary

Month	CW/CF SAR Reminder	CW Balderas	MC Renewal Robo Pre Packet	MC Renewal Robo No Renewal Received	Grand Total
	Program				
July 2023	4,343	507	742	362	5,954
Grand Total	4,343	507	742	362	5,954

Text Messaging Summary

Month	CW/CF SAR Reminder	CW/CF Balderas	CalFresh Renewal	CalWORKs Renewal	MC Renewal SMS Pre Packet	MC Renewal SMS No Renewal Received	Other	Grand Total
	Program							
July 2023	13,064	8,675	8,131	965	38,145	19,504	205,539	294,023
Grand Total	13,064	8,675	8,131	965	38,145	19,504	205,539	294,023
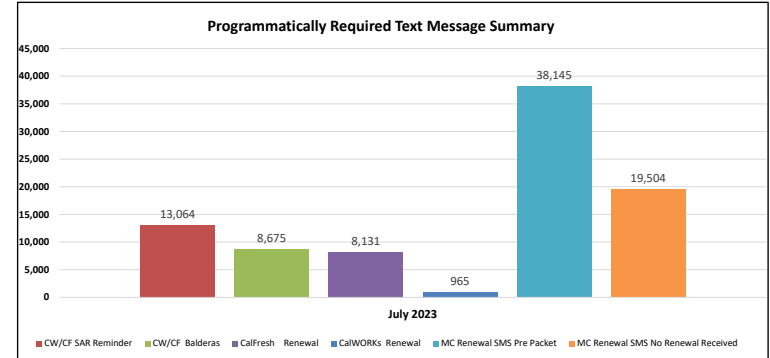
Text Messaging Summary

Month	UCSD Outreach	MC 65+	Text2LiveHealthy	Stage 1 Child Care	Grand Total
	Special Campaign				
July 2023	196,100	1,375	6,398	1,666	205,539
Grand Total	196,100	1,375	6,398	1,666	205,539

Report Data Month: 07/2023
Report Run Date: 02/07/2024

Automated (Robo) Call Summary

Programmatically Required Text Message Summary

Other Text Message Campaign Summary

Automated (Robo) Call Summary

Automated (Robo) Call Summary	Program		
Month	CW/CF SAR Reminder	CW Balderas	Grand Total
August 2023	10,430	491	10,921
Grand Total	10,430	491	10,921
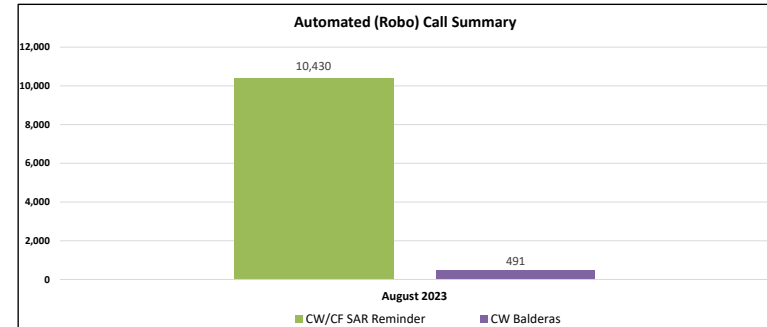
Text Messaging Summary

Text Messaging Summary	Program							
Month	CW/CF SAR Reminder	CW/CF Balderas	CalFresh Renewal	CalWORKs Renewal	MC Renewal SMS Pre Packet	MC Renewal SMS No Renewal Received	Other	Grand Total
August 2023	10,292	8,483	5,739	820	41,251	19,525	201,811	287,921
Grand Total	10,292	8,483	5,739	820	41,251	19,525	201,811	287,921

Text Messaging Summary (Special Campaign)
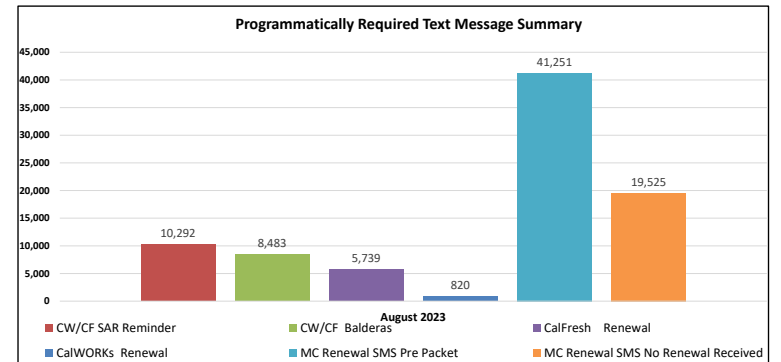
Text Messaging Summary	Special Campaign					
Month	UCSD Outreach	MC 65+	Text2LiveHealthy	Jewish Family Services (JFS) Robocall	Jewish Family Services (JFS) SMS	Grand Total
August 2023	191,165	1,320	7,756	785	785	201,811
Grand Total	191,165	1,320	7,756	785	785	201,811
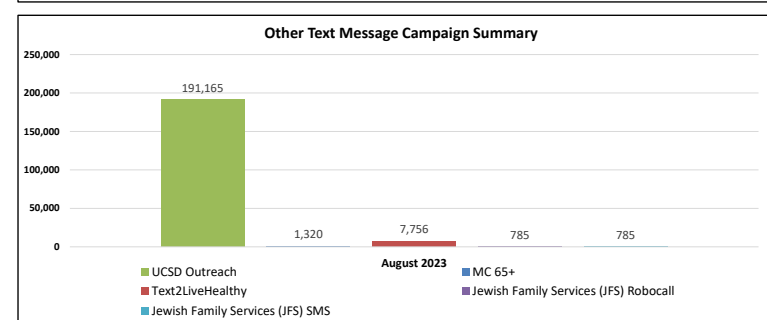
Report Data Month: 08/2023
Report Run Date: 02/07/2024

Automated (Robo) Call Summary

Programmatically Required Text Message Summary

Other Text Message Campaign Summary

Automated (Robo) Call Summary	Program		
Month	CW/CF SAR Reminder	CW Balderas	Grand Total
September 2023	7,779	479	8,258
Grand Total	7,779	479	8,258
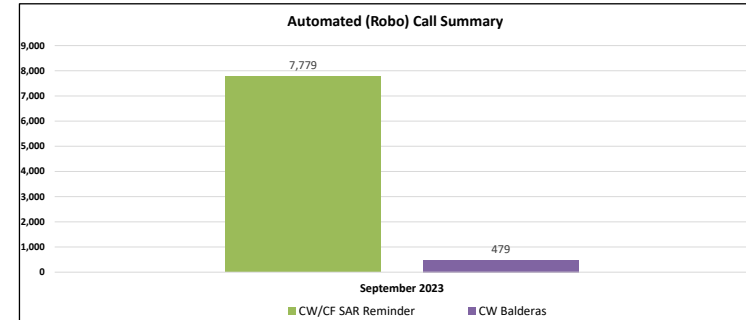
Automated (Robo) Call Summary

Text Messaging Summary	Program							
Month	CW/CF SAR Reminder	CW/CF Balderas	CalFresh Renewal	CalWORKs Renewal	MC Renewal SMS Pre Packet	MC Renewal SMS No Renewal Received	Other	Grand Total
September 2023	13,803	8,851	6,087	1,075	30,909	18,471	797,252	876,448
Grand Total	13,803	8,851	6,087	1,075	30,909	18,471	797,252	876,448
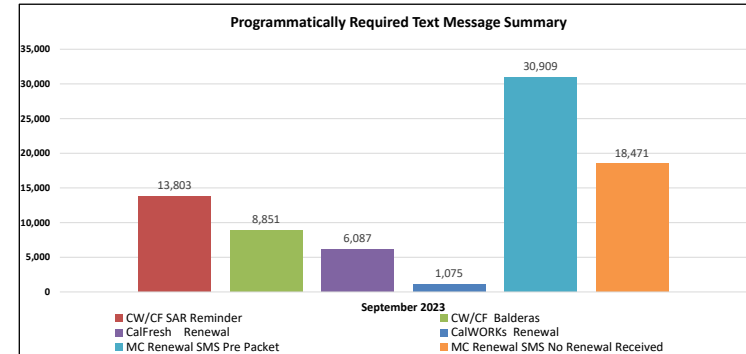
Programmatically Required Text Message Summary

Text Messaging Summary	Special Campaign				
Month	UCSD Outreach	MC 65+	Jewish Family Services (JFS) Robocall	Jewish Family Services (JFS) SMS	Benefits Cal SMS	Grand Total
September 2023	204,036	1,344	651	651	590,570	797,252
Grand Total	204,036	1,344	651	651	590,570	797,252

