

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

**MEETING NOTICE: WebEx ONLY**

**WebEx: (470) 238-5742 US Toll Free**

**Meeting number (access code): 177 235 4155**

**Meeting password: xFaKYnMJ969**

**July 14, 2021**

**9:30 a.m. to 11:30 a.m.**

|               |
|---------------|
| <b>AGENDA</b> |
|---------------|

- |             |   |
|-------------|---|
| 9:30 - 9:31 | 1. Call to Order                            |
| 9:32 - 9:33 | 2. Approval of June 9, 2021 Meeting Minutes |

|                        |
|------------------------|
| <b>PUBLIC COMMENTS</b> |
|------------------------|

- |             |   |
|-------------|---|
| 9:34 - 9:45 | 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> |
|---------------------------------------|

- |             |  |
|-------------|--|
| 9:45-10:00  | 4. <b>Information Item:</b> SSAB Bylaw and Membership Review: Anahid Brakke, Chair, Social Services Advisory Board   |
| 10:00-10:20 | 5. <b>Discussion Item:</b> Youth Engagement on Social Services Advisory Board: Andrew Thompson, Live Well Youth Sector, Health and Human Services Agency (HHSA)  |
| 10:20-10:40 | 6. <b>Information Item:</b> CalSAWS Overview: Assmaa Elayyat, Chief, Self-Sufficiency Services, Health and Human Services Agency (HHSA)  |
| 10:40-11:00 | 7. <b>Information Item:</b> 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) |
| 11:00-11:30 | 8. <b>Discussion Item:</b> SSAB Ad Hoc Enrollment Task Force Subcommittee: Anahid Brakke, Chair, Social Services Advisory Board  |

|                                  |
|----------------------------------|
| <b>ADJOURNMENT/ NEXT MEETING</b> |
|----------------------------------|

Next regular meeting will be held on August 11, 2021 at Via WebEx

**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 WebEx  
(470) 238-5742 US Toll Free  
Meeting number (access code): 177 248 8095  
Meeting password: CmJzbCaa793**

**SSAB Meeting Minutes  
June 9, 2021**

**Members Present**

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

**Members Absent**

James Floros  
Rachel Morineau

**Staff Present**

Rick Wanne, Director Self-Sufficiency Services  
Albert Banuelos, HHSA  
Allison Boyer, HHSA  
Assmaa Elayyat, HHSA  
Ida Bell, HHSA  
Jeannie Hufford, HHSA  
Albert Garcia, HHSA  
Claudia Gurrola, HHSA  
David Hopkins, HHSA  
Nanette Hartley, HHSA  
Eric Rubio, HHSA  
Michael Schmidt, HHSA  
Nina Olivas, HHSA  
Amanda Berry, Board/Supervisors District 3  
Kyle Sand, San Diego County Counsel

**Guests**

Ivonne Velazquez, Hospital Association of San Diego  
Joseph Shumate, San Diego Hunger Coalition  
Amanda Schultz Brochu, San Diego Hunger Coalition  
Nancy Saavedra, San Diego Hunger Coalition  
Amanda Baumann, San Diego Hunger Coalition  
Mauricio Medina, San Diego Hunger Coalition  
Ashley Jeznach, San Diego Hunger Coalition  
Kathryn Link-Oberstar, San Diego Hunger Coalition  
Bill York, 2-1-1 San Diego  
Luis Monteagudo, 2-1-1 San Diego  
Karla Samayoa, 2-1-1 San Diego  
Meg Storer, 2-1-1 San Diego  
Devin Ton, Feeding San Diego  
Lindsey Wade, Hospital Association of San Diego  
Stephanie Phann, Hospital Association of San Diego  
Perla Pace, Sharp HealthCare  
Violeta Aguirre, Scripps Health  
Anette Blatt, Scripps Health

1. Meeting called to order via WebEx at 9:34 by Vice Chair, Vino Pajanor.
2. The revised April 14, 2021 and May 12, 2021 Meeting Minutes were approved, with all Board Members present voting yes.
3. Public Comments:
  - No Public Comment
4. Presentation Item: County of San Diego Office of Equity and Racial Justice: Andrew Strong, Director, Office of Equity and Racial Justice. Mr. Strong was unable to attend and is rescheduled to present at the Social Services Advisory Board meeting on August 11, 2021.

