

**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, 2<sup>nd</sup> Floor Conference Room, San Diego CA 92123  
Phone (619) 338-2932 \* \* Fax (619) 338-2972**

**January 19, 2023  
9:30 a.m. to 11:30 a.m.**

<b>AGENDA</b>
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- |             |   |
|-------------|---|
| 9:30 - 9:31 | 1. Call to Order  |
| 9:31 - 9:33 | 2. <b>Action Item:</b> Approval of November 9, 2022 Meeting Minutes |

<b>PUBLIC COMMENTS</b>
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- |             |   |
|-------------|---|
| 9:33 - 9:43 | 3. <u>Guidelines for Public Comment on Items not listed on the agenda:</u> <ul style="list-style-type: none"><li>➤ Members of the public may request to speak about any issue within the purview of the Board</li><li>➤ Each speaker will be limited to three (3) minutes</li><li>➤ Board members may not discuss or take action on issues raised during public comment unless the issue is listed in this Agenda</li></ul> |
|-------------|---|

<b>PRESENTATIONS/DISCUSSION ITEMS</b>
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- |               |   |
|---------------|---|
| 9:43 - 10:15  | 4. <b>Action Item:</b> Nomination and Selection of the 2023 SSAB Chair and Vice-Chair   |
| 10:15 - 10:45 | 5. <b>Information Item:</b> Update on Local Response to COVID19 Emergency for all Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data: Adriana Ramirez, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA) |
| 10:45 - 11:30 | 6. <b>Discussion Item:</b> SSAB 2023 Priorities and Strategic Goals: All SSAB Members   |

<b>ADJOURNMENT/ NEXT MEETING</b>
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Next regular meeting will be held on February 8, 2023 at 5055 Ruffin Road, 2<sup>nd</sup> 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](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 Via Zoom**

**Join by phone:** +1 669 900 9128

Phone Conference ID: 894 3477 6026

**Join on your computer or mobile app:**

<https://us02web.zoom.us/j/89434776026>

**SSAB Meeting Minutes  
November 9, 2022**

**Members Present**

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

**Members Absent**

Carol Lewis

**Staff Present**

Rick Wanne, Director Self-Sufficiency Services  
Albert Banuelos, HHSA  
Adriana Ramirez, HHSA  
Allison Boyer, HHSA  
Jeannie Hufford, HHSA  
Ida Bell, HHSA  
Roxanne Hernandez, HHSA  
Brenda Vargas, HHSA  
Michael Schmidt, HHSA  
Eric Rubio, HHSA  
Patty Baker, HHSA  
David Hopkins, HHSA  
Claudia Gurrola, HHSA  
Nanette Hartley, HHSA  
Heather Summers, HHSA  
Lucero Chavez-Basilio, HHSA  
Amanda Berry, Board/Supervisors District 3  
Joshua Bohannon, Board/Supervisors District 4

**Guests**

Devin Ton, San Diego Hunger Coalition  
Joseph Kendrick, San Diego Hunger Coalition  
Jen Keyes, San Diego Hunger Coalition  
Ashley Jeznach, San Diego Hunger Coalition  
Amanda Mascia, San Diego Hunger Coalition  
Nancy Saavedra, San Diego Hunger Coalition  
Shelly Dieu, San Diego Hunger Coalition  
Mauricio Medina, San Diego Hunger Coalition  
Nicole Marquel, San Diego Hunger Coalition  
Araceli Mondragon, San Diego Hunger Coalition  
Anae Evangelista, San Diego Hunger Coalition  
Jack Dailey, Legal Aid Society of San Diego  
Samantha Manganaro, Legal Aid Society of San Diego  
Matt Halverson, Legal Aid Society of San Diego  
Ivonne Velasquez, Hospital Association of San Diego  
Lindsey Wade, Hospital Association of San Diego  
Luis Monteagudo, 2-1-1 San Diego  
Karla Samayoa, 2-1-1 San Diego

1. Meeting called to order via Zoom at 9:31 by Chair, Anahid Brakke.
2. Authorization of Teleconferencing Meeting Option Pursuant to Government Code Section 54953(e), was approved with all Board Members present voting yes.
3. The September 9, 2022 Meeting Minutes were approved, with all Board Members present voting yes.

4. Public Comments:
  - No public comment
5. Presentation Item: Overview of San Diego Advancing and Innovating Medi-Cal (SDAIM): Heather Summers, Deputy Director, Medical Care Services, Health and Human Services Agency (HHSA). Ms. Summers provided an overview of the goals of CALAIM and Manage Care Plans (MCPs).
6. Discussion Item: Review of Plan to Implement SSAB Eligibility Task Force (ETF) Recommendations with a focus on Recommendation #1 and #4: Dr. Alberto Banuelos, Assistant Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Dr. Banuelos provided a review of the recommendations with the group.
7. Information Item: Update on Local Response to COVID19 Emergency for all Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data: Adriana Ramirez, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ms. Adriana Ramirez briefly provided updates on CalFresh, Medi-Cal, CalWORKs and General Relief flexibilities, waiver expirations and extensions.
8. Action Item: The SSAB Board voted to cancel the December 2022 meeting. A motion was made by Jan Spencely with a second motion by Phil Thalheimer. The motion was passed with all members voting yes.

**ADJOURNMENT/SET NEXT MEETING:**

The meeting was adjourned at 11:27 a.m. Next regular meeting will be held on January 11, 2022.



# ITEM# 4 NOMINATION AND SELECTION OF THE 2023 SSAB CHAIR AND VICE-CHAIR

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# ITEM #5

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

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*Adriana Ramirez, Deputy Director  
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 **March 31<sup>st</sup> 2023**
  - Telephonic signature **March 31<sup>st</sup> 2023**
  - Quality control face to face interviews **September 30<sup>th</sup>, 2023**
  - Able Bodied Adults Without Dependents – CA waiver extended through **October 31, 2024**
    - **This is a new two-year waiver based on 36 months of unemployment data from the Bureau of Labor Statistics from the period of August 2019 – July 2022**
  - **Reinstatement waiver extended from July 1, 2022 through June 30, 2027**



## ADDITIONAL UPDATES

### **Consolidated Appropriations Act of 2023**

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



## PROGRAM FLEXIBILITIES & WAIVERS

- Executive Order N-71-20 signed on **June 30, 2020** extends the following provisions until the EO is rescinded or the state of emergency ends:
  - Telephonic/verbal signature on application – **extended permanently**
  - Flexibilities on identity and pregnancy verifications – **extended permanently**
- Initial application interview waiver has expired, interviews for new applications resumed effective December 1, 2021
- **Pregnancy Special Need amount increased from \$47 to \$100**
- **Pregnant applicants can now qualify for CalWORKs during any trimester**
- **Time on Aid increased from 48 to 60 months**





## PROGRAM FLEXIBILITIES & WAIVERS

### **Consolidated Appropriations Act of 2023 Changes:**

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



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



# County of San Diego

**NICK MACCHIONE, FACHE**  
AGENCY DIRECTOR

HEALTH AND HUMAN SERVICES AGENCY  
SELF-SUFFICIENCY SERVICES  
1255 IMPERIAL AVENUE, MAIL STOP W-414  
SAN DIEGO, CA 92101-7404  
(619) 338-2932 • FAX (619) 338-2972

**RICK WANNE, MA, MFT**  
DIRECTOR, SELF-SUFFICIENCY SERVICES

December 16, 2022

TO: All Self-Sufficiency Services Staff

FROM: Assmaa Elayyat, Chief *AE*,  
Self-Sufficiency Services

**Subject: Public Charge Final Rule**

## **Self-Sufficiency Program Memo 22-05**

The purpose of this memo is to provide staff with information regarding the recently issued State and Federal guidance regarding the United States Department of Homeland Security's Public Charge Ground of Inadmissibility Final Rule, published on September 9, 2022.

As a reminder, Public Charge is not a public assistance regulation, but rather an immigration regulation. Receipt of certain cash or long-term care health benefits could potentially be considered in the Public Charge determination made by the Federal Government, however, whether or not an individual is deemed to be a Public Charge has no impact on their ability to qualify for public assistance programs.

The [All County Welfare Directors Letter](#) (ACWDL) issued by the California Department of Social Services on November 10, 2022, details more helpful information for staff and customers about the Public Charge Ground of Inadmissibility Final Rule. Please refer to this ACWDL for additional guidance and information and/or resources as necessary.

As a reminder, staff are not to provide legal advice regarding immigration to customers, however staff should provide customers with the proper resources as necessary. The Self-Sufficiency Services [Public Charge Information](#) website contains additional information and resources for customers who have questions or need assistance. In addition, customers who require legal assistance can be referred to authorized free legal providers who have been trained on Public Charge, a list of local legal providers in San Diego County can be found [here](#).



# MONTHLY UPDATES

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# ELIGIBILITY SERVICES BY THE NUMBERS...

January 2023 (Data Month: December 2022)

## PARTICIPANTS

- **CalFresh:** 373,166 recipients, up 5.33% from last year.
  - 127,907 child recipients (0-18), up 3.49% from last year.
  - 83,969 senior recipients (60+), up 17.65% from last year.
- **CalWORKs:** 45,768 recipients, up 16.90% from last year.
  - 32,369 child recipients (0-18), up 7.63% from last year.
  - Welfare-to-Work: 13,078 participants, up 47.84% from last year.
- **CMS:** 7 CMS recipients, down 56.25% from last year.
- **General Relief:** 3,807 recipients, up 6.37% from last year.
- **Medi-Cal:** 1,013,228 recipients, up 8.28% from last year.
  - 332,148 child recipients (0-18), up 3.32% from last year.
  - 14,406 Medi-Cal Expansion Over 50 Years.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (December 2021–December 2022)
			Previous Month	Previous Year	
CalFresh	216,729	373,166	0.69%	5.33%	514,639
CalWORKs	15,568	45,768	0.50%	16.90%	61,700
CMS	7	7	-12.50%	-56.25%	61
General Relief	3,797	3,807	2.81%	6.37%	11,555
Medi-Cal	551,000	1,013,228	0.82%	8.28%	1,050,066
<b>Total</b>	<b>787,101</b>	<b>1,435,976</b>	<b>0.78%</b>	<b>7.74%</b>	<b>1,158,239**</b>

\*Recipients include 371,544 under ACA Medicaid Coverage Expansion.

