

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

MEETING NOTICE: In Person

**North Central Live Well Center
5055 Ruffin Road, 2nd Floor Conference Room, San Diego CA 92123
Phone (619) 338-2932**

Public Video Viewing/Comment Option:

<https://zoom.us/j/93373992602>

**January 10, 2024
9:30 a.m. to 11:30 a.m.**

AGENDA

- | | |
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| 9:30 - 9:31 | 1. Call to Order |
| 9:31 - 9:33 | 2. Action Item: Approval of December 13, 2023 Meeting Minutes |

PUBLIC COMMENTS

- | | |
|-------------|---|
| 9:33 - 9:40 | 3. <u>Guidelines for Public Comment on Items not listed on the agenda:</u> <ul style="list-style-type: none">➤ Members of the public may request to speak about any issue within the purview of the Board➤ Each speaker will be limited to three (3) minutes➤ Board members may not discuss or take action on issues raised during public comment unless the issue is listed in this Agenda |
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PRESENTATIONS/DISCUSSION ITEMS

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| 9:40 – 10:00 | 4. Action Item: Nomination and Selection of the 2024 SSAB Chair and Vice-Chair |
| 10:00 – 10:45 | 5. Discussion Item: SSAB 2024 Priorities and Strategic Goals: All SSAB Members |
| 10:45 – 11:00 | 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) |
| 11:00 – 11:30 | 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) |

ADJOURNMENT/ NEXT MEETING

Next regular meeting will be held on February 14, 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

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

**Held In Person
North Inland Live Well Center
649 West Mission Ave, Grand Avenue Room C & D, Escondido, CA 92025
Phone (619) 338-2932 * * Fax (619) 338-2972**

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

**SSAB Meeting Minutes
December 13, 2023**

Members Present

Vino Pajanor
Jan Spencley
Robin Maxson
Buck Martin
Greg Anglea
Keara O'Laughlin
Rachel Morineau

Members Absent

Phil Thalheimer
Carol Lewis
Daniel Murphy

Staff Present

Rick Wanne, Director, Self-Sufficiency Services
Alberto Banuelos, HHSA
Assmaa Elayyat, HHSA
Allison Boyer, HHSA
Jeannie Hufford, HHSA
Albert Garcia, HHSA
Yenissa Salgado, HHSA
Ida Bell, HHSA
Patty Baker, HHSA
Gloria Garcia, HHSA
Ismael Lopez, HHSA
Gabriela Damian, HHSA
Mirna Lopez, HHSA
Marcus Giffin, HHSA
Bianca Sosa-Graciano, HHSA

Guests

Lindsey Wade, HASDIC
Jack Dailey, Legal Aid Society of San Diego
Gabby Davidson, California Association of Food Banks
Mauricio Medina, San Diego Hunger Coalition
Shelly Dieu, San Diego Hunger Coalition
Anae Evangelista, San Diego Hunger Coalition
Cierra Williams (SEIU)
Alexondria Harris, HHSA Staff
Drucilla Willis, HHSA Staff
Eduardo Gaeta, HHSA Staff
Kimberly Smith, HHSA Staff
Angel Wright, HHSA Staff
Walter Olivas, HHSA Staff
Sherry Flores, HHSA Staff
Dawn Schultheis-Musselman, HHSA Staff
Bob Stonebrook
Mary Winchester
Kaye Turpin

1. Meeting called to order at 9:32 by Chair, Vino Pajanor.
2. The November 8, 2023 Meeting Minutes were approved, with 6 Board Members present voting yes and 1 abstained.
3. Public Comments:

- No public comment

4. **Information Item:** Information Item: Tour of the North Inland Live Well Center: Yvonne Hose, Chief, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ms. Hose guided a tour of the North Inland Live Well Center.
5. **Presentation Item:** County Selected BenefitsCal Opt-In Features: Steven Hoadley, Program Specialist II, Self-Sufficiency Services, Health and Human Services Agency (HHSA) and Gabby Davidson, Policy Advocate, California Association of Food Banks. Mr. Hoadley presented an overview of the features that the County of San Diego has opted into on BenefitsCal, along with a metrics report. Ms. Davidson presented an overview on the opt-in features in BenefitsCal and the counties that have opted into them, along with its impact on customers, outreach workers and eligibility workers. An open discussion occurred relating to our Access Call Center, and Mr. Rick Wanne agreed to test out additional features such as the Call Me and Two Way Messaging features on BenefitsCal to evaluate the benefit.

A public comment was made by Shelly Dieu of the San Diego Hunger Coalition, stating that she believes features such as Two Way Messaging would reduce the time spent and improve the quality of service the County of San Diego has already proven with the existing various avenues of communication and increase access.

A public comment was made by Mauricio Medina of the San Diego Hunger Coalition, echoing his colleague's previous comment, requesting County staff and Members of the SSAB to think of this as a user-centered design: thinking of the customer's experience once they apply and access CalFresh benefits. He expressed that reducing the numbers of clicks and putting it all in one place would benefit not only the client and the customer, but the County as well to run more efficiently.

6. **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 mentioned that January 2024 is going to be the last phase of Medi-Cal expansion for full scope coverage, sharing that the County has been working on an outreach and advertising campaign to notify the community. An E-Blast from the County News Center regarding the Medi-Cal expansion was also shared. She also provided an update regarding the Medi-Cal Renewals Report.

ADJOURNMENT/SET NEXT MEETING:

The meeting was adjourned at 11:35 a.m. Next regular meeting will be held on January 10, 2024.

ITEM #4: Nomination and Selection of the 2024 SSAB Chair and Vice Chair



ITEM #5: SSAB 2024 Priorities and Strategic Goals

All SSAB Members



ITEM #6: REVIEW LEGISLATIVE ADVOCACY BILLS THAT SUPPORT SSAB STRATEGIC PRIORITIES

*Assmaa Elayyat, Deputy Director, Self-Sufficiency Services
Health and Human Services Agency (HHSA)*



<div>Legend</div> <div>Approved/Chaptered</div> <div>Advocacy Support</div> <div>Support</div> <div>Support, if Amended or Watch</div>	Self-Sufficiency Services Legislative Tracking Log				
Revised: 1/2/2024					
Bill Number and Name	Date Introduced	Description	Affected Programs	Support/Oppose/Watch /Concerns	Status
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 administering the program, the bill would impose a state-mandated local program	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/CAP/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.
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/CAP/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 California. The bill would require those recommendations to be submitted to the Legislature by December 31, 2024.	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	5/18/2023: Active Bill - May 18 hearing: Held in committee and under submission.
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 Enrollment	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.
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	10/7/2023: Active Bill - In Senate. Consideration of Governor's veto pending.

ITEM #7: UPDATE ON PHE LIFT FOR PUBLIC ASSISTANCE PROGRAMS, WAIVERS, ENROLLMENT, SERVICE DELIVERY, DATA

*Assmaa Elayyat, Deputy Director, Self-Sufficiency Services
Health and Human Services Agency (HHSA)*



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**

- 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
- 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
- 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
 - Beneficiaries who did not select a plan will be automatically enrolled into one
- 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 Medi-Cal Renewal Report

	Data as of 6/30				Data as of 7/31				Data as of 8/31				Data as of 9/30				Data as of 10/31				Data as of 11/30				Data as of 12/31									
Medi-Cal Renewals	Jun-23	%	Jun-23	%	Jul-23	%	Jul-23	%	Aug-23	%	Aug-23	%	Sep-23	%	Sep-23	%	Oct-23	%	Oct-23	%	Nov-23	%	Nov-23	%	Dec-23	%	Dec-23	%	Jan-24	%	Jan-24	%	Feb-24	%
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%	58,313	100%	58,313	100%	47,936	100%	47,936	100%	51,565	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%	26,371	45%	26,371	45%	21,176	44%	21,176	44%	22,026	43%
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%	10,415	18%	17,979	31%	9,619	20%	10,030	21%	8,556	17%
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%	20,706	36%	20,706	36%	16,689	35%	20,706	43%	20,292	39%
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%	1,059	2%	7,506	13%	1,055	2%	4,251	9%	792	2%
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%	36,786	63%	44,350	76%	30,795	64%	31,206	65%	30,582	59%
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%	20,468	35%	6,457	11%	16,086	34%	12,479	26%	20,191	39%

Source: Daily RRR Status Report
*Combo: Medi-Cal With Active CF/GR/CW
Report Date: 01/02/2023



COUNTY OF SAN DIEGO
HEALTH AND HUMAN
SERVICES AGENCY



LIVE WELL
SAN DIEGO

Months	Count of Case Number
Jun-23	8,579
Jul-23	2,994
Aug-23	12,502
Sep-23	10,619
Oct-23	11,720
Nov-23	12,316
Dec-23	9,481
Grand Total	68,211

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

MONTHLY UPDATES





ELIGIBILITY SERVICES BY THE NUMBERS...

January 2024 (Data Month: December 2023)

PARTICIPANTS

- **CalFresh:** 387,521 recipients, up 3.85% from last year.
 - 128,463 child recipients (0-18), up 0.43% from last year.
 - 92,699 senior recipients (60+), up 10.40% from last year.
- **CalWORKs:** 49,730 recipients, up 8.66% from last year.
 - 35,572 child recipients (0-18), up 9.90% from last year.
 - Welfare-to-Work: 14,680 participants, up 12.25% from last year.
- **CMS:** 5 CMS recipients, down 28.57% from last year.
- **General Relief:** 4,705 recipients, up 23.59% from last year.
- **Medi-Cal:** 969,893 recipients, down 4.28% from last year.
 - 323,117 child recipients (0-18), down 2.72% from last year.
 - 16,911 Medi-Cal Expansion Over 50 Years.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (December 2022–December 2023)
			Previous Month	Previous Year	
CalFresh	228,584	387,521	0.37%	3.85%	529,116
CalWORKs	17,245	49,730	0.84%	8.66%	67,776
CMS	5	5	-37.50%	-28.57%	38
General Relief	4,689	4,705	-0.04%	23.59%	12,845
Medi-Cal	549,845	969,893	-0.47%	-4.28%	1,098,443
Total	800,368	1,411,854	-0.19%	-1.68%	1,210,375**

*Recipients include 369,542 under ACA Medicaid Coverage Expansion.

