

**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): 177 248 8095**

**Meeting password: CmJzbCaa793**

**June 9, 2021**

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

<b>AGENDA</b>
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- |             |  |
|-------------|--|
| 9:30 - 9:31 | 1. Call to Order   |
| 9:32 - 9:33 | 2. Approval of April 14, 2021 Meeting Minutes and May 12, 2021 Meeting Minutes |

<b>PUBLIC COMMENTS</b>
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- |             |   |
|-------------|---|
| 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> |
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<b>PRESENTATIONS/DISCUSSION ITEMS</b>
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|-------------|--|
| 9:45-10:15  | 4. <b>Presentation Item:</b> County of San Diego Office of Equity and Racial Justice: Andrew Strong, Director, Office of Equity and Racial Justice   |
| 10:15-10:30 | 5. <b>Information Item:</b> CalFresh and Medi-Cal Community Based Organization Application Referral Data: Rick Wanne, Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA) |
| 10:30-10:55 | 6. <b>Presentation Item:</b> 211 San Diego, Outreach and Enrollment Overview: Bill York, President and CEO, 211 San Diego  |
| 10:55-11:15 | 7. <b>Information Item:</b> CalSAWS Overview and Program Updates: Assmaa Elayyat, Chief, Self-Sufficiency Services, Health and Human Services Agency (HHSA)  |
| 11:15-11:25 | 8. <b>Discussion Item:</b> SSAB Enrollment Ad Hoc Subcommittee: Anahid Brakke, Chair, Social Services Advisory Board   |
| 11:25-11:30 | 9. <b>Discussion Item:</b> Agenda Topics for the SSAB July 2021 meeting: Social Services Advisory Board Members  |

<b>ADJOURNMENT/ NEXT MEETING</b>
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Next regular meeting will be held on July 14, 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): 133 628 5964  
Meeting password: C6mjVtBS4x9**

**SSAB Meeting Minutes  
May 12, 2021**

**Members Present**

Jan Spencley  
Anahid Brakke  
Buck Martin  
James Floros  
Rachel Morineau  
Vino Pajanor  
Keara Pina  
Greg Anglea  
Carol Lewis

**Members Absent**

Gary Knight

**Staff Present**

Rick Wanne, Director Self-Sufficiency Services  
Albert Banuelos, HHSA  
Adriana Ramirez, 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  
Ardee Apostol, HHSA  
Kyle Sand, San Diego County Counsel

**Guests**

Devin Ton, Feeding San Diego  
Ivonne Velazquez, Hospital Association of San Diego  
Lindsey Wade, Hospital Association of San Diego  
Amanda Schultz Brochu, San Diego Hunger Coalition  
Mauricio Medina, San Diego Hunger Coalition  
Barbara Orozco-Valdivia, Blue Shield of California  
Luis Monteagudo, 2-1-1 San Diego  
Paul Downey, Serving Seniors  
Philip Thalheimer, San Diego Flight Training International  
Omar Calleros, San Ysidro School District

1. Meeting called to order via WebEx at 9:33 by Chair, Anahid Brakke.
2. The April 14, 2021 meeting minutes were not approved. Revised meeting minutes will be presented during June 9, 2021 meeting.
3. Public Comments:
  - No Public Comment
4. Recognition of Service, Prior SSAB Members: Anahid Brakke, Chair, Social Services Advisory Board. Ms. Brakke commended prior SSAB Members Omar Calleros, Paul Downey and Philip Thalheimer for their years of service on the Social Services Advisory Board. Mr. Wanne presented service awards for each.