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

## PROCESSING

Applications Registered		
Program	December 2022	FYTD
CalFresh	19,029	115,797
CalWORKs	2,121	13,333
CMS	33	183
General Relief	2,454	14,125
Medi-Cal	11,270	65,336
<b>Total</b>	<b>34,907</b>	<b>208,774</b>

Renewals Generated		
Program	December 2022	FYTD
CalFresh	9,875	62,950
CalWORKs	1,241	8,977
CMS	1	30
General Relief	142	769
Medi-Cal	52,545	271,877
<b>Total</b>	<b>63,804</b>	<b>344,603</b>

Periodic Reports Generated		
Program	December 2022	FYTD
CalFresh	12,564	75,515
CalWORKs	1,002	5,284
General Relief	2	12
Medi-Cal	19	127
<b>Total</b>	<b>13,587</b>	<b>80,938</b>

Documents Imaged	
December 2022	FYTD
424,602	2,557,334

Tasks Created	
December 2022	FYTD
407,537	2,380,060

## ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	December 2021	December 2022	Change	FYTD
Total Calls	141,028	170,579	29,551	1,015,818
Abandoned	2,030	4,108	2,078	24,362
Average Wait Time	0:58	2:03	1:05	1:56

Community Based Organization (CBO)				
Month	December 2021	December 2022	Change	FYTD
Total Calls	4,248	4,270	22	28,338
Abandoned	47	142	95	1,448
Average Wait Time	1:14	3:37	2:23	4:31

Emails Received	
December 2022	FYTD
2,121	23,140

## FAMILY RESOURCE CENTER VISITS

Month	December 2021	December 2022	Change	FYTD
Total Tickets Issued	28,757	35,182	18%	210,640
Average Wait Time (min.)	(*)	(*)	N/A	

\* Due to COVID-19 Waivers, Avg time is not available for December 2022

## Processing Timeliness Applications, Periodic Reports, and Renewals

### CalFresh

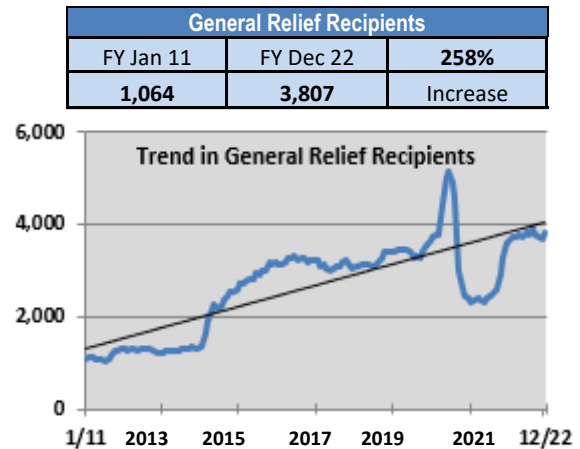
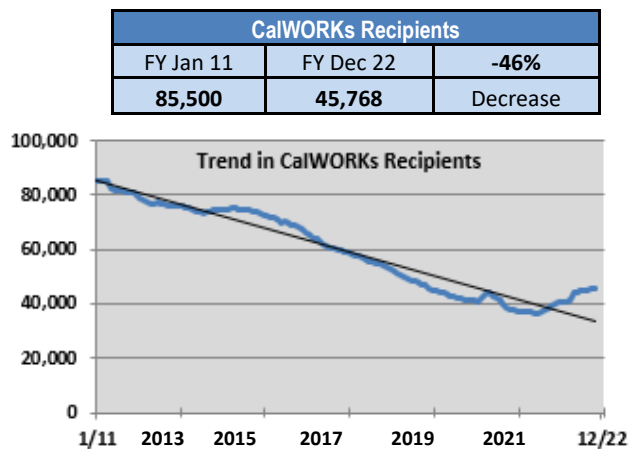
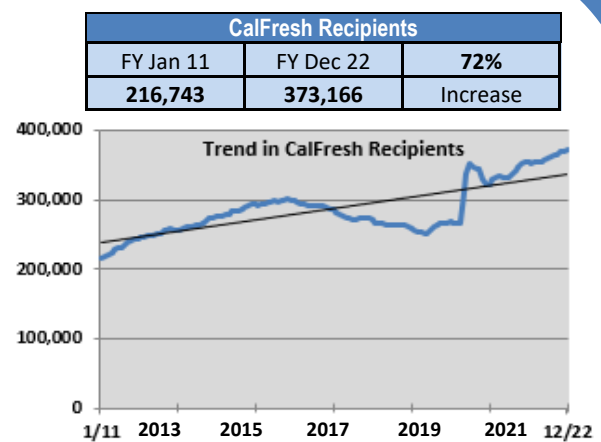
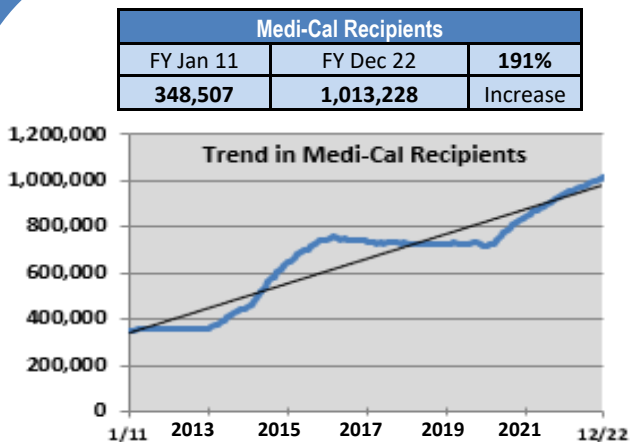
- Regular Applications: State required days to disposition = 30 Days
  - San Diego = 19 Days
- Expedited Applications: State required days to disposition = 3 Days
  - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 91.49%
- Annual Renewal Timeliness = 99.95%

### CalWORKs

- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 20 Days
- Immediate Need: State required days to disposition = 1 Day
  - San Diego = 1 Day
- Semi-Annual Reporting Timeliness = 91.94%
- Annual Renewal Timeliness = 99.58%

### Medi-Cal

- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 29 Days
- Annual Renewal Timeliness = 99.98%

