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: 893 9291 6839
Join on your computer or mobile app:
https://us02web.zoom.us/j/89392916839

June 8, 2022
9:30 a.m. to 11:30 a.m.

AGENDA

9:30 - 9:31  1. Call to Order


   1) Find that there is a proclaimed State of Emergency
   2) Find that State and local officials have recommended measures to promote social distancing


PUBLIC COMMENTS

9:37 - 9:47  4. Guidelines for Public Comment on Items not listed on the agenda:

   ➢ 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


10:07 – 10:17  6. Discussion Item: Baby Formula Shortage: All SSAB Members

10:37 – 11:30  8. **Presentation Item:** First Quarterly Report on Plan to Implement SSAB Eligibility Task Force (ETF) Recommendations: Dr. Alberto Banuelos, Assistant Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA) and Assmaa Elayyat, Chief, Self-Sufficiency Services, Health and Human Services Agency (HHSA)

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**ADJOURNMENT/ NEXT MEETING**

Next regular meeting will be held on July 13, 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](https://www.sandiegocounty.gov/content/sdc/hhsa/programs/ssp/social_services_advisory_board.html)
1. Meeting called to order via Zoom at 9:32 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 April 13, 2022 Meeting Minutes were approved, with all Board Members present voting yes.

4. Public Comments:
   - No public comment

5. Presentation Item: FY 22/23 County of San Diego Proposed Op Plan/Budget: Ardee Apostol, Assistant Finance Director, Financial Services Division, Health and Human Services Agency (HHSA) Mr. Apostol presented economic updates, the CAO Recommended Budget for FY 21/22 and upcoming budget events, as it relates to all departments of HHSA, including additional staff positions.


8. 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, waivers, as well as a calendar of events for CalFresh Awareness Month. Ms. Elayyat also shared flyers to be distributed to those affected by the Medi-Cal expansion and 3 Board of Supervisors Letters in relation to State Legislation to advocate for 2 CalFresh Bills and 1 Medi-Cal Bill.

9. Discussion Item: Update on SSAB Eligibility Task Force (ETF) Recommendations: Anahid Brakke, Chair, Social Services Advisory Board. Mr. Banuelos shared an update on Self-Sufficiency Services’ commitment to present the implementation plan in regard to the SSAB Eligibility Task Force (ETF) Recommendations.

**ADJOURNMENT/SET NEXT MEETING:**
The meeting was adjourned at 11:30 a.m. Next regular meeting will be held on June 8, 2022.
ITEM #5
UPDATE ON LOCAL RESPONSE TO COVID-19 EMERGENCY FOR ALL PUBLIC ASSISTANCE PROGRAMS, WAIVERS, ENROLLMENT, SERVICE DELIVERY, DATA

Assmaa Elayyat
Chief, Self-Sufficiency Services
Current Flexibilities & Options

- The following waivers granted by the Food and Nutrition Services (FNS) have been extended:
  - Initial application and recertification interviews \textit{June 30\textsuperscript{th} 2022}
  - Telephonic signature \textit{June 30\textsuperscript{th} 2022}
  - Quality control face to face interviews \textit{June 30\textsuperscript{th} 2022}
  - Able Bodied Adults Without Dependents – CA waiver extended through \textit{June 30, 2023}
  - Reinstatement waiver extended from July 1, 2022 through June 30, 2027

- 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

- Emergency Allotments
  - Approved for May, to be issued June 19th
  - 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

- CFAP expansion to 55+ regardless of immigration status, implementation date TBD
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
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

Extended program flexibilities that remain in place permanently:

- Telephonic and verbal attestation and signature
- Flexible verification requirements

Public Health Emergency renewed through October 2022 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
POLICY CHANGES

- Postpartum Care Expansion:
  - Effective April 1, 2022
  - Expands Postpartum Care from 60 days to 1 year from the end of pregnancy

- Medi-Cal Older Adult Expansion:
  - Effective May 1, 2022
  - Expands full scope Medi-Cal to adults aged 50+ regardless of immigration status

- Property Limit Increase for Non-MAGI programs:
  - Effective July 1, 2022
  - Property limit for one person increases from $2,000 to $130,000
  - Property limit for two people increases from $3,000 to $195,000
  - Increase for each additional person goes from $150 per person to $65,000 per person