Other Text Message Campaign Summary
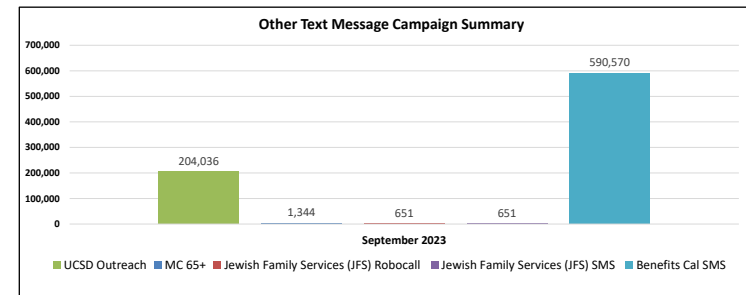
Report Data Month: 09/2023
Report Run Date: 02/07/2024

Automated (Robo) Call Summary

Automated (Robo) Call Summary	Program		
Month	CW/CF SAR Reminder	CW Balderas	Grand Total
October 2023	6,685	359	7,044
Grand Total	6,685	359	7,044
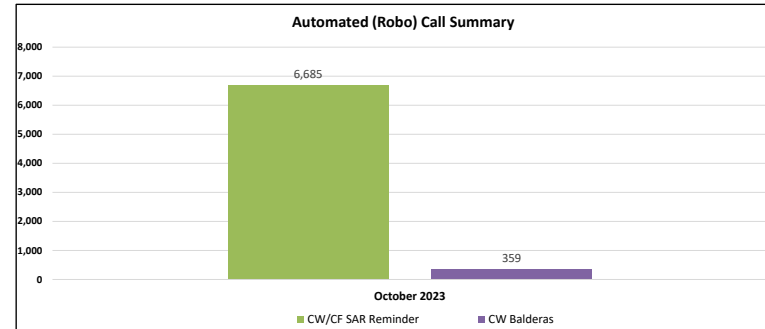
Text Messaging Summary

Text Messaging Summary	Program							
Month	CW/CF SAR Reminder	CW/CF Balderas	CalFresh Renewal	CalWORKs Renewal	MC Renewal SMS Pre Packet	MC Renewal SMS No Renewal Received	Other	Grand Total
October 2023	9,594	8,045	5,478	982	25,732	20,912	279,490	350,233
Grand Total	9,594	8,045	5,478	982	25,732	20,912	279,490	350,233
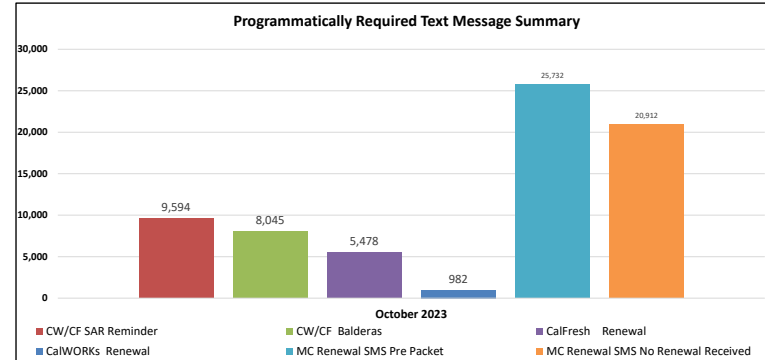
Text Messaging Summary	Special Campaign					
Month	UCSD Outreach	MC 65+	Jewish Family Services (JFS) Robocall	Jewish Family Services (JFS) SMS	SANDAG - Digital Equity (Chula Vista)	Grand Total
October 2023	203,476	1,341	570	570	73,533	279,490
Grand Total	203,476	1,341	570	570	73,533	279,490
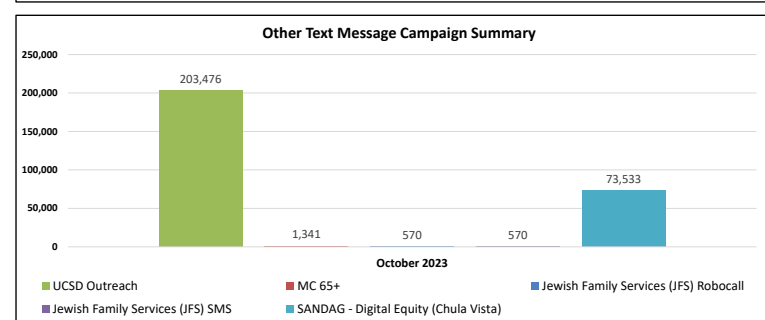
Report Data Month: 10/2023
Report Run Date: 02/07/2024

Automated (Robo) Call Summary

Programmatically Required Text Message Summary

Other Text Message Campaign Summary

Automated (Robo) Call Summary

Automated (Robo) Call Summary	Program		
Month	CalWORKs	CF Balderas- SAR	Grand Total
November 2023	412	8,840	9,252
Grand Total	412	8,840	9,252

Text Messaging Summary

Text Messaging Summary	Program							
Month	CW/CF SAR Reminder	CW/CF Balderas	CalFresh Renewal	CalWORKs Renewal	MC Renewal SMS Pre Packet	MC Renewal SMS No Renewal Received	Other	Grand Total
November 2023	8,572	7,790	5,376	1,024	31,925	21,191	204,701	280,579
Grand Total	8,572	7,790	5,376	1,024	31,925	21,191	204,701	280,579
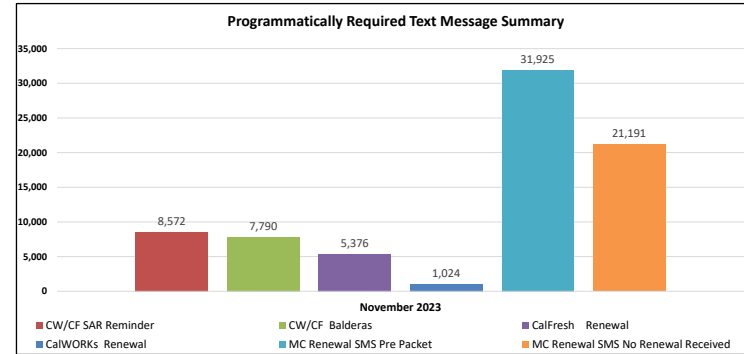
Text Messaging Summary	Special Campaign				
Month	UCSD Outreach	MC 65+	Jewish Family Services (JFS) Robocall	Jewish Family Services (JFS) SMS	Grand Total
November 2023	200,292	1,227	1,591	1,591	204,701
Grand Total	200,292	1,227	1,591	1,591	204,701
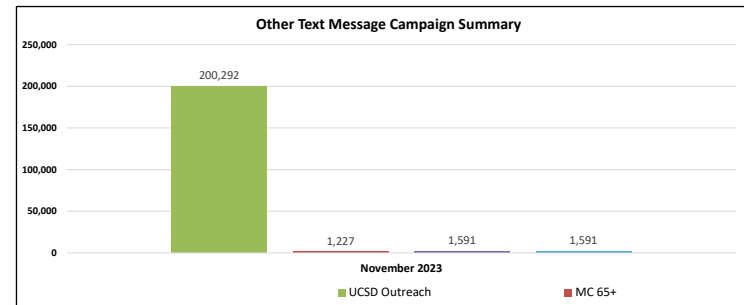
Data Sources: Monthly M40-181A CW Discontinuance Call List, Monthly CF SAR Not Received Call List, Monthly CF Only RRR Not Complete Call List, Monthly Balderas Outbound Call List, Monthly MC RRR RoboCall, Monthly Consent Text Message Report, Monthly CF Balderas Call Report

Report Data Month: 11/2023
Report Run Date: 02/07/2024

Automated (Robo) Call Summary

Automated (Robo) Call Summary	Program		
Month	CalWORKs	CF Balderas- SAR	Grand Total
December 2023	359	8,369	8,728
Grand Total	359	8,369	8,728
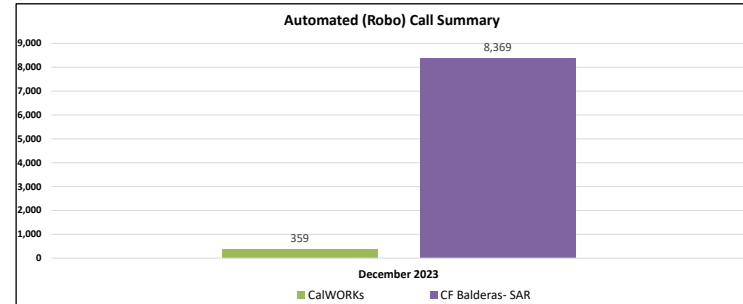
Automated (Robo) Call Summary

Text Messaging Summary

Text Messaging Summary	Program							
Month	CW/CF SAR Reminder	CW/CF Balderas	CalFresh Renewal	CalWORKs Renewal	MC Renewal SMS Pre Packet	MC Renewal SMS No Renewal Received	Other	Grand Total
December 2023	9,547	7,978	5,409	839	35,688	13,988	392,308	465,757
Grand Total	9,547	7,978	5,409	839	35,688	13,988	392,308	465,757