5. Information Item: CalFresh and Medi-Cal Community Based Organization Application Referral Data: Rick Wanne, Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA). As requested during the May 12, 2021 meeting, Mr. Wanne presented Community Based Organization referral data for CalFresh and Medi-Cal applications retrieved from the public web portal, MyBenefits CalWIN. Mr. Wanne also presented SNAP and CalFresh Recipient Trends, used to track persons enrolled in California, and nationwide.
6. Presentation Item: 211 San Diego, CalFresh Outreach and Enrollment Overview: Bill York, President and CEO, 211 San Diego. Mr. York and Ms. Karla Samayoa presented an overview of 211 San Diego's history, CalFresh Process, 2021 Application Assistance data and challenges faced during large surges such as SSI and COVID.
7. Information Item: CalSAWS Overview and Program Updates: Assmaa Elayyat, Chief, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ms. Elayyat provided updates on CalFresh, Medi-Cal and CalWORKs flexibilities and waivers, producing a discussion and agreement on the drafting of a letter to the State regarding continuing the Interview Waiver. The CalSAWS Overview was rescheduled for the July 14, 2021 Social Services Advisory Board Meeting.
8. Discussion Item: SSAB Enrollment Ad Hoc Subcommittee: Anahid Brakke, Chair, Social Services Advisory Board. Ms. Brakke updated the SSAB on the upcoming resident listening sessions with Supervisor Lawson-Remer and disseminating surveys to various groups and focus groups. Ms. Brakke also provided updates on the timeline of hiring the consultant to assist the SSAB Ad Hoc Subcommittee along with the written and released RFP and potential stakeholder interest.
9. Action Item: Agenda Topics for the SSAB July 2021 meeting: Social Services Advisory Board Members. Agenda Topics are to be requested via e-mail and discussed with SSAB chair prior to the next Social Services Advisory Board meeting.

**ADJOURNMENT/SET NEXT MEETING:**

The meeting was adjourned at 11:27 a.m. Next regular meeting will be held on July 14, 2021 Via WebEx.



# ITEM #4 SSAB BYLAW AND MEMBERSHIP REVIEW

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*Anahid Brakke*

*SSAB Chair*





# ITEM #5 YOUTH ENGAGEMENT ON SSAB

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*Andrew Thompson*  
*Live Well Youth Sector*





# Item #6 CalSAWS Overview

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*California Statewide  
Automated Welfare System*





