

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

MEETING NOTICE: Zoom ONLY

Join by phone: +1 669 900 9128

Phone Conference ID: 818 7493 3557

Join on your computer or mobile app:

<https://us02web.zoom.us/j/81874933557>

**January 12, 2022
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: Authorization of Teleconferencing Meeting Option Pursuant to Government Code Section 54953(e).

1) Find that there is a proclaimed State of Emergency
2) Find that State and local officials have recommended measures to promote social distancing |
| 9:33 - 9:37 | 3. Action Item: Approval of November 10, 2021 and December 8, 2021 Meeting Minutes |

PUBLIC COMMENTS

- | | |
|-------------|--|
| 9:37 - 9:47 | 4. <u>Guidelines for Public Comment on Items not listed on the agenda:</u>

➤ 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

- | | |
|---------------|--|
| 9:47 - 10:00 | 5. Action Item: Nomination and Selection of the 2022 SSAB Chair and Vice-Chair |
| 10:00 - 10:15 | 6. Information Item: Update on Local Response to COVID19 Emergency for all Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data: Assmaa Elayyat, Chief, Self-Sufficiency Services, Health and Human Services Agency (HHSA) |
| 10:15 - 10:30 | 7. Information Item: Self-Sufficiency Services Website Review: Assmaa Elayyat, Chief, Self-Sufficiency Services, Health and Human Services Agency (HHSA) |

- 10:30 - 11:30 8. **Discussion Item:** Update on SSAB Ad Hoc Enrollment Task Force
Subcommittee: Anahid Brakke, Chair, Social Services Advisory Board

ADJOURNMENT/ NEXT MEETING

Next regular meeting will be held on February 16, 2022.

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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**SSAB Meeting Minutes
December 8, 2021**

Members Present

Jan Spencley
Anahid Brakke
Buck Martin
Carol Lewis
Keara O'Laughlin
Greg Anglea
Vino Pajanor
Rachel Morineau

Members Absent

Buck Martin

Staff Present

Rick Wanne, Director Self-Sufficiency Services
Albert Banuelos, HHSA
Allison Boyer, HHSA
Adriana Ramirez, HHSA
Assmaa Elayyat, HHSA
Jeannie Hufford, HHSA
Ida Bell, HHSA
Darlene Beltran, HHSA
Albert Garcia, HHSA
Michael Schmidt, HHSA
Claudia Gurrola, HHSA
Nanette Hartley, HHSA
Patty Baker, HHSA
Eric Rubio, HHSA
David Hopkins, HHSA
Yvonne Hose, HHSA
Brenda Vargas, HHSA
Barbara Jimenez, HHSA
Brigit Cooper, HHSA
Dijana Beck, HHSA
Roxanne Hernandez, HHSA
Ruth Martin, Board/Supervisors District 1
Amanda Berry, Board/Supervisors District 3
Paola Martinez-Montes, Board/Supervisors District 4
Kyle Sand, San Diego County Counsel

Guests

Lindsey Wade, Hospital Association of San Diego
Amanda Schultz Brochu, San Diego Hunger Coalition
Mauricio Medina, San Diego Hunger Coalition
Devin Ton, San Diego Hunger Coalition
Erin Shaner, San Diego Hunger Coalition
Nancy Saavedra, San Diego Hunger Coalition
Amanda Baumann, San Diego Hunger Coalition
Jack Dailey, Legal Aid Society of San Diego
Luis Monteagudo, 2-1-1 San Diego
Karla Samoyoa, 2-1-1 San Diego
Jen Keyes, National University

1. Meeting called to order via WebEx at 9:32 by Chair, Anahid Brakke.
2. The November 10, 2021 Meeting Minutes were not approved. Revised meeting minutes will be presented during the January 12, 2021 meeting.

3. Authorization of Teleconferencing Meeting Option Pursuant to Government Code Section 54953(e), was approved with all Board Members present voting yes.
4. Public Comments:
 - No public comment.
5. Information Item: Update on Local Response to COVID19 Emergency for all Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data: Assmaa Elayyat, Chief, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ms. Elayyat provided updates on CalFresh, Medi-Cal, CalWORKs and General Relief flexibilities and waivers.
6. Presentation Item: Program Integrity: Adriana Ramirez, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ms. Ramirez presented an overview of the Quality and Eligibility Support Department (QESD) operations within the Program Integrity branch of Self-Sufficiency Services, along with their process following the Integrated Fraud Detection (IFD) abstract report.
7. Presentation Item: Office of Homeless Solutions and Homeless Outreach Efforts: Barbara Jiménez, Community Operations Officer, Department of Homeless Solutions & Equitable Communities, Health and Human Services Agency (HHSA). Ms. Jimenez provided an overview of The Department of Homeless Solutions & Equitable Communities departments: Office of Homeless Solutions, Office of Equitable Communities and Office of Immigrant and Refugee Affairs. She presented their framework for ending homelessness including their key drivers, strategic domains, and future outreach goals.
8. Information Item: Self-Sufficiency Services Website Review: Assmaa Elayyat, Chief, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ms. Elayyat and the Ad Hoc Subcommittee on Public Charge presented and provided feedback on the accessibility to the updated Self-Sufficiency Services page from the main County website landing page.
9. Discussion Item: Update on SSAB Ad Hoc Enrollment Task Force Subcommittee: Anahid Brakke, Chair, Social Services Advisory Board. Ms. Brakke provided a summary of the current standing and next steps of the SSAB Ad Hoc Enrollment Task Force and the Kone Consulting findings, in relation to the collection of data, SSAB review and final report.