5. Information Item: 21/22 County of San Diego Budget/Operational Plan: Ardee Apostol, Assistant Finance Director, Financial & Support 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: 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 a review of program flexibilities and waiver updates for CalFresh, Medi-Cal, and CalWORKs, as well as CalFresh Awareness Month's outreach events and the Self-Sufficiency Newsletter.
7. Information Item: Community Based Enrollment Assistance: Amanda Shultz Brochu, Vice President of Programs & Chief Programs Officer, San Diego Hunger Coalition. Ms. Schultz Brochu presented an overview of San Diego Hunger Coalition, the role of community based CalFresh application assistants, contracted partner expansion and the CalFresh Task Force.
8. Discussion Item: SSAB Enrollment Ad Hoc Subcommittee: Anahid Brakke, Chair, Social Services Advisory Board. Ms. Brakke updated the SSAB on the timeline in which a consultant's contract will be signed to assist the SSAB Ad Hoc Subcommittee, along with the SSAB report of findings to be submitted.
9. Action Item: Draft 2021 Strategic Goals for Discussion: Social Services Advisory Board Members. Assmaa Elayyat presented the Draft Strategic Goals and Objectives, including legislative advocacy ideas and outreach suggestions for 2021. Following SSAB Board Member discussion, a motion was made to adopt the Outreach items with additional goals. A vote was taken to confirm adoption of the Outreach items, with all members present voting yes.
10. Discussion Item: Agenda Topics for the SSAB June 2021 meeting: Social Services Advisory Board Members. Mr. Pajanor requested information on the healthcare realm of San Diego. Ms. Brakke requested additional topics to be e-mailed to her and Mr. Wanne.

**ADJOURNMENT/SET NEXT MEETING:**

The meeting was adjourned at 11:30 a.m. Next regular meeting will be held on June 9, 2021 Via WebEx.

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

**Held Via WebEx  
(470) 238-5742 US Toll  
Meeting number (access code): 133 405 8378  
Meeting password: ZVjMp6kM36E**

**SSAB Meeting Minutes  
April 14, 2021**

**Members Present**

Jan Spencley  
Anahid Brakke  
Buck Martin  
James Floros  
Gary Knight  
Rachel Morineau  
Vino Pajanor  
Keara Pina  
Greg Anglea

**Members Absent**

None

**Staff Present**

Rick Wanne, Director Self-Sufficiency Services  
Albert Banuelos, HHSA  
Adriana Ramirez, 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  
Kyle Sand, San Diego County Counsel

**Guests**

Brittany Boiko, Legal Aid Society of San Diego  
Greg Knoll, Legal Aid Society of San Diego  
Jack Dailey, Legal Aid Society of San Diego  
Devin Ton, Feeding San Diego  
Ivonne Velazquez, Hospital Association of San Diego  
Lindsey Wade, Hospital Association of San Diego  
Amanda Schultz Brochu, San Diego Hunger Coalition  
Violeta Aguirre, Scripps Health  
Hector Cruz, City of San Diego

1. Meeting called to order via WebEx at 9:32 by Chair, Anahid Brakke.
2. The March 10, 2021 meeting minutes were approved, with all Board Members present voting yes.
3. Public Comments:
  - Greg Knoll, Legal Aid Society of San Diego, commented on the recent Board of Supervisors letter on enrollment in relation to contributing their services to the Ad Hoc Committee.
  - Lindsey Wade, Hospital Association of San Diego, commented on offering their experience and recommendations for flexibilities and best practices to contribute to the Ad Hoc Committee.
  - Jack Dailey, Legal Aid Society of San Diego, commented on Public Charge and expressed interest in any opportunity to partner with the County of San Diego for outreach to immigrant communities.

4. Discussion Item: Review of Public Posting and Distribution of SSAB Agenda: Rick Wanne, Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Mr. Wanne presented the process in which the SSAB agenda items are requested, submitted to the Clerk of the Board to be posted at the County Administration Center, and uploaded onto the SSAB website, along with meeting materials and WebEx information.
5. Information Item: Update on Local Response to COVID19 Emergency for all Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data: Assmaa Elayyat, Chief, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ms. Elayyat provided a review of program flexibilities and waiver updates for CalFresh, Medi-Cal, CalWORKS and General Relief.
6. Discussion Item: Review of Public Charge Status and Stakeholder Communication Opportunities: Assmaa Elayyat, Chief, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ms. Elayyat provided an overview of Public Charge and shared a letter to staff regarding the recent updates impacting Self-Sufficiency Programs, along with a resource guide with helpful information and links to legal resources put together by the State of California which customers can be referred to regarding Public Charge. It was requested to have Public Charge be an ongoing topic for SSAB.
7. Discussion/Action Item: SSAB Enrollment Ad Hoc Subcommittee: Anahid Brakke, Chair, Social Services Advisory Board. Ms. Brakke explained the goals of the SSAB Ad Hoc Subcommittee in relation to the Enrollment Board Letter from Supervisor Lawson-Remer. Along with Ms. Brakke, fellow SSAB members Keara Pina, Greg Anglea and Jan Spencley volunteered to join. A vote to confirm the Ad Hoc Committee members was taken, with all Board Members present voting yes.
8. Action Item: Draft 2021 Strategic Goals for Discussion: Social Services Advisory Board Members. Assmaa Elayyat presented the Draft Strategic Goals and Objectives, including legislative advocacy ideas and outreach suggestions for 2021. Following SSAB Board Member discussion, a motion was made to adopt the Legislative Advocacy items, adding SB107 and the remaining Advocacy and Outreach items will be discussed and considered at the May SSAB meeting. A vote was taken to confirm adoption of the Legislative Advocacy items, with all members present voting yes.
9. Discussion Item: Agenda Topics for the SSAB May 2021 meeting: Social Services Advisory Board Members. The Board Members discussed potential topics for the upcoming meeting, including SSAB Meeting accessibility and translation services for the public, and a Chair request for a presentation from the County Office of Equity and Racial Justice.