Programmatically Required Text Message Summary
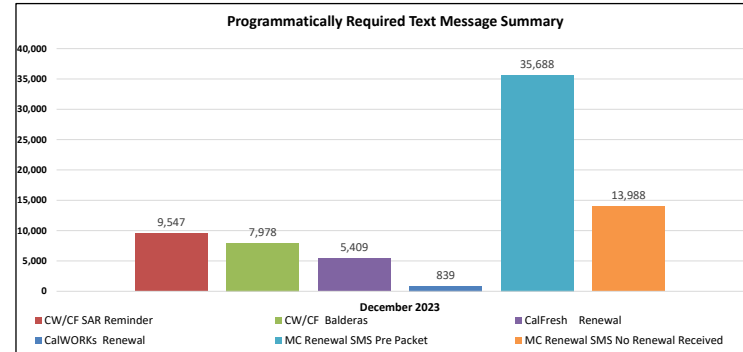
Text Messaging Summary	Special Campaign				
Month	MC 65+	Jewish Family Services (JFS) Robocall	Jewish Family Services (JFS) SMS	UCSD Mas Fresco	Grand Total
December 2023	1,162	17	17	391,112	392,308
Grand Total	1,162	17	17	391,112	392,308

Other Text Message Campaign Summary

Data Sources: Monthly M40-181A CW Discontinuance Call List, Monthly CF SAR Not Received Call List,
Monthly CF Only RRR Not Complete Call List, Monthly Balderas Outbound Call List, Monthly MC RRR RoboCall,
Monthly Consent Text Message Report, Monthly CF Balderas Call Report
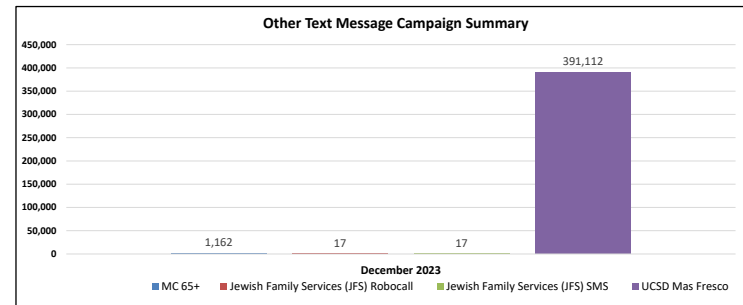
Report Data Month: 12/2023
Report Run Date: 02/07/2024

January 2024

Automated (Robo) Call Summary

Month	Program		
	CalWORKs	CF Balderas- SAR	Grand Total
January 2024	304	9,414	9,718
Grand Total	304	9,414	9,718

Text Messaging Summary

Month	Program							
	CW/CF SAR Reminder	CW/CF Balderas	CalFresh Renewal	CalWORKs Renewal	MC Renewal SMS Pre Packet	MC Renewal SMS No Renewal Received	Other	Grand Total
January 2024	10,755	8,676	4,812	801	32,445	11,595	1,223	70,307
Grand Total	10,755	8,676	4,812	801	32,445	11,595	1,223	70,307

Text Messaging Summary

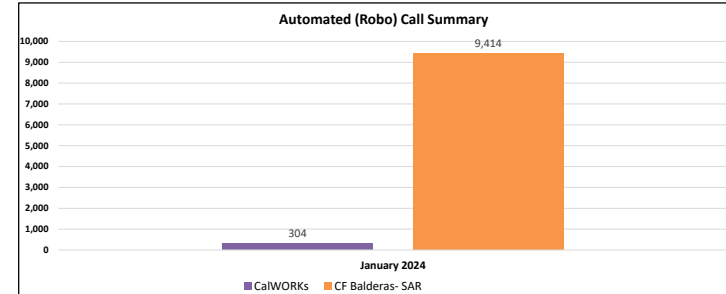| Month	Special Campaign
	MC 65+
January 2024	1,223
Grand Total	1,223

Data Sources: Monthly M40-181A CW Discontinuance Call List, Monthly CF SAR Not Received Call List,
Monthly CF Only RRR Not Complete Call List, Monthly Balderas Outbound Call List, Monthly MC RRR RoboCall,
Monthly Consent Text Message Report, Monthly CF Balderas Call Report
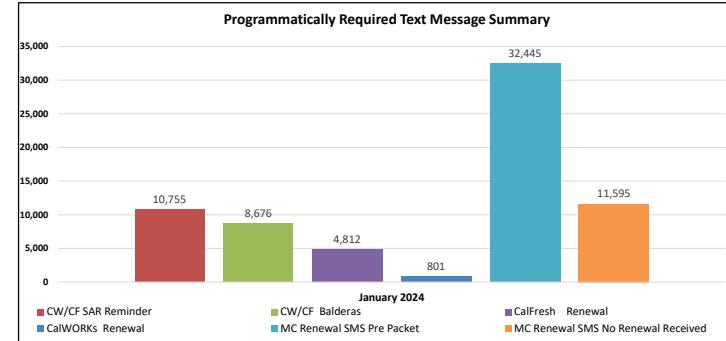
Report Data Month: 01/2024
Report Run Date: 02/07/2024

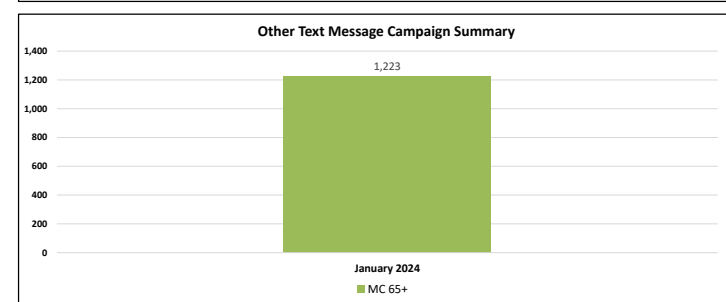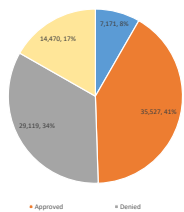Automated (Robo) Call Summary