Note: State plan to eliminate the asset limit for Non-MAGI programs effective January 1, 2024 is still pending federal approval
ITEM #6 BABY FORMULA SHORTAGE

All SSAB Members
ITEM #7 NATIONAL REFUGEE MONTH

Albert Garcia, Chief, Self-Sufficiency Services
Ralph Enriquez, Director, Refugee and Immigrant Services, Catholic Charities Diocese of San Diego
Dennis Crosby, Program Manager, Afghan Support Investment Program (ASIP), Catholic Charities Diocese of San Diego
ITEM #8 FIRST QUARTERLY REPORT ON PLAN TO IMPLEMENT SSAB ELIGIBILITY TASK FORCE (ETF) RECOMMENDATIONS

Dr. Alberto Banuelos, Assistant Director, Self-Sufficiency Services
Assmaa Elayyat, Chief, Self-Sufficiency Services
June 15, 2022

TO: Supervisor Nathan Fletcher, Chair
    Supervisor Nora Vargas, Vice-Chair
    Supervisor Joel Anderson
    Supervisor Terra Lawson-Remer
    Supervisor Jim Desmond

FROM: Nick Macchione, Agency Director
      Health and Human Services Agency

FIRST QUARTERLY UPDATE ON THE SOCIAL SERVICES ADVISORY BOARD (SSAB) AD HOC ENROLLMENT TASK FORCE (TASK FORCE) TO INCREASE ACCESS AND ENROLLMENT IN COUNTY SELF-SUFFICIENCY PROGRAMS TO SERVE VERY COMMUNITY MEMBER IN NEED WITHOUT BARRIERS TO ENTRY

On April 6, 2021 (10), the San Diego County Board of Supervisors (Board) requested that the Social Services Advisory Board (SSAB) establish a temporary ad-hoc subcommittee called the Outreach, Accessibility, and Enrollment Ad-Hoc Task Force (Task Force) supported by a County contracted consultant to undertake a comprehensive review of enrollment barriers and plans to overcome these barriers for the County’s self-sufficiency programs. In addition, the Board requested the following:

- For the Task Force to obtain the input of local experts and advocates with knowledge of health and human services in outreach, analyzing, and increasing enrollment in self-sufficiency programs in California;
- For SSAB to provide a monthly status report to the Board describing the Task Force’s progress; and
- For SSAB to report the Task Force’s initial findings and final recommendations to the Board, the final recommendations were accepted by the Board at the March 15, 2022 Board of Supervisors meeting.

On March 15, 2022 (19) the Board of Supervisors accepted the final recommendations put forward by the SSAB Task Force’s County contracted consultant and the SSAB, and directed the Chief Administrative Officer to report back to the San Diego County Board of Supervisors quarterly on the progress of implementing the recommendations made by the County’s Consultant to the SSAB Task Force and the recommendations made by the SSAB Task Force. This memo serves as the first quarterly update since the March 15, 2020 Board action.
The Final Findings and Recommendations of the Task Force will enable the County to better understand the root causes of under-enrollment in its assistance programs and to develop new strategies that target San Diego County residents in all communities and ensure qualifying individuals and families are able to easily access available services and benefits, regardless of their race, ethnicity, national origin, religion, gender identity, and/or sexual orientation. To address this, the County has put together the following implementation plan to incorporate all the final recommendations. The below grid presents the order of priority of the recommendations from the Task Force:

<table>
<thead>
<tr>
<th>PRIORITY NUMBER</th>
<th>RECOMMENDATION</th>
<th>IMPLEMENTATION PLAN</th>
<th>IMPLEMENTATION DATE</th>
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<tbody>
<tr>
<td>1</td>
<td>Establish County and Community Based Organization (CBO) initiative to reduce denied applications – with emphasis on denials related to failure to provide verification.</td>
<td>Partner with CBO’s to create a communication strategy, oureaching to applicants with CBO partner support to reduce denials for failure to provide.</td>
<td>9/1/2022</td>
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<td>2</td>
<td>Create two-way communication channels so customers can easily ask follow-up questions about their case and check the status of their application.</td>
<td>Promote the use of customer web portal, e-mail and Access call center, to identify status of pending application or case.</td>
<td>9/1/2022</td>
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<td>3</td>
<td>Conduct refresher training for staff on alternatives to paper for verification and create desk guides.</td>
<td>Provide all Self-Sufficiency staff with refresher training, information, internal website resources, and desk-guides per Federal and State regulations and laws to promote use of alternative verification sources.</td>
<td>11/1/2022</td>
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<td>4</td>
<td>Expand and streamline video conferencing options for customers.</td>
<td>Work with CBO’s and other partners to identify centralized locations throughout County for customers to utilize video conferencing options.</td>
<td>12/1/2022</td>
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<td>5</td>
<td>Simplify redetermination paperwork and forms.</td>
<td>Work with County Office of Legislative Affairs and County Lobbyist to support changes to Federal and State legislation to simplify renewal paperwork and forms.</td>
<td>3/1/2023</td>
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<td>6</td>
<td>Improve the redetermination process for General Relief.</td>
<td>Review General Relief Program Guide and County administrative code to identify opportunities to improve General Relief renewal process and recommend Board of Supervisor approval action as needed.</td>
<td>12/1/2022</td>
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<td>7</td>
<td>Monitor workload ratios by Family Resource Center (FRC) on an ongoing basis.</td>
<td>Establish daily, weekly, and monthly workload tracking reports for all FRC’s, establish report distribution guidelines, provide supportive training on utilization.</td>
<td>12/1/2022</td>
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<tr>
<td>8</td>
<td>Hire more bilingual staff.</td>
<td>Work with County Human Resources to outreach, recruit, and retain certified bilingual staff in multiple languages. Utilize new employee recruitment strategies and platforms both inside and outside of San Diego County to attract additional bilingual staff.</td>
<td>7/1/2022</td>
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<tr>
<td>9</td>
<td>Procure improved translation services.</td>
<td>Work with County Department of Purchasing and Contracting to attract and contract with high quality, multi-capacity, translation service providers including but not limited to phone, in-person, and American Sign Language services.</td>
<td>8/1/2022</td>
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<td>10</td>
<td>Give CBO assisters and outreach workers access to a private, universalized customer and case manager dashboards or databases and data sharing agreements, so CBOs can check on application status themselves and assist customers with paperwork, appointments, and due date.</td>
<td>Work with County Counsel, privacy officer, and eligibility determination data system to identify pathways and opportunities to execute data sharing agreements with CBO’s and other partner organizations in order to support accessing customer data directly.</td>
<td>2/1/2023</td>
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<td>11</td>
<td>Address fears about public charge amongst customers living in mixed-status immigrant households.</td>
<td>Identify communication pathways with the 39 Health Equity zip-codes throughout San Diego County to educate, inform, and support the reduction of community and customer concerns regarding public charge impact on benefits. Advise elected officials throughout San Diego County of opportunities to educate their constituents on public charge and impact on benefits.</td>
<td>9/1/2022</td>
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<tr>
<td>12</td>
<td>Create desk guides for difficult forms HHSA cannot fix with examples of completed forms.</td>
<td>Work with the California Department of Social Services (CDSS) and Department of Health Care Services (DHCS), eligibility determination data system, and community and legal advocates to improve the quality, readability and clarity of all required statewide forms.</td>
<td>2/1/2023</td>
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<td>13</td>
<td>Adjust the training model to give trainees experience in an FRC earlier in the training so dropping out happens earlier in the process.</td>
<td>Work with County and HHSA Human Resources and the Eligibility Training Center to provide in person on the job training experience as early as possible in hiring and onboarding process.</td>
<td>10/1/2022</td>
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<td>14</td>
<td>Expand availability of County application assistance by increasing outstationed eligibility workers in high-impact locations.</td>
<td>Work with CBO’s, community and Live Well San Diego partner organizations, to identify additional outstation opportunities for eligibility staff throughout San Diego County.</td>
<td>12/1/2022</td>
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<tr>
<td>15</td>