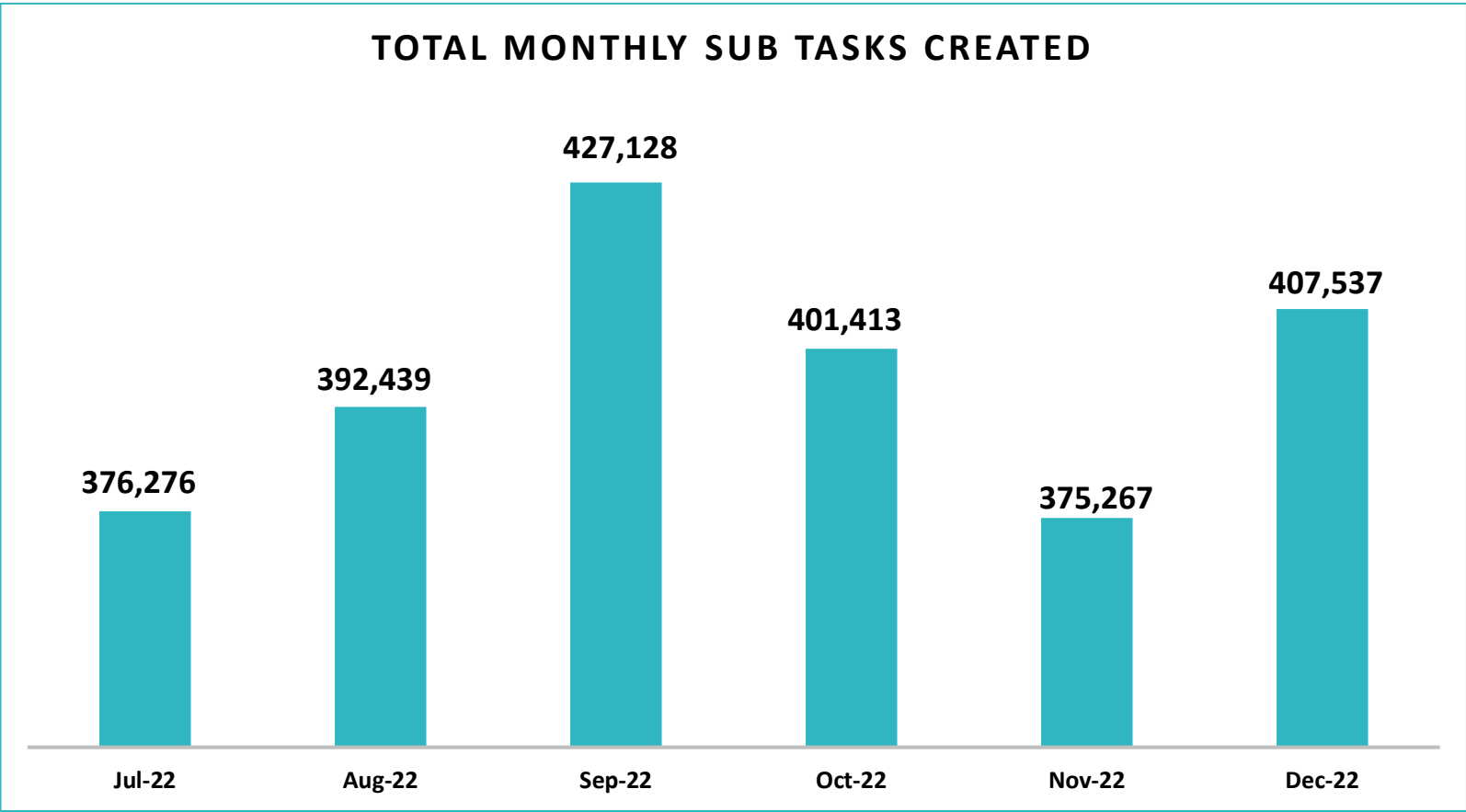


# Monthly Self-Sufficiency Services Performance Dashboard (FY 22/23)

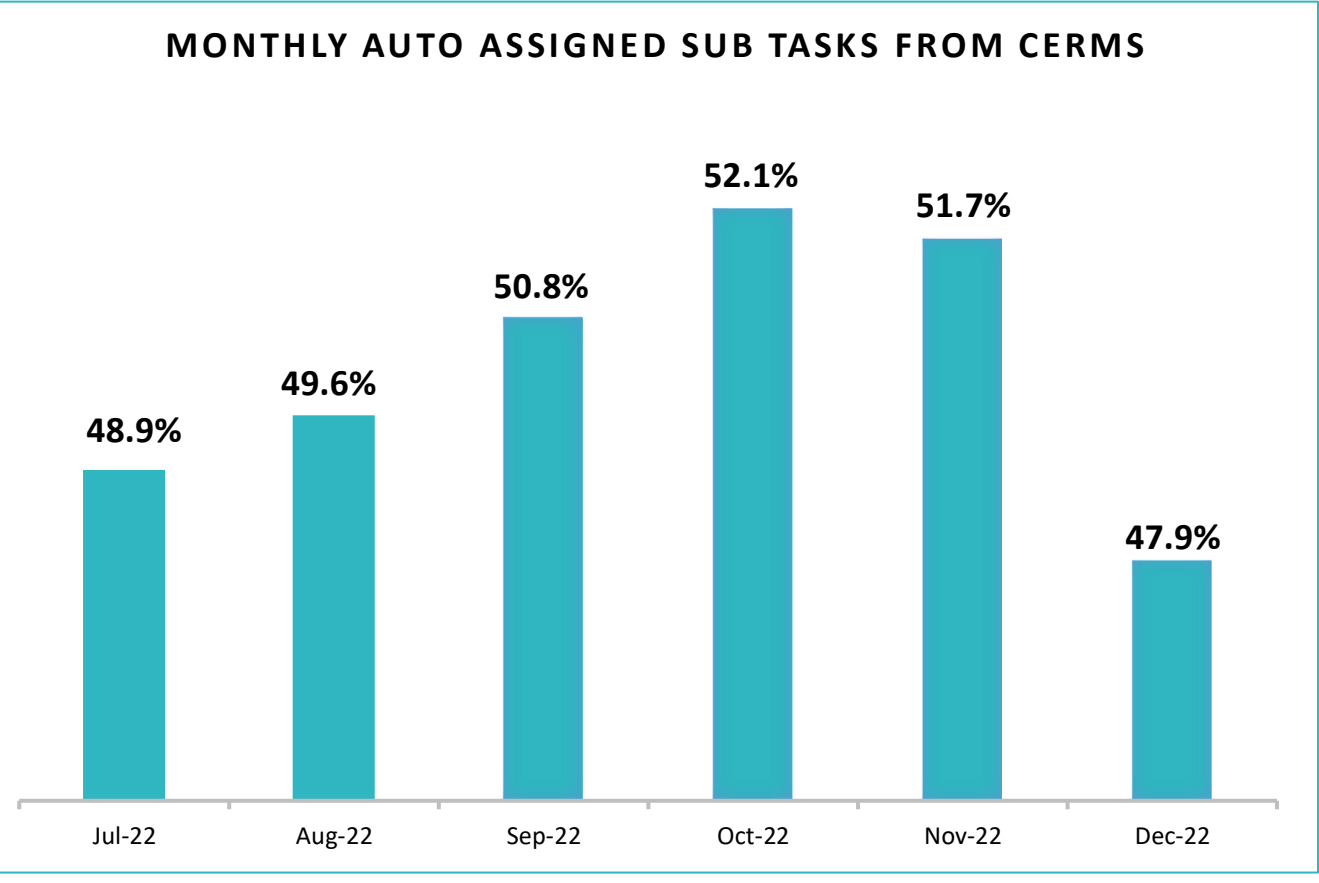
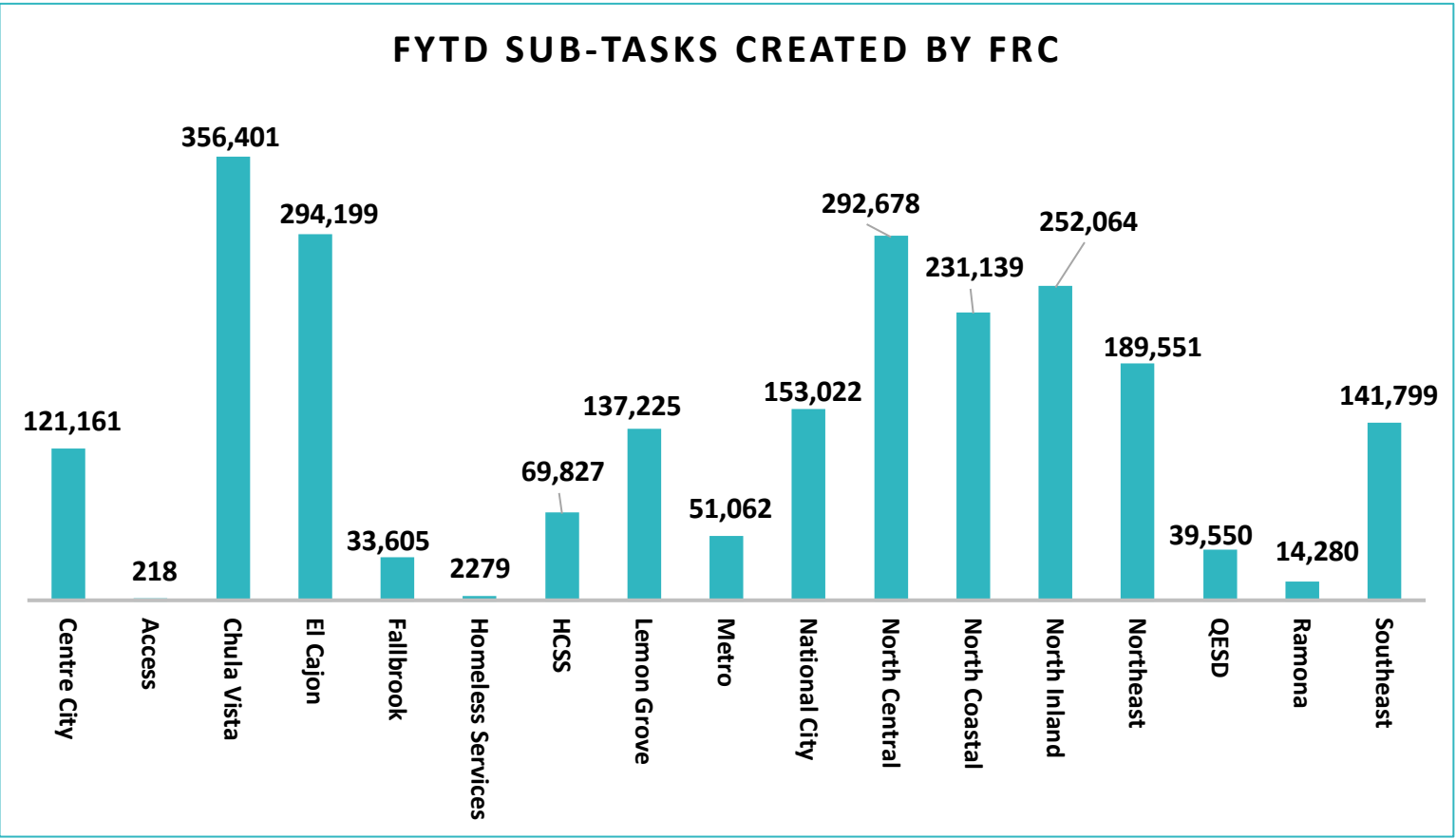
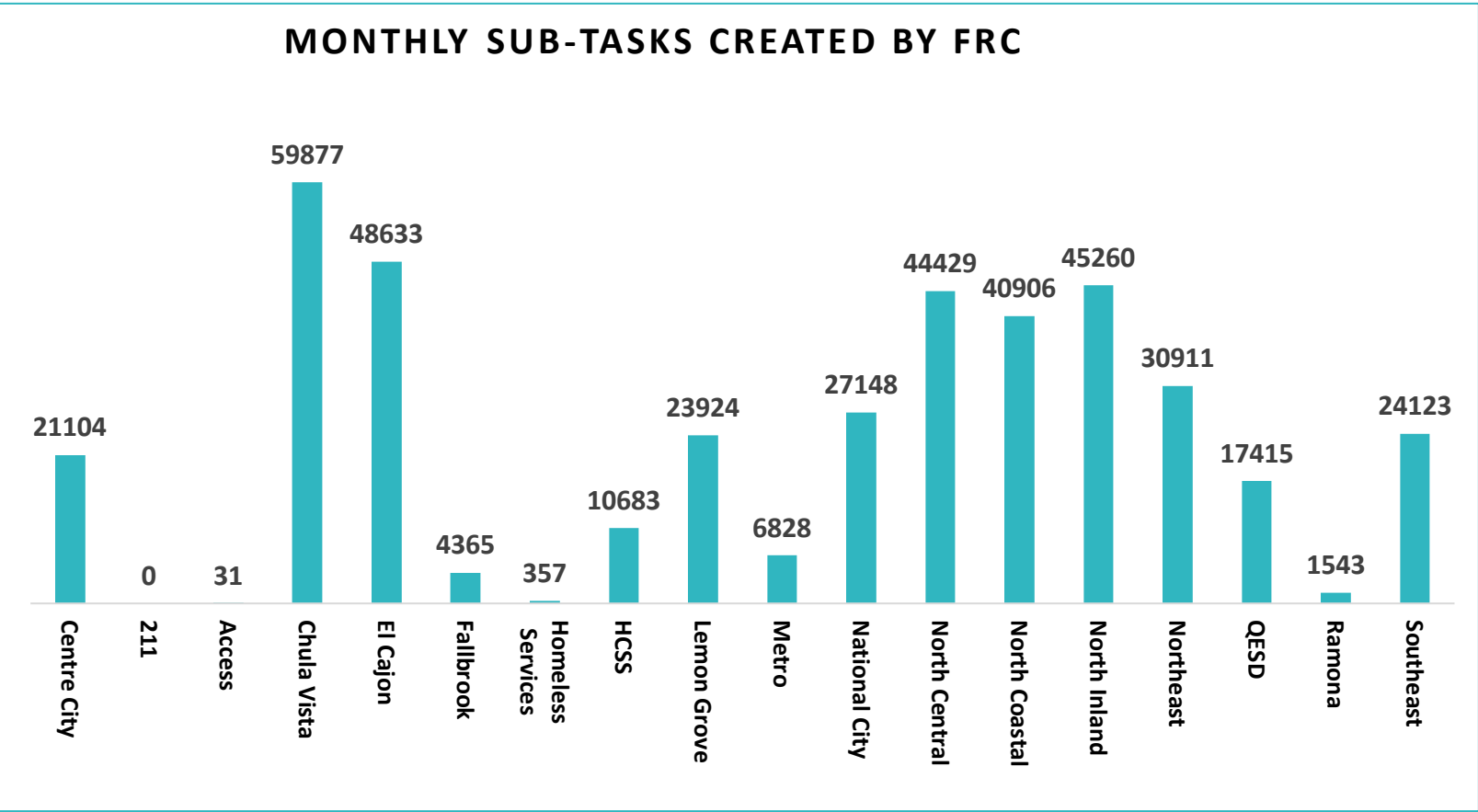
San Diego County