ADJOURNMENT/SET NEXT MEETING:

The meeting was adjourned at 11:32 a.m. Next regular meeting will be held on January 12, 2022.

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**SSAB Meeting Minutes
November 10, 2021**

Members Present

Jan Spencley
Anahid Brakke
Buck Martin
Carol Lewis
Keara Pina
Greg Anglea
Vino Pajanor

Members Absent

Rachel Morineau

Staff Present

Rick Wanne, Director Self-Sufficiency Services
Albert Banuelos, HHSA
Allison Boyer, HHSA
Adriana Ramirez, HHSA
Assmaa Elayyat, HHSA
Jeannie Hufford, HHSA
Ida Bell, HHSA
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Albert Garcia, HHSA
Claudia Gurrola, HHSA
Nanette Hartley, HHSA
Patty Baker, HHSA
Eric Rubio, HHSA
David Hopkins, HHSA
Mabi Castro, Board/Supervisors District 1
Ruth Martin, Board/Supervisors District 1
Amanda Berry, Board/Supervisors District 3
Victoria Floyd, Board/Supervisors District 2
Kyle Sand, San Diego County Counsel

Guests

Lindsey Wade, Hospital Association of San Diego
Amanda Schultz Brochu, San Diego Hunger Coalition
Mauricio Medina, San Diego Hunger Coalition
Devin Ton, San Diego Hunger Coalition
Erin Shaner, San Diego Hunger Coalition
Jack Dailey, Legal Aid Society of San Diego
Luis Monteagudo, 2-1-1 San Diego
Karla Samoyoa, 2-1-1 San Diego
Jen Keyes, National University
Shanti Huynh, SEIU
Alicia Kone, Kone Consulting
Oswaldo Urdapilleta, Kone Consulting
Karin Ellis, Kone Consulting

1. Meeting called to order via WebEx at 9:32 by Chair, Anahid Brakke.
2. The October 13, 2021 Meeting Minutes were approved, with all Board Members present voting yes.
3. Authorization of Teleconferencing Meeting Option Pursuant to Government Code Section 54953(e), was approved with all Board Members present voting yes.

4. Public Comments:

- Shanti Huynh, SEIU, commented on the findings of Kone Consulting and stated that their Union view is that the report does not reflect accurately what their members and constituents feel about certain issues such as staffing, training and case management.
5. Information Item: Update on Local Response to COVID19 Emergency for all Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data: Assmaa Elayyat, Chief, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ms. Elayyat provided updates on CalFresh, Medi-Cal, CalWORKs and General Relief flexibilities and waivers. Ms. Spencely suggested the Social Services Advisory Board draft a Board of Supervisors letter to USDA/FNS for the further extensions of these waivers. This action was approved by all Board Members present.
6. Information Item: Update on Teleworking and Northeast FRC: Allison Boyer, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ms. Boyer provided an overview of the Self-Sufficiency Services Telework Performance Summary in relation to the improvements in daily staff attendance and customer service. She also presented on the Northeast Family Resource Center and the relocation of the office to the Price Charities building for better customer accessibility, as well as building condition.
7. Information Item: Update on SSAB Ad Hoc Public Charge Subcommittee: Vino Pajanor, Vice Chair, Social Services Advisory Board. Mr. Pajanor presented the outcome of adding Public Charge on the Self-Sufficiency Services landing page, following the planned subcommittee meeting with Mr. Wanne, Ms. Elayyat and Ms. Awramko. Improvements for the website to simplify language, provide easier navigation and creating positive messages and images to invite community residents to services with accurately translated information have now been added to the County Website, with updates to be applied as time goes on.
8. Information Item: Update on SSAB Ad Hoc Enrollment Task Force Subcommittee and Review of Preliminary Findings: Anahid Brakke, Chair, Social Services Advisory Board and Alicia Koné, President, Koné Consulting. Ms. Kone presented the preliminary findings as a result of the Self-Sufficiency Services office visits, surveys completed by customers, CBOs and County staff, and focus groups.

ADJOURNMENT/SET NEXT MEETING:

The meeting was adjourned at 11:31 a.m. Next regular meeting will be held on December 8, 2021.



ITEM #5 NOMINATION AND SELECTION OF THE 2022 SSAB CHAIR AND VICE CHAIR





ITEM #6

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

Assmaa Elayyat
Chief, Self-Sufficiency Services





PROGRAM FLEXIBILITIES & WAIVERS

Current Flexibilities & Options

- The following waivers granted by the Food and Nutrition Services (FNS) **have been extended:**
 - Initial application and recertification interviews (**through March 2022**)
 - Telephonic signature (**through March 2022**)
 - Quality control face to face interviews (**through June 2022**)
- The California State Department of Social Services (CDSS) is **requesting additional extensions from FNS on the following waivers:**
 - Initial and recertification interviews (through December 2022)
 - Telephonic signature (through October 2022)
 - Quality Control face to face interviews (through December 2022)