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

PROCESSING

Applications Registered		
Program	December 2023	FYTD
CalFresh	17,174	126,808
CalWORKs	2,342	16,393
CMS	36	196
General Relief	3,227	20,533
Medi-Cal	13,349	70,810
Total	36,128	234,740

Renewals Generated		
Program	December 2023	FYTD
CalFresh	10,239	65,858
CalWORKs	1,307	8,769
CMS	3	16
General Relief	120	662
Medi-Cal	58,313	304,100
Total	69,982	379,405

Periodic Reports Generated		
Program	December 2023	FYTD
CalFresh	13,766	81,909
CalWORKs	1,479	7,879
General Relief	0	5
Medi-Cal	8	94
Total	15,253	89,887

Documents Imaged	
December 2023	FYTD
314,349	2,164,684

Tasks Created	
December 2023	FYTD
513,952	3,494,464

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	December 2022	December 2023	Change	FYTD
Total Calls	170,579	248,263	77,684	1,631,005
Abandoned	4,108	6,907	2,799	148,367
Average Wait Time	2:03	1:24	-0:39	5:18

Community Based Organization (CBO)				
Month	December 2022	December 2023	Change	FYTD
Total Calls	4,270	5,883	1,613	38,953
Abandoned	142	165	23	1,531
Average Wait Time	3:37	3:33	-0:04	5:04

Emails Received	
December 2023	FYTD
2,146	14,858

FAMILY RESOURCE CENTER VISITS

Month	December 2022	December 2023	Change	FYTD
Total Tickets Issued	35,182	43,321	19%	279,144
Average Wait Time (min.)	(*)	(*)	N/A	

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

Processing Timeliness Applications, Periodic Reports, and Renewals

CalFresh

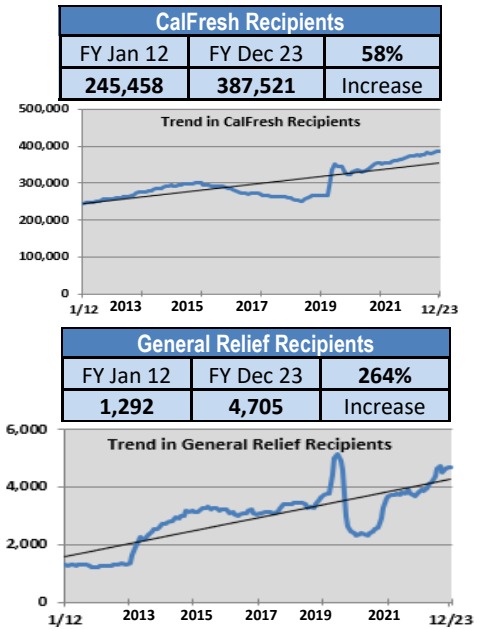
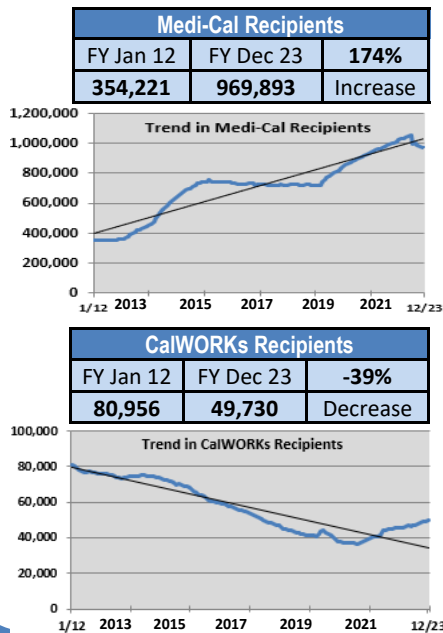
- Regular Applications: State required days to disposition = 30 Days
 - San Diego = 19 Days
- Expedited Applications: State required days to disposition = 3 Days
 - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 90%
- Annual Renewal Timeliness = 84%

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 = 94%
- Annual Renewal Timeliness = 84%

Medi-Cal

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 28 Days
- Annual Renewal Timeliness = 87%



Office of Military and Veterans Affairs (OMVA) Data Tracker *

OMVA Service Delivery	Monthly Total	FYTD
Calls Received	2,333	12,934
Calls Received- Average Wait Times	0:01:27	0:01:07
In-Person Customer Visits	1,384	6,688
Driver's License Applications	48	746
License Plate Applications	662	2068
College Fee Waiver Applications	113	1118
VA Claim Appointments Made	601	916
VA Claim Appointments Wait Time (Days)	12	36
Community Events	11	55
Contacts Made at Community Events	171	2,979

* New data metrics as of 10/2023

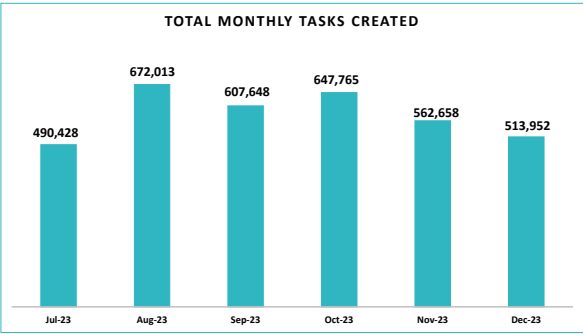


Monthly Self-Sufficiency Services Performance Dashboard (FY 23/24)

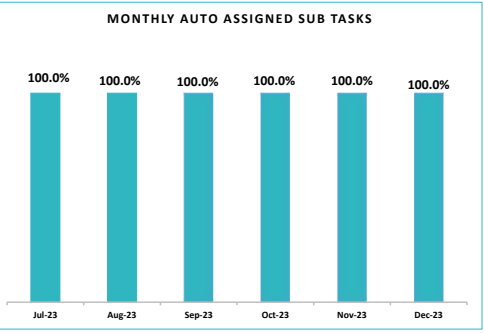
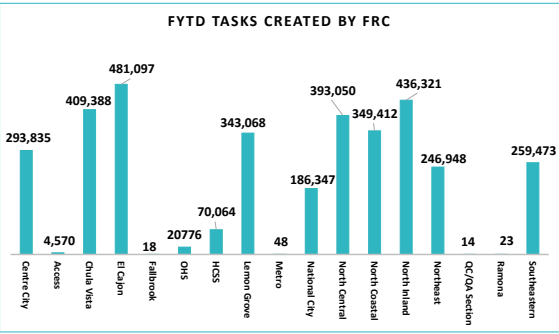
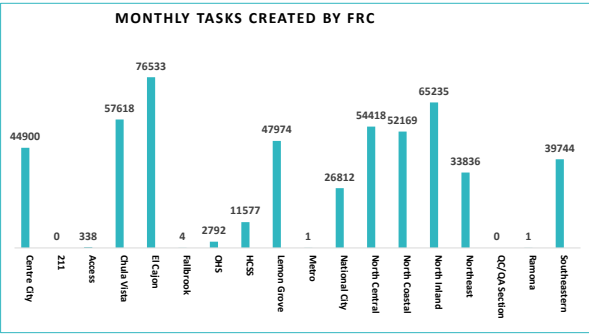
San Diego County