## STATEWIDE AUTOMATED WELFARE SYSTEMS

### \*CalWIN

- 18 Counties
- 6.4 million residents served
- 40% caseload

### C-IV

- 39 Counties
- 4.8 million residents served
- 30% caseload

### LRS

- LA County
- 4.5 million residents served
- 30% caseload

### CalSAWS

- 58 Counties
- 15.7 million residents served
- 100% caseload

\*San Diego is a  
CalWIN County



## ONLINE APPLICATION PORTALS

**MyBCW**

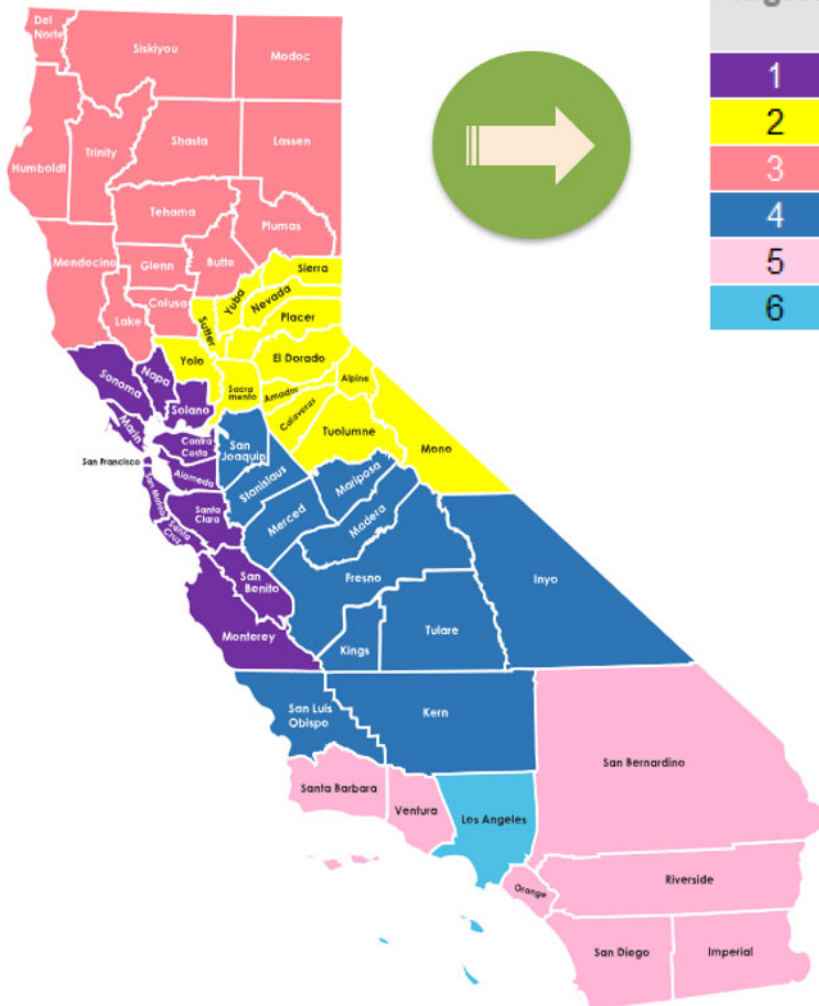
**C4Yourself**

**YBN**

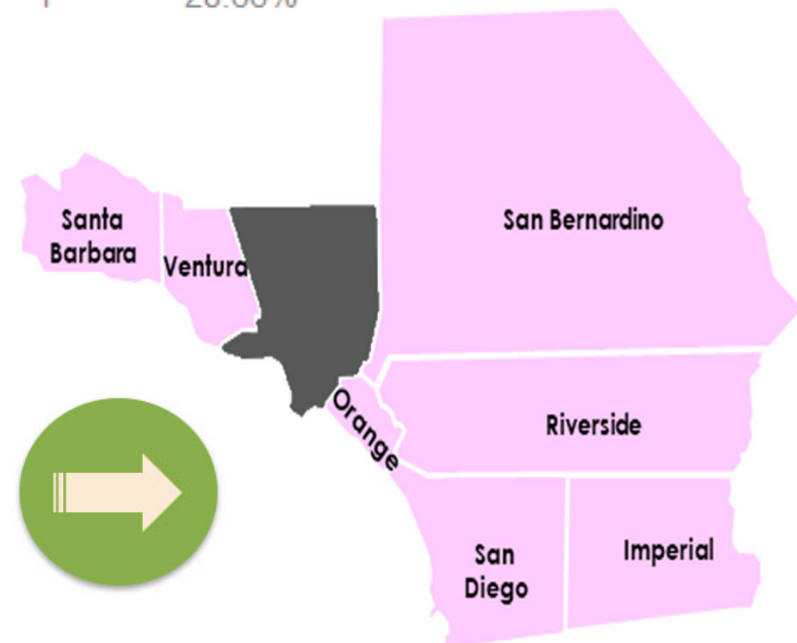
**BenefitsCal**



## REGIONS



| Region | Number of Counties | Population Percentage |
|--------|--------------------|-----------------------|
| 1      | 12                 | 15.12%                |
| 2      | 13                 | 6.49%                 |
| 3      | 14                 | 2.84%                 |
| 4      | 11                 | 16.35%                |
| 5      | 7                  | 30.53%                |
| 6      | 1                  | 28.66%                |