**ADJOURNMENT/SET NEXT MEETING:**

The meeting was adjourned at 11:31 a.m. Next regular meeting will be held on May 12, 2021 Via WebEx.



# ITEM #5 CALFRESH AND MEDI-CAL COMMUNITY-BASED ORGANIZATION APPLICATION REFERRAL DATA

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*Rick Wanne, Director  
Self-Sufficiency Services*

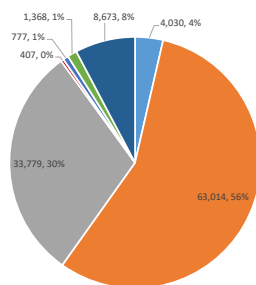


## Community Based Organizations CalFresh and Medi-CAL Referrals

7/2020-05/2021

CalFresh Application Referrals by Application Status																
CBO	HCSS Outstation Staff Y/N	Pending	Approved	Denied	Discontinued	Cancelled	Withdrawn	Blank*	Total							
Code for America - SD		3,165	4%	46,338	53%	28,052	32%	314	0%	583	1%	973	1%	7,491	9%	86,916
2-1-1 San Diego		607	3%	12,061	68%	4,003	23%	65	0%	115	1%	221	1%	709	4%	17,781
Family Health Centers of San Diego (FHCS)		56	4%	850	61%	351	25%	5	0%	13	1%	22	2%	94	7%	1,391
San Diego Food Bank	Y	25	3%	585	68%	137	16%	0		18	2%	42	5%	51	6%	858
Vista Community Clinic		19	3%	406	63%	175	27%	3	0%	5	1%	18	3%	23	4%	649
La Maestra Community Health Centers		37	5%	451	61%	167	23%	4	1%	6	1%	12	2%	62	8%	739
Scripps Health	Y	9	1%	437	66%	129	19%	4	1%	5	1%	15	2%	66	10%	665
Sharp Health	Y	13	3%	295	66%	79	18%	2	0%	6	1%	21	5%	34	8%	450
SSA Assisted - No Interview Required		10	2%	466	81%	58	10%	1	0%	5	1%	7	1%	26	5%	573
Neighborhood Health Care		11	4%	164	67%	47	19%	2	1%	1	0%	5	2%	16	7%	246
Chaldean Middle Eastern Social Services (SYHC)		1	1%	63	66%	28	29%	0		0		0		3	3%	95
North County Health Services (NCHS)		6	5%	58	47%	47	38%	1	1%	2	2%	4		5		123
Catholic Charities		5	3%	81	54%	45	30%	0		2	1%	4	3%	12	8%	149
Palomar Health	Y	2	4%	26	58%	13	29%	0		1	2%	0		3	7%	45
Bonita Family Resource Center		7	6%	57	52%	38	35%	0		0		2	2%	5	5%	109
Borrego Health		3	4%	34	50%	23	34%	0		1	1%	0		7	10%	68
Community Wellbeing San Diego		0		16	52%	7	23%	0		2	6%	1	3%	5	16%	31
Interfaith Community Services		3	5%	28	49%	10	18%	0		3	5%	0		13		57
Indian Health Council, Inc.		4	6%	52	78%	6	9%	0		0		0		5		67
UCSD Medical Center	Y	3	9%	18	55%	5	15%	0		1	3%	2	6%	4	12%	33
Access to Independence of San Diego, Inc		0		5	45%	5	45%	0		0		1	9%	0		11
Chula Vista Community Collaborative		1	3%	19	59%	11	34%	0		0		0		1	3%	32
Casa Familiar		2	5%	13	32%	13	32%	0		0		6	15%	7	17%	41
Alliance for African Assistance		1	5%	3	16%	8	42%	0		1	5%	1	5%	5	26%	19
San Diego Freedom Ranch		0		6	55%	2	18%	0		1	9%	0		2	18%	11
Tri City Medical Center	Y	0		8	80%	1	10%	0		0		0		1	10%	10
Union of Pan Asian Community		0		3	100%	0		0		0		0		0		3
Home Start - CalFresh Grant		1	20%	1	20%	2	40%	0		0		1	20%	0		5
Alvarado Hospital, LLC	Y	0		5	83%	0		0		0		0		1	17%	6
