

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

3851 Rosecrans Street, San Diego, CA

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SSAB Meeting Minutes

January 10, 2013

Members Present

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

Members Absent

Charles L. Borra
Donald Stump
Jennifer Tinsley

Staff Present

Rick Wanne, Deputy Director Eligibility Operations
Charline Khoury, HHSA
Suzette St. Pierre, HHSA
Laura Hernandez, HHSA
Fred Leger, HHSA
Carolyn Noble, HHSA
Anabel Poole, HHSA
Terra Wallace, HHSA
Kim Forrester, HHSA
Louie Arevalo, HHSA
Carmen Lopez, HHSA
Katherine Trinh, HHSA

Guests

Daniel Benson, Jennifer Tracy, Daniela Solano, Ilene Davis,
Angela Diaz de Leon, Jennifer Seneor, Hilda Chan

1. Chairman Philip Thalheimer called the meeting to order at 9:33 a.m.
2. The November 08, 2012 minutes and December 13, 2012 minutes were unanimously approved.
3. Public Comments on Items not listed on the Agenda:
 - Ilene Davis representing SPIN expressed her concerns regarding the ongoing matter of systemic issues in relation to overpayments for families that are on and those who have transitioned off of aid. She mentioned that some families are scared to use their benefits in fear of getting an overpayment. She also stated that families who have transitioned off of aid, are now having to pay back overpayments which they are unable to pay. She commented that families are also not told about the possibilities of negotiating the amount. Ms. Davis stated that repaying for County mistakes is unfair and frustrating. It raises stress levels that are already too high. Also, it is demoralizing for those that have made it off of aid and for those still trying to make it to self-sufficiency.

PRESENTATIONS/DISCUSSION ITEMS:

4. **Information Item:** HHSA Eligibility Operations Review Team Update: Rick Wanne, Director, Eligibility Operations, Health & Human Services Agency (HHSA). Mr. Wanne provided the following updates:
 - EBT Card Issue - A brief summary was provided regarding the media issue of an EBT card computer glitch between CalWIN and the state EBT vendor, Xerox. In an attempt to load the LIHP benefit EBT cards were discontinued in several counties. The statewide impact was approximately 40,000 EBT cards in 17 counties were discontinued. In San Diego, 18,000 cases were affected. As soon as the issue surfaced Xerox and CalWIN started working to resolve right away. The issue lasted approximately 24 hours and affected

CalFresh only cases.

- CalFresh Restaurant Meals Program – Currently twenty restaurants in San Diego have been approved by FNS. Restaurants are first approved by FNS and then get their Point of Sale (POS) device through Xerox. There are currently 63 pending MOU applications with FNS. The program is set to go live on 1/19/13.
- CalFresh Manager – Deanna Zotalis-Ferreira has been hired as the permanent CalFresh manager. She comes to Eligibility Operations with a long history with the County and a great involvement with the Nutrition Security Task Force group. She will be in attendance at the next meeting as she was in Sacramento for the CWDA meeting.
- CalFresh Participation Plan – In December, CalFresh and Public Health submitted the state required CalFresh Participation Outreach Plan which will provide outreach to eligible populations in San Diego. The current goal is to grow outreach by 5%. The plan is a living document that can be changed at a minimum of once a year.
- On-Line Appeals – The State has now made requesting an appeal available online. The notice information will be installed on the Notices of Action as well as the telephone number. Legal Aid has been notified of this ability.
- CalWIN – San Diego and two other counties have begun pilot testing a new version of CalWIN application. The new version is web based and will provide flexibility. There will be a new release of MyBenefits CalWIN on 1/28/13. The MyBenefits CalWIN portal which was presented previously at SSAB will have additional features to apply, check status of benefits and applications.
- Eligibility Stakeholders Meeting – Handouts were provided: Updated Eligibility By The Numbers; CalFresh Timely Processing for all applications as well as for expedited CalFresh cases; and CalWORKs Timely Processing which included regular and immediate need processing standards.
- Visit from State of Hawai'i and FNS - HNSA Eligibility staff members will receive a technical assistance visit from Hawai'i's Director of Eligibility whom is being sponsored by FNS. He will be accompanied by the State Department of Social Services. They are visiting because they went through similar process as San Diego.

ADJOURNMENT/SET NEXT MEETING:

The meeting was adjourned at 9:48 a.m.

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

The SSAB Minutes were written and submitted by Jessica Francis.