ADDITIONAL UPDATES

- Able Bodied Adults Without Dependents – CA waiver extended through **June 30, 2022**
 - **CDSS will be assessing this waiver for eligibility beyond June 2022**
- Emergency Allotment – Approved for **December**, to be issued **January 16th**
 - All CalFresh households receive a minimum allotment of \$95 monthly as of April
- Pandemic EBT (P-EBT)
 - All P-EBT cards have been mailed to young children under 6
 - P-EBT cards for school age children are currently being mailed
 - CDSS is currently drafting the P-EBT 3.0 plan which covers the 2021–22 school year
 - **Requires FNS approval**



PROGRAM FLEXIBILITIES & WAIVERS

- Executive Order N-71-20 signed on **June 30, 2020** extends the following provisions until the EO is rescinded or the state of emergency ends:
 - Telephonic/verbal signature on application – **extended permanently**
 - Flexibilities on identity and pregnancy verifications – **extended permanently**
- **Initial application interview waiver has expired, interviews for new applications resumed effective December 1, 2021**
- Time on Aid exemption for expiring time-clocks – **extended until further notice**



PROGRAM FLEXIBILITIES & WAIVERS

Executive Order N-71-20 signed on **June 30, 2020** extends the following flexibilities until the EO is rescinded, or when the state of emergency ends:

- Annual renewal suspension
- Negative action suspension

Additional program flexibilities that remain in place:

- Telephonic and verbal attestation and signature
- Flexible verification requirements

DHCS will provide a 60-day notice prior to ending Public Health Emergency, updated guidance extending it is expected soon

Medi-Cal Quality Control (MEQC) reviews resumed effective **December 1, 2020**

LIVE WELL MOBILE OFFICE



The new Live Well Mobile Office arrived in San Diego on January 10th



January 2022

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2 ***North Inland FRC 7am-3pm	3 Northeast FRC 8am-5pm	4 *3260 Production Ave. Oceanside OHS (OA) 8am-4pm	5 *Northeast FRC 8am-5pm	6 MAINTENANCE +**Cal State SM 11am-4:30pm	7 Maintenance	8 Pending Event
9 ***North Inland FRC 7am-3pm	10 *Northeast FRC 8am-5pm	11 *S.Bay Unified School District IB 8am-12	12 ** Northgate Market 8am-5pm	13 *Nicoloff Elementary 8am-4pm	14 *Northeast FRC 8am-5pm	15 *4300 El Cajon Blvd SD YMCA 8am-5pm
16 ***North Inland FRC 7am-3pm	17 Holiday	18 ** 4050 Mission Ave Oceanside 8am-4pm	19 *Northeast FRC 8am-5pm	20 *Nicoloff Elementary 8am-4pm	21 ** 525 W Vista Way Vista 8am-4pm	22 ** 3697 La Mirada Dr 8am-1:30pm
23 **Cal State San Marcos 8am-3pm	24 *Interfaith 505 Escondido 12pm-5pm	25 **4050 Mission Ave, Oceanside 8am-4pm	26 ** Northgate Market 8am-4pm	27 *Nicoloff Elementary 8am-4pm	28 **525 W Vista Way Vista 8am-4pm	29 **3697 La Mirada Dr 8am-1:30pm
30 **Cal State San Marcos 7am-3pm	31 *OMV 301 Sheridan Rd Campo 10am-3pm					

MOBILE OFFICE # 1

*HCSS

** PH





ONLINE REQUEST FOR MOBILE OFFICE SERVICES

- Community based organizations and partners can request Live Well Mobile Office services and assistance at their sites and events
- [Live Well on Wheels \(livewellsd.org\)](http://livewellsd.org)
- The community can also stay up to date on planned events that are advertised through County Social Media, including Twitter:
 - @SanDiegoCounty



ITEM #7

SELF-SUFFICIENCY SERVICES WEBSITE REVIEW

Anahid Brakke, Chair, SSAB





ITEM #8

SSAB ENROLLMENT AD HOC SUBCOMMITTEE

Anahid Brakke, Chair, SSAB





MONTHLY UPDATES



ELIGIBILITY SERVICES BY THE NUMBERS...

January 2022 (Data Month: December 2021)

PARTICIPANTS

- **CalFresh:** 354,272 recipients, up 9.94% from last year.
 - 123,589 child recipients (0-18), up 4.20% from last year.
 - 71,370 senior recipients (60+), up 17.42% from last year.
- **CalWORKs:** 39,151 recipients, up 3.03% from last year.
 - 30,073 child recipients (0-18), down 0.79% from last year.
 - Welfare-to-Work: 8,846 participants, up 22.33% from last year.
- **CMS:** 16 CMS recipients, down 30.43% from last year.
- **General Relief:** 3,579 recipients, up 49.94% from last year.
- **Medi-Cal:** 935,768 recipients, up 12.20% from last year.
 - 321,471 child recipients (0-18), up 6.45% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (December 2020-December 2021)
			Previous Month	Previous Year	
CalFresh	203,473	354,272	-0.07%	9.94%	492,219
CalWORKs	14,569	39,151	1.80%	3.03%	54,052
CMS	16	16	-15.79%	-30.43%	81
General Relief	3,567	3,579	10.02%	49.94%	7,688
Medi-Cal	506,569	935,768	0.92%	12.20%	975,894
Total	728,194	1,332,786	0.71%	11.37%	1,081,405**

*Recipients include 332,164 under ACA Medicaid Coverage Expansion.