Data Month : December 2023

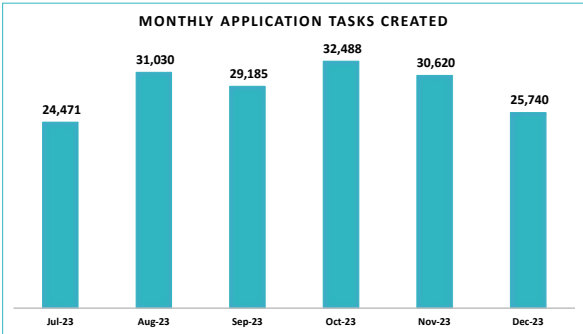
CalSAWS Tasks Created



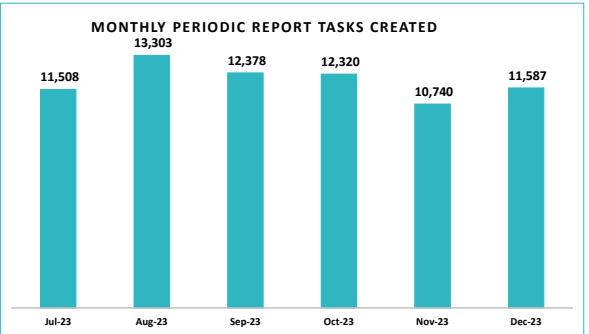
FYTD 3,494,464



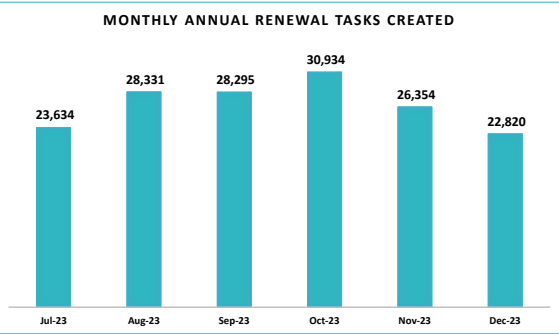
FYTD 100%



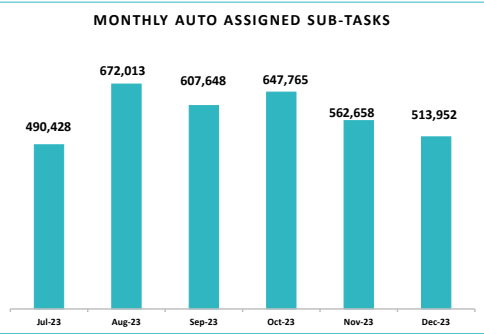
FYTD 173,534



FYTD 71,836

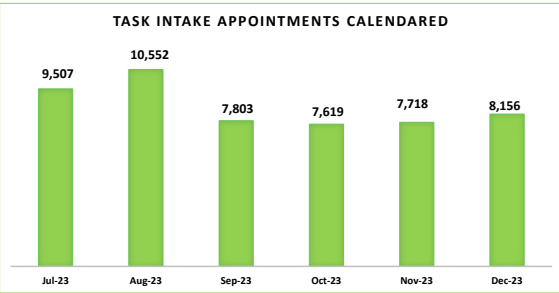


FYTD 160,368

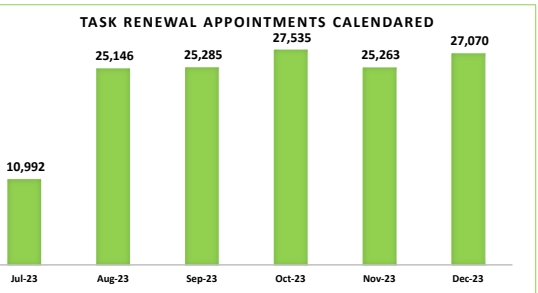


FYTD 3,494,464

MONTHLY CALSAWS CALENDARED APPOINTMENTS

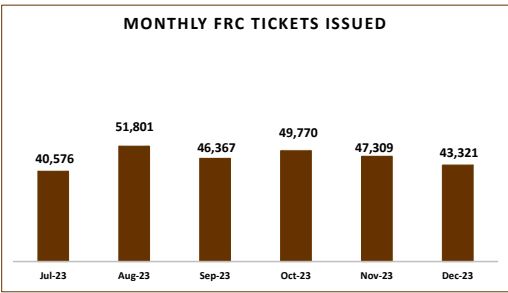


FYTD 51,355



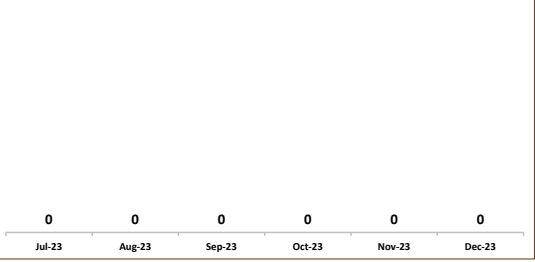
FYTD 141,291

LOBBY MANAGEMENT



FYTD 279,144

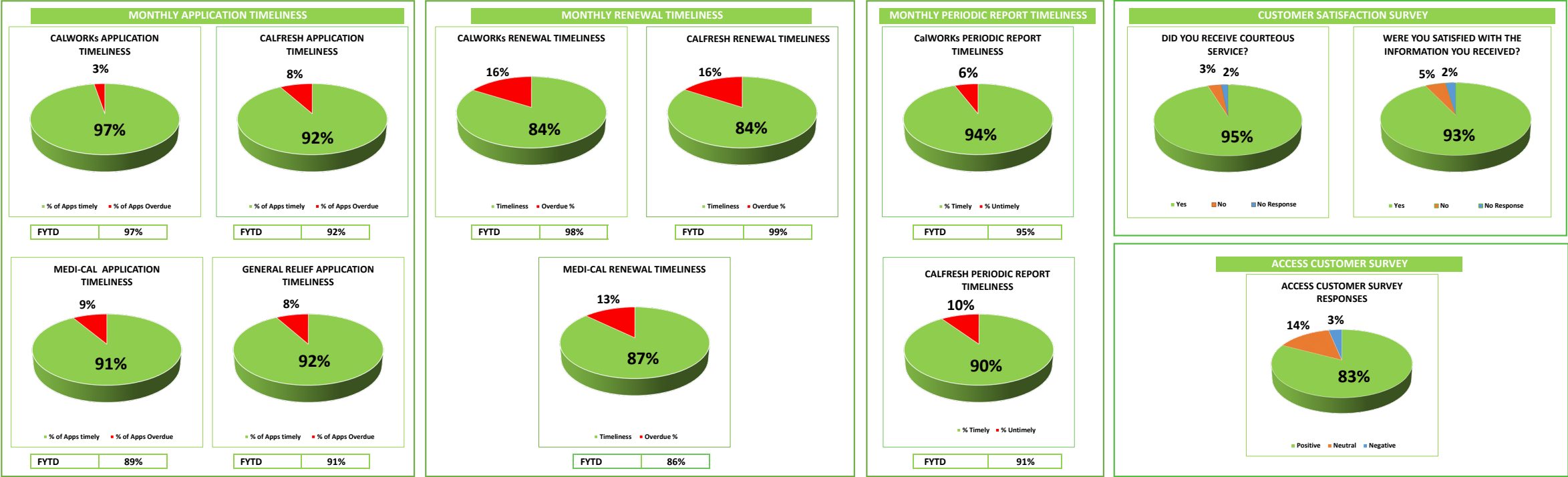
MONTHLY FRC AVERAGE WAIT TIME



*Average time is not available

FYTD 0.00

CASE PROCESSING PERFORMANCE (CALSAWS)





Monthly Robo-Calls & Text Messaging Report FY 2023/2024

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					
February 2024					
March 2024					
April 2024					
May 2024					
June 2024					
Grand Total	46,446	2,607	742	362	50,157

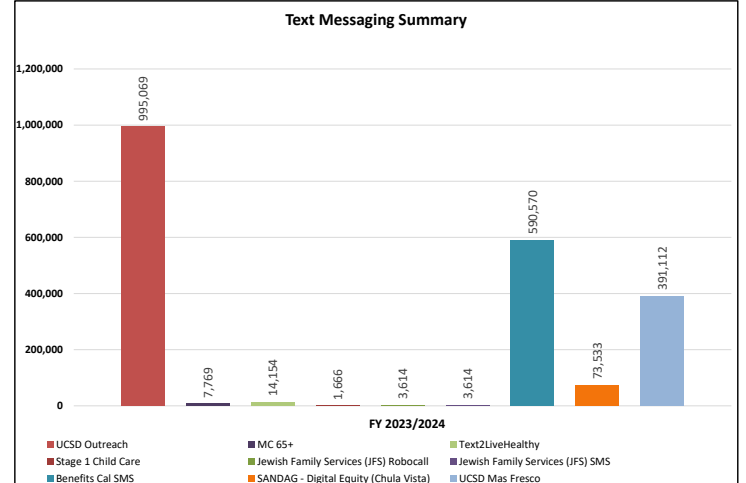
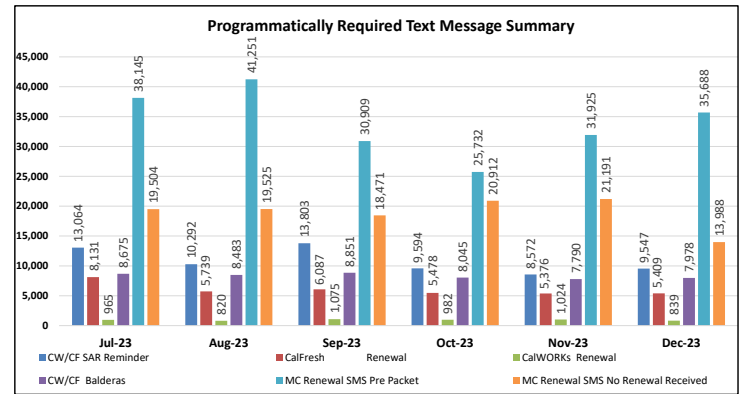
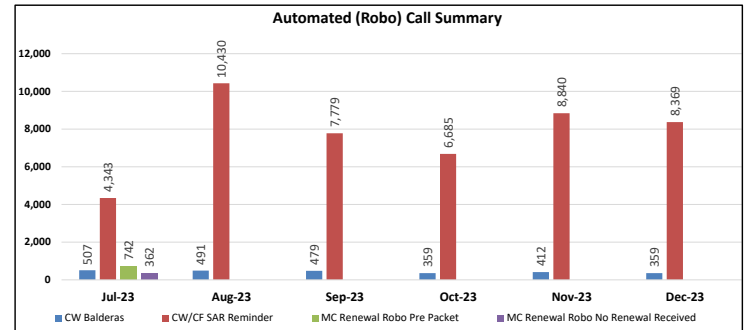
Text Messaging Summary	Program						
Month	CW/CF SAR Reminder	CW/CF Balderas	CalFresh Renewal	CalWORKS Renewal	MC Renewal SMS Pre Packet	MC Renewal SMS No Renewal Received	Grand Total
July 2023	13,064	8,675	8,131	965	38,145	19,504	88,484
August 2023	10,292	8,483	5,739	820	41,251	19,525	86,110
September 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							
February 2024							
March 2024							
April 2024							
May 2024							
June 2024							
Grand Total	64,872	49,822	36,220	5,705	203,650	113,591	473,860

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										
February 2024										
March 2024										
April 2024										
May 2024										
June 2024										
Grand Total	995,069	7,769	14,154	1,666	3,614	3,614	590,570	73,533	391,112	2,081,101

*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 recipients were reprogrammed to receive text message notifications to alert them of any upcoming case actions.

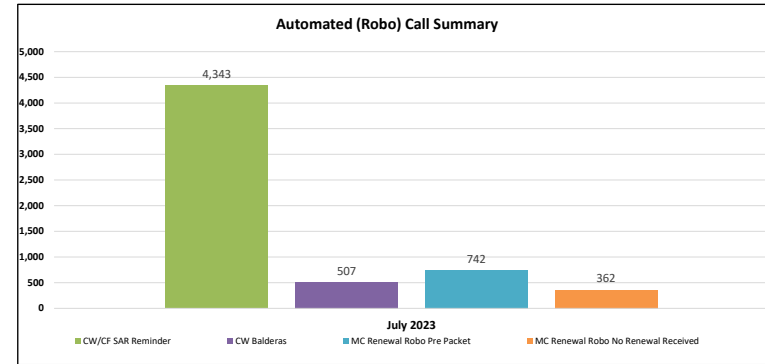
*Note: PR Text Message Summary methodology updated to count CW/CF Household once. These household's are sent one text message. CW/CF households are included in CW Text Message Count.

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

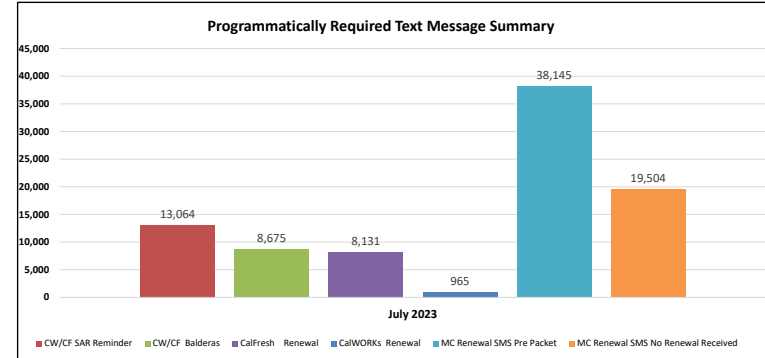


July 2023

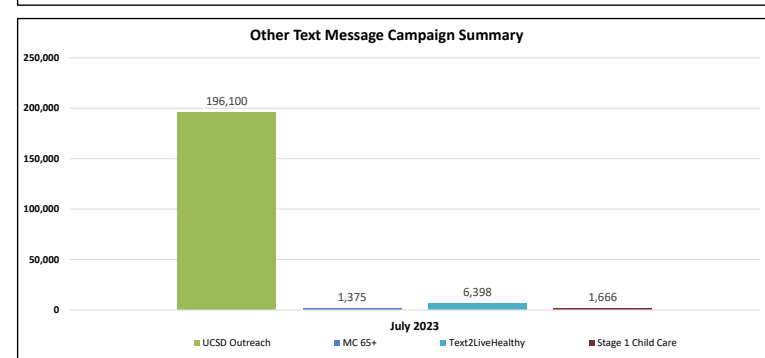
Automated (Robo) Call Summary	Program				
Month	CW/CF SAR Reminder	CW Balderas	MC Renewal Robo Pre Packet	MC Renewal Robo No Renewal Received	Grand Total
July 2023	4,343	507	742	362	5,954
Grand Total	4,343	507	742	362	5,954



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
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

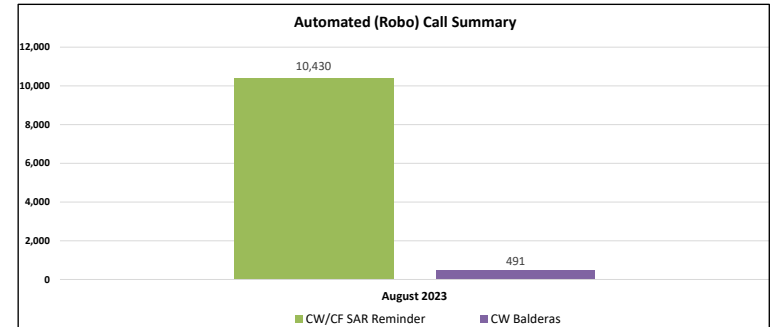


Text Messaging Summary	Special Campaign				
Month	UCSD Outreach	MC 65+	Text2LiveHealthy	Stage 1 Child Care	Grand Total
July 2023	196,100	1,375	6,398	1,666	205,539
Grand Total	196,100	1,375	6,398	1,666	205,539