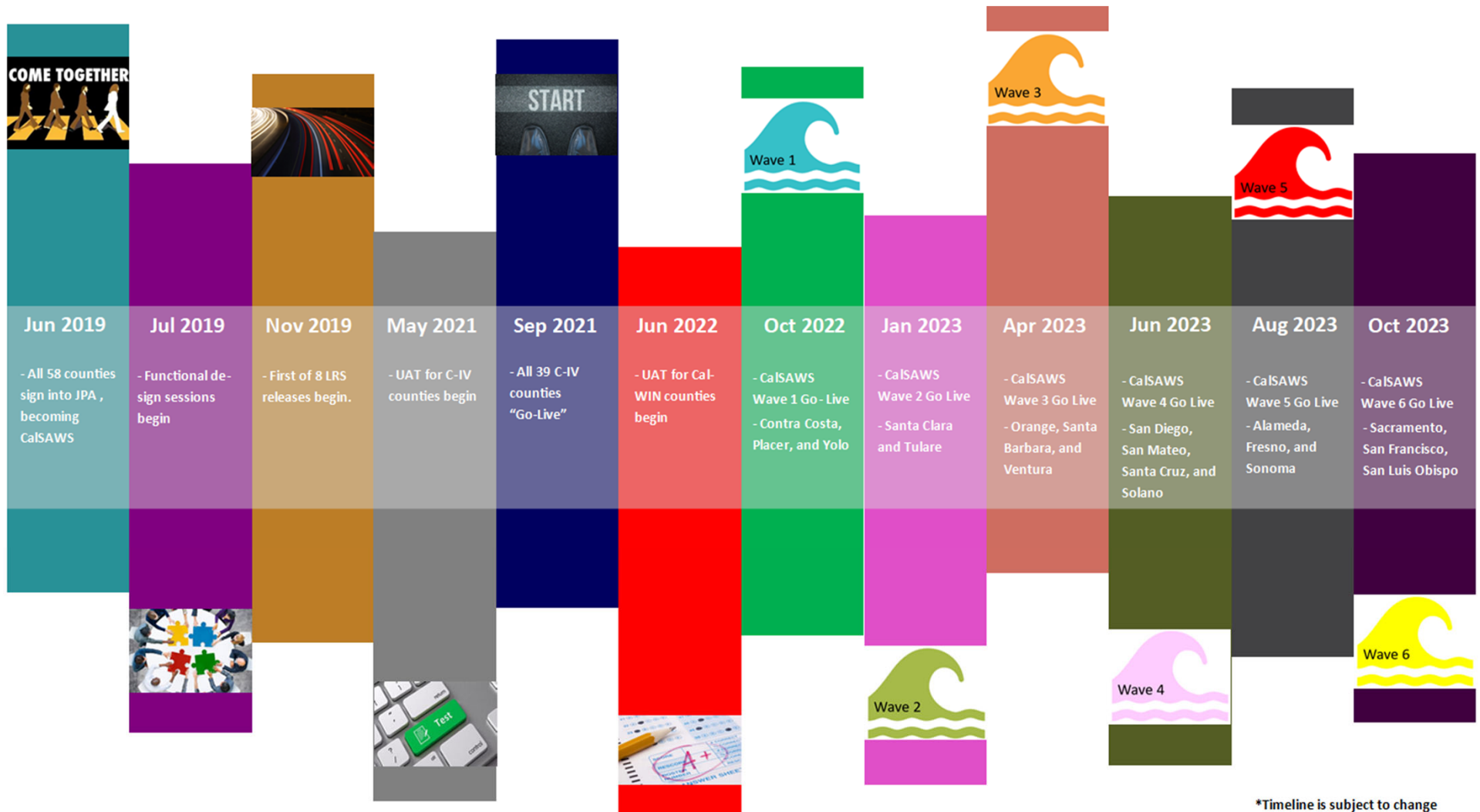


# BACKGROUND



LIVE WELL  
SAN DIEGO

## TIMELINE



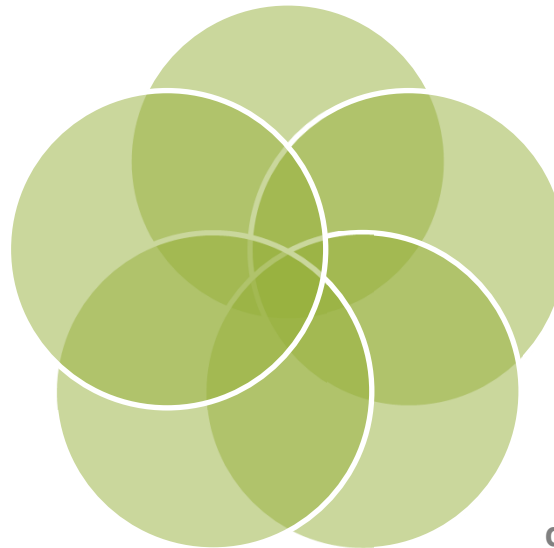
\*Timeline is subject to change

## STAKEHOLDER ENGAGEMENT

Resources and  
information available  
at [www.calsaws.org](http://www.calsaws.org)

CalSAWS videos

CalSAWS Buzz  
Newsletter



Joint Powers  
Authority (JPA) and  
Project Steering  
Committee (PSC)  
public meetings

CalSAWS  
documents, release  
schedule, updates

**CALSAWS**



**LIVE WELL  
SAN DIEGO**

**QUESTIONS**



# ITEM #7

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

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*Assmaa Elayyat*  
*Chief, Self-Sufficiency Services*





## PROGRAM FLEXIBILITIES & WAIVERS

### Current Flexibilities & Options

- COVID flexibility waivers approved through **December 31, 2021**, or 30 days after the public health emergency ends, whichever comes sooner
  - Initial application and recertification interview waivers
  - Telephonic and verbal signatures/attestation
  - Quality Control
- Able Bodied Adults Without Dependents – CA waiver extended through **June 30, 2022**
- Emergency Allotment – Approved for July, to be issued **August 8<sup>th</sup>**
- All households now receive a minimum allotment of \$95 monthly as of April



## PROGRAM FLEXIBILITIES & WAIVERS

- Consolidated Appropriations Act of 2021
  - Temporary student rule exemptions
  - Temporary 15% benefit increase for **January – September 2021**
  - Pandemic Unemployment Compensation (now exempt for CalFresh) – extended through **September 2021**
- Able Bodied Adults Without Dependents – CA waiver extended through **June 30, 2022**
- CDSS moving forward with CalFresh Quality Control (QC) efforts effective **July 2021**
- New Pandemic EBT (P-EBT) 2.0 campaign





## 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:
  - Initial application interview waiver
  - Telephonic/verbal signature on application
  - Flexibilities on identity and pregnancy verifications
- Pending CDSS guidance regarding other waiver and flexibility extensions
- Pandemic Unemployment Compensation (now exempt for CalWORKs)
- Golden State Grant Program
- Pandemic Emergency Assistance Fund payments - **\$640 one-time payment to CalWORKs families**
- End of P100 program
- Home Visiting Program Outreach



## EXPANDED SERVICES FOR FAMILIES

During the COVID-19 pandemic, many families have not been able to fully take advantage of the various services and supports offered through Employment Services. To better deliver essential supportive services to CalWORKs families, the following activities have been implemented:

- . Computer program
- . Housing Support Program expansion & outreach
- . Family Stabilization outreach



## 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

Public Health Emergency renewed throughout 2021 by Federal Administration, DHCS will provide a 60-day notice prior to ending it

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



## PROGRAM FLEXIBILITIES

- Quarterly reports have been eliminated for the unemployable population
- Monthly reports have been eliminated for employable population
- Intake interviews scheduled via phone
- New program revisions per Board of Supervisor approval:
  - Permanent online applications via My Benefits CalWIN
  - Removal of General Relief lien

# SELF-SUFFICIENCY SERVICES



## TELEWORK PERFORMANCE SUMMARY JUNE 2021

- Staff Telework
  - Feb 2020 – 30
  - June 2021 – 1,517
    - Permanent Telework – 1,103
- Daily Attendance
  - Feb 2020 – 85% of Staff Attendance
  - June 2021 – 88% of Staff Attendance
  - 3% Improvement in attendance
- Access Call Center
  - Feb 2020 – 140,000
  - June 2021 – 124,938
  - 0% increase in calls received
- Access Average Speed of Answer
  - Feb 2020 – 8 Minutes
  - June 2021 – :39 Seconds
  - 92% improvement in Average Speed of Answer
- Access Calls Abandoned
  - Feb 2020 – 13,430
  - June 2021 – 790
  - 94% Decrease in Abandoned Calls
- Applications Received
  - Feb 2020 – 30,310
  - June 2021 – 32,369
  - Total Apps Feb 2020 – June 2021: 604,158
- Applications Processed
  - Feb 2020 – 43,000
  - June 2021 – 42,569
  - All applications processed timely
- Increase in Total Recipients
  - Feb 2020 – June 2021 : 226,727
  - 22% increase in total recipients
- Benefits Issued Feb 2020 – June 2021:
  - All Programs: \$1,243,272,200
  - CalFresh: \$928,324,421
- Performance
  - CalFresh Accuracy Rate – 96%
- Customer Service Satisfaction Rate : 97%