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

PROCESSING

Applications Registered		
Program	December 2021	FYTD
CalFresh	15,174	108,848
CalWORKs	1,944	12,579
CMS	50	377
General Relief	2,236	12,386
Medi-Cal	11,129	63,285
Total	30,533	197,475

Renewals Generated		
Program	December 2021	FYTD
CalFresh	9,359	55,917
CalWORKs	1,076	8,740
CMS	9	39
General Relief	101	624
Medi-Cal	48,556	247,706
Total	59,101	313,026

Periodic Reports Generated		
Program	December 2021	FYTD
CalFresh	16,095	92,787
CalWORKs	727	3,453
General Relief	0	7
Medi-Cal	18	109
Total	16,840	96,356

Documents Imaged	
December 2021	FYTD
372,487	2,331,282

Tasks Created	
December 2021	FYTD
374,335	2,294,127

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	December 2020	December 2021	Change	FYTD
Total Calls	169,265	141,028	-28,237	830,595
Abandoned	6,247	2,030	-4,217	7,541
Average Wait Time	3:25	0:58	-2:27	0:33

Community Based Organization (CBO)				
Month	December 2020	December 2021	Change	FYTD
Total Calls	4,492	4,248	-244	25,471
Abandoned	55	47	-8	281
Average Wait Time	1:05	1:14	0:09	1:00

Emails Received	
December 2021	FYTD
4,456	25,858

FAMILY RESOURCE CENTER VISITS

Month	December 2020	December 2021	Change	FYTD
Total Tickets Issued	28,925	28,757	-1%	202,658
Average Wait Time (min.)	(*)	(*)	N/A	

* Due to COVID-19 Waivers, Avg time is not available for December 2021

Processing Timeliness Applications, Periodic Reports, and Renewals

CalFresh

- Regular Applications: State required days to disposition = 30 Days
 - San Diego = 16 Days
- Expedited Applications: State required days to disposition = 3 Days
 - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 92.94%
- Annual Renewal Timeliness = 99.94%

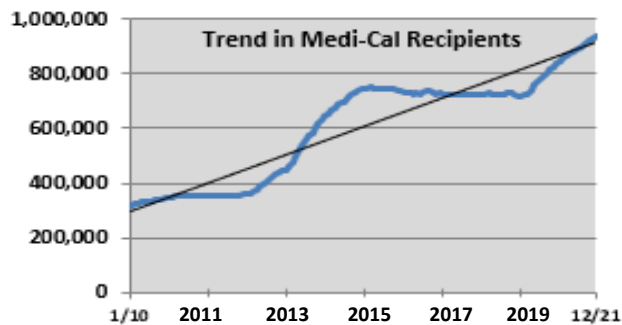
CalWORKs

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 21 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Day
- Semi-Annual Reporting Timeliness = 92.96%
- Annual Renewal Timeliness = 99.50%

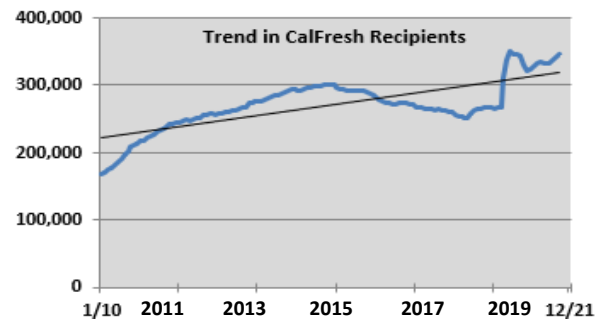
Medi-Cal

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 23 Days
- Annual Renewal Timeliness = 99.97%

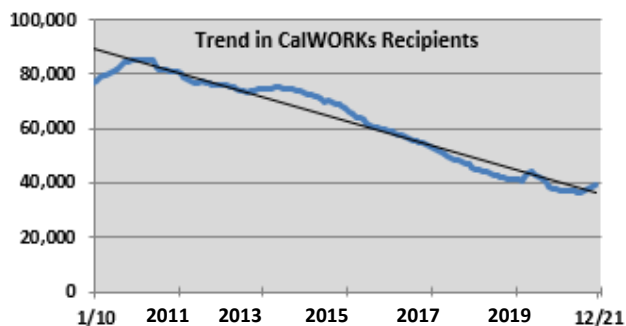
Medi-Cal Recipients		
FY Jan 10	FY Dec 21	196%
316,140	935,768	Increase



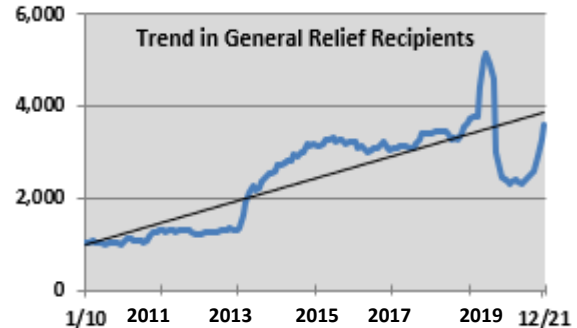
CalFresh Recipients		
FY Jan 10	FY Dec 21	111%
167,703	354,272	Increase