Programmatically Required Text Message Summary

Other Text Message Campaign Summary

2024-02_Robo-Calls_Text Messaging Report.xlsb

Community Based Organizations CalFresh Referrals

07/2023-01/2024

CalFresh Application Referrals by Application Status

CBO	HCSS Outstation Staff Y/N	Pending		Approved		Denied		Invalid*		Total
Code for America		6,396	8%	30,681	40%	26,535	35%	13,209	17%	76,821
211 San Diego		464	9%	2,864	53%	1,424	26%	681	13%	5,433
Family Health Centers of San Diego		60	6%	467	50%	286	30%	129	14%	942
La Maestra Community Health Centers		68	8%	424	50%	241	28%	117	14%	850
Scripps Health	Y	17	4%	194	50%	97	25%	82	21%	390
San Ysidro Health	Y	31	9%	174	52%	79	24%	52	15%	336
Vista Community Clinic		30	10%	140	45%	100	32%	42	13%	312
Sharp Health	Y	7	4%	83	46%	60	33%	30	17%	180
Casa Familiar		10	9%	57	49%	40	34%	9	8%	116
Bonita Family Resource Center		10	9%	46	43%	31	29%	20	19%	107
Jewish Family Service		11	11%	50	49%	28	27%	14	14%	103
Home Start CalFresh Grant		11	12%	67	74%	12	13%	1	1%	91
TrueCare		15	17%	30	35%	32	37%	9	10%	86
Neighborhood Health Care		9	13%	38	56%	15	22%	6	9%	68
Chula Vista Community Collaborative		3	5%	32	50%	26	41%	3	5%	64
Indian Health Council Inc		4	9%	33	75%	7	16%	0		44
UCSD Medical Center	Y	1	4%	11	48%	4	17%	7	30%	23
Interfaith Community Services		1	5%	3	16%	9	47%	6	32%	19
South bay Community Services		0		10	53%	6	32%	3	16%	19
Southern Indian Health Council Inc		0		14	78%	3	17%	1	6%	18
Rady Childrens Hospital	Y	0		7	44%	7	44%	2	13%	16
Catholic Charities Diocese of San Diego		2	13%	4	27%	6	40%	3	20%	15
Catholic Charities Diocese of San Diego - Homeless Services		1	7%	4	29%	8	57%	1	7%	14
San Ysidro Health Center		0		8	57%	5	36%	1	7%	14
Union of Pan Asian Communities		1	8%	5	38%	7	54%	0		13
Borrego Health		1	8%	5	42%	3	25%	3	25%	12
San Diego Family Care		0		2	18%	6	55%	3	27%	11
San Diego Food Bank	Y	0		5	50%	4	40%	1	10%	10
Metro Community Ministries Inc		0		6	67%	2	22%	1	11%	9
Bayside Community Center		4	50%	1	13%	3	38%	0		8
Capalina Comprehensive Treatment Center		0		4	57%	2	29%	1	14%	7
Community Resource Center		1	14%	1	14%	2	29%	3	43%	7
Deaf Community Services of San Diego		0		2	29%	1	14%	4	57%	7
San Diegans for Healthcare Coverage	Y	1	14%	5	71%	0		1	14%	7
Tri City Medical Center	Y	0		6	86%	0		1	14%	7
Center Star ACT		1	17%	3	50%	0		2	33%	6
San Diego Unified School District		1	17%	3	50%	1	17%	1	17%	6
Catholic Charirites San Diego		0		1	20%	3	60%	1	20%	5
Julian Pathways Inc		1	20%	2	40%	1	20%	1	20%	5
McAlister Institute South Bay Regional Recovery		1	20%	1	20%	0		3	60%	5
Somali Bantu Association of America		1	20%	0		2	40%	2	40%	5
World Relief SoCal		0		5	100%	0		0		5
Aid Finders		0		1	25%	3	75%	0		4
Feeding San Diego	Y	0		3	75%	0		1	25%	4
MedData		0		3	75%	1	25%	0		4
Safe Connections		0		3	75%	0		1	25%	4
Community Research Foundation		1	33%	1	33%	0		1	33%	3
Palomar Health	Y	0		3	100%	0		0		3
Soap Mat		0		0		0		3	100%	3
St. Paul's PACE		0		0		3	100%	0		3
UC San Diego	Y	0		2	67%	1	33%	0		3
Vista Community Clinic The Gary Center		1	33%	2	67%	0		0		3
Vista Hill Foundation - SmartCare		0		2	67%	0		1	33%	3
Escondido Comprehensive Treatment Center		0		0		2	100%	0		2
Gary and Mary West Pace		0		1	50%	1	50%	0		2
Mental Health Systems TURN BHS Action Central		0		0		2	100%	0		2
MiraCosta College		2	100%	0		0		0		2
Neighborhood Healthcare		0		1	50%	0		1	50%	2
TERI Inc		0		0		2	100%	0		2
Urban Street Angels		0		0		1	50%	1	50%	2
211 Orange County		0		0		1	100%	0		1
Access to Independence of San Diego Inc		0		1	100%	0		0		1
Alpha Lofts		0		0		1	100%	0		1
CA Department of State Hospitals		1	100%	0		0		0		1
Change Lanes Youth Support Services		0		1	100%	0		0		1
Community Research Foundation Senior Impact		0		0		0		1	100%	1
CompSpec Inc		0		1	100%	0		0		1
Cottage Health System		0		0		1	100%	0		1
Everest Hospice		0		0		0		1	100%	1
Healthcare in Action - San Diego		0		0		0		1	100%	1
Jackson House Temecula		0		1	100%	0		0		1
Los Angeles County CSC 8		0		0		0		1	100%	1
Marin City Health and Wellness		0		0		0		1	100%	1
Paradise Valley Health	Y	0		1	100%	0		0		1
Pars Equality Center		0		0		1	100%	0		1
Stepping Stone of San Diego		0		1	100%	0		0		1
Third Avenue Charitable Organization		1	100%	0		0		0		1
Transfronteras		1	100%	0		0		0		1
University of San Diego		0		1	100%	0		0		1
Visionary Care Consultants		0		0		1	100%	0		1
El Sol NEC		0		0		0		0		0
Aliados Santa Rosa Community Health Centers		0		0		0		0		0
Alvarado Hospital LLC	Y	0		0		0		0		0
Aviara Healthcare Center		0		0		0		0		0
Borrego Community Health Foundation		0		0		0		0		0
Buddhist Tzu Chi Medical Foundation		0		0		0		0		0
Castle Manor Nursing and Rehabilitation Center		0		0		0		0		0
CCC Health Services Department		0		0		0		0		0
Community Health Systems, Inc. - Moreno Valley		0		0		0		0		0
DMH - Office of the Public Guardian		0		0		0		0		0
Elevate Patient Financial Solutions		0		0		0		0		0
GETIX HEALTH		0		0		0		0		0
Golden Valley Health Center		0		0		0		0		0
HAS		0		0		0		0		0
HERALD CHRISTIAN HEALTH CENTER		0		0		0		0		0
Korean Community Services		0		0		0		0		0
Medi-Cal Regulation Specialists		0		0		0		0		0
Mental Health Systems TURN - Alianza Wellness Center		0		0		0		0		0
Ministerios Betesda		0		0		0		0		0
Mountain Shadows		0		0		0		0		0
National Care Advisors		0		0		0		0		0
Neighborhood Health Insurance Center		0		0		0		0		0
Packard Senior Services		0		0		0		0		0
Paradise Valley Healthcare Center		0		0		0		0		0
Parallon		0		0		0		0		0
Park Avenue Healthcare Center		0		0		0		0		0
Pineridge Healthcare Center		0		0		0		0		0
Providence Health & Services		0		0		0		0		0
Revive Pathway		0		0		0		0		0
Rolling Start, Inc.		0		0		0		0		0
San Diego Freedom Ranch		0		0		0		0		0
San Diego Regional Center		0		0		0		0		0
Santa Barbara County Education Office		0		0		0		0		0
St Vincent de Paul Village		0		0		0		0		0
The Light for Seniors		0		0		0		0		0
Vista Knoll Specialized Care		0		0		0		0		0
Windsor Health Care SNF Management Company LLC		0		0		0		0		0
Total		**7,171**	**8%**	**35,527**	**41%**	**29,119**	**34%**	**14,470**	**17%**	**86,287**

CalFresh Percentage of Referrals

- 7,171, 8% — Pending
- 35,527, 41% — Approved
- 29,119, 34% — Denied
- 14,470, 17% — Invalid*

Legend: Pending · Approved · Denied · Invalid*

* Invalid applications received for a CalFresh program already in Pending or Approved status.
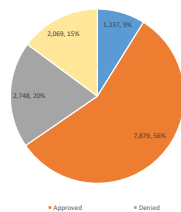
Community Based Organizations Medi-Cal Referrals