Data Month : December 2022

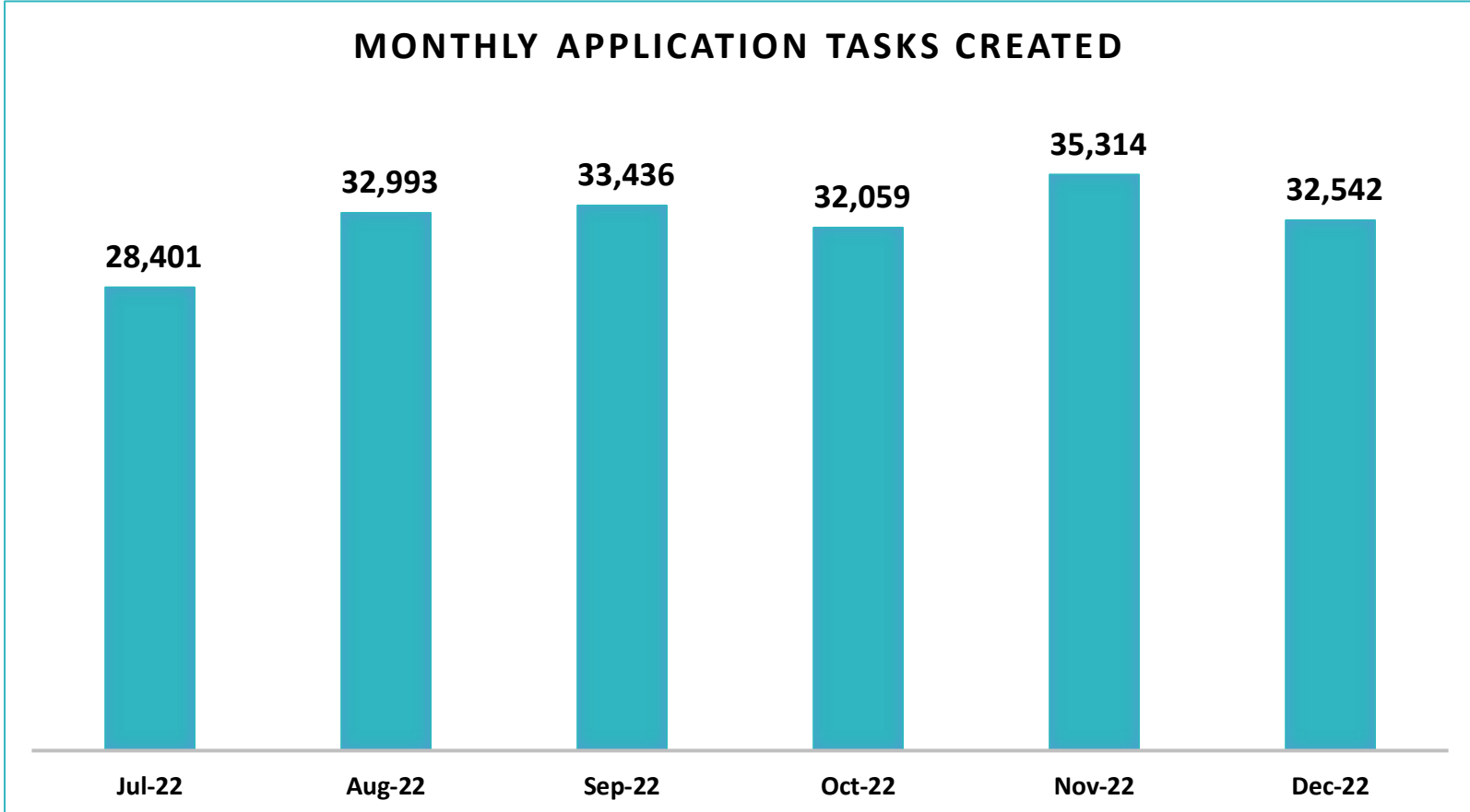
## Work Management System (WMS) Subtasks Created