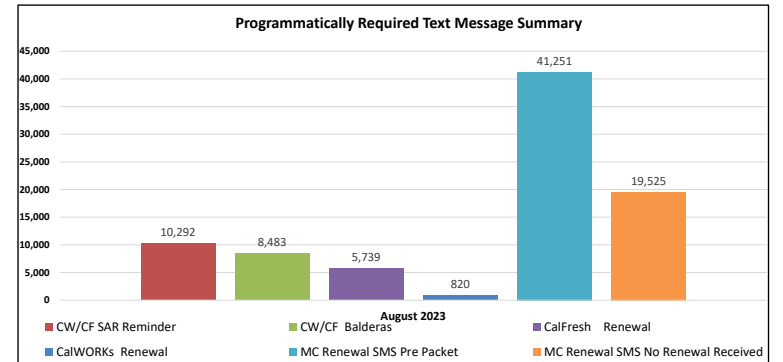


August 2023

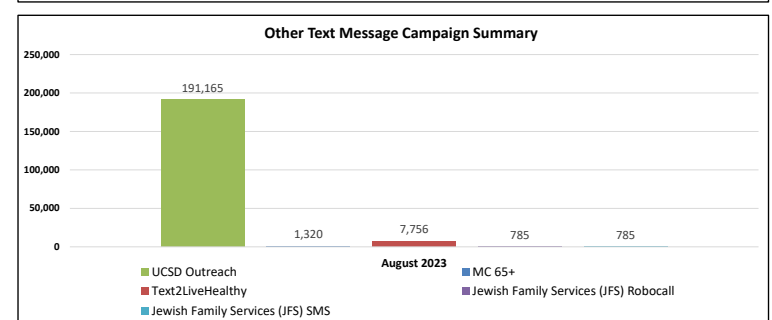
Automated (Robo) Call Summary	Program		
Month	CW/CF SAR Reminder	CW Balderas	Grand Total
August 2023	10,430	491	10,921
Grand Total	10,430	491	10,921



Text Messaging Summary	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



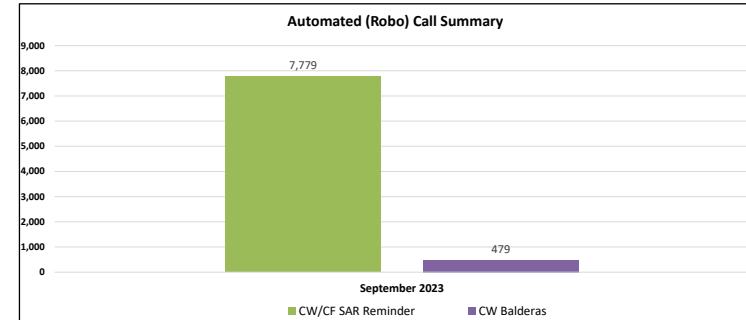
Text Messaging Summary	Special Campaign					
Month	UCSD Outreach	MC 65+	Text2LiveHealthy	Jewish Family Services (JFS) Robocall	Jewish Family Services (JFS) SMS	Grand Total
August 2023	191,165	1,320	7,756	785	785	201,811
Grand Total	191,165	1,320	7,756	785	785	201,811



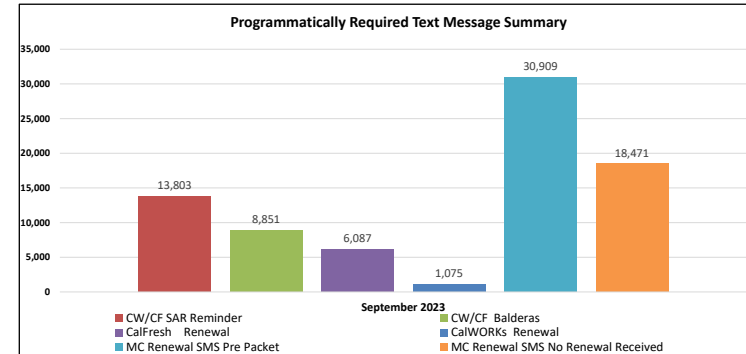
Report Data Month: 08/2023
 Report Run Date: 01/04/2024

September 2023

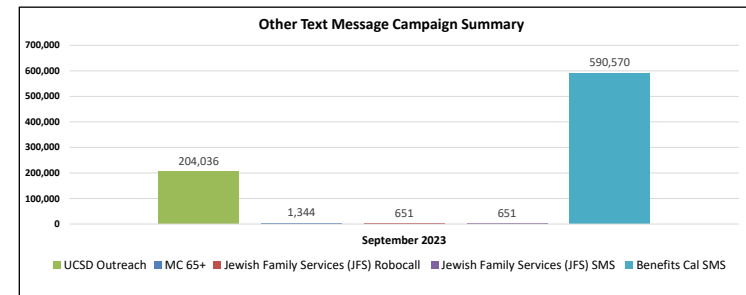
Automated (Robo) Call Summary	Program		
Month	CW/CF SAR Reminder	CW Balderas	Grand Total
September 2023	7,779	479	8,258
Grand Total	7,779	479	8,258



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



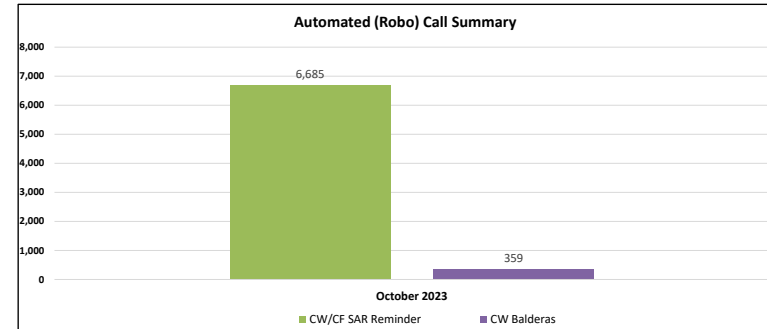
Text Messaging Summary	Special Campaign					
Month	UCSD Outreach	MC 65+	Jewish Family Services (JFS) Robocall	Jewish Family Services (JFS) SMS	Benefits Cal SMS	Grand Total
September 2023	204,036	1,344	651	651	590,570	797,252
Grand Total	204,036	1,344	651	651	590,570	797,252



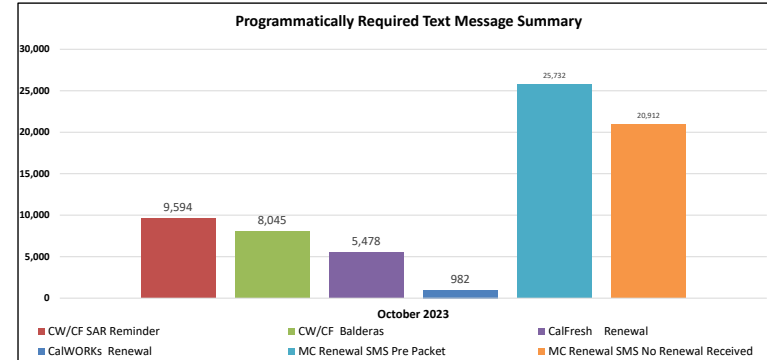
Report Data Month: 09/2023
 Report Run Date: 01/04/2024

October 2023

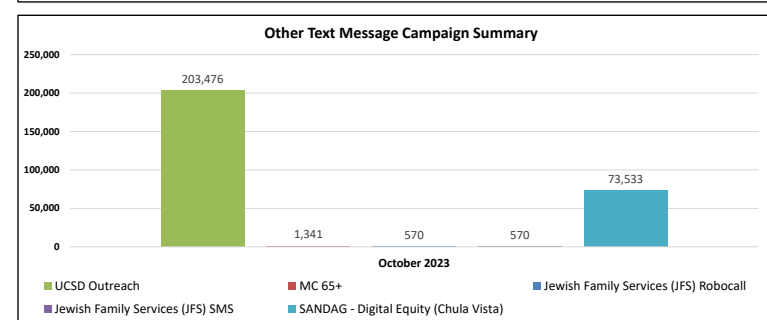
Automated (Robo) Call Summary	Program		
Month	CW/CF SAR Reminder	CW Balderas	Grand Total
October 2023	6,685	359	7,044
Grand Total	6,685	359	7,044



Text Messaging Summary	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



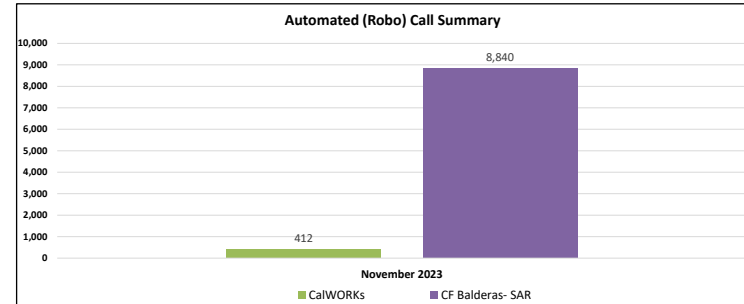
Text Messaging Summary	Special Campaign					
Month	UCSD Outreach	MC 65+	Jewish Family Services (JFS) Robocall	Jewish Family Services (JFS) SMS	SANDAG - Digital Equity (Chula Vista)	Grand Total
October 2023	203,476	1,341	570	570	73,533	279,490
Grand Total	203,476	1,341	570	570	73,533	279,490



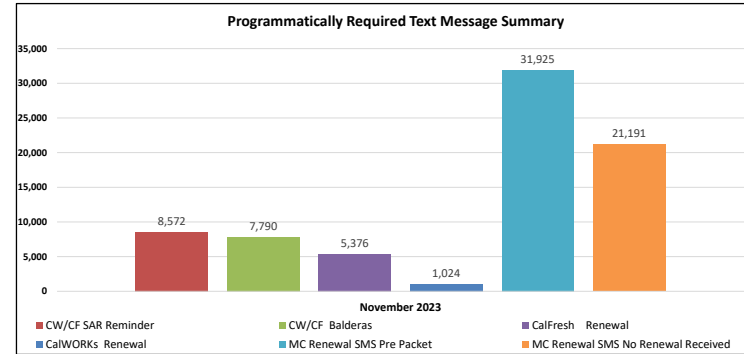
Report Data Month: 10/2023
 Report Run Date: 01/04/2024

November 2023

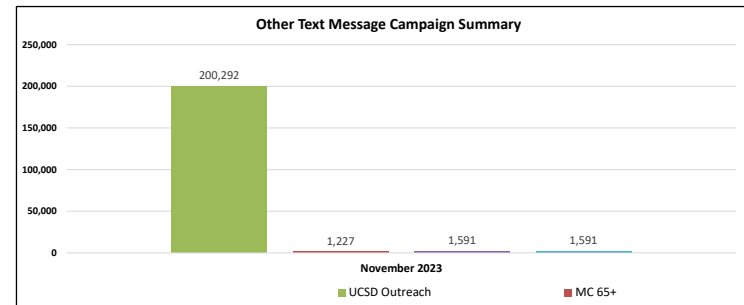
Automated (Robo) Call Summary	Program		
Month	CalWORKs	CF Balderas- SAR	Grand Total
November 2023	412	8,840	9,252
Grand Total	412	8,840	9,252



