

**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 |
| 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 May 11, 2022 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 – 10:07 | 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) |
| 10:07 – 10:17 | 6. Discussion Item: Baby Formula Shortage: All SSAB Members |
| 10:17 – 10:37 | 7. Information Item: National Refugee Month: Albert Garcia, Chief, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ralph Enriquez, Director, Refugee and Immigrant Services, Catholic Charities Diocese of San Diego and Dennis Crosby, Program Manager, Afghan Support Investment Program (ASIP), Catholic Charities Diocese of San Diego |

- 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)

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

**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: 822 9246 9122

Join on your computer or mobile app:

<https://us02web.zoom.us/j/82292469122>

**SSAB Meeting Minutes
May 11, 2022**

Members Present

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

Members Absent

Staff Present

Rick Wanne, Director Self-Sufficiency Services
Albert Banuelos, HHSA
Adriana Ramirez, HHSA
Allison Boyer, HHSA
Assmaa Elayyat, HHSA
Jeannie Hufford, HHSA
Ida Bell, HHSA
Albert Garcia, HHSA
Michael Schmidt, HHSA
Eric Rubio, HHSA
Yvonne Hose, HHSA
Darlene Beltran, HHSA
Brenda Vargas, HHSA
Yenissa Salgado, HHSA
Roxanne Hernandez, HHSA
David Hopkins, HHSA
Claudia Gurrola, HHSA
Nanette Hartley, HHSA
Patty Baker, HHSA
Ardee Apostol, HHSA
Maryneza Moraleja, HHSA
Ruth Martin, Board/Supervisors District 1
Victoria Floyd, Board/Supervisors District 2
Amanda Berry, Board/Supervisors District 3
Joshua Bohannon, Board/Supervisors District 4
Kyle Sand, San Diego County Counsel

Guests

Lindsey Wade, Hospital Association of San Diego
Ivonne Velazquez, Hospital Association of San Diego
Amanda Schultz Brochu, San Diego Hunger Coalition
Devin Ton, San Diego Hunger Coalition
Ashley Jeznach, San Diego Hunger Coalition
Mauricio Medina, San Diego Hunger Coalition
Jen Keyes, San Diego Hunger Coalition
Amanda Mascia, San Diego Hunger Coalition
Shelly Dieu, San Diego Hunger Coalition
Jack Dailey, Legal Aid Society of San Diego
Karla Samayoa, 2-1-1 San Diego
Luis Monteagudo, 2-1-1 San Diego

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.
6. Information Item: Board Letter – American Rescue Plan Act (ARPA) Program Funds Direct Stimulus Payments for Low-Income Program Families Disproportionately Impacted by COVID-19: Jeannie Hufford, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ms. Hufford presented and shared the Board Letter to the group for awareness, which will be presented on August 16, 2022.
7. Information Item: Board Letter – American Rescue Plan Act (ARPA) Program Funds Direct Stimulus Payments for Low-Income Immigrants Excluded from Federal and State Benefits: Jeannie Hufford, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ms. Hufford presented and shared an additional Board Letter to the group for awareness, which will be presented on August 16, 2022.
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





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 **June 30th 2022**
 - Telephonic signature **June 30th 2022**
 - Quality control face to face interviews **June 30th 2022**
 - Able Bodied Adults Without Dependents – CA waiver extended through **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**



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

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





County of San Diego

NICK MACCHIONE, FACHE
AGENCY DIRECTOR

HEALTH AND HUMAN SERVICES AGENCY
1600 PACIFIC HIGHWAY, ROOM 206, MAIL STOP P-501
SAN DIEGO, CA 92101-2417
(619) 515-6555 • FAX (619) 515-6556

PATTY KAY DANON
CHIEF OPERATIONS OFFICER

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:

PRIORITY NUMBER	RECOMMENDATION	IMPLEMENTATION PLAN	IMPLEMENTATION DATE
1	Establish County and Community Based Organization (CBO) initiative to reduce denied applications – with emphasis on denials related to failure to provide verification.	Partner with CBO's to create a communication strategy, outreaching to applicants with CBO partner support to reduce denials for failure to provide.	9/1/2022
2	Create two-way communication channels so customers can easily ask follow-up questions about their case and check the status of their application.	Promote the use of customer web portal, e-mail and Access call center, to identify status of pending application or case.	9/1/2022
3	Conduct refresher training for staff on alternatives to paper for verification and create desk guides.	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.	11/1/2022
4	Expand and streamline video conferencing options for customers.	Work with CBO's and other partners to identify centralized locations throughout County for customers to utilize video conference options.	12/1/2022
5	Simplify redetermination paperwork and forms.	Work with County Office of Legislative Affairs and County Lobbyist to support changes to Federal and State legislation to simplify renewal paperwork and forms.	3/1/2023