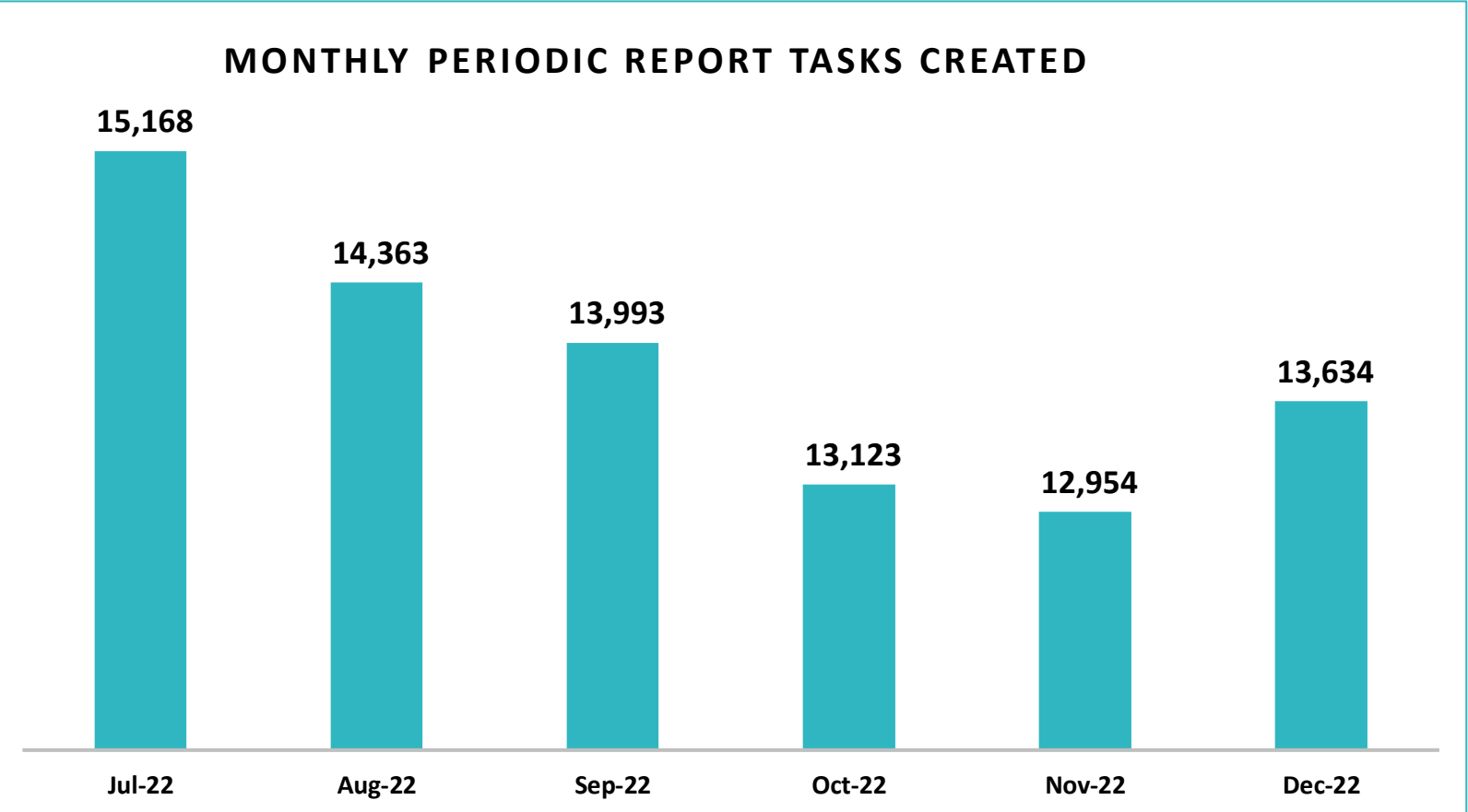
FYTD	2,380,060
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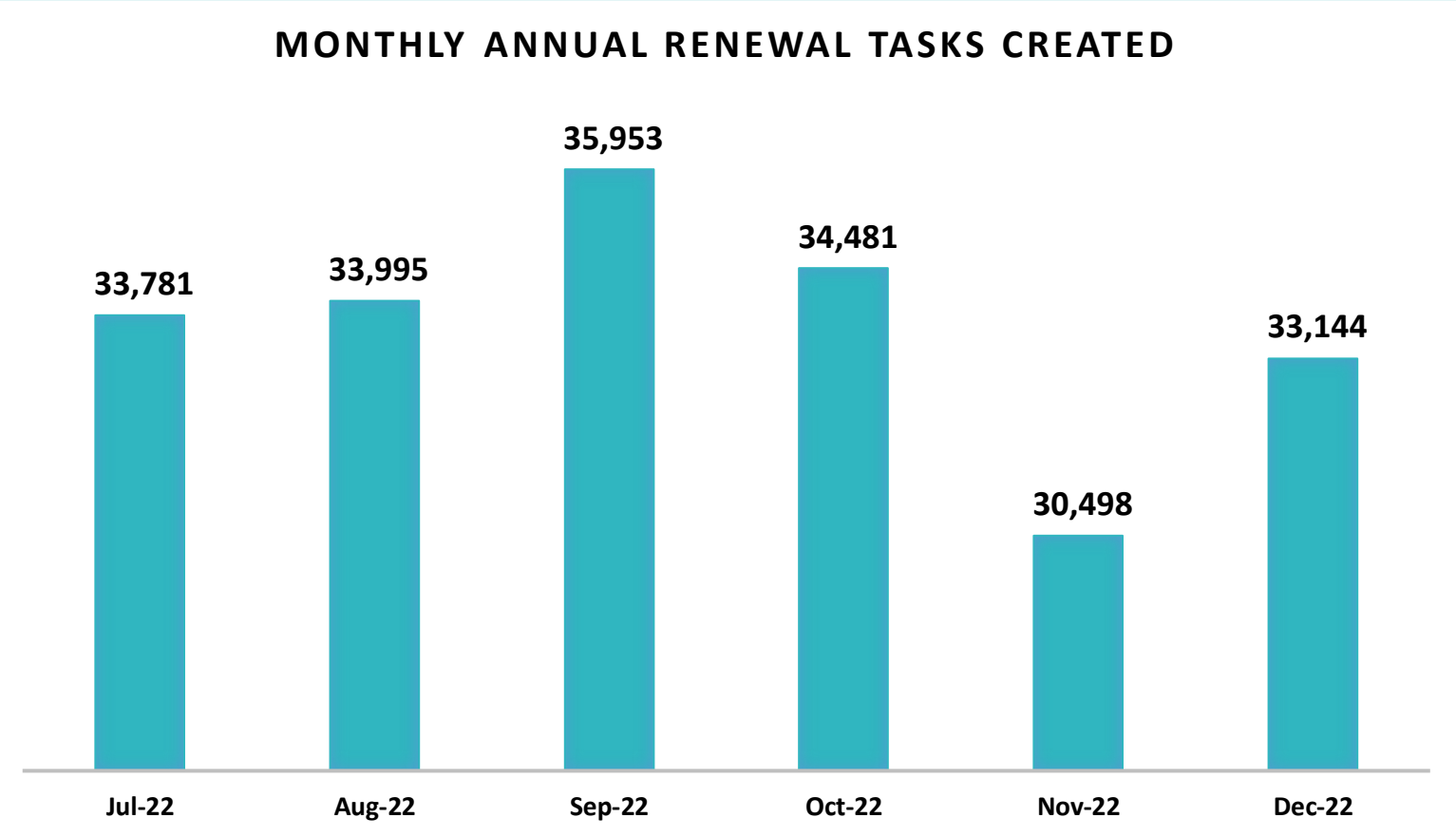
FYTD	50.2%
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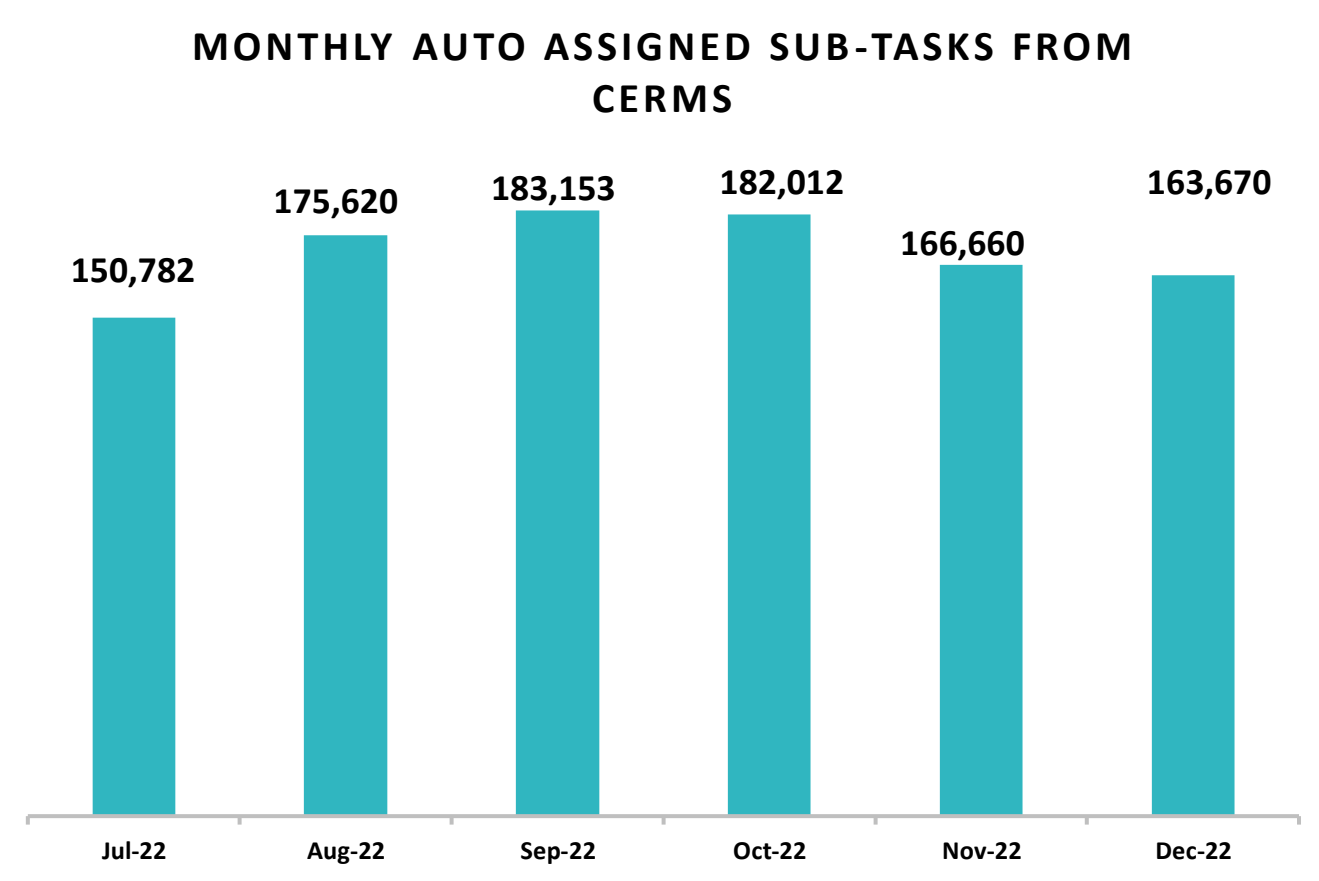
FYTD	194,745
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FYTD	83,235
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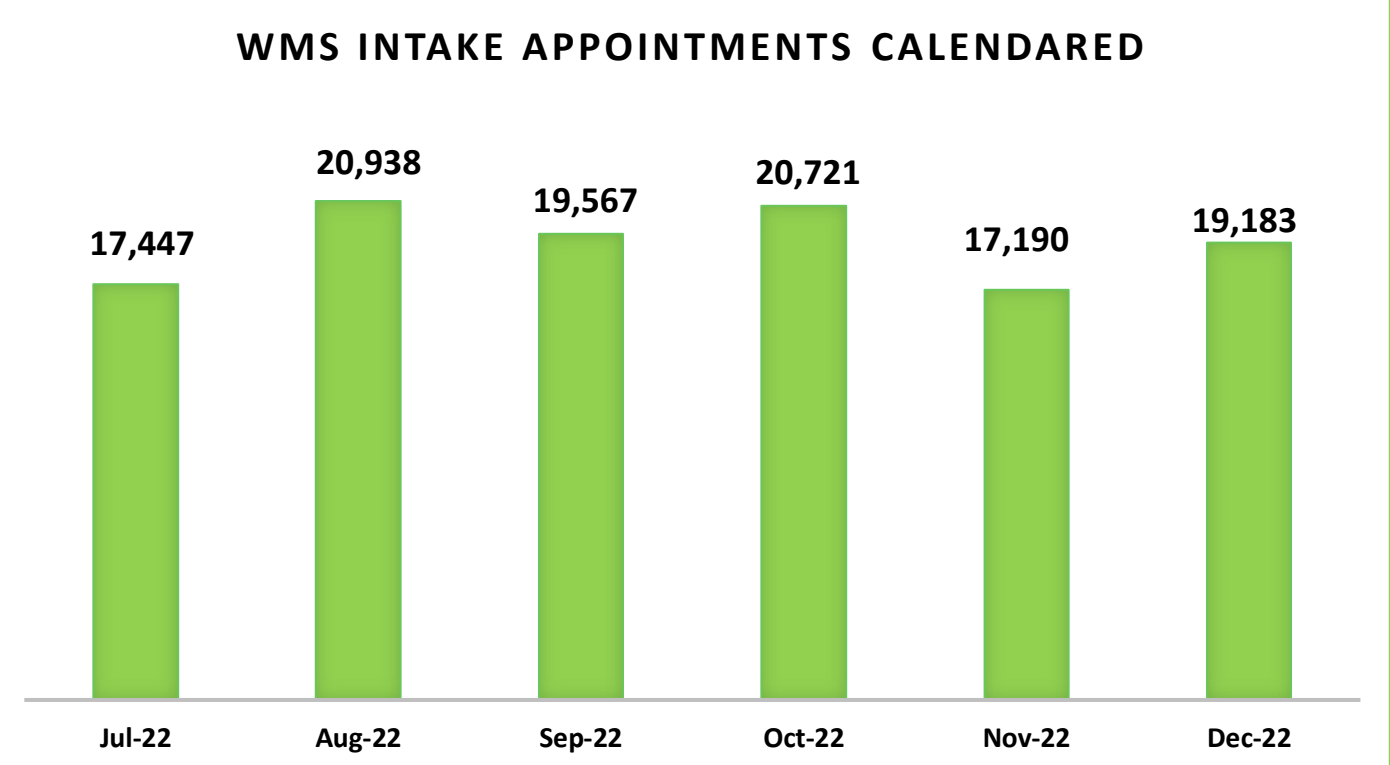