07/2023-01/2024

Medi-Cal Application Referrals by Application Status

CBO	HCSS Outstation Staff Y/N	Pending		Approved		Denied		Invalid*		Total
Scripps Health	Y	53	3%	1,216	59%	473	23%	325	16%	2,067
211 San Diego		189	9%	894	44%	489	24%	469	23%	2,041
Family Health Centers of San Diego		209	11%	1,025	56%	386	21%	226	12%	1,846
UCSD Medical Center	Y	54	5%	734	67%	197	18%	114	10%	1,099
Sharp Health	Y	45	4%	739	67%	179	16%	134	12%	1,097
La Maestra Community Health Centers		128	12%	519	50%	173	17%	209	20%	1,029
Vista Community Clinic		162	19%	467	56%	127	15%	84	10%	840
TrueCare		108	14%	380	51%	181	24%	76	10%	745
Neighborhood Health Care		46	9%	327	65%	82	16%	50	10%	505
MedData	Y	71	17%	215	50%	88	21%	53	12%	427
Tri City Medical Center	Y	10	3%	273	69%	79	20%	33	8%	395
Palomar Health	Y	4	1%	169	63%	69	26%	25	9%	267
San Ysidro Health Center		35	18%	123	62%	20	10%	20	10%	198
Paradise Valley Health	Y	6	3%	132	72%	17	9%	29	16%	184
San Diego Family Care		23	15%	97	63%	21	14%	12	8%	153
Rady Childrens Hospital	Y	6	4%	104	73%	16	11%	16	11%	142
Borrego Health		8	9%	57	62%	17	18%	10	11%	92
Casa Familiar		9	11%	45	53%	17	20%	14	16%	85
Bonita Family Resource Center		8	10%	44	53%	13	16%	18	22%	83
Chula Vista Community Collaborative		4	7%	29	48%	13	21%	15	25%	61
San Diego Unified School District		4	7%	35	57%	11	18%	11	18%	61
San Diegans for Healthcare Coverage	Y	7	12%	38	67%	5	9%	7	12%	57
Alvarado Hospital LLC	Y	0		35	64%	12	22%	8	15%	55
Indian Health Council Inc		2	6%	29	83%	2	6%	2	6%	35
Park Avenue Healthcare Center		3	10%	13	45%	7	24%	6	21%	29
Paradise Valley Healthcare Center		4	15%	12	46%	7	27%	3	12%	26
Neighborhood Health Insurance Center		1	4%	2	8%	3	13%	18	75%	24
St. Paul's PACE		2	11%	5	28%	6	33%	5	28%	18
Bayside Community Center		0		5	36%	4	29%	5	36%	14
Neighborhood Healthcare		4	29%	5	36%	4	29%	1	7%	14
San Diego Freedom Ranch		1	8%	11	85%	1	8%	0		13
San Diego Regional Center		4	31%	7	54%	2	15%	0		13
Metro Community Ministries Inc		0		4	36%	1	9%	6	55%	11
Soap Mat		3	27%	3	27%	0		5	45%	11
Borrego Community Health Foundation		0		4	40%	1	10%	5	50%	10
Capalina Comprehensive Treatment Center		0		3	30%	3	30%	4	40%	10
Catholic Charities Diocese of San Diego - Homeless Services		1	11%	4	44%	1	11%	3	33%	9
Packard Senior Services		0		8	89%	0		1	11%	9
Pineridge Healthcare Center		0		4	44%	1	11%	4	44%	9
Somali Bantu Association of America		0		3	33%	0		6	67%	9
Interfaith Community Services		2	29%	0		0		5	71%	7
Castle Manor Nursing and Rehabilitation Center		1	17%	2	33%	1	17%	2	33%	6
Catholic Charities Diocese of San Diego		1	17%	3	50%	0		2	33%	6
Community Health Systems, Inc. - Moreno Valley		0		4	67%	1	17%	1	17%	6
Vista Community Clinic The Gary Center		0		4	67%	0		2	33%	6
Vista Knoll Specialized Care		0		3	60%	0		2	40%	5
World Relief SoCal		1	20%	4	80%	0		0		5
El Sol NEC		0		0		2	50%	2	50%	4
Deaf Community Services of San Diego		0		0		2	50%	2	50%	4
Gary and Mary West Pace		0		1	25%	1	25%	2	50%	4
Jewish Family Service		2	50%	0		1	25%	1	25%	4
McAlister Institute South Bay Regional Recovery		1	25%	3	75%	0		0		4
Mountain Shadows		0		2	50%	0		2	50%	4
St Vincent de Paul Village		4	100%	0		0		0		4
Union of Pan Asian Communities		1	25%	2	50%	1	25%	0		4
Aviara Healthcare Center		0		3	100%	0		0		3
CCC Health Services Department		0		1	33%	1	33%	1	33%	3
Community Research Foundation		1	33%	1	33%	0		1	33%	3
Community Research Foundation Senior Impact		0		2	67%	1	33%	0		3
GETIX HEALTH		2	67%	1	33%	0		0		3
Parallon		1	33%	1	33%	0		1	33%	3
The Light for Seniors		0		2	67%	0		1	33%	3
Windsor Health Care SNF Management Company LLC		0		3	100%	0		0		3
Catholic Charirites San Diego		0		2	100%	0		0		2
Community Resource Center		1	50%	0		0		1	50%	2
CompSpec Inc		1	50%	0		1	50%	0		2
Cottage Health System		1	50%	0		1	50%	0		2
DMH - Office of the Public Guardian		0		2	100%	0		0		2
Escondido Comprehensive Treatment Center		0		0		1	50%	1	50%	2
Revive Pathway		0		1	50%	0		1	50%	2
Southern Indian Health Council Inc		0		2	100%	0		0		2
TERI Inc		0		2	100%	0		0		2
Third Avenue Charitable Organization		0		1	50%	0		1	50%	2
Access to Independence of San Diego Inc		0		0		0		1	100%	1
Aliados Santa Rosa Community Health Centers		0		0		0		1	100%	1
Alpha Lofts		0		0		0		1	100%	1
Buddhist Tzu Chi Medical Foundation		0		1	100%	0		0		1
CA Department of State Hospitals		1	100%	0		0		0		1
Center Star ACT		0		1	100%	0		0		1
Change Lanes Youth Support Services		0		0		1	100%	0		1
Elevate Patient Financial Solutions		0		0		1	100%	0		1
Everest Hospice		0		1	100%	0		0		1
Golden Valley Health Center		0		0		1	100%	0		1
HAS		0		1	100%	0		0		1
HERALD CHRISTIAN HEALTH CENTER		0		1	100%	0		0		1
Home Start CalFresh Grant		0		1	100%	0		0		1
Korean Community Services		1	100%	0		0		0		1
Marin City Health and Wellness		0		0		0		1	100%	1
Medi-Cal Regulation Specialists		0		1	100%	0		0		1
Ministerios Betesda		0		0		0		1	100%	1
National Care Advisors		0		1	100%	0		0		1
Providence Health & Services		1	100%	0		0		0		1
Rolling Start, Inc.		0		0		1	100%	0		1
Santa Barbara County Education Office		0		0		0		1	100%	1
South bay Community Services		0		0		1	100%	0		1
Visionary Care Consultants		0		0		1	100%	0		1
211 Orange County		0		0		0		0		0
Aid Finders		0		0		0		0		0
Code for America		0		0		0		0		0
Feeding San Diego	Y	0		0		0		0		0
Healthcare in Action - San Diego		0		0		0		0		0
Jackson House Temecula		0		0		0		0		0
Julian Pathways Inc		0		0		0		0		0
Los Angeles County CSC 8		0		0		0		0		0
Mental Health Systems TURN - Alianza Wellness Center		0		0		0		0		0
Mental Health Systems TURN BHS Action Central		0		0		0		0		0
MiraCosta College		0		0		0		0		0
Pars Equality Center		0		0		0		0		0
Safe Connections		0		0		0		0		0
San Diego Food Bank	Y	0		0		0		0		0
San Ysidro Health	Y	0		0		0		0		0
Stepping Stone of San Diego		0		0		0		0		0
Transfronteras		0		0		0		0		0
UC San Diego	Y	0		0		0		0		0
University of San Diego		0		0		0		0		0
Urban Street Angels		0		0		0		0		0
Vista Hill Foundation - SmartCare		0		0		0		0		0
Total		**1,237**	**9%**	**7,879**	**57%**	**2,748**	**20%**	**2,069**	**15%**	**13,933**

Medi-Cal Percentage of Referrals

- Pending
- Approved
- Denied
- Invalid*

* Invalid applications received for a Medi-Cal program already in Pending or Approved status.
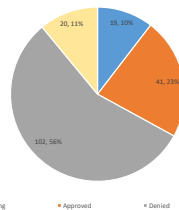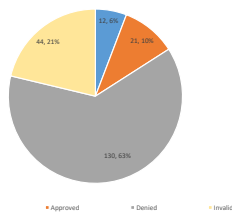
Community Based Organizations CalWORKS Referrals

07/2023-01/2024

CalWORKS Application Referrals by Application Status

CBO	HCSS Outstation Staff Y/N	Pending		Approved		Denied		Invalid*		Total
La Maestra Community Health Centers		1	2%	16	34%	21	45%	9	19%	47
Chula Vista Community Collaborative		3	16%	3	16%	11	58%	2	11%	19
Vista Community Clinic		4	22%	6	33%	6	33%	2	11%	18
Family Health Centers of San Diego		1	6%	4	25%	10	63%	1	6%	16
Casa Familiar		2	22%	2	22%	5	56%	0		9
Sharp Health	Y	0		1	11%	8	89%	0		9
211 San Diego		0		0		7	88%	1	13%	8
Interfaith Community Services		2	29%	0		5	71%	0		7
Neighborhood Health Care		0		0		4	80%	1	20%	5
TrueCare		0		1	20%	3	60%	1	20%	5
Catholic Charities Diocese of San Diego		0		0		1	33%	2	67%	3
Indian Health Council Inc		0		2	67%	1	33%	0		3
Rady Childrens Hospital	Y	0		1	33%	2	67%	0		3
World Relief SoCal		1	33%	1	33%	1	33%	0		3
Aid Finders		0		2	100%	0		0		2
Catholic Charirites San Diego		0		0		2	100%	0		2
Catholic Charities Diocese of San Diego - Homeless Services		0		0		2	100%	0		2
Jewish Family Service		1	50%	0		1	50%	0		2
Julian Pathways Inc		1	50%	0		1	50%	0		2
Somali Bantu Association of America		0		0		1	50%	1	50%	2
Bayside Community Center		0		0		1	100%	0		1
Capalina Comprehensive Treatment Center		0		1	100%	0		0		1
CompSpec Inc		0		0		1	100%	0		1
Cottage Health System		0		0		1	100%	0		1
Deaf Community Services of San Diego		0		0		1	100%	0		1
Healthcare in Action - San Diego		0		0		1	100%	0		1
MedData		0		0		1	100%	0		1
MiraCosta College		1	100%	0		0		0		1
San Diego Unified School District		0		0		1	100%	0		1
Scripps Health	Y	0		0		1	100%	0		1
South bay Community Services		0		0		1	100%	0		1
Southern Indian Health Council Inc		0		1	100%	0		0		1
Union of Pan Asian Communities		1	100%	0		0		0		1
Vista Community Clinic The Gary Center		1	100%	0		0		0		1
Vista Hill Foundation - SmartCare		0		0		1	100%	0		1
El Sol NEC		0		0		0		0		0
211 Orange County		0		0		0		0		0
Access to Independence of San Diego Inc		0		0		0		0		0
Aliados Santa Rosa Community Health Centers		0		0		0		0		0
Alpha Lofts		0		0		0		0		0
Alvarado Hospital LLC	Y	0		0		0		0		0
Aviara Healthcare Center		0		0		0		0		0
Bonita Family Resource Center		0		0		0		0		0
Borrego Community Health Foundation		0		0		0		0		0
Borrego Health		0		0		0		0		0
Buddhist Tzu Chi Medical Foundation		0		0		0		0		0
CA Department of State Hospitals		0		0		0		0		0
Castle Manor Nursing and Rehabilitation Center		0		0		0		0		0
CCC Health Services Department		0		0		0		0		0
Center Star ACT		0		0		0		0		0
Change Lanes Youth Support Services		0		0		0		0		0
Code for America		0		0		0		0		0
Community Health Systems, Inc. - Moreno Valley		0		0		0		0		0
Community Research Foundation		0		0		0		0		0
Community Research Foundation Senior Impact		0		0		0		0		0
Community Resource Center		0		0		0		0		0
DMH - Office of the Public Guardian		0		0		0		0		0
Elevate Patient Financial Solutions		0		0		0		0		0
Escondido Comprehensive Treatment Center		0		0		0		0		0
Everest Hospice		0		0		0		0		0
Feeding San Diego	Y	0		0		0		0		0
Gary and Mary West Pace		0		0		0		0		0
GETIX HEALTH		0		0		0		0		0
Golden Valley Health Center		0		0		0		0		0
HAS		0		0		0		0		0
HERALD CHRISTIAN HEALTH CENTER		0		0		0		0		0
Home Start CalFresh Grant		0		0		0		0		0
Jackson House Temecula		0		0		0		0		0
Korean Community Services		0		0		0		0		0
Los Angeles County CSC 8		0		0		0		0		0
Marin City Health and Wellness		0		0		0		0		0
McAlister Institute South Bay Regional Recovery		0		0		0		0		0
Medi-Cal Regulation Specialists		0		0		0		0		0
Mental Health Systems TURN - Alianza Wellness Center		0		0		0		0		0
Mental Health Systems TURN BHS Action Central		0		0		0		0		0
Metro Community Ministries Inc		0		0		0		0		0
Ministerios Betesda		0		0		0		0		0
Mountain Shadows		0		0		0		0		0
National Care Advisors		0		0		0		0		0
Neighborhood Health Insurance Center		0		0		0		0		0
Neighborhood Healthcare		0		0		0		0		0
Packard Senior Services		0		0		0		0		0
Palomar Health	Y	0		0		0		0		0
Paradise Valley Health	Y	0		0		0		0		0
Paradise Valley Healthcare Center		0		0		0		0		0
Parallon		0		0		0		0		0
Park Avenue Healthcare Center		0		0		0		0		0
Pars Equality Center		0		0		0		0		0
Pineridge Healthcare Center		0		0		0		0		0
Providence Health & Services		0		0		0		0		0
Revive Pathway		0		0		0		0		0
Rolling Start, Inc.		0		0		0		0		0
Safe Connections		0		0		0		0		0
San Diegans for Healthcare Coverage	Y	0		0		0		0		0
San Diego Family Care		0		0		0		0		0
San Diego Food Bank	Y	0		0		0		0		0
San Diego Freedom Ranch		0		0		0		0		0
San Diego Regional Center		0		0		0		0		0
San Ysidro Health	Y	0		0		0		0		0
San Ysidro Health Center		0		0		0		0		0
Santa Barbara County Education Office		0		0		0		0		0
Soap Mat		0		0		0		0		0
St Vincent de Paul Village		0		0		0		0		0
St. Paul's PACE		0		0		0		0		0
Stepping Stone of San Diego		0		0		0		0		0
TERI Inc		0		0		0		0		0
The Light for Seniors		0		0		0		0		0
Third Avenue Charitable Organization		0		0		0		0		0
Transfronteras		0		0		0		0		0
Tri City Medical Center	Y	0		0		0		0		0
UC San Diego	Y	0		0		0		0		0
UCSD Medical Center	Y	0		0		0		0		0
University of San Diego		0		0		0		0		0
Urban Street Angels		0		0		0		0		0
Visionary Care Consultants		0		0		0		0		0
Vista Knoll Specialized Care		0		0		0		0		0
Windsor Health Care SNF Management Company LLC		0		0		0		0		0
Total		**19**	**10%**	**41**	**23%**	**102**	**56%**	**20**	**11%**	**182**