Text Messaging Summary	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

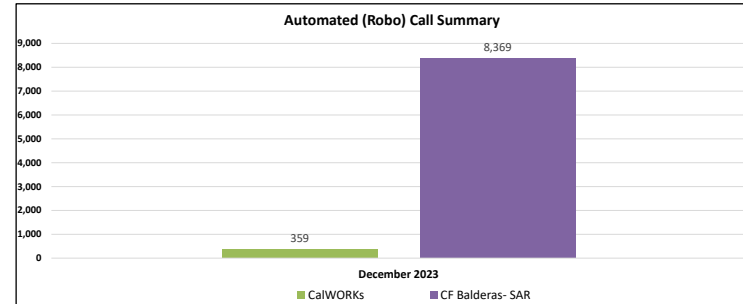


Data Sources: Monthly M40-181A CW Discontinuance Call List, Monthly CF SAR Not Received Call List, Monthly CF Only RRR Not Complete Call List, Monthly Balderas Outbound Call List, Monthly MC RRR RoboCall, Monthly Consent Text Message Report, Monthly CF Balderas Call Report

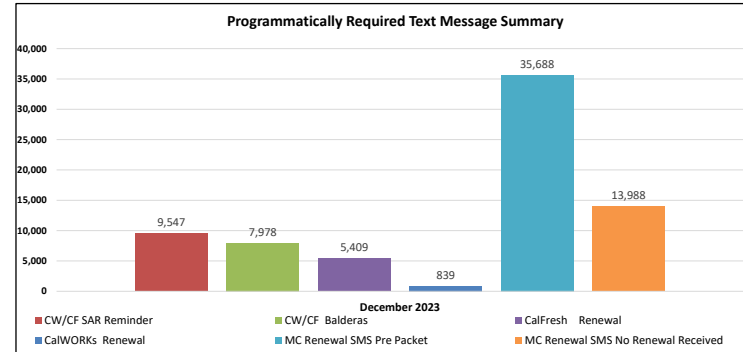
Report Data Month: 11/2023
Report Run Date: 01/04/2024

December 2023

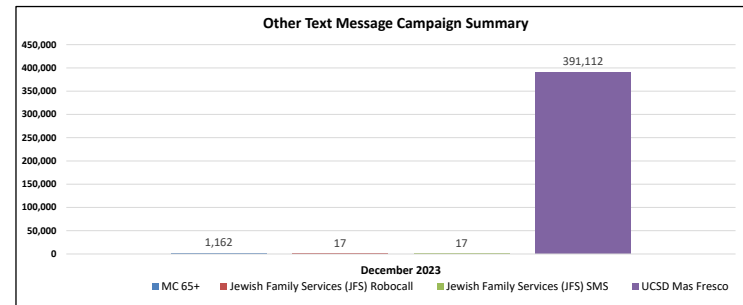
Automated (Robo) Call Summary	Program		
Month	CalWORKs	CF Balderas- SAR	Grand Total
December 2023	359	8,369	8,728
Grand Total	359	8,369	8,728



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



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



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: 01/04/2024

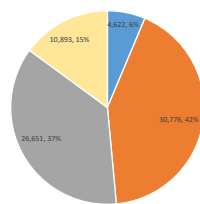


Community Based Organizations CalFresh Referrals

07/2023-12/2023

CalFresh Application Referrals by Application Status									
CBO	HCS Outstation Staff Y/N	Pending	Approved	Denied	Invalid*	Total			
Code for America		4,061	6%	26,551	41%	24,321	37%	9,961	15%
211 San Diego		337	7%	2,511	54%	1,300	28%	490	11%
Family Health Centers of San Diego		67	8%	396	49%	244	30%	108	13%
La Maestra Community Health Centers		32	5%	371	52%	223	31%	82	12%
Scripts Health	Y	15	5%	180	48%	89	27%	69	21%
San Ysidro Health	Y	16	6%	159	56%	73	26%	34	12%
Vista Community Clinic		20	7%	128	48%	87	32%	33	12%
Sharp Health	Y	3	2%	76	49%	52	34%	24	15%
Casa Familiar		5	5%	51	53%	36	37%	5	5%
Bonita Family Resource Center		6	6%	47	50%	28	36%	13	14%
Jewish Family Service		10	12%	38	45%	23	27%	13	15%
TrueCare		15	22%	22	32%	25	36%	7	10%
Home Start CalFresh Grant		1	2%	54	87%	7	11%	0	62
Chula Vista Community Collaborative		4	8%	24	47%	21	41%	2	4%
Neighborhood Health Care		4	8%	29	57%	15	29%	3	6%
Indian Health Council Inc.		1	3%	30	79%	7	18%	0	38
South bay Community Services		0	10	53%	7	37%	2	11%	19
Southern Indian Health Council Inc.		0	14	78%	3	17%	1	6%	18
Interfaith Community Services		1	6%	2	12%	9	53%	5	29%
UCSD Medical Center	Y	0	7	41%	4	24%	6	35%	17
Baby Childrens Hospital	Y	0	7	47%	6	40%	2	13%	12
Catholic Charities Diocese of San Diego - Homeless Services		3	25%	2	17%	7	58%	0	12
San Ysidro Health Center		3	25%	6	50%	2	17%	1	8%
Union of Pan Asian Communities		0	5	42%	7	58%	0	0	12
Borrego Health		1	9%	4	36%	3	27%	3	27%
Catholic Charities Diocese of San Diego		0	3	27%	5	46%	3	27%	11
San Diego Family Care		4	36%	1	9%	4	36%	2	18%
San Diego Food Bank	Y	0	5	50%	4	40%	1	10%	10
Capalina Comprehensive Treatment Center		0	4	57%	2	29%	1	14%	7
Deaf Community Services of San Diego		1	14%	2	29%	0	4	57%	7
Tri-City Medical Center	Y	0	6	86%	0	1	14%	2	2
Community Resource Center		2	33%	1	17%	3	50%	0	6
Metro Community Ministries Inc.		0	4	67%	1	17%	1	17%	6
Catholic Charities San Diego		0	1	20%	3	60%	1	20%	5
San Diegoans for Healthcare Coverage	Y	0	4	80%	0	1	20%	5	5
San Diego Unified School District		0	3	60%	1	20%	1	20%	5
Aid Finders		0	1	25%	3	75%	0	0	4
Bayside Community Center		0	1	25%	3	75%	0	0	4
Center Star ACT		1	25%	2	50%	0	1	25%	4
Freeding San Diego	Y	0	3	75%	0	1	25%	4	4
Lulan Pathways Inc.		0	2	50%	2	50%	0	0	4
Safe Connections		0	3	75%	1	25%	0	0	4
Somali Bantu Association of America		0	0	2	50%	2	50%	4	4
World Relief SoCal		2	50%	2	50%	0	0	0	4
MedData		0	2	67%	1	33%	0	0	3
Palomar Health	Y	0	3	100%	0	0	0	0	3
St. Paul's PACE		1	33%	0	2	67%	0	0	3
UC San Diego	Y	0	2	67%	1	33%	0	0	3
Escondido Comprehensive Treatment Center		0	0	2	100%	0	0	0	2
Gary and Mary West Place		0	1	50%	1	50%	0	0	2
McKusick Institute South Bay Regional Recovery		1	50%	0	0	0	0	50%	2
Mental Health Systems TURN BHS Action Central		0	0	2	100%	0	0	0	2
Neighborhood Healthcare		0	1	50%	1	50%	0	0	2
TERI Inc.		0	0	2	100%	0	0	0	2
Urban Street Angels		0	0	1	50%	1	50%	2	2
211 Orange County		0	0	1	100%	0	0	0	1
Access to Independence of San Diego Inc.		1	100%	0	0	0	0	0	1
Alpha Lofts		0	0	1	100%	0	0	0	1
Change Lanes Youth Support Services		0	1	100%	0	0	0	0	1
Community Research Foundation		0	1	100%	0	0	0	0	1
Community Research Foundation Senior Impact		0	0	0	0	1	100%	0	1
CompSpec Inc.		0	1	100%	0	0	0	0	1
Cottage Health System		0	0	1	100%	0	0	0	1
Everest Hospice		0	0	0	0	1	100%	1	1
Healthcare in Action - San Diego		0	0	0	0	1	100%	1	1
Jackson House Temecula		0	1	100%	0	0	0	0	1
Los Angeles County CSC 8		0	0	0	0	1	100%	1	1
Marin City Health and Wellness		0	0	1	100%	0	0	0	1
Paradise Valley Health	Y	0	1	100%	0	0	0	0	1
Soap Box		0	0	0	0	1	100%	1	1
Stepping Stone of San Diego		0	1	100%	0	0	0	0	1
University of San Diego		0	1	100%	0	0	0	0	1
Visionary Care Consultants		0	0	1	100%	0	0	0	1
Vista Hill Foundation - SmartCare		0	1	100%	0	0	0	0	1
El Sol NEC		0	0	0	0	0	0	0	0
Alvarado Hospital LLC	Y	0	0	0	0	0	0	0	0
Aviara Healthcare Center		0	0	0	0	0	0	0	0
Borrego Community Health Foundation		0	0	0	0	0	0	0	0
Buddhist Tzu Chi Medical Foundation		0	0	0	0	0	0	0	0
Castle Manor Nursing and Rehabilitation Center		0	0	0	0	0	0	0	0
CCC Health Services Department		0	0	0	0	0	0	0	0
Community Health Systems, Inc. - Moreno Valley		0	0	0	0	0	0	0	0
DMH - Office of the Public Guardian		0	0	0	0	0	0	0	0
Elevate Patient Financial Solutions		0	0	0	0	0	0	0	0
GETIX HEALTH		0	0	0	0	0	0	0	0
Golden Valley Health Center		0	0	0	0	0	0	0	0
HAS		0	0	0	0	0	0	0	0
HERALD CHRISTIAN HEALTH CENTER		0	0	0	0	0	0	0	0
Medi-Cal Regulation Specialists		0	0	0	0	0	0	0	0
Mountain Shadows		0	0	0	0	0	0	0	0
Neighborhood Health Insurance Center		0	0	0	0	0	0	0	0
Packard Senior Services		0	0	0	0	0	0	0	0
Paradise Valley Healthcare Center		0	0	0	0	0	0	0	0
Parallon		0	0	0	0	0	0	0	0
Park Avenue Healthcare Center		0	0	0	0	0	0	0	0
Pineridge Healthcare Center		0	0	0	0	0	0	0	0
Revive Pathway		0	0	0	0	0	0	0	0
Rolling Start, Inc.		0	0	0	0	0	0	0	0
San Diego Freedom Ranch		0	0	0	0	0	0	0	0
San Diego Regional Center		0	0	0	0	0	0	0	0
Santa Barbara County Education Office		0	0	0	0	0	0	0	0
The Light for Seniors		0	0	0	0	0	0	0	0
Third Avenue Charitable Organization		0	0	0	0	0	0	0	0
Vista Community Clinic The Gary Center		0	0	0	0	0	0	0	0
Vista Knoll Specialized Care		0	0	0	0	0	0	0	0
Windsor Health Care SNF Management Company LLC		0	0	0	0	0	0	0	0
Total		4,622	6%	30,776	42%	26,651	37%	10,893	15%