FYTD	201,852
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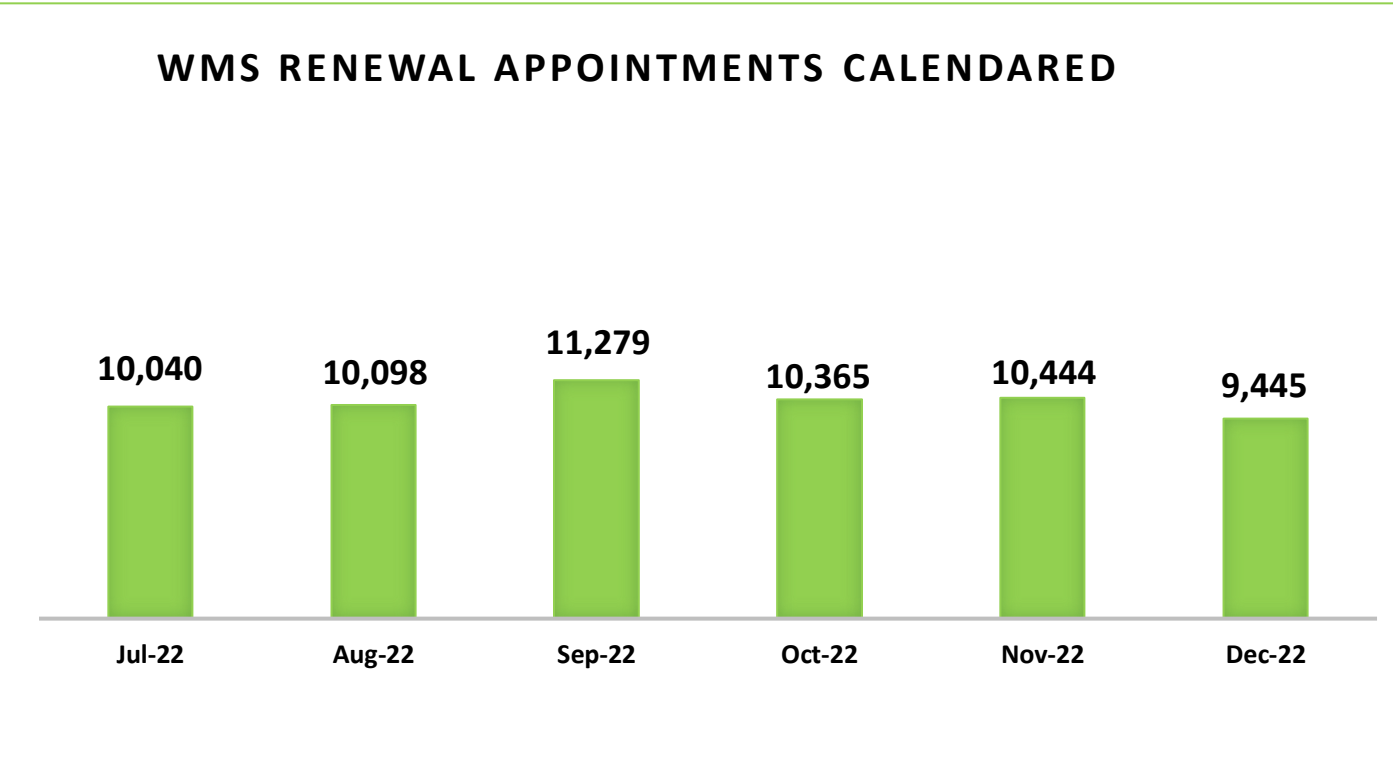


FYTD	1,021,897
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## MONTHLY WMS CALENDARED APPOINTMENTS

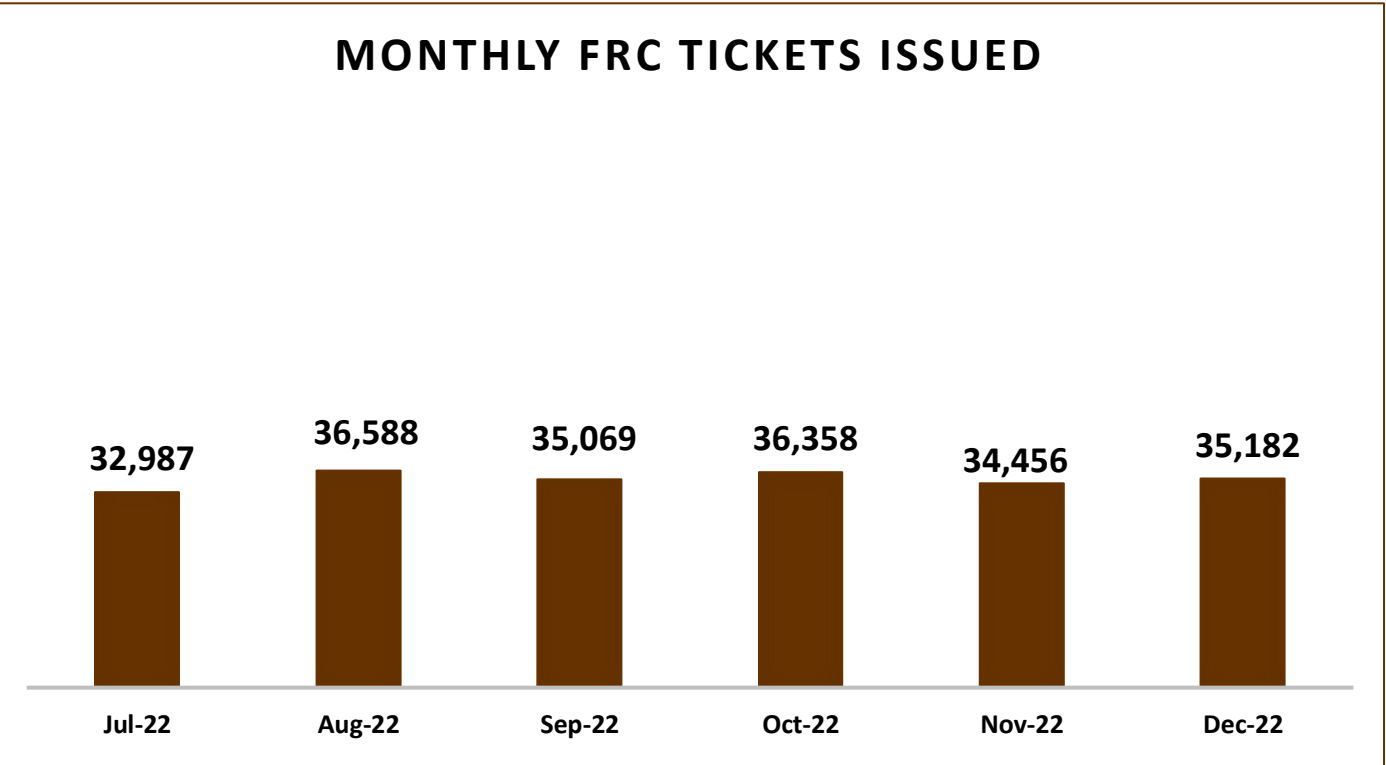


FYTD	115,046
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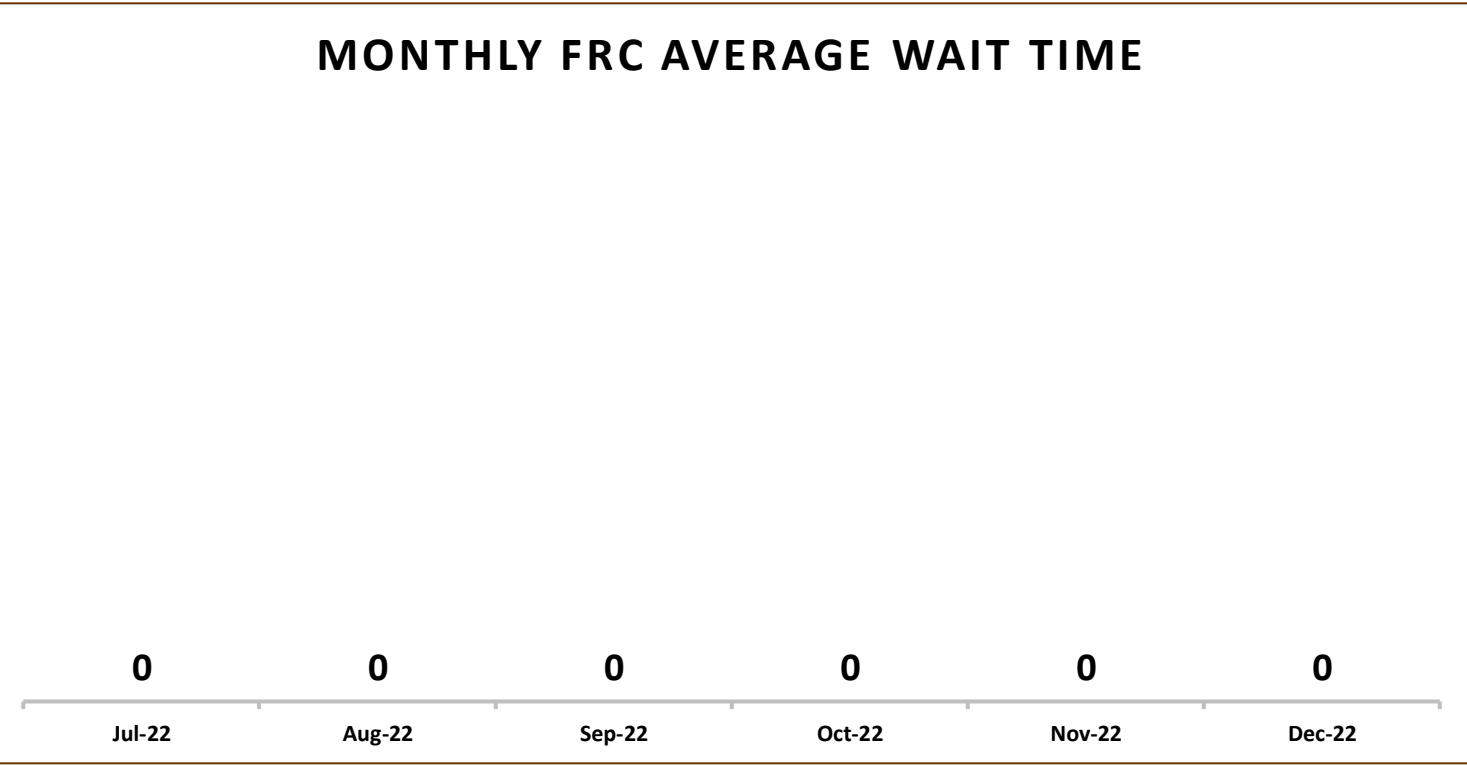


FYTD	61,671
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## LOBBY MANAGEMENT