CalWORKS Percentage of Referrals

- Pending — 19, 10%
- Approved — 41, 23%
- Denied — 102, 56%
- Invalid* — 20, 11%

* Invalid applications received for a CalWORKS program already in Pending or Approved status.

07/2023-01/2024

General Relief Application Referrals by Application Status

CBO	HCSS Outstation Staff Y/N	Pending		Approved		Denied		Invalid*		Total
211 San Diego		4	6%	8	13%	41	66%	9	15%	62
Family Health Centers of San Diego		0		1	5%	12	60%	7	35%	20
La Maestra Community Health Centers		0		0		14	88%	2	13%	16
Indian Health Council Inc		1	8%	1	8%	5	42%	5	42%	12
Casa Familiar		2	18%	2	18%	5	45%	2	18%	11
Capalina Comprehensive Treatment Center		0		2	20%	3	30%	5	50%	10
Aid Finders		0		2	40%	3	60%	0		5
Escondido Comprehensive Treatment Center		0		1	20%	2	40%	2	40%	5
Mental Health Systems TURN BHS Action Central		0		1	20%	2	40%	2	40%	5
Bonita Family Resource Center		0		0		2	50%	2	50%	4
Center Star ACT		0		0		2	50%	2	50%	4
Mental Health Systems TURN - Alianza Wellness Center		3	75%	0		1	25%	0		4
Metro Community Ministries Inc		0		1	25%	3	75%	0		4
Vista Hill Foundation - SmartCare		0		0		4	100%	0		4
Catholic Charities Diocese of San Diego		0		0		3	100%	0		3
Chula Vista Community Collaborative		0		0		2	67%	1	33%	3
Bayside Community Center		0		0		2	100%	0		2
Catholic Charities Diocese of San Diego - Homeless Services		0		1	50%	1	50%	0		2
Deaf Community Services of San Diego		0		0		2	100%	0		2
McAlister Institute South Bay Regional Recovery		1	50%	1	50%	0		0		2
Safe Connections		0		0		1	50%	1	50%	2
Sharp Health	Y	0		0		2	100%	0		2
Vista Community Clinic		0		0		2	100%	0		2
World Relief SoCal		0		0		2	100%	0		2
CA Department of State Hospitals		0		0		1	100%	0		1
Catholic Charirites San Diego		0		0		1	100%	0		1
Change Lanes Youth Support Services		0		0		1	100%	0		1
Community Resource Center		0		0		0		1	100%	1
Interfaith Community Services		0		0		0		1	100%	1
Jackson House Temecula		0		0		1	100%	0		1
MedData		0		0		1	100%	0		1
Neighborhood Healthcare		0		0		1	100%	0		1
Pars Equality Center		0		0		1	100%	0		1
San Diego Food Bank	Y	0		0		1	100%	0		1
San Ysidro Health Center		0		0		1	100%	0		1
Scripps Health	Y	0		0		1	100%	0		1
Soap Mat		0		0		0		1	100%	1
South bay Community Services		0		0		1	100%	0		1
Southern Indian Health Council Inc		0		0		1	100%	0		1
Transfronteras		1	100%	0		0		0		1
Tri City Medical Center	Y	0		0		1	100%	0		1
TrueCare		0		0		0		1	100%	1
Visionary Care Consultants		0		0		1	100%	0		1
El Sol NEC		0		0		0		0		0
211 Orange County		0		0		0		0		0
Access to Independence of San Diego Inc		0		0		0		0		0
Aliados Santa Rosa Community Health Centers		0		0		0		0		0
Alpha Lofts		0		0		0		0		0
Alvarado Hospital LLC	Y	0		0		0		0		0
Aviara Healthcare Center		0		0		0		0		0
Borrego Community Health Foundation		0		0		0		0		0
Borrego Health		0		0		0		0		0
Buddhist Tzu Chi Medical Foundation		0		0		0		0		0
Castle Manor Nursing and Rehabilitation Center		0		0		0		0		0
CCC Health Services Department		0		0		0		0		0
Code for America		0		0		0		0		0
Community Health Systems, Inc. - Moreno Valley		0		0		0		0		0
Community Research Foundation		0		0		0		0		0
Community Research Foundation Senior Impact		0		0		0		0		0
CompSpec Inc		0		0		0		0		0
Cottage Health System		0		0		0		0		0
DMH - Office of the Public Guardian		0		0		0		0		0
Elevate Patient Financial Solutions		0		0		0		0		0
Everest Hospice		0		0		0		0		0
Feeding San Diego	Y	0		0		0		0		0
Gary and Mary West Pace		0		0		0		0		0
GETIX HEALTH		0		0		0		0		0
Golden Valley Health Center		0		0		0		0		0
HAS		0		0		0		0		0
Healthcare in Action - San Diego		0		0		0		0		0
HERALD CHRISTIAN HEALTH CENTER		0		0		0		0		0
Home Start CalFresh Grant		0		0		0		0		0
Jewish Family Service		0		0		0		0		0
Julian Pathways Inc		0		0		0		0		0
Korean Community Services		0		0		0		0		0
Los Angeles County CSC 8		0		0		0		0		0
Marin City Health and Wellness		0		0		0		0		0
Medi-Cal Regulation Specialists		0		0		0		0		0
Ministerios Betesda		0		0		0		0		0
MiraCosta College		0		0		0		0		0
Mountain Shadows		0		0		0		0		0
National Care Advisors		0		0		0		0		0
Neighborhood Health Care		0		0		0		0		0
Neighborhood Health Insurance Center		0		0		0		0		0
Packard Senior Services		0		0		0		0		0
Palomar Health	Y	0		0		0		0		0
Paradise Valley Health	Y	0		0		0		0		0
Paradise Valley Healthcare Center		0		0		0		0		0
Parallon		0		0		0		0		0
Park Avenue Healthcare Center		0		0		0		0		0
Pineridge Healthcare Center		0		0		0		0		0
Providence Health & Services		0		0		0		0		0
Rady Childrens Hospital	Y	0		0		0		0		0
Revive Pathway		0		0		0		0		0
Rolling Start, Inc.		0		0		0		0		0
San Diegans for Healthcare Coverage	Y	0		0		0		0		0
San Diego Family Care		0		0		0		0		0
San Diego Freedom Ranch		0		0		0		0		0
San Diego Regional Center		0		0		0		0		0
San Diego Unified School District		0		0		0		0		0
San Ysidro Health	Y	0		0		0		0		0
Santa Barbara County Education Office		0		0		0		0		0
Somali Bantu Association of America		0		0		0		0		0
St Vincent de Paul Village		0		0		0		0		0
St. Paul's PACE		0		0		0		0		0
Stepping Stone of San Diego		0		0		0		0		0
TERI Inc		0		0		0		0		0
The Light for Seniors		0		0		0		0		0
Third Avenue Charitable Organization		0		0		0		0		0
UC San Diego	Y	0		0		0		0		0
UCSD Medical Center	Y	0		0		0		0		0
Union of Pan Asian Communities		0		0		0		0		0
University of San Diego		0		0		0		0		0
Urban Street Angels		0		0		0		0		0
Vista Community Clinic The Gary Center		0		0		0		0		0
Vista Knoll Specialized Care		0		0		0		0		0
Windsor Health Care SNF Management Company LLC		0		0		0		0		0
Total		**12**	**6%**	**21**	**10%**	**130**	**63%**	**44**	**21%**	**207**