<td>Review the compensation study for eligibility staff to make sure pay is commensurate with neighboring counties and the County of San Diego’s cost of living.</td>
<td>Work with County Labor Relations on collective bargaining labor negotiation process.</td>
<td>7/1/2022</td>
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<td>16</td>
<td>Leverage and expand partnerships with CBO’s that serve prioritized subgroups and are trusted messengers in those communities.</td>
<td>Expand and identify new partnerships with CBO’s that serve high impact communities in San Diego County, to leverage the trusted messengers in those communities.</td>
<td>1/1/2023</td>
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<td>17</td>
<td>Create digestible fact sheets and ensure availability in multiple languages.</td>
<td>Work with CBO’s and community partners to identify program specific fact sheets and information in multiple languages to reach hardest to serve communities in San Diego County.</td>
<td>10/1/2022</td>
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<td>18</td>
<td>The study team and SSAB encourage HHSA and the County Board of Supervisors to embrace the County’s deserved leadership role by advocating for meaningful program improvements at the State and Federal level that will enable local systems improvements. In particular, HHSA should advocate for the continued with the positive changes in service delivery created by the pandemic (e.g. eliminating interviews).</td>
<td>Work with County Office of Legislative Affairs and County Lobbyist to advocate for Federal and State law and regulation changes to support reducing barriers to improve the ease of enrollment in all public assistance programs.</td>
<td>7/1/2021</td>
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<td>19</td>
<td>Align County and CBO approaches to outreach with customer preferences.</td>
<td>Coordinate County approach to outreach with CBO’s, Live Well San Diego partners, CDSS and DHCS to align outreach communication strategies to resident preferences.</td>
<td>10/1/2022</td>
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<td>20</td>
<td>Conduct cross-program outreach using electronic communication channels.</td>
<td>Identify opportunities and use existing customer data to create outreach strategies to ensure all customers who are eligible to programs are enrolled in additional benefit programs.</td>
<td>12/1/2022</td>
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<td>21</td>
<td>Leverage and expand mobile outreach unit and interdisciplinary street outreach teams that include HHSA, CBO’s and police.</td>
<td>Work with the Office on Homelessness Solutions and Equitable Communities, community homeless providers, CBO’s, law enforcement, and other Live Well San Diego partners to increase the number of interdisciplinary mobile teams and strategize outreach to connect those experiencing homelessness to critically needed services.</td>
<td>8/1/2022</td>
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<tr>
<td>22</td>
<td>Streamline phone applications by replacing 211’s abbreviated rights and responsibilities approach.</td>
<td>Work with 211 to identify opportunities to streamline phone application process for Medi-Cal and CalFresh.</td>
<td>11/1/2022</td>
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<td>23</td>
<td>Continue the positive trend related to program churn in CalWORKs, CalFresh, and Medi-Cal.</td>
<td>Use data reporting dashboards, eligibility staff training, customer communication strategies, and advocate for Federal and State legislative and regulation changes to support reduction of churn in program enrollment.</td>
<td>7/1/2022</td>
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<td>24</td>
<td>Create an HHSA welcome packet with all of the information customers need to successfully continue their benefits.</td>
<td>Identify materials and resources to include with existing application packets for all programs to promote successful enrollment and retention in all programs.</td>
<td>11/1/2022</td>
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<td>25</td>
<td>Leverage best practices using behavioral economics principles for renewal reminders like HHSA’s text reminders and robocalls.</td>
<td>Utilize data analytics, customer enrollment information, and other data elements to increase electronic messaging to support successful application and continuous enrollment in all programs.</td>
<td>2/1/2023</td>
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<td>26</td>
<td>Explore new ways to motivate staff and create incentives for high performers.</td>
<td>Create opportunities and pathways for all Self-Sufficiency leadership to identify examples of exceptional customer service and utilize County’s existing employee recognition program to reward staff on a regular basis.</td>
<td>8/1/2022</td>
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<td>27</td>
<td>HHSA should continue collaboration and building trust with community partners through a lens of equity and inclusion.</td>
<td>Continue partnerships with County Office of Equity and Racial Justice along with the Office of Homeless Solutions and Equitable Communities to further identify opportunities, strategies, and pathways to deliver services through a lens of equity and inclusion.</td>
<td>1/1/2023</td>
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<td>28</td>
<td>HHSA should begin involving customers as advisors when improving the system.</td>
<td>Identify and explore opportunities to include customer input for improved system changes beyond existing customer satisfaction survey.</td>
<td>3/1/2023</td>
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For any questions, please contact: Rick Wanne at (858) 229-5273 or Richard.Wanne@sdcounty.ca.gov.

Respectfully,

NICK MACCHIONE, Agency Director
Health and Human Services Agency

c: Helen N. Robbins-Meyer, Chief Administrative Officer
Anahid Brakke, Social Services Advisory Board (SSAB) Chair
SSAB Members