## County of San Diego

### SOCIAL SERVICES ADVISORY BOARD

1255 IMPERIAL AVENUE, SUITE 400, SAN DIEGO, CALIFORNIA 92101  
TELEPHONE (619) 338-2932 FAX (619) 338-2870

July 6, 2021

Supervisor Nathan Fletcher, Chair  
Via Nick Macchione, Director, Health and Human Services Agency  
County Board of Supervisors  
1600 Pacific Highway  
Room 335  
San Diego, CA 92101

Dear Chair Fletcher,

During the COVID-19 Pandemic, San Diego County's Self-Sufficiency Services department was tasked with delivering critical and essential benefits and services to over a million San Diego County residents. To meet the high demand for record Medi-Cal and CalFresh application submission and caseload volumes, the State and Federal governments provided several waivers to counties to allow for more flexible and expedited case processing.

The various waivers in place include the ability to process CalFresh applications and annual recertifications without requiring interviews, as well as securing information telephonically for most programs rather than utilizing the traditional complex paper verification processes. The County was also able to shift the customer service delivery model to that of a primarily virtual one, allowing more phone and online service options to the community. These changes have been significant and were key to allowing the County to serve a high-volume of customers safely, timely, and efficiently during the COVID-19 Pandemic.

These various practices and flexibilities have facilitated more enrollment for vulnerable individuals and families into public safety net programs as quickly as possible. To continue making the necessary improvements for the community to quickly access services, the County would like to continue with the more expedited lobby and in-person service model utilized during the COVID-19 Pandemic on a more permanent basis.

Advocating the extension of program waivers and flexibilities on a permanent basis would help eliminate barriers that customers face, in addition to improving access to benefits more quickly. On behalf of the SSAB, I am writing to recommend that the San Diego County Board of Supervisors and its legislative lobbyists actively support any and all legislation allowing for the permanent or extended use of program waivers and flexibilities.

Respectfully,

Anahid Brakke  
Chair, Social Services Advisory Board

cc: Supervisor Nora Vargas, Vice Chair  
Supervisor Joel Anderson  
Supervisor Terra Lawson-Remer  
Supervisor Jim Desmond  
SSAB Board Members  
Rick Wanne, Director, Self-Sufficiency Services  
Alberto Banuelos, Assistant Director, Self-Sufficiency Services



# ITEM #8

## SSAB ENROLLMENT AD HOC SUBCOMMITTEE

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*Anahid Brakke, Chair, SSAB*







# MONTHLY UPDATES

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# ELIGIBILITY SERVICES BY THE NUMBERS...

July 2021 (Data Month: June 2021)

## PARTICIPANTS

- **CalFresh:** 331,975 recipients, down 5.53% from last year.
  - 120,197 child recipients (0-18), down 7.41% from last year.
  - 63,587 senior recipients (60+), up 10.13% from last year.
- **CalWORKs:** 37,173 recipients, down 16.58% from last year.
  - 29,467 child recipients (0-18), down 17.66% from last year.
  - Welfare-to-Work: 7,395 participants, down 3.66% from last year.
- **CMS:** 21 CMS recipients, up 5.00% from last year.
- **General Relief:** 2,400 recipients, down 53.23% from last year.
- **Medi-Cal:** 888,175 recipients, up 15.15% from last year.
  - 312,363 child recipients (0-18), up 8.54% from last year.

| Program        | Cases          | Recipients       | % Change in Recipients |               | Unduplicated Number of Recipients (June 2020-June 2021) |
|----------------|----------------|------------------|------------------------|---------------|---|
|                |                |                  | Previous Month         | Previous Year |   |
| CalFresh       | 187,291        | 331,975          | 0.22%                  | -5.53%        | 489,932   |
| CalWORKs       | 14,078         | 37,173           | 0.47%                  | -16.58%       | 56,232  |
| CMS            | 21             | 21               | 10.53%                 | 5.00%         | 85  |
| General Relief | 2,394          | 2,400            | 2.92%                  | -53.23%       | 8,606   |
| Medi-Cal       | 481,774        | 888,175          | 0.95%                  | 15.15%        | 932,702   |
| <b>Total</b>   | <b>685,558</b> | <b>1,259,744</b> | <b>0.75%</b>           | <b>7.45%</b>  | <b>1,035,836</b>  |

\*Recipients include 311,846 under ACA Medicaid Coverage Expansion.