General Relief Percentage of Referrals

Pending   Approved   Denied   Invalid*

* Invalid applications received for a General Relief program already in Pending or Approved status.

Community Based Organizations CalFresh Referrals

CalFresh Application Referrals by Application Status

CBO	Total
Code for America	76,821
211 San Diego	5,433
Family Health Centers of San Diego	942
La Maestra Community Health Centers	850
Scripps Health	390
San Ysidro Health	336
Vista Community Clinic	312
Sharp Health	180
Casa Familiar	116
Bonita Family Resource Center	107
Jewish Family Service	103
Home Start CalFresh Grant	91
TrueCare	86
Neighborhood Health Care	68
Chula Vista Community Collaborative	64
Indian Health Council Inc	44
UCSD Medical Center	23
Interfaith Community Services	19
South bay Community Services	19
Southern Indian Health Council Inc	18
Rady Childrens Hospital	16
Catholic Charities Diocese of San Diego	15
Catholic Charities Diocese of San Diego - Homeless Services	14
San Ysidro Health Center	14
Union of Pan Asian Communities	13
Borrego Health	12
San Diego Family Care	11
San Diego Food Bank	10
Metro Community Ministries Inc	9
Bayside Community Center	8
Capalina Comprehensive Treatment Center	7
Community Resource Center	7
Deaf Community Services of San Diego	7
San Diegans for Healthcare Coverage	7
Tri City Medical Center	7
Center Star ACT	6
San Diego Unified School District	6
Catholic Charirites San Diego	5
Julian Pathways Inc	5
McAlister Institute South Bay Regional Recovery	5
Somali Bantu Association of America	5
World Relief SoCal	5
Aid Finders	4
Feeding San Diego	4
MedData	4
Safe Connections	4
Community Research Foundation	3
Palomar Health	3
Soap Mat	3
St. Paul's PACE	3
UC San Diego	3
Vista Community Clinic The Gary Center	3
Vista Hill Foundation - SmartCare	3
Escondido Comprehensive Treatment Center	2
Gary and Mary West Pace	2
Mental Health Systems TURN BHS Action Central	2
MiraCosta College	2
Neighborhood Healthcare	2
TERI Inc	2
Urban Street Angels	2
211 Orange County	1
Access to Independence of San Diego Inc	1
Alpha Lofts	1
CA Department of State Hospitals	1
Change Lanes Youth Support Services	1
Community Research Foundation Senior Impact	1
CompSpec Inc	1
Cottage Health System	1
Everest Hospice	1
Healthcare in Action - San Diego	1
Jackson House Temecula	1
Los Angeles County CSC 8	1
Marin City Health and Wellness	1
Paradise Valley Health	1
Pars Equality Center	1
Stepping Stone of San Diego	1
Third Avenue Charitable Organization	1
Transfronteras	1
University of San Diego	1
Visionary Care Consultants	1
El Sol NEC	0
Aliados Santa Rosa Community Health Centers	0
Alvarado Hospital LLC	0
Aviara Healthcare Center	0
Borrego Community Health Foundation	0
Buddhist Tzu Chi Medical Foundation	0
Castle Manor Nursing and Rehabilitation Center	0
CCC Health Services Department	0
Community Health Systems, Inc. - Moreno Valley	0
DMH - Office of the Public Guardian	0
Elevate Patient Financial Solutions	0
GETIX HEALTH	0
Golden Valley Health Center	0
HAS	0
HERALD CHRISTIAN HEALTH CENTER	0
Korean Community Services	0
Medi-Cal Regulation Specialists	0
Mental Health Systems TURN - Alianza Wellness Center	0
Ministerios Betesda	0
Mountain Shadows	0
National Care Advisors	0
Neighborhood Health Insurance Center	0
Packard Senior Services	0
Paradise Valley Healthcare Center	0
Parallon	0
Park Avenue Healthcare Center	0
Pineridge Healthcare Center	0
Providence Health & Services	0
Revive Pathway	0
Rolling Start, Inc.	0
San Diego Freedom Ranch	0
San Diego Regional Center	0
Santa Barbara County Education Office	0
St Vincent de Paul Village	0
The Light for Seniors	0
Vista Knoll Specialized Care	0
Windsor Health Care SNF Management Company LLC	0
Total	**86,287**

CF Referrals

07/2023-01/2024

Medi-Cal Application Referrals by Application Status

CBO	Total
Scripps Health	2,067
211 San Diego	2,041
Family Health Centers of San Diego	1,846
UCSD Medical Center	1,099
Sharp Health	1,097
La Maestra Community Health Centers	1,029
Vista Community Clinic	840
TrueCare	745
Neighborhood Health Care	505
MedData	427
Tri City Medical Center	395
Palomar Health	267
San Ysidro Health Center	198
Paradise Valley Health	184
San Diego Family Care	153
Rady Childrens Hospital	142
Borrego Health	92
Casa Familiar	85
Bonita Family Resource Center	83
Chula Vista Community Collaborative	61
San Diego Unified School District	61
San Diegans for Healthcare Coverage	57
Alvarado Hospital LLC	55
Indian Health Council Inc	35
Park Avenue Healthcare Center	29
Paradise Valley Healthcare Center	26
Neighborhood Health Insurance Center	24
St. Paul's PACE	18
Bayside Community Center	14
Neighborhood Healthcare	14
San Diego Freedom Ranch	13
San Diego Regional Center	13
Metro Community Ministries Inc	11
Soap Mat	11
Borrego Community Health Foundation	10
Capalina Comprehensive Treatment Center	10
Catholic Charities Diocese of San Diego - Homeless Services	9
Packard Senior Services	9
Pineridge Healthcare Center	9
Somali Bantu Association of America	9
Interfaith Community Services	7
Castle Manor Nursing and Rehabilitation Center	6
Catholic Charities Diocese of San Diego	6
Community Health Systems, Inc. - Moreno Valley	6
Vista Community Clinic The Gary Center	6
Vista Knoll Specialized Care	5
World Relief SoCal	5
El Sol NEC	4
Deaf Community Services of San Diego	4
Gary and Mary West Pace	4
Jewish Family Service	4
McAlister Institute South Bay Regional Recovery	4
Mountain Shadows	4
St Vincent de Paul Village	4
Union of Pan Asian Communities	4
Aviara Healthcare Center	3
CCC Health Services Department	3
Community Research Foundation	3
Community Research Foundation Senior Impact	3
GETIX HEALTH	3
Parallon	3
The Light for Seniors	3
Windsor Health Care SNF Management Company LLC	3
Catholic Charirites San Diego	2
Community Resource Center	2
CompSpec Inc	2
Cottage Health System	2
DMH - Office of the Public Guardian	2
Escondido Comprehensive Treatment Center	2
Revive Pathway	2
Southern Indian Health Council Inc	2
TERI Inc	2
Third Avenue Charitable Organization	2
Access to Independence of San Diego Inc	1
Aliados Santa Rosa Community Health Centers	1
Alpha Lofts	1
Buddhist Tzu Chi Medical Foundation	1
CA Department of State Hospitals	1
Center Star ACT	1
Change Lanes Youth Support Services	1
Elevate Patient Financial Solutions	1
Everest Hospice	1
Golden Valley Health Center	1
HAS	1
HERALD CHRISTIAN HEALTH CENTER	1
Home Start CalFresh Grant	1
Korean Community Services	1
Marin City Health and Wellness	1
Medi-Cal Regulation Specialists	1
Ministerios Betesda	1
National Care Advisors	1
Providence Health & Services	1
Rolling Start, Inc.	1
Santa Barbara County Education Office	1
South bay Community Services	1
Visionary Care Consultants	1
211 Orange County	0
Aid Finders	0
Code for America	0
Feeding San Diego	0
Healthcare in Action - San Diego	0
Jackson House Temecula	0
Julian Pathways Inc	0
Los Angeles County CSC 8	0
Mental Health Systems TURN - Alianza Wellness Center	0
Mental Health Systems TURN BHS Action Central	0
MiraCosta College	0
Pars Equality Center	0
Safe Connections	0
San Diego Food Bank	0
San Ysidro Health	0
Stepping Stone of San Diego	0
Transfronteras	0
UC San Diego	0
University of San Diego	0
Urban Street Angels	0
Vista Hill Foundation - SmartCare	0
Total	**13,933**