CalWORKs Recipients		
FY Jan 10	FY Dec 21	-49%
76,603	39,151	Decrease



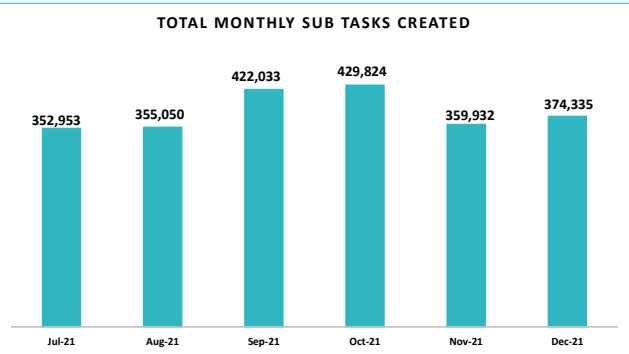
General Relief Recipients		
FY Jan 10	FY Dec 21	239%
1,057	3,579	Increase



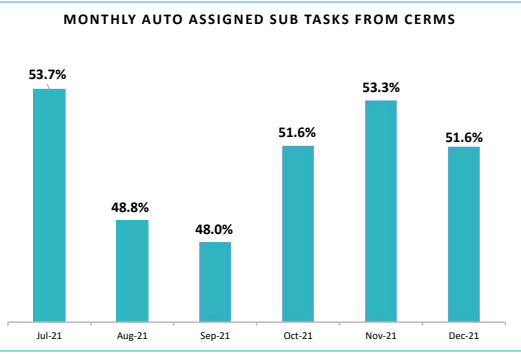
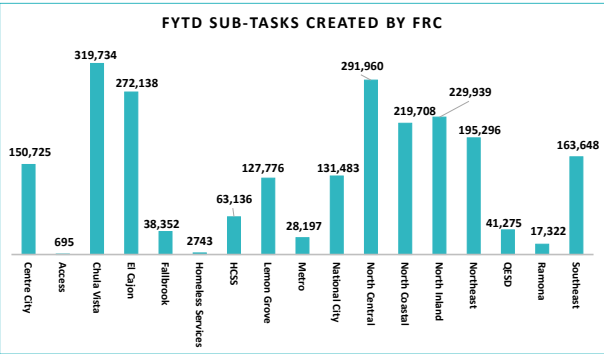
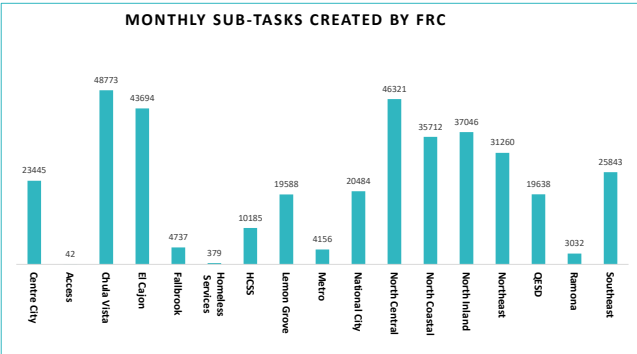
Monthly Self-Sufficiency Services Performance Dashboard (FY 21/22)

San Diego County
Data Month : December 2021

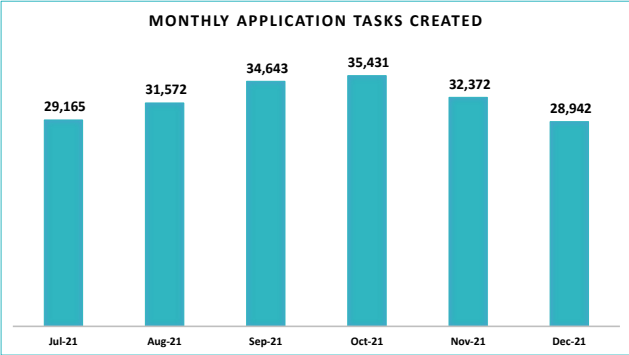
Work Management System (WMS) Subtasks Created