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

## PROCESSING

| Applications Registered |               |                |
|-------------------------|---------------|----------------|
| Program                 | June 2021     | FYTD           |
| CalFresh                | 18,612        | 173,341        |
| CalWORKs                | 1,775         | 21,299         |
| CMS                     | 77            | 950            |
| General Relief          | 1,632         | 18,899         |
| Medi-Cal                | 10,273        | 146,537        |
| <b>Total</b>            | <b>32,369</b> | <b>361,026</b> |

| Renewals Generated |               |                |
|--------------------|---------------|----------------|
| Program            | June 2021     | FYTD           |
| CalFresh           | 3,331         | 96,790         |
| CalWORKs           | 851           | 16,378         |
| CMS                | 2             | 69             |
| General Relief     | 72            | 1,685          |
| Medi-Cal           | 37,031        | 407,536        |
| <b>Total</b>       | <b>41,287</b> | <b>522,458</b> |

| Periodic Reports Generated |               |                |
|----------------------------|---------------|----------------|
| Program                    | June 2021     | FYTD           |
| CalFresh                   | 17,257        | 195,985        |
| CalWORKs                   | 623           | 8,214          |
| General Relief             | 0             | 18,115         |
| Medi-Cal                   | 17            | 229            |
| <b>Total</b>               | <b>17,897</b> | <b>222,543</b> |

| Documents Imaged |           |
|------------------|-----------|
| June 2021        | FYTD      |
| 360,612          | 4,366,628 |

| Tasks Created |           |
|---------------|-----------|
| June 2021     | FYTD      |
| 354,299       | 4,257,266 |

## ACCESS CUSTOMER SERVICE CENTER

| Customer Service  |           |           |         |           |
|-------------------|-----------|-----------|---------|-----------|
| Month             | June 2020 | June 2021 | Change  | FYTD      |
| Total Calls       | 162,171   | 124,938   | -37,233 | 1,813,666 |
| Abandoned         | 2,754     | 790       | -1,964  | 41,639    |
| Average Wait Time | 1:18      | 0:17      | -1:01   | 1:48      |

| Community Based Organization (CBO) |           |           |        |        |
|------------------------------------|-----------|-----------|--------|--------|
| Month                              | June 2020 | June 2021 | Change | FYTD   |
| Total Calls                        | 5,255     | 4,680     | -575   | 56,042 |
| Abandoned                          | 60        | 44        | -16    | 737    |
| Average Wait Time                  | 1:23      | 0:39      | -0:44  | 1:12   |

| Emails Received |        |
|-----------------|--------|
| June 2021       | FYTD   |
| 3,501           | 53,251 |

## FAMILY RESOURCE CENTER VISITS

| Month                    | June 2020 | June 2021 | Change | FYTD    |
|--------------------------|-----------|-----------|--------|---------|
| Total Tickets Issued     | 30,439    | 32,345    | 6%     | 357,918 |
| Average Wait Time (min.) | (*)       | (*)       | N/A    |         |

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

## Processing Timeliness Applications, Periodic Reports, and Renewals

### CalFresh

- Regular Applications: State required days to disposition = 30 Days
  - San Diego = 11 Days
- Expedited Applications: State required days to disposition = 3 Days
  - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 97.52%
- Annual Renewal Timeliness = 99.96%

### CalWORKs

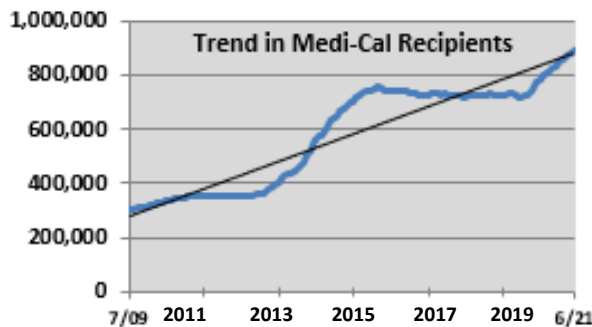
- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 17 Days
- Immediate Need: State required days to disposition = 1 Day
  - San Diego = 1 Days
- Semi-Annual Reporting Timeliness = 96.76%
- Annual Renewal Timeliness = 99.80%

### Medi-Cal

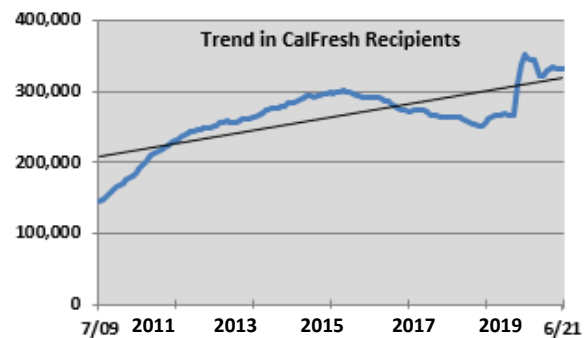
- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 18 Days
- Annual Renewal Timeliness = 99.84%

## Program Recipients Trend

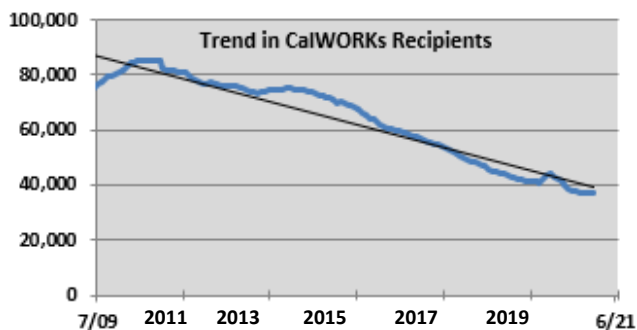
| Medi-Cal Recipients |           |          |
|---------------------|-----------|----------|
| FY Jul 09           | FY Jun 21 | 190%     |
| 306,194             | 888,175   | Increase |