CalFresh Percentage of Referrals



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

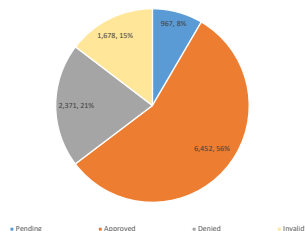


Community Based Organizations Medi-Cal Referrals

07/2023-12/2023

Medi-Cal Application Referrals by Application Status									
CBO	HCS Outstation Staff Y/N	Pending	Approved	Denied	Invalid*	Total			
Scriptus Health	Y	661	4%	1,007	58%	411	23%	264	15%
211 San Diego		125	7%	768	44%	448	26%	400	23%
Family Health Centers of San Diego		196	13%	835	54%	319	21%	184	12%
Sharp Health	Y	42	5%	635	68%	148	16%	106	11%
UCSD Medical Center	Y	41	5%	592	67%	178	20%	78	9%
La Maestra Community Health Centers		87	11%	416	51%	137	17%	173	21%
Vista Community Clinic		85	13%	395	60%	109	16%	73	11%
TrueCare		98	16%	304	50%	148	24%	55	9%
Neighborhood Health Care		43	11%	247	62%	74	18%	37	9%
Tri City Medical Center	Y	14	4%	213	67%	67	21%	23	7%
MedData		45	15%	152	50%	69	22%	43	13%
Palomar Health	Y	11	4%	157	62%	62	25%	23	9%
Paradise Valley Health	Y	1	1%	111	74%	14	9%	24	16%
San Ysidro Health Center		29	22%	79	59%	12	9%	14	10%
Rady Childrens Hospital	Y	5	4%	90	72%	15	12%	15	12%
San Diego Family Care		15	13%	75	64%	17	15%	10	9%
Borrego Health		5	7%	47	62%	15	20%	9	12%
Casa Familiar		6	9%	37	53%	15	21%	12	17%
Bonita Family Resource Center		5	7%	38	56%	13	19%	12	18%
Alvarado Hospital LLC	Y	0		35	64%	12	22%	8	15%
San Diego Unified School District		4	8%	29	56%	10	19%	9	17%
Chula Vista Community Collaborative		3	7%	19	41%	12	26%	12	26%
San Diegans for Healthcare Coverage	Y	2	4%	31	69%	5	11%	7	16%
Indian Health Council Inc		2	7%	24	80%	2	7%	2	7%
Park Avenue Healthcare Center		1	4%	13	50%	7	27%	5	19%
Paradise Valley Healthcare Center		3	15%	9	45%	7	35%	1	5%
Neighborhood Health Insurance Center		2	11%	1	5%	3	16%	13	68%
St. Paul's PACE		1	7%	5	36%	5	36%	3	21%
Bayside Community Center		1	8%	6	50%	2	17%	3	25%
San Diego Freedom Ranch		1	9%	9	82%	1	9%	0	1%
Borrego Community Health Foundation		0		4	40%	1	10%	5	50%
Capalina Comprehensive Treatment Center		1	10%	2	20%	3	30%	4	40%
Neighborhood Healthcare		1	10%	4	40%	4	40%	1	10%
Packard Senior Services		1	11%	8	89%	0		0	0%
Pineridge Healthcare Center		1	11%	3	33%	1	11%	4	44%
San Diego Regional Center		1	11%	6	67%	2	22%	0	0%
Somali Bantu Association of America		1	11%	2	22%	0		6	67%
Catholic Charities Diocese of San Diego - Homeless Services		2	25%	2	25%	1	13%	3	38%
Metro Community Ministries Inc		0		3	38%	1	13%	4	50%
Community Health Systems, Inc. - Moreno Valley		0		4	67%	2	33%	0	0%
Soap Mar		2	33%	1	17%	0		3	50%
Catholic Charities Diocese of San Diego		0		3	60%	0		2	40%
Interfaith Community Services		0		0	0%	5	100%	5	
Vista Community Clinic The Gary Center		3	60%	0	0%	0		2	40%
Vista Knoll Specialized Care		2	40%	1	20%	0		2	40%
El Sol NEC		0		0	0%	2	50%	1	50%
Deaf Community Services of San Diego		1	25%	0	0%	2	50%	1	25%
Gary and Mary West Pace		0		1	25%	2	50%	1	25%
Mountain Shadows		0		2	50%	0		2	50%
Aviara Healthcare Center		0		2	67%	1	33%	0	0%
Castle Manor Nursing and Rehabilitation Center		0		0	0%	1	33%	0	0%
CCC Health Services Department		0		1	33%	1	33%	1	33%
Community Research Foundation Senior Impact		0		2	67%	1	33%	0	0%
Jewish Family Service		1	33%	0	0%	1	33%	1	33%
The Light for Seniors		1	33%	1	33%	0		1	33%
Union of Pan Asian Communities		1	33%	2	67%	0		0	0%
World Relief SoCal		2	67%	1	33%	0		0	0%
Catholic Charities San Diego		0		2	100%	0		0	0%
Cottage Health System		2	100%	0	0%	0		0	0%
DWV - Office of the Public Guardian		0		2	100%	0		0	0%
Escondido Comprehensive Treatment Center		0		0	0%	1	50%	1	50%
McAlister Institute South Bay Regional Recovery		2	100%	0	0%	0		0	0%
Revive Pathway		0		1	50%	0		1	50%
Southern Indian Health Council Inc		0		2	100%	0		0	0%
TER Inc		0		2	100%	0		0	0%
Windsor Health Care SNF Management Company LLC		0		2	100%	0		0	0%
Access to Independence of San Diego Inc		0		0	0%	1	100%	1	100%
Alpha Lofts		0		0	0%	1	100%	1	100%
Buddhist Tzu Chi Medical Foundation		0		1	100%	0		0	0%
Center Star ACT		1	100%	0	0%	0		0	0%
Change Lanes Youth Support Services		0		0	0%	1	100%	0	0%
Community Research Foundation		0		1	100%	0		0	0%
Community Resource Center		0		0	0%	1	100%	1	100%
CompSpec Inc.		1	100%	0	0%	0		0	0%
Elevate Patient Financial Solutions		0		0	0%	1	100%	0	0%
Everest Hospice		0		1	100%	0		0	0%
GETIX HEALTH		0		1	100%	0		0	0%
Golden Valley Health Center		0		0	0%	1	100%	0	0%
HAS		0		1	100%	0		0	0%
HERALD CHRISTIAN HEALTH CENTER		0		1	100%	0		0	0%
Home Start CalFresh Grant		0		1	100%	0		0	0%
Marin City Health and Wellness		0		0	0%	1	100%	0	0%
Medi-Cal Regulation Specialists		1	100%	0	0%	0		0	0%
Parallon		0		0	0%	1	100%	1	100%
Rolling Start, Inc.		0		0	0%	1	100%	0	0%
Santa Barbara County Education Office		0		0	0%	1	100%	1	100%
South bay Community Services		0		0	0%	1	100%	0	0%
Third Avenue Charitable Organization		0		0	0%	1	100%	1	100%
Visionary Care Consultants		0		0	0%	1	100%	0	0%
211 Orange County		0		0	0%	0		0	0%
Aid Finders		0		0	0%	0		0	0%
Code for America		0		0	0%	0		0	0%
Feeding San Diego	Y	0		0	0%	0		0	0%
Healthcare in Action - San Diego		0		0	0%	0		0	0%
Jackson House Temecula		0		0	0%	0		0	0%
Julian Pathways Inc		0		0	0%	0		0	0%
Los Angeles County CSC 8		0		0	0%	0		0	0%
Mental Health Systems TURN BHS Action Central		0		0	0%	0		0	0%
Safe Connections		0		0	0%	0		0	0%
San Diego Food Bank	Y	0		0	0%	0		0	0%
San Ysidro Health	Y	0		0	0%	0		0	0%
Stepping Stone of San Diego		0		0	0%	0		0	0%
UC San Diego	Y	0		0	0%	0		0	0%
University of San Diego		0		0	0%	0		0	0%
Urban Street Angels		0		0	0%	0		0	0%
Vista Hill Foundation - SmartCare		0		0	0%	0		0	0%
Total		967	8%	6,452	56%	2,371	21%	1,678	15%

Medi-Cal Percentage of Referrals



* Invalid applications received for a Medi-Cal program already in Pending or Approved status.