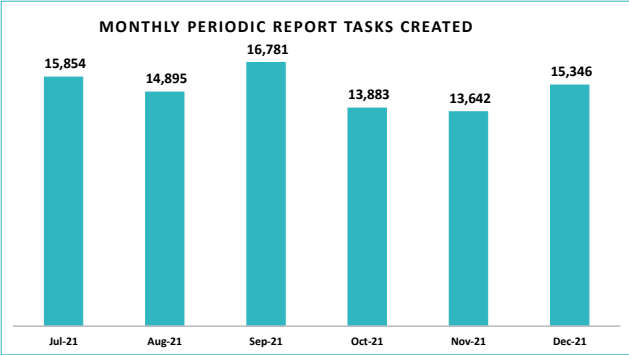
FYTD 2,294,127



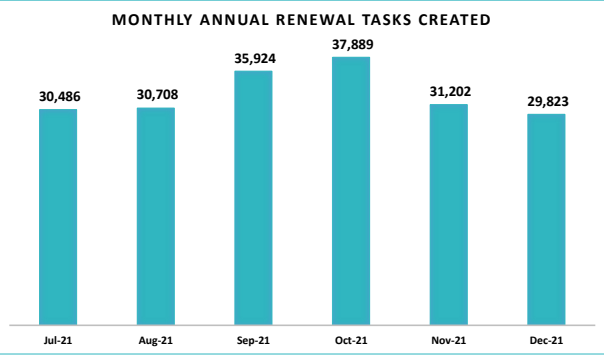
FYTD 51.2%



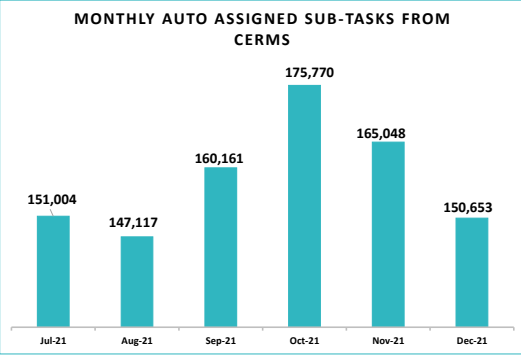
FYTD 192,125



FYTD 90,401

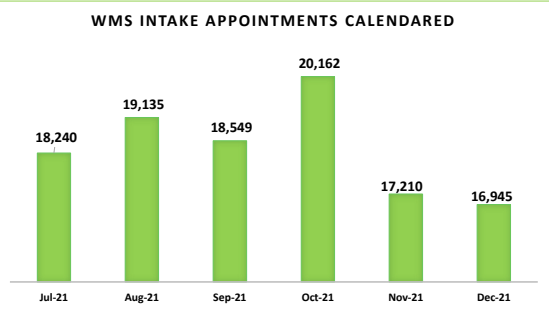


FYTD 196,032

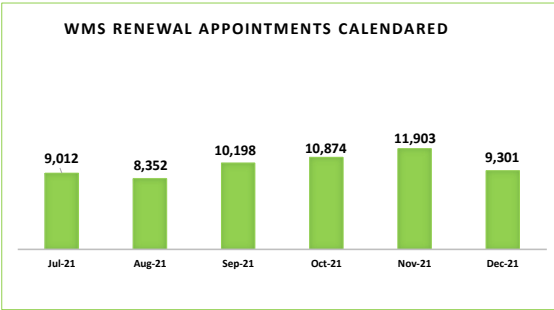


FYTD 949,753