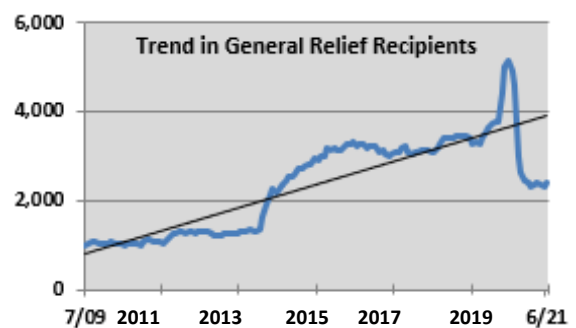
| CalFresh Recipients |           |          |
|---------------------|-----------|----------|
| FY Jul 09           | FY Jun 21 | 129%     |
| 145,114             | 331,975   | Increase |



| CalWORKs Recipients |           |          |
|---------------------|-----------|----------|
| FY Jul 09           | FY Jun 21 | -49%     |
| 73,277              | 37,173    | Decrease |



| General Relief Recipients |           |          |
|---------------------------|-----------|----------|
| FY Jul 09                 | FY Jun 21 | 144%     |
| 984                       | 2,400     | Increase |

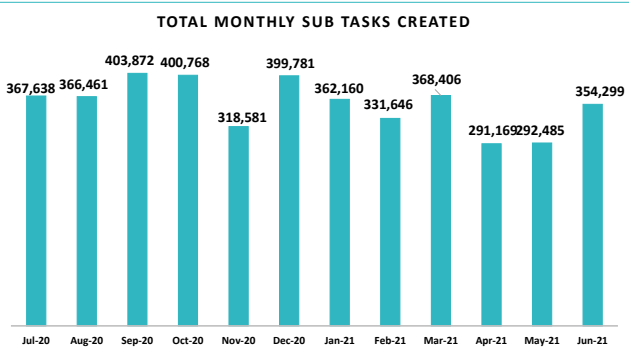


# Monthly Self-Sufficiency Services Performance Dashboard (FY 20/21)

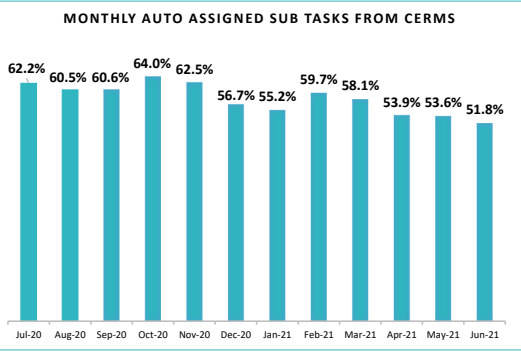
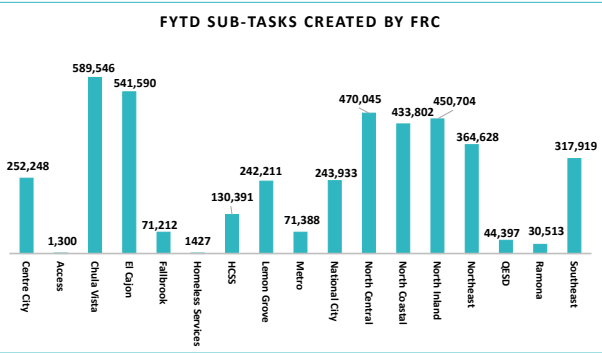
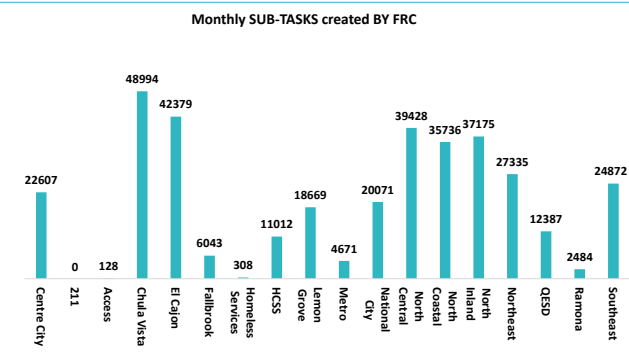
San Diego County

Data Month : June 2021

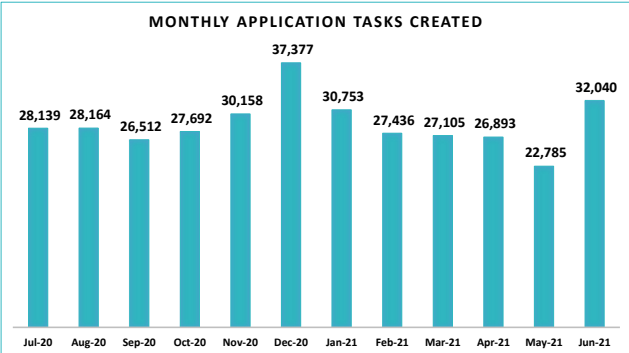
## Work Management System (WMS) Subtasks Created