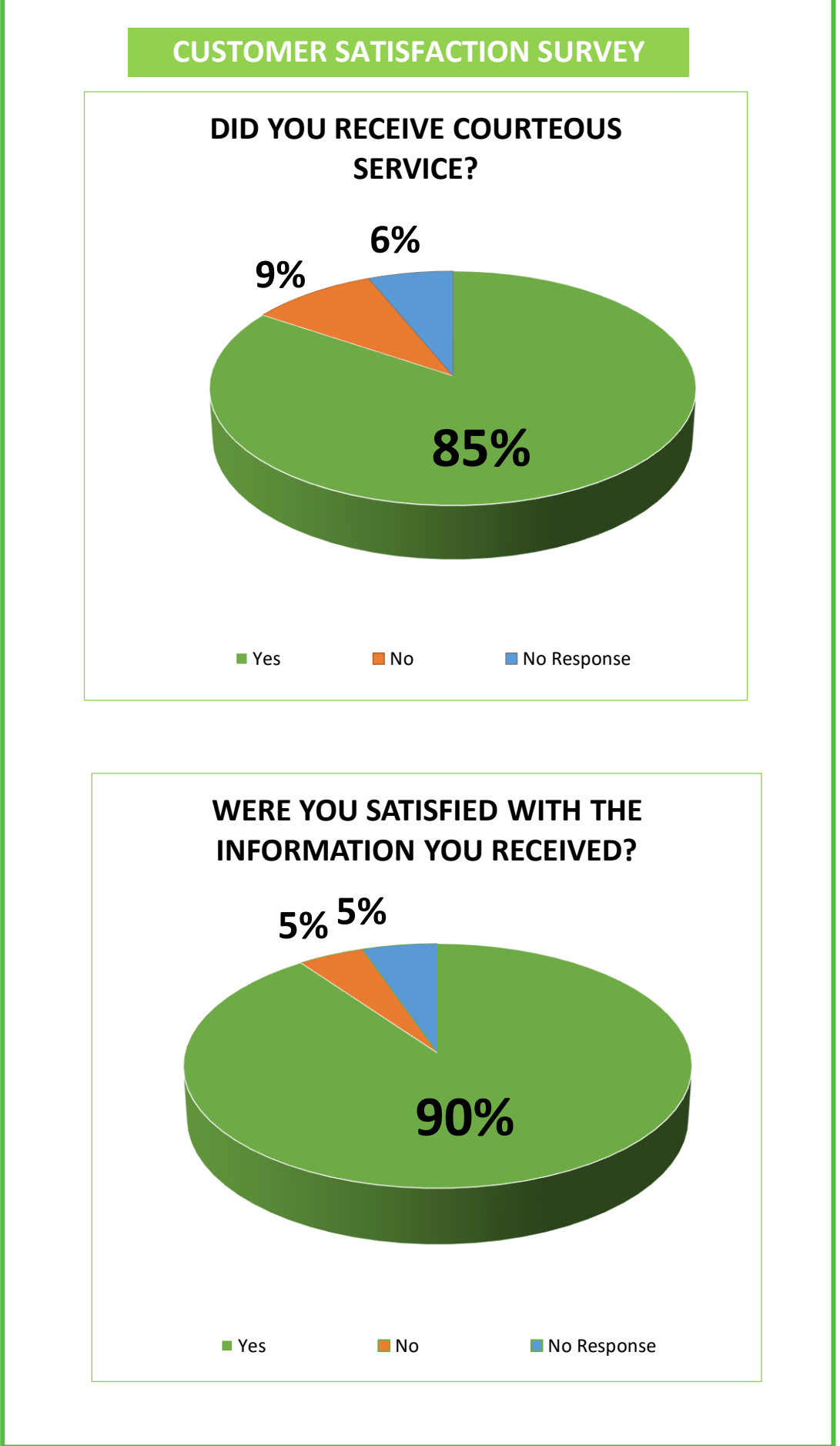
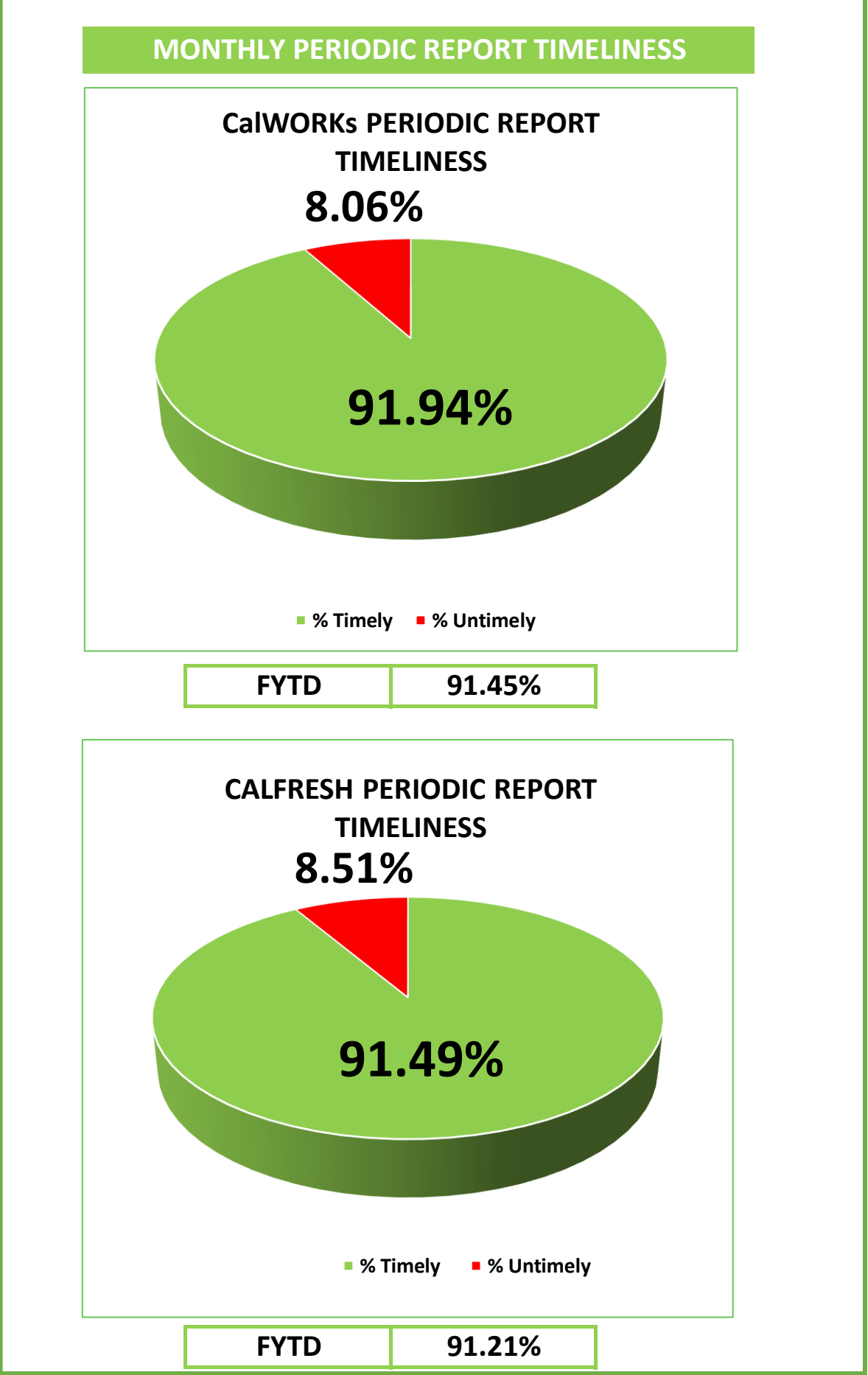
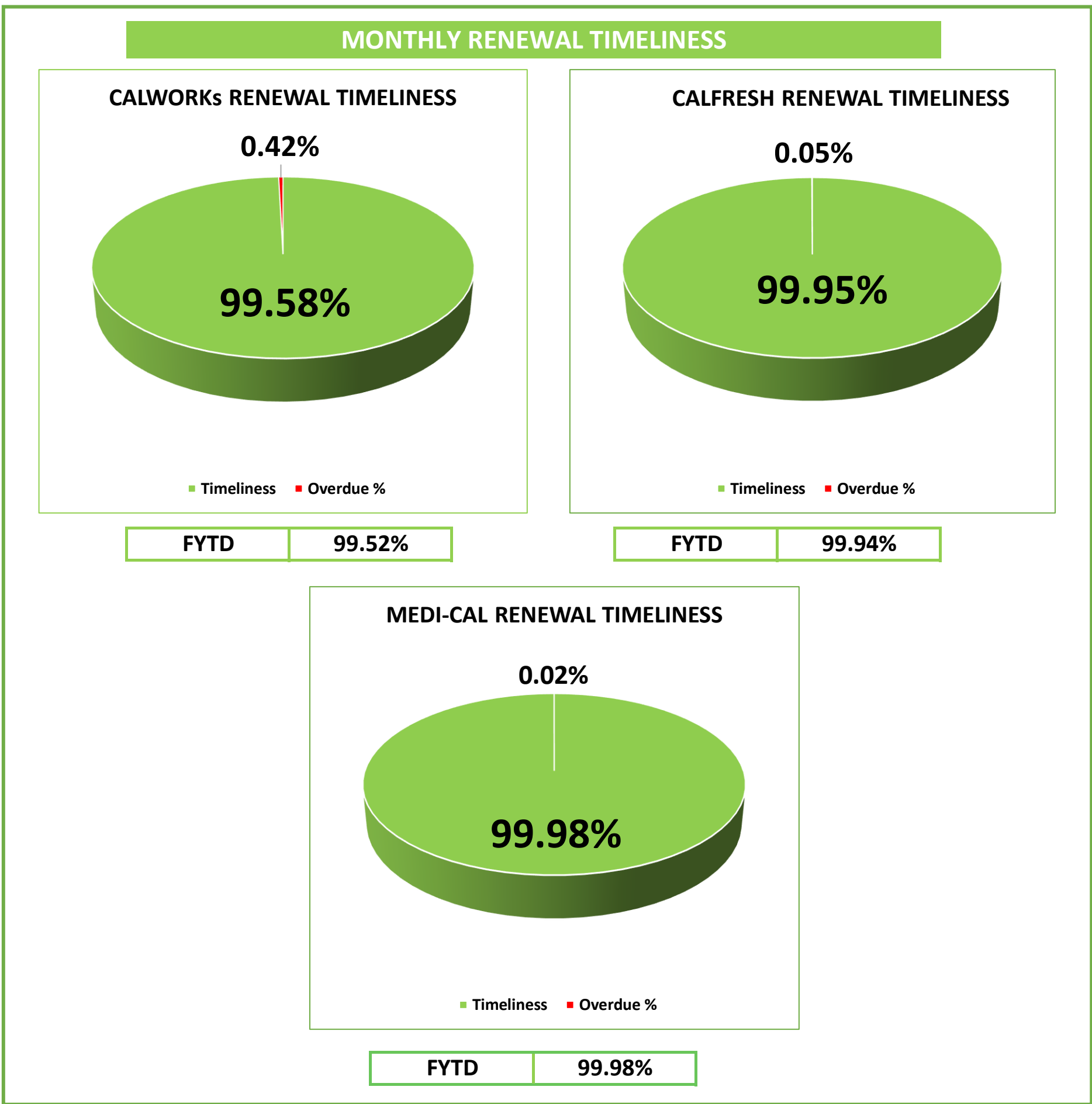
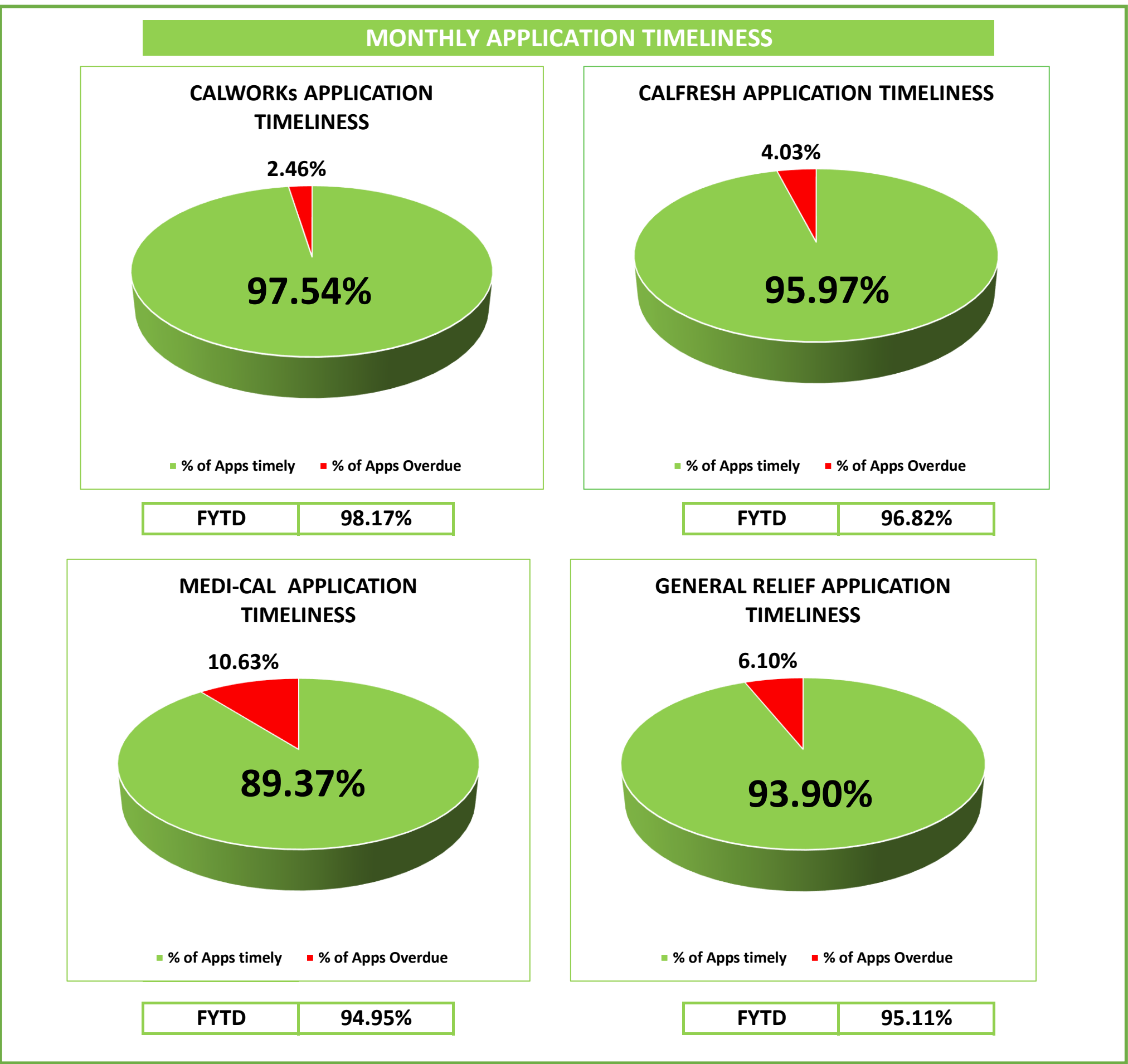
FYTD	210,640
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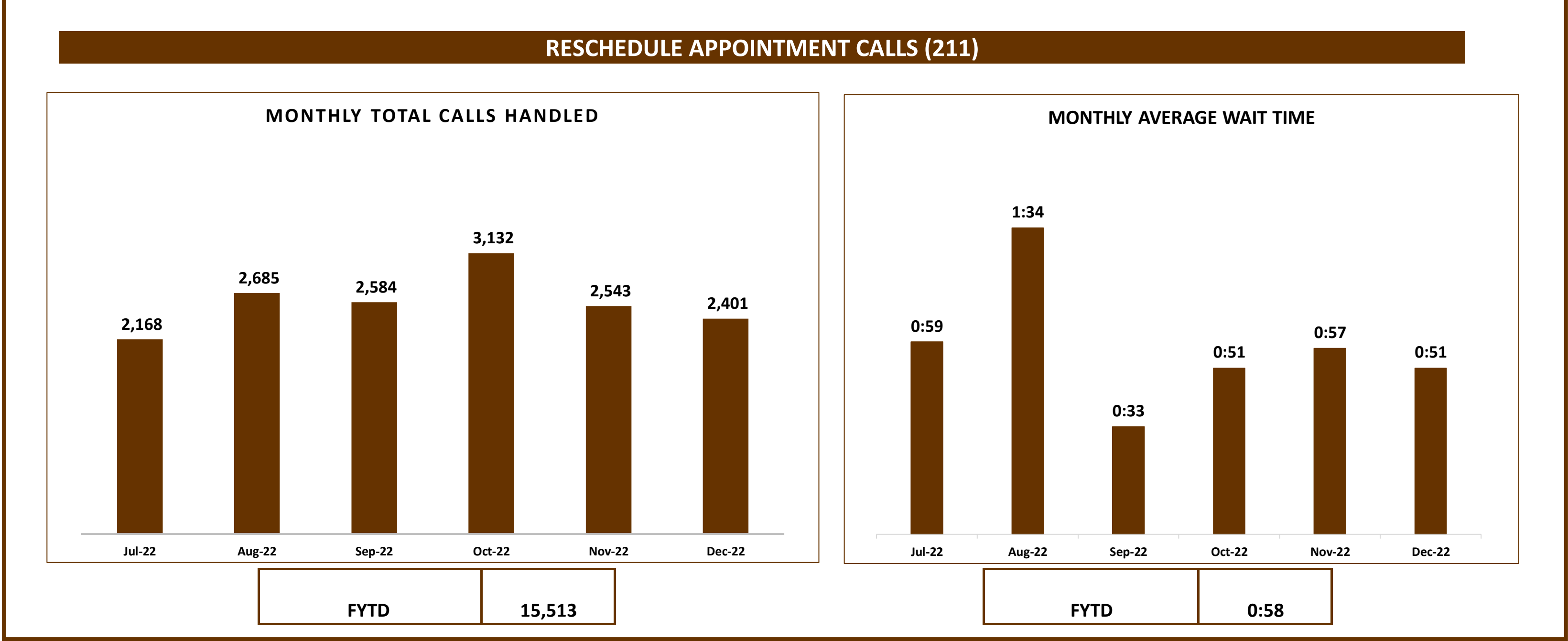
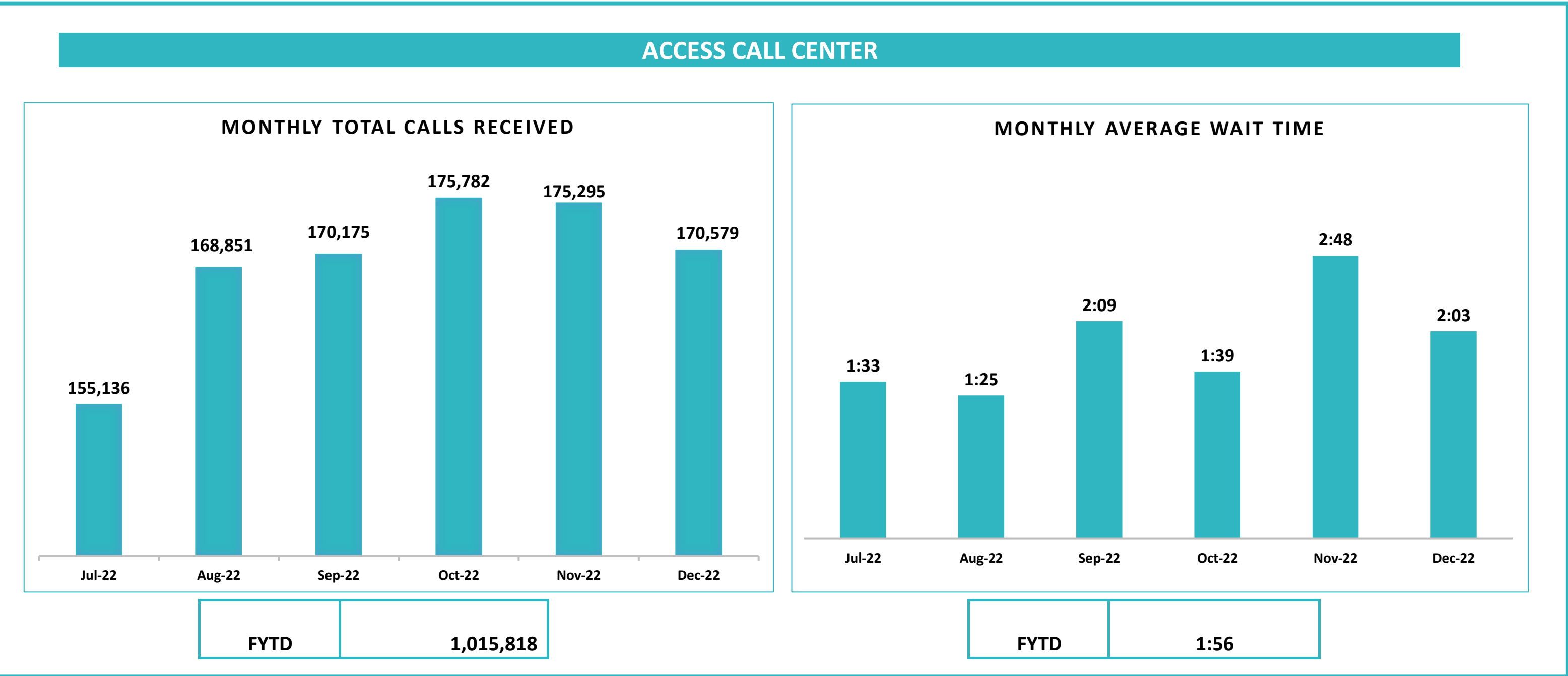
*Average time is not available	FYTD	0.00
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CASE PROCESSING PERFORMANCE (CALWIN)



ACCESS CALL CENTER





# ITEM# 6 SSAB 2023 PRIORITIES AND STRATEGIC GOALS

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*All SSAB Members*