MONTHLY WMS CALENDARED APPOINTMENTS

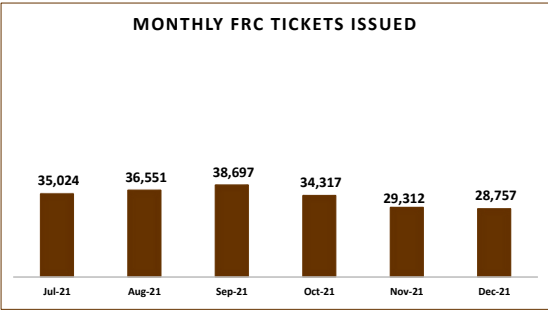


FYTD 110,241

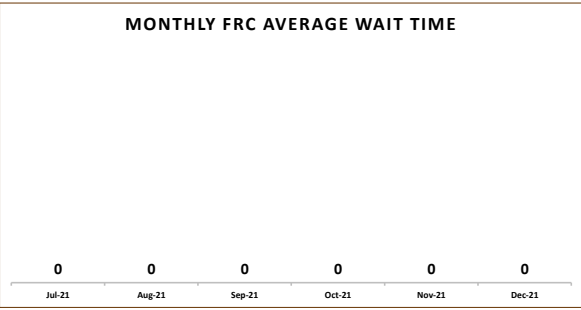


FYTD 59,640

LOBBY MANAGEMENT

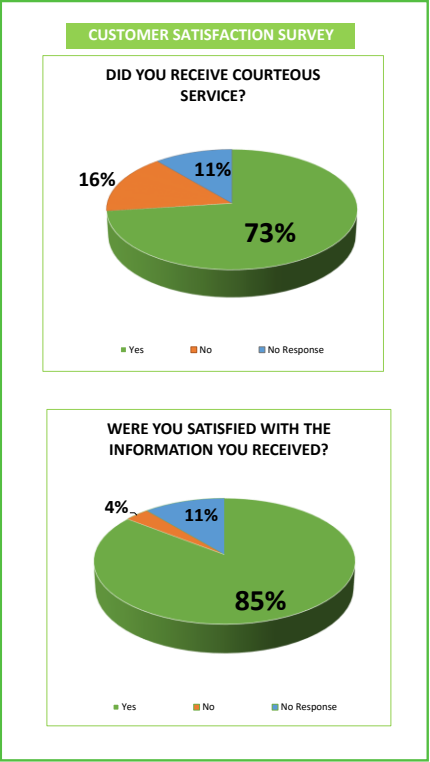
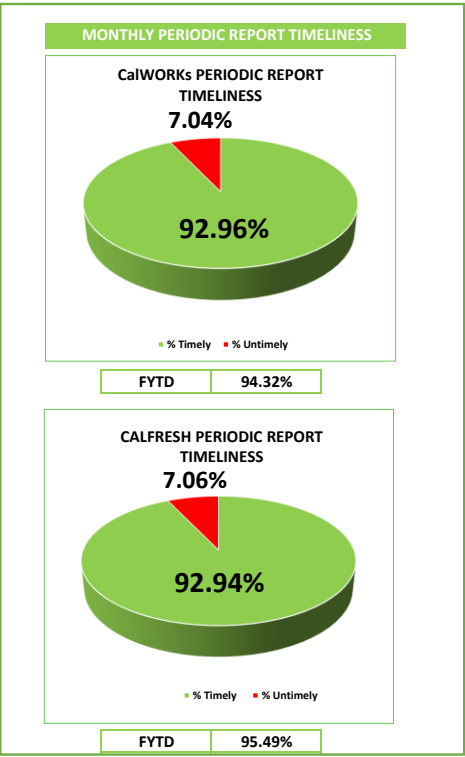
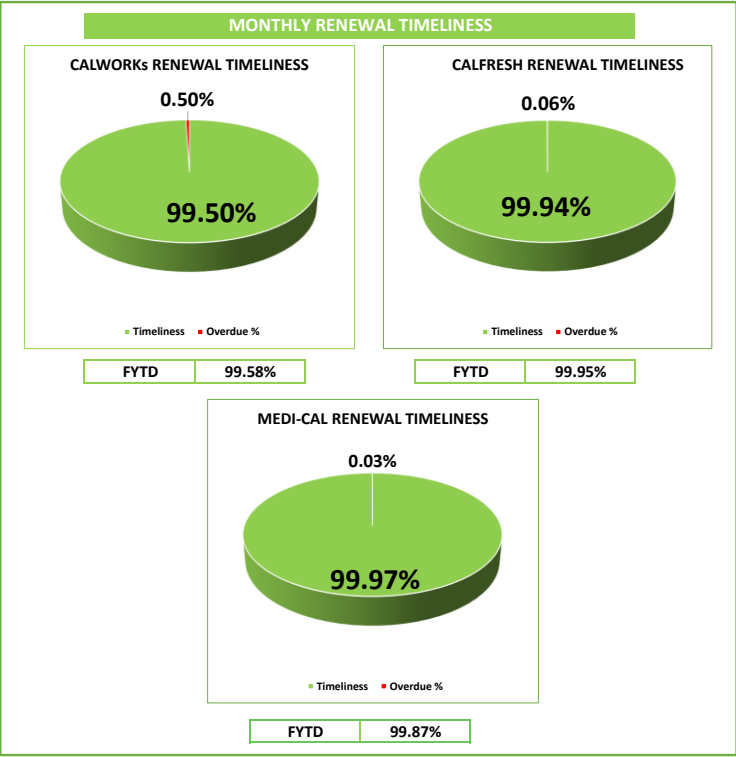
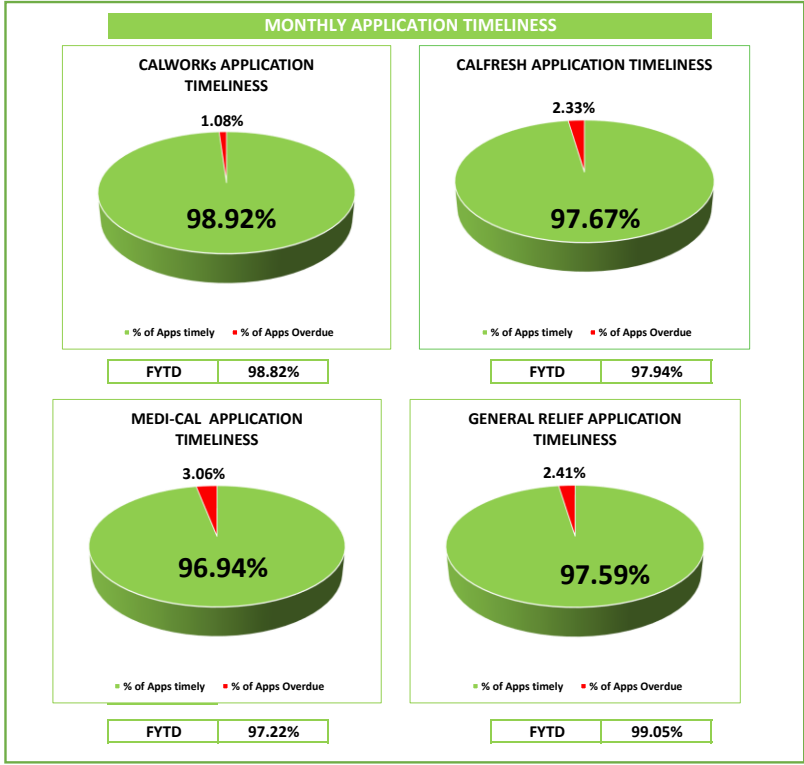