MC Referrals

Community Based Organizations CalWORKS Referrals

CalWORKS Application Referrals by Application Status	
CBO	**Total**
La Maestra Community Health Centers	47
Chula Vista Community Collaborative	19
Vista Community Clinic	18
Family Health Centers of San Diego	16
Casa Familiar	9
Sharp Health	9
211 San Diego	8
Interfaith Community Services	7
Neighborhood Health Care	5
TrueCare	5
Catholic Charities Diocese of San Diego	3
Indian Health Council Inc	3
Rady Childrens Hospital	3
World Relief SoCal	3
Aid Finders	2
Catholic Charirites San Diego	2
Catholic Charities Diocese of San Diego - Homeless Services	2
Jewish Family Service	2
Julian Pathways Inc	2
Somali Bantu Association of America	2
Bayside Community Center	1
Capalina Comprehensive Treatment Center	1
CompSpec Inc	1
Cottage Health System	1
Deaf Community Services of San Diego	1
Healthcare in Action - San Diego	1
MedData	1
MiraCosta College	1
San Diego Unified School District	1
Scripps Health	1
South bay Community Services	1
Southern Indian Health Council Inc	1
Union of Pan Asian Communities	1
Vista Community Clinic The Gary Center	1
Vista Hill Foundation - SmartCare	1
El Sol NEC	0
211 Orange County	0
Access to Independence of San Diego Inc	0
Aliados Santa Rosa Community Health Centers	0
Alpha Lofts	0
Alvarado Hospital LLC	0
Aviara Healthcare Center	0
Bonita Family Resource Center	0
Borrego Community Health Foundation	0
Borrego Health	0
Buddhist Tzu Chi Medical Foundation	0
CA Department of State Hospitals	0
Castle Manor Nursing and Rehabilitation Center	0
CCC Health Services Department	0
Center Star ACT	0
Change Lanes Youth Support Services	0
Code for America	0
Community Health Systems, Inc. - Moreno Valley	0
Community Research Foundation	0
Community Research Foundation Senior Impact	0
Community Resource Center	0
DMH - Office of the Public Guardian	0
Elevate Patient Financial Solutions	0
Escondido Comprehensive Treatment Center	0
Everest Hospice	0
Feeding San Diego	0
Gary and Mary West Pace	0
GETIX HEALTH	0
Golden Valley Health Center	0
HAS	0
HERALD CHRISTIAN HEALTH CENTER	0
Home Start CalFresh Grant	0
Jackson House Temecula	0
Korean Community Services	0
Los Angeles County CSC 8	0
Marin City Health and Wellness	0
McAlister Institute South Bay Regional Recovery	0
Medi-Cal Regulation Specialists	0
Mental Health Systems TURN - Alianza Wellness Center	0
Mental Health Systems TURN BHS Action Central	0
Metro Community Ministries Inc	0
Ministerios Betesda	0
Mountain Shadows	0
National Care Advisors	0
Neighborhood Health Insurance Center	0
Neighborhood Healthcare	0
Packard Senior Services	0
Palomar Health	0
Paradise Valley Health	0
Paradise Valley Healthcare Center	0
Parallon	0
Park Avenue Healthcare Center	0
Pars Equality Center	0
Pineridge Healthcare Center	0
Providence Health & Services	0
Revive Pathway	0
Rolling Start, Inc.	0
Safe Connections	0
San Diegans for Healthcare Coverage	0
San Diego Family Care	0
San Diego Food Bank	0
San Diego Freedom Ranch	0
San Diego Regional Center	0
San Ysidro Health	0
San Ysidro Health Center	0
Santa Barbara County Education Office	0
Soap Mat	0
St Vincent de Paul Village	0
St. Paul's PACE	0
Stepping Stone of San Diego	0
TERI Inc	0
The Light for Seniors	0
Third Avenue Charitable Organization	0
Transfronteras	0
Tri City Medical Center	0
UC San Diego	0
UCSD Medical Center	0
University of San Diego	0
Urban Street Angels	0
Visionary Care Consultants	0
Vista Knoll Specialized Care	0
Windsor Health Care SNF Management Company LLC	0
Total	**182**

CW Referrals

07/2023-01/2024

General Relief Application Referrals by Application Status

CBO	Total
211 San Diego	62
Family Health Centers of San Diego	20
La Maestra Community Health Centers	16
Indian Health Council Inc	12
Casa Familiar	11
Capalina Comprehensive Treatment Center	10
Aid Finders	5
Escondido Comprehensive Treatment Center	5
Mental Health Systems TURN BHS Action Central	5
Bonita Family Resource Center	4
Center Star ACT	4
Mental Health Systems TURN - Alianza Wellness Center	4
Metro Community Ministries Inc	4
Vista Hill Foundation - SmartCare	4
Catholic Charities Diocese of San Diego	3
Chula Vista Community Collaborative	3
Bayside Community Center	2
Catholic Charities Diocese of San Diego - Homeless Services	2
Deaf Community Services of San Diego	2
McAlister Institute South Bay Regional Recovery	2
Safe Connections	2
Sharp Health	2
Vista Community Clinic	2
World Relief SoCal	2
CA Department of State Hospitals	1
Catholic Charirites San Diego	1
Change Lanes Youth Support Services	1
Community Resource Center	1
Interfaith Community Services	1
Jackson House Temecula	1
MedData	1
Neighborhood Healthcare	1
Pars Equality Center	1
San Diego Food Bank	1
San Ysidro Health Center	1
Scripps Health	1
Soap Mat	1
South bay Community Services	1
Southern Indian Health Council Inc	1
Transfronteras	1
Tri City Medical Center	1
TrueCare	1
Visionary Care Consultants	1
El Sol NEC	0
211 Orange County	0
Access to Independence of San Diego Inc	0
Aliados Santa Rosa Community Health Centers	0
Alpha Lofts	0
Alvarado Hospital LLC	0
Aviara Healthcare Center	0
Borrego Community Health Foundation	0
Borrego Health	0
Buddhist Tzu Chi Medical Foundation	0
Castle Manor Nursing and Rehabilitation Center	0
CCC Health Services Department	0
Code for America	0
Community Health Systems, Inc. - Moreno Valley	0
Community Research Foundation	0
Community Research Foundation Senior Impact	0
CompSpec Inc	0
Cottage Health System	0
DMH - Office of the Public Guardian	0
Elevate Patient Financial Solutions	0
Everest Hospice	0
Feeding San Diego	0
Gary and Mary West Pace	0
GETIX HEALTH	0
Golden Valley Health Center	0
HAS	0
Healthcare in Action - San Diego	0
HERALD CHRISTIAN HEALTH CENTER	0
Home Start CalFresh Grant	0
Jewish Family Service	0
Julian Pathways Inc	0
Korean Community Services	0
Los Angeles County CSC 8	0
Marin City Health and Wellness	0
Medi-Cal Regulation Specialists	0
Ministerios Betesda	0
MiraCosta College	0
Mountain Shadows	0
National Care Advisors	0
Neighborhood Health Care	0
Neighborhood Health Insurance Center	0
Packard Senior Services	0
Palomar Health	0
Paradise Valley Health	0
Paradise Valley Healthcare Center	0
Parallon	0
Park Avenue Healthcare Center	0
Pineridge Healthcare Center	0
Providence Health & Services	0
Rady Childrens Hospital	0
Revive Pathway	0
Rolling Start, Inc.	0
San Diegans for Healthcare Coverage	0
San Diego Family Care	0
San Diego Freedom Ranch	0
San Diego Regional Center	0
San Diego Unified School District	0
San Ysidro Health	0
Santa Barbara County Education Office	0
Somali Bantu Association of America	0
St Vincent de Paul Village	0
St. Paul's PACE	0
Stepping Stone of San Diego	0
TERI Inc	0
The Light for Seniors	0
Third Avenue Charitable Organization	0
UC San Diego	0
UCSD Medical Center	0
Union of Pan Asian Communities	0
University of San Diego	0
Urban Street Angels	0
Vista Community Clinic The Gary Center	0
Vista Knoll Specialized Care	0
Windsor Health Care SNF Management Company LLC	0
Total	**207**

GR Referrals