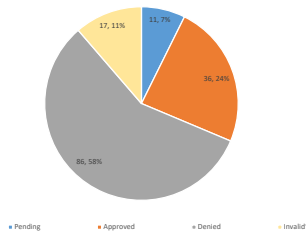


Community Based Organizations CalWORKS Referrals

07/2023-12/2023

CalWORKS Application Referrals by Application Status									
CBO	HCSS Outstation Staff Y/N	Pending	Approved	Denied	Invalid*	Total			
La Maestra Community Health Centers		11	7%	13	20%	20	44%	3	20%
Family Health Centers of San Diego		3	21%	3	21%	7	50%	1	7%
Chula Vista Community Collaborative		0	3	23%	9	69%	1	8%	13
Vista Community Clinic		1	8%	6	46%	5	38%	1	8%
211 San Diego		0	0	0	7	88%	1	13%	9
Casa Familiar		0	2	20%	5	73%	0	7	7
Interfaith Community Services		1	17%	0	5	83%	0	6	6
Sharp Health	Y	1	17%	1	4	67%	0	6	6
TrueCare		0	1	20%	3	60%	1	20%	5
Catholic Charities Diocese of San Diego		0	0	1	33%	2	67%	3	3
Indian Health Council Inc.		0	2	67%	1	33%	0	3	3
Aid Finders		0	2	100%	0	0	0	2	2
Catholic Charities San Diego		0	0	2	100%	0	0	2	2
Catholic Charities Diocese of San Diego - Homeless Services		0	0	2	100%	0	0	2	2
Jewish Family Service		1	50%	0	1	50%	0	2	2
Neighborhood Health Care		0	0	2	100%	0	0	2	2
Rady Childrens Hospital	Y	0	1	50%	1	50%	0	2	2
Somali Bantu Association of America		0	0	1	50%	1	50%	2	2
World Relief SoCal		1	50%	0	1	50%	0	2	2
Capalina Comprehensive Treatment Center		0	1	100%	0	0	0	1	1
CompSpec, Inc.		0	0	1	100%	0	0	1	1
Cottage Health System		0	0	1	100%	0	0	1	1
Deaf Community Services of San Diego		0	0	1	100%	0	0	1	1
Healthcare in Action - San Diego		0	0	1	100%	0	0	1	1
Julian Pathways Inc.		0	0	1	100%	0	0	1	1
MetLife		0	0	1	100%	0	0	1	1
San Diego Unified School District		0	0	1	100%	0	0	1	1
Scripps Health	Y	0	0	1	100%	0	0	1	1
South bay Community Services		0	0	1	100%	0	0	1	1
Southern Indian Health Council Inc.		0	1	100%	0	0	0	1	1
El Sol NEC		0	0	0	0	0	0	0	0
211 Orange County		0	0	0	0	0	0	0	0
Access to Independence of San Diego Inc.		0	0	0	0	0	0	0	0
Alpha Lofts		0	0	0	0	0	0	0	0
Alvarado Hospital LLC	Y	0	0	0	0	0	0	0	0
Aviara Healthcare Center		0	0	0	0	0	0	0	0
Bayside Community Center		0	0	0	0	0	0	0	0
Bonita Family Resource Center		0	0	0	0	0	0	0	0
Borrego Community Health Foundation		0	0	0	0	0	0	0	0
Borrego Health		0	0	0	0	0	0	0	0
Buddhist Tai Chi Medical Foundation		0	0	0	0	0	0	0	0
Castle Manor Nursing and Rehabilitation Center		0	0	0	0	0	0	0	0
CCC Health Services Department		0	0	0	0	0	0	0	0
Center Star ACT		0	0	0	0	0	0	0	0
Change Lanes Youth Support Services		0	0	0	0	0	0	0	0
Code for America		0	0	0	0	0	0	0	0
Community Health Systems, Inc. - Moreno Valley		0	0	0	0	0	0	0	0
Community Research Foundation		0	0	0	0	0	0	0	0
Community Research Foundation Senior Impact		0	0	0	0	0	0	0	0
Community Resource Center		0	0	0	0	0	0	0	0
DMH - Office of the Public Guardian		0	0	0	0	0	0	0	0
Elevate Patient Financial Solutions		0	0	0	0	0	0	0	0
Escondido Comprehensive Treatment Center		0	0	0	0	0	0	0	0
Everest Hospice		0	0	0	0	0	0	0	0
Freeding San Diego	Y	0	0	0	0	0	0	0	0
Gary and Mary West Pace		0	0	0	0	0	0	0	0
GETIX HEALTH		0	0	0	0	0	0	0	0
Golden Valley Health Center		0	0	0	0	0	0	0	0
HAS		0	0	0	0	0	0	0	0
HERALD CHRISTIAN HEALTH CENTER		0	0	0	0	0	0	0	0
Home Start CalFresh Grant		0	0	0	0	0	0	0	0
Jackson House Temecula		0	0	0	0	0	0	0	0
Los Angeles County CSC 8		0	0	0	0	0	0	0	0
Marin City Health and Wellness		0	0	0	0	0	0	0	0
McAister Institute South Bay Regional Recovery		0	0	0	0	0	0	0	0
Medi-Cal Regulation Specialists		0	0	0	0	0	0	0	0
Mental Health Systems TURIN BHS Action Central		0	0	0	0	0	0	0	0
Metro Community Ministries Inc.		0	0	0	0	0	0	0	0
Mountain Shadows		0	0	0	0	0	0	0	0
Neighborhood Health Insurance Center		0	0	0	0	0	0	0	0
Neighborhood Healthcare		0	0	0	0	0	0	0	0
Packard Senior Services		0	0	0	0	0	0	0	0
Palomar Health	Y	0	0	0	0	0	0	0	0
Paradise Valley Health	Y	0	0	0	0	0	0	0	0
Paradise Valley Healthcare Center		0	0	0	0	0	0	0	0
Parallon		0	0	0	0	0	0	0	0
Park Avenue Healthcare Center		0	0	0	0	0	0	0	0
Pineridge Healthcare Center		0	0	0	0	0	0	0	0
Revive Pathway		0	0	0	0	0	0	0	0
Rolling Start, Inc.		0	0	0	0	0	0	0	0
Safe Connections		0	0	0	0	0	0	0	0
San Diegans for Healthcare Coverage	Y	0	0	0	0	0	0	0	0
San Diego Family Care		0	0	0	0	0	0	0	0
San Diego Food Bank	Y	0	0	0	0	0	0	0	0
San Diego Freedom Ranch		0	0	0	0	0	0	0	0
San Diego Regional Center		0	0	0	0	0	0	0	0
San Ysidro Health	Y	0	0	0	0	0	0	0	0
San Ysidro Health Center		0	0	0	0	0	0	0	0
Santa Barbara County Education Office		0	0	0	0	0	0	0	0
Snap Mar		0	0	0	0	0	0	0	0
St. Paul's PACE		0	0	0	0	0	0	0	0
Stepping Stone of San Diego		0	0	0	0	0	0	0	0
TERI Inc.		0	0	0	0	0	0	0	0
The Light for Seniors		0	0	0	0	0	0	0	0
Third Avenue Charitable Organization		0	0	0	0	0	0	0	0
Tri City Medical Center	Y	0	0	0	0	0	0	0	0
UC San Diego	Y	0	0	0	0	0	0	0	0
UCSD Medical Center	Y	0	0	0	0	0	0	0	0
Union of Pan Asian Communities		0	0	0	0	0	0	0	0
University of San Diego		0	0	0	0	0	0	0	0
Urban Street Angels		0	0	0	0	0	0	0	0
Visionary Care Consultants		0	0	0	0	0	0	0	0
Vista Community Clinic The Gary Center		0	0	0	0	0	0	0	0
Vista Hill Foundation - SmartCare		0	0	0	0	0	0	0	0
Vista Knoll Specialized Care		0	0	0	0	0	0	0	0
Windor Health Care SNF Management Company LLC		0	0	0	0	0	0	0	0
Total		11	7%	36	24%	86	57%	17	11%

CalWORKS Percentage of Referrals



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

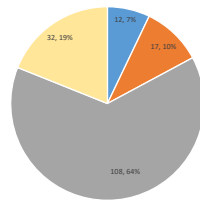


Community Based Organizations General Relief Referrals

07/2023-12/2023

General Relief Application Referrals by Application Status									
CBO	HCS Outstation Staff Y/N	Pending	4%	Approved	6%	Denied	71%	Invalid*	14%
211 San Diego		2	12%	1	6%	9	53%	5	29%
Family Health Centers of San Diego		1	7%	0	12	86%	1	7%	14
La Maestra Community Health Centers		1	10%	2	20%	2	20%	5	50%
Capalina Comprehensive Treatment Center		1	14%	2	29%	2	29%	2	29%
Casa Familiar		0	1	17%	4	67%	1	17%	6
Indian Health Council Inc		0	2	40%	3	60%	0	0	5
Aid Finders		0	1	20%	2	40%	2	40%	5
Escondido Comprehensive Treatment Center		1	20%	1	20%	2	40%	1	20%
Mental Health Systems TURB BHS Action Central		0	0	2	50%	2	50%	2	50%
Bonita Family Resource Center		0	0	3	100%	0	0	0	3
Catholic Charities Diocese of San Diego		0	0	1	33%	2	67%	3	3
Center Star ACT		0	0	2	67%	1	33%	3	3
Chula Vista Community Collaborative		0	1	33%	2	67%	0	0	3
Metro Community Ministries Inc		0	0	2	100%	0	0	2	2
Bayside Community Center		2	100%	0	0	0	0	0	2
Catholic Charities Diocese of San Diego - Homeless Services		0	0	2	100%	0	0	2	2
Deaf Community Services of San Diego		0	0	2	100%	0	0	2	2
Safe Connections		0	0	2	100%	0	0	2	2
Sharp Health	Y	0	0	2	100%	0	0	2	2
Vista Community Clinic		1	50%	0	0	2	100%	0	2
Vista Hill Foundation - SmartCare		0	0	1	50%	0	0	2	2
World Relief SoCal		0	0	2	100%	0	0	2	2
Catholic Charities San Diego		0	0	1	100%	0	0	1	1
Change Lanes Youth Support Services		0	0	1	100%	0	0	1	1
Community Resource Center		0	0	1	100%	0	0	1	1
Interfaith Community Services		0	0	0	0	1	100%	0	1
Jackson House Temecula		0	0	1	100%	0	0	1	1
McAlister Institute South Bay Regional Recovery		1	100%	0	0	0	0	1	1
MedData		0	0	1	100%	0	0	1	1
Neighborhood Healthcare		0	0	1	100%	0	0	1	1
San Diego Food Bank	Y	0	0	1	100%	0	0	1	1
San Ysidro Health Center		0	0	1	100%	0	0	1	1
Scripps Health	Y	0	0	1	100%	0	0	1	1
Soap Mat		0	0	0	0	1	100%	1	1
South Bay Community Services		0	0	1	100%	0	0	1	1
Southern Indian Health Council Inc		0	0	1	100%	0	0	1	1
Tri City Medical Center	Y	0	0	1	100%	0	0	1	1
TrueCare		0	0	0	0	1	100%	1	1
Visionary Care Consultants		0	0	1	100%	0	0	1	1
Yi Sol NEC		0	0	0	0	0	0	0	0
211 Orange County		0	0	0	0	0	0	0	0
Access to Independence of San Diego Inc		0	0	0	0	0	0	0	0
Alpha Lofts		0	0	0	0	0	0	0	0
Alvarado Hospital LLC	Y	0	0	0	0	0	0	0	0
Aviara Healthcare Center		0	0	0	0	0	0	0	0
Borrego Community Health Foundation		0	0	0	0	0	0	0	0
Borrego Health		0	0	0	0	0	0	0	0
Buddhist Tzu Chi Medical Foundation		0	0	0	0	0	0	0	0
Castle Manor Nursing and Rehabilitation Center		0	0	0	0	0	0	0	0
CCC Health Services Department		0	0	0	0	0	0	0	0
Code for America		0	0	0	0	0	0	0	0
Community Health Systems, Inc. - Moreno Valley		0	0	0	0	0	0	0	0
Community Research Foundation		0	0	0	0	0	0	0	0
Community Research Foundation Senior Impact		0	0	0	0	0	0	0	0
CompSpec Inc		0	0	0	0	0	0	0	0
Cottage Health System		0	0	0	0	0	0	0	0
DMH - Office of the Public Guardian		0	0	0	0	0	0	0	0
Elevate Patient Financial Solutions		0	0	0	0	0	0	0	0
Everest Hospice		0	0	0	0	0	0	0	0
Freeding San Diego	Y	0	0	0	0	0	0	0	0
Gary and Mary West Place		0	0	0	0	0	0	0	0
GETIX HEALTH		0	0	0	0	0	0	0	0
Golden Valley Health Center		0	0	0	0	0	0	0	0
HAS		0	0	0	0	0	0	0	0
Healthcare in Action - San Diego		0	0	0	0	0	0	0	0
HERALD CHRISTIAN HEALTH CENTER		0	0	0	0	0	0	0	0
Home Start CalFresh Grant		0	0	0	0	0	0	0	0
Jewish Family Service		0	0	0	0	0	0	0	0
Julian Pathways Inc		0	0	0	0	0	0	0	0
Los Angeles County CSC B		0	0	0	0	0	0	0	0
Marin City Health and Wellness		0	0	0	0	0	0	0	0
Medi-Cal Regulation Specialists		0	0	0	0	0	0	0	0
Mountain Shadows		0	0	0	0	0	0	0	0
Neighborhood Health Care		0	0	0	0	0	0	0	0
Neighborhood Health Insurance Center		0	0	0	0	0	0	0	0
Packard Senior Services		0	0	0	0	0	0	0	0
Palomar Health	Y	0	0	0	0	0	0	0	0
Paradise Valley Health	Y	0	0	0	0	0	0	0	0
Paradise Valley Healthcare Center		0	0	0	0	0	0	0	0
Paragon		0	0	0	0	0	0	0	0
Park Avenue Healthcare Center		0	0	0	0	0	0	0	0
Pineridge Healthcare Center		0	0	0	0	0	0	0	0
Rady Childrens Hospital	Y	0	0	0	0	0	0	0	0
Revive Pathway		0	0	0	0	0	0	0	0
Rolling Start, Inc.		0	0	0	0	0	0	0	0
San Diegoans for Healthcare Coverage	Y	0	0	0	0	0	0	0	0
San Diego Family Care		0	0	0	0	0	0	0	0
San Diego Freedom Ranch		0	0	0	0	0	0	0	0
San Diego Regional Center		0	0	0	0	0	0	0	0
San Diego Unified School District		0	0	0	0	0	0	0	0
San Ysidro Health	Y	0	0	0	0	0	0	0	0
Santa Barbara County Education Office		0	0	0	0	0	0	0	0
Somali Bantu Association of America		0	0	0	0	0	0	0	0
St. Paul's PACE		0	0	0	0	0	0	0	0
Stepping Stone of San Diego		0	0	0	0	0	0	0	0
TERI Inc.		0	0	0	0	0	0	0	0
The Light for Seniors		0	0	0	0	0	0	0	0
Third Avenue Charitable Organization		0	0	0	0	0	0	0	0
UC San Diego	Y	0	0	0	0	0	0	0	0
UCSD Medical Center	Y	0	0	0	0	0	0	0	0
Union of Pan Asian Communities		0	0	0	0	0	0	0	0
University of San Diego		0	0	0	0	0	0	0	0
Urban Street Angels		0	0	0	0	0	0	0	0
Vista Community Clinic The Gary Center		0	0	0	0	0	0	0	0
Vista Knoll Specialized Care		0	0	0	0	0	0	0	0
Windsor Health Care SNF Management Company LLC		0	0	0	0	0	0	0	0
Total		12	7%	17	10%	108	64%	32	19%