FYTD 202,658

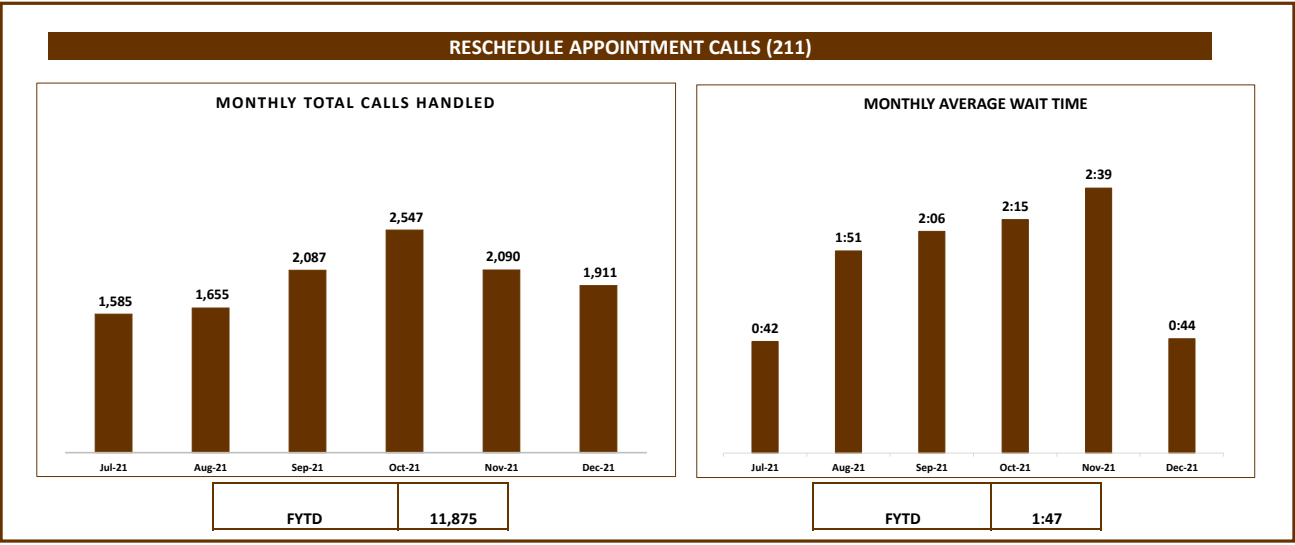
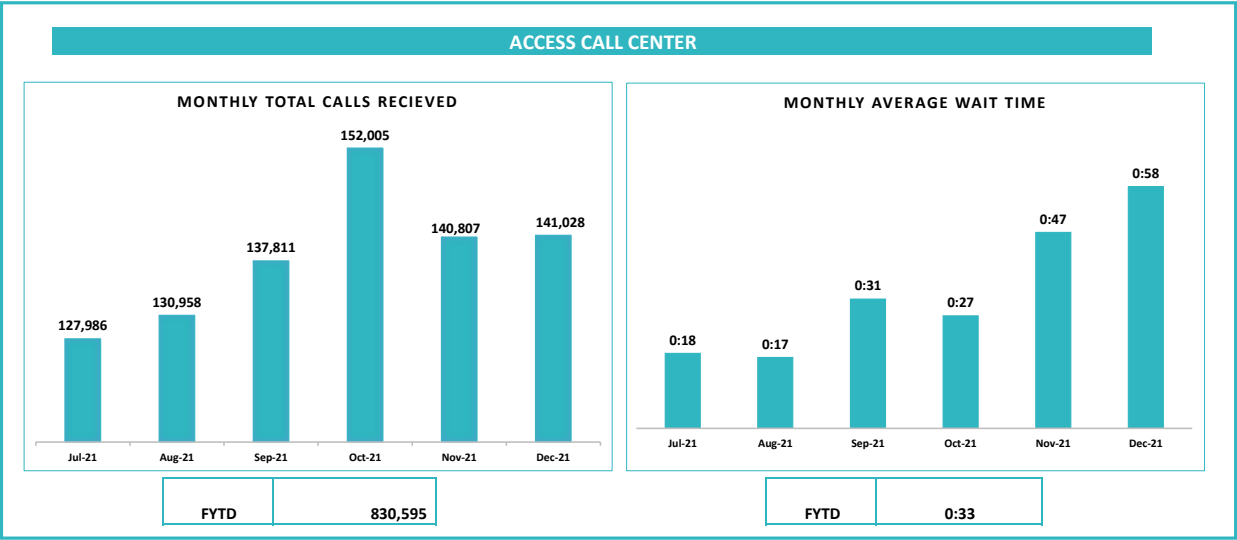


*Average time is not available
FYTD 0.00

CASE PROCESSING PERFORMANCE (CALWIN)



ACCESS CALL CENTER



SELF-SUFFICIENCY SERVICES



TELEWORK PERFORMANCE SUMMARY DECEMBER 2021

- Staff Teleworking
 - Self-Sufficiency – 48% (1,289)
 - HHSA – 40%
 - SD County – 42%
- Daily Attendance
 - Feb 2020 – 85% of Staff Attendance
 - December 2021 – 84% of Staff Attendance
- Access Call Center
 - Feb 2020 – 140,000
 - December 2021 – 141,028
 - 0% increase in calls received
- Access Average Speed of Answer
 - Feb 2020 – 8 Minutes
 - December 2021 – :58 Seconds
 - 88 % improvement in Average Speed of Answer
- Access Calls Abandoned
 - Feb 2020 – 13,430
 - December 2021 – 2,030
 - 85% Decrease in Abandoned Calls
- Applications Received
 - Feb 2020 – 30,310
 - December 2021 – 30,533
 - Total Apps Feb 2020 – Dec 2021: 801,600
- Applications Processed
 - Feb 2020 – 43,000
 - December 2021 – 47,817
 - All applications processed timely
- Increase in Total Recipients
 - Feb 2020 – December 2021 : 299,774
 - 29% increase in total recipients
- Benefits Issued Feb 2020 – December 2021:
 - All Programs: \$1,831,209,556
 - CalFresh: \$1,445,035,038
- Performance
 - CalFresh Accuracy Rate – 96%
 - Customer Service Satisfaction Rate : 96%