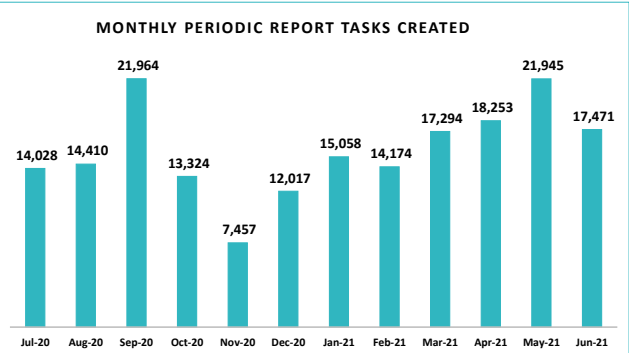
FYTD 4,257,266



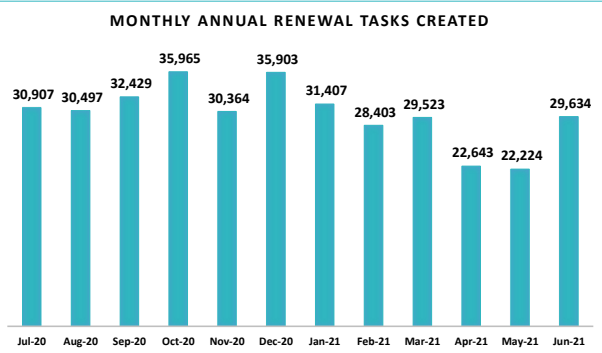
FYTD 58.2%



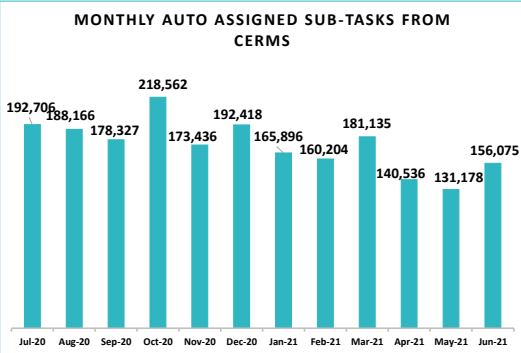
FYTD 345,054



FYTD 187,395

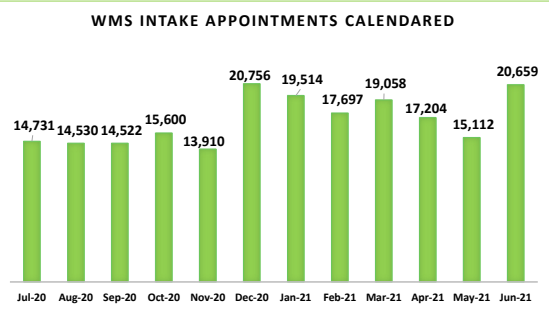


FYTD 359,899

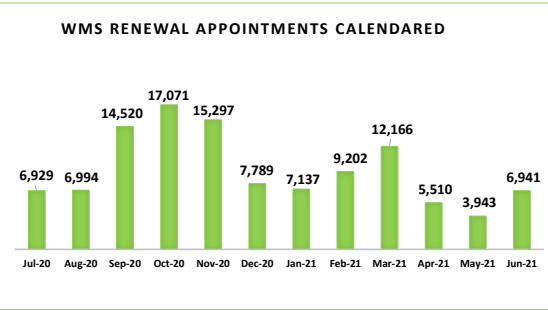


FYTD 2,078,639

## MONTHLY WMS CALENDARED APPOINTMENTS

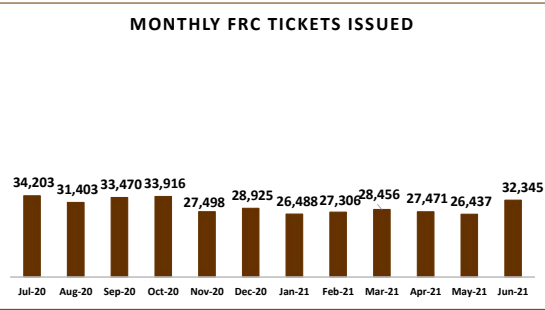


FYTD 203,293

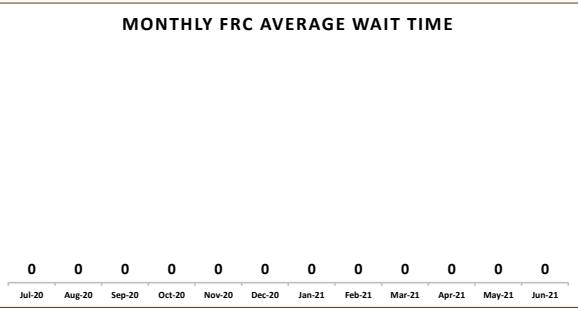


FYTD 113,499

## LOBBY MANAGEMENT



FYTD 357,918



\*Average time is not available

FYTD 0.00

CASE PROCESSING PERFORMANCE (CALWIN)