PRIORITY NUMBER	RECOMMENDATION	IMPLEMENTATION PLAN	IMPLEMENTATION DATE
6	Improve the redetermination process for General Relief.	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.	12/1/2022
7	Monitor workload ratios by Family Resource Center (FRC) on an ongoing basis.	Establish daily, weekly, and monthly workload tracking reports for all FRC's, establish report distribution guidelines, provide supportive training on utilization.	12/1/2022
8	Hire more bilingual staff.	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.	7/1/2022
9	Procure improved translation services.	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.	8/1/2022

PRIORITY NUMBER	RECOMMENDATION	IMPLEMENTATION PLAN	IMPLEMENTATION DATE
10	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.	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.	2/1/2023
11	Address fears about public charge amongst customers living in mixed-status immigrant households.	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.	9/1/2022
12	Create desk guides for difficult forms HHSA cannot fix with examples of completed forms.	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.	2/1/2023
13	Adjust the training model to give trainees experience in an FRC earlier in the training so dropping out happens earlier in the process.	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.	10/1/2022

PRIORITY NUMBER	RECOMMENDATION	IMPLEMENTATION PLAN	IMPLEMENTATION DATE
14	Expand availability of County application assistance by increasing outstationed eligibility workers in high-impact locations.	Work with CBO's, community and Live Well San Diego partner organizations, to identify additional outstation opportunities for eligibility staff throughout San Diego County.	12/1/2022
15	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.	Work with County Labor Relations on collective bargaining labor negotiation process.	7/1/2022
16	Leverage and expand partnerships with CBO's that serve prioritized subgroups and are trusted messengers in those communities.	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.	1/1/2023
17	Create digestible fact sheets and ensure availability in multiple languages.	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.	10/1/2022
18	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).	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.	7/1/2021

PRIORITY NUMBER	RECOMMENDATION	IMPLEMENTATION PLAN	IMPLEMENTATION DATE
19	Align County and CBO approaches to outreach with customer preferences.	Coordinate County approach to outreach with CBO's, Live Well San Diego partners, CDSS and DHCS to align outreach communication strategies to resident preferences.	10/1/2022
20	Conduct cross-program outreach using electronic communication channels.	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.	12/1/2022
21	Leverage and expand mobile outreach unit and inter-disciplinary street outreach teams that include HHSA, CBO's and police.	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.	8/1/2022
22	Streamline phone applications by replacing 211's abbreviated rights and responsibilities approach.	Work with 211 to identify opportunities to streamline phone application process for Medi-Cal and CalFresh.	11/1/2022
23	Continue the positive trend related to program churn in CalWORKs, CalFresh, and Medi-Cal.	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.	7/1/2022

PRIORITY NUMBER	RECOMMENDATION	IMPLEMENTATION PLAN	IMPLEMENTATION DATE
24	Create an HHSA welcome packet with all of the information customers need to successfully continue their benefits.	Identify materials and resources to include with existing application packets for all programs to promote successful enrollment and retention in all programs.	11/1/2022
25	Leverage best practices using behavioral economics principles for renewal reminders like HHSA's text reminders and robocalls.	Utilize data analytics, customer enrollment information, and other data elements to increase electronic messaging to support successful application and continuous enrollment in all programs.	2/1/2023
26	Explore new ways to motivate staff and create incentives for high performers.	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.	8/1/2022
27	HHSA should continue collaboration and building trust with community partners through a lens of equity and inclusion.	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.	1/1/2023
28	HHSA should begin involving customers as advisors when improving the system.	Identify and explore opportunities to include customer input for improved system changes beyond existing customer satisfaction survey.	3/1/2023

PRIORITY NUMBER	RECOMMENDATION	IMPLEMENTATION PLAN	IMPLEMENTATION DATE
29	HHSA would benefit from procuring organizational development support to help leadership promote the culture and procedural changes throughout the organization.	Work with County Human Resources and the Department of Purchasing and Contracts to develop procurement opportunities for organizational and leadership development to promote procedural changes throughout organization including expanding current contract with University of California Davis.	10/1/2022
30	Pursue with CDSS a demonstration of a simplified universal application paper packet that uses plain talk in multiple languages, gives applicants a clear explanation of what to expect in the process, and is supported by a mobile-friendly online application with easy-to-understand instructions.	Work with CDSS to identify opportunities to streamline the application process for all programs, work with County Office of Legislative Affairs and County Lobbyist to pursue Federal and State legislative changes to support reducing barriers and promote ease of enrollment.	3/1/2023

For any questions, please contact: Rick Wanne at (858) 229-5273 or Richard.Wanne@sdcountry.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