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

07/2023-12/2023

CalFresh Application Referrals by Application Status

CBO	Total
Code for America	64,907
211 San Diego	4,638
Family Health Centers of San Diego	815
La Maestra Community Health Centers	708
Scripps Health	333
San Ysidro Health	282
Vista Community Clinic	268
Sharp Health	155
Casa Familiar	97
Bonita Family Resource Center	94
Jewish Family Service	84
TrueCare	69
Home Start CalFresh Grant	62
Chula Vista Community Collaborative	51
Neighborhood Health Care	51
Indian Health Council Inc	38
South bay Community Services	19
Southern Indian Health Council Inc	18
Interfaith Community Services	17
UCSD Medical Center	17
Rady Childrens Hospital	15
Catholic Charities Diocese of San Diego - Homeless Services	12
San Ysidro Health Center	12
Union of Pan Asian Communities	12
Borrego Health	11
Catholic Charities Diocese of San Diego	11
San Diego Family Care	11
San Diego Food Bank	10
Capalina Comprehensive Treatment Center	7
Deaf Community Services of San Diego	7
Tri City Medical Center	7
Community Resource Center	6
Metro Community Ministries Inc	6
Catholic Charities San Diego	5
San Diegans for Healthcare Coverage	5
San Diego Unified School District	5
Aid Finders	4
Bayside Community Center	4
Center Star ACT	4
Feeding San Diego	4
Julian Pathways Inc	4
Safe Connections	4
Somali Bantu Association of America	4
World Relief SoCal	4
MedData	3
Palomar Health	3
St. Paul's PACE	3
UC San Diego	3
Escondido Comprehensive Treatment Center	2
Gary and Mary West Pace	2
McAlister Institute South Bay Regional Recovery	2
Mental Health Systems TURN BHS Action Central	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
Change Lanes Youth Support Services	1
Community Research Foundation	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
Soap Mat	1
Stepping Stone of San Diego	1
University of San Diego	1
Visionary Care Consultants	1
Vista Hill Foundation - SmartCare	1
El Sol NEC	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
Medi-Cal Regulation Specialists	0
Mountain Shadows	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
Revive Pathway	0
Rolling Start, Inc.	0
San Diego Freedom Ranch	0
San Diego Regional Center	0
Santa Barbara County Education Office	0
The Light for Seniors	0
Third Avenue Charitable Organization	0
Vista Community Clinic The Gary Center	0
Vista Knoll Specialized Care	0
Windsor Health Care SNF Management Company LLC	0
Total	72,942

CF Referrals





Community Based Organizations Medi-Cal Referrals

07/2023-12/2023

Medi-Cal Application Referrals by Application Status

CBO	Total
Scripps Health	1,750
211 San Diego	1,741
Family Health Centers of San Diego	1,534
Sharp Health	931
UCSD Medical Center	889
La Maestra Community Health Centers	813
Vista Community Clinic	662
TrueCare	605
Neighborhood Health Care	401
Tri City Medical Center	317
MediData	307
Palomar Health	253
Paradise Valley Health	150
San Ysidro Health Center	134
Rady Childrens Hospital	125
San Diego Family Care	117
Borrego Health	76
Casa Familiar	70
Bonita Family Resource Center	68
Alvarado Hospital LLC	55
San Diego Unified School District	52
Chula Vista Community Collaborative	46
San Diegans for Healthcare Coverage	45
Indian Health Council Inc	30
Park Avenue Healthcare Center	26
Paradise Valley Healthcare Center	20
Neighborhood Health Insurance Center	19
St. Paul's PACE	14
Bayside Community Center	12
San Diego Freedom Ranch	11
Borrego Community Health Foundation	10
Capalina Comprehensive Treatment Center	10
Neighborhood Healthcare	10
Packard Senior Services	9
Pineridge Healthcare Center	9
San Diego Regional Center	9
Somali Bantu Association of America	9
Catholic Charities Diocese of San Diego - Homeless Services	8
Metro Community Ministries Inc	8
Community Health Systems, Inc. - Moreno Valley	6
Soap Mat	6
Catholic Charities Diocese of San Diego	5
Interfaith Community Services	5
Vista Community Clinic The Gary Center	5
Vista Knoll Specialized Care	5
El Sol NEC	4
Deaf Community Services of San Diego	4
Gary and Mary West Pace	4
Mountain Shadows	4
Aviara Healthcare Center	3
Castle Manor Nursing and Rehabilitation Center	3
CCC Health Services Department	3
Community Research Foundation Senior Impact	3
Jewish Family Service	3
The Light for Seniors	3
Union of Pan Asian Communities	3
World Relief SoCal	3
Catholic Charities San Diego	2
Cottage Health System	2
DMH - Office of the Public Guardian	2
Escondido Comprehensive Treatment Center	2
McAlister Institute South Bay Regional Recovery	2
Revive Pathway	2
Southern Indian Health Council Inc	2
TERI Inc	2
Windsor Health Care SNF Management Company LLC	2
Access to Independence of San Diego Inc	1
Alpha Lofts	1
Buddhist Tzu Chi Medical Foundation	1
Center Star ACT	1
Change Lanes Youth Support Services	1
Community Research Foundation	1
Community Resource Center	1
CompSpec Inc	1
Elevate Patient Financial Solutions	1
Everest Hospice	1
GETIX HEALTH	1
Golden Valley Health Center	1
HAS	1
HERALD CHRISTIAN HEALTH CENTER	1
Home Start CalFresh Grant	1
Marin City Health and Wellness	1
Medi-Cal Regulation Specialists	1
Parallon	1
Rolling Start, Inc.	1
Santa Barbara County Education Office	1
South bay Community Services	1
Third Avenue Charitable Organization	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 BHS Action Central	0
Safe Connections	0
San Diego Food Bank	0
San Ysidro Health	0
Stepping Stone of San Diego	0
UC San Diego	0
University of San Diego	0
Urban Street Angels	0
Vista Hill Foundation - SmartCare	0
Total	11,468

MC Referrals





Community Based Organizations CalWORKS Referrals

07/2023-12/2023

CalWORKS Application Referrals by Application Status		
CBO	Total	
La Maestra Community Health Centers	45	
Family Health Centers of San Diego	14	
Chula Vista Community Collaborative	13	
Vista Community Clinic	13	
211 San Diego	8	
Casa Familiar	7	
Interfaith Community Services	6	
Sharp Health	6	
TrueCare	5	
Catholic Charities Diocese of San Diego	3	
Indian Health Council Inc.	3	
Aid Finders	2	
Catholic Charities San Diego	2	
Catholic Charities Diocese of San Diego - Homeless Services	2	
Jewish Family Service	2	
Neighborhood Health Care	2	
Rady Childrens Hospital	2	
Somali Bantu Association of America	2	
World Relief SoCal	2	
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	
Julian Pathways Inc.	1	
MedData	1	
San Diego Unified School District	1	
Scripps Health	1	
South bay Community Services	1	
Southern Indian Health Council Inc.	1	
El Sol NEC	0	
211 Orange County	0	
Access to Independence of San Diego Inc.	0	
Alpha Lofts	0	
Alvarado Hospital LLC	0	
Aviara Healthcare Center	0	
Bayside Community Center	0	
Bonita Family Resource 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	
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	
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 BHS Action Central	0	
Metro Community Ministries Inc	0	
Mountain Shadows	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	
Pineridge Healthcare Center	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. Paul's PACE	0	
Stepping Stone of San Diego	0	
TERI Inc.	0	
The Light for Seniors	0	
Third Avenue Charitable Organization	0	
Tri City Medical Center	0	
UC San Diego	0	
UCSD Medical Center	0	
Union of Pan Asian Communities	0	
University of San Diego	0	
Urban Street Angels	0	
Visionary Care Consultants	0	
Vista Community Clinic The Gary Center	0	
Vista Hill Foundation - SmartCare	0	
Vista Knoll Specialized Care	0	
Windsor Health Care SNF Management Company LLC	0	
Total	150	





Community Based Organizations General Relief Referrals

07/2023-12/2023

General Relief Application Referrals by Application Status	
CBO	Total
211 San Diego	51
Family Health Centers of San Diego	17
La Maestra Community Health Centers	14
Capalina Comprehensive Treatment Center	10
Casa Familiar	7
Indian Health Council Inc	6
Aid Finders	5
Escondido Comprehensive Treatment Center	5
Mental Health Systems TURN BHS Action Central	5
Bonita Family Resource Center	4
Catholic Charities Diocese of San Diego	3
Center Star ACT	3
Chula Vista Community Collaborative	3
Metro Community Ministries Inc	3
Bayside Community Center	2
Catholic Charities Diocese of San Diego - Homeless Services	2
Deaf Community Services of San Diego	2
Safe Connections	2
Sharp Health	2
Vista Community Clinic	2
Vista Hill Foundation - SmartCare	2
World Relief SoCal	2
Catholic Charities San Diego	1
Change Lanes Youth Support Services	1
Community Resource Center	1
Interfaith Community Services	1
Jackson House Temecula	1
McAlister Institute South Bay Regional Recovery	1
MedData	1
Neighborhood Healthcare	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
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
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
Los Angeles County CSC 8	0
Marin City Health and Wellness	0
Medi-Cal Regulation Specialists	0
Mountain Shadows	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
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. 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	169