Community Research Foundation		0		3	75%	0		0		0		0		1	25%	4
San Diego Unified School District		0		3	100%	0		0		0		0		0		3
Paradise Valley Health	Y	0		2	100%	0		0		0		0		0		2
Mountain Health and Community Services		0		0		0		0		0		0		0		0
International Rescue Committee, Inc.		0		0		0		0		0		0		0		0
San Ysidro Health Center		0		0		1	100%	0		0		0		0		1
San Diego Regional Center		0		0		0		0		0		0		0		0
UC San Diego: The Hub Basic Needs Center		39	5%	456	53%	316	37%	6	1%	6	1%	10	1%	21	2%	854
Somali Bantu Association of America		0		1	100%	0		0		0		0		0		1
San Diegans for Healthcare Coverage		0		0		0		0		0		0		0		0
Feeding San Diego	Y	0		0		0		0		0		0		0		0
South Bay Community Services		0		0		0		0		0		0		0		0
Neighborhood Health Insurance Center		0		0		0		0		0		0		0		0
SDG CBO Test Account		0		0		0		0		0		0		0		0
San Diego Hunger Coalition		0		0		0		0		0		0		0		0
SAY San Diego		0		0		0		0		0		0		0		0
MAAC Project		0		0		0		0		0		0		0		0
Home Start Inc.		0		0		0		0		0		0		0		0
North County Lifeline		0		0		0		0		0		0		0		0
Community Resource Center		0		0		0		0		0		0		0		0
United Healthcare Community and State (UHCS)		0		0		0		0		0		0		0		0
San Diego Family Care		0		0		0		0		0		0		0		0
BAME Renaissance Community Development Corporation		0		0		0		0		0		0		0		0
Heartland House		0		0		0		0		0		0		0		0
Grand Care Health Services		0		0		0		0		0		0		0		0
San Diego County Office of Education		0		0		0		0		0		0		0		0
Borrego Community		0		0		0		0		0		0		0		0
San Diego Housing Commission		0		0		0		0		0		0		0		0
Associated Students, San Diego State University		0		0		0		0		0		0		0		0
UCSD - Case Management Services		0		0		0		0		0		0		0		0
McAlister Institute NC Women		0		0		0		0		0		0		0		0
CRF - Adelante		0		0		0		0		0		0		0		0
Veterans Village		0		0		0		0		0		0		0		0
VSD Victim Assistance Program (VAP)		0		0		0		0		0		0		0		0
Deaf Community Services of San Diego, Inc		0		0		0		0		0		0		0		0
Mountain Shadows Ancillary Services, Inc		0		0		0		0		0		0		0		0
Benefit Eligible Enrollment Assistance (BEEA)		0		0		0		0		0		0		0		0
Borrego Community Health Foundation		0		0		0		0		0		0		0		0
St Paul's Health Care Center for Seniors		0		0		0		0		0		0		0		0
Saint Paul Pace		0		0		0		0		0		0		0		0
Southern Indian Health Council, Inc		0		0		0		0		0		0		0		0
Village Square HealthCare Center		0		0		0		0		0		0		0		0
Clinica Internacional Buena Salud		0		0		0		0		0		0		0		0
New Alternatives Inc.-TYH		0		0		0		0		0		0		0		0
New Leaf Solutions		0		0		0		0		0		0		0		0
Adventure Point Early Learning Center		0		0		0		0		0		0		0		0
ATAP - Summercrest Social Services		0		0		0		0		0		0		0		0
Total		4,030	4%	63,014	56%	33,779	30%	407	0%	777	1%	1,368	1%	8,673	8%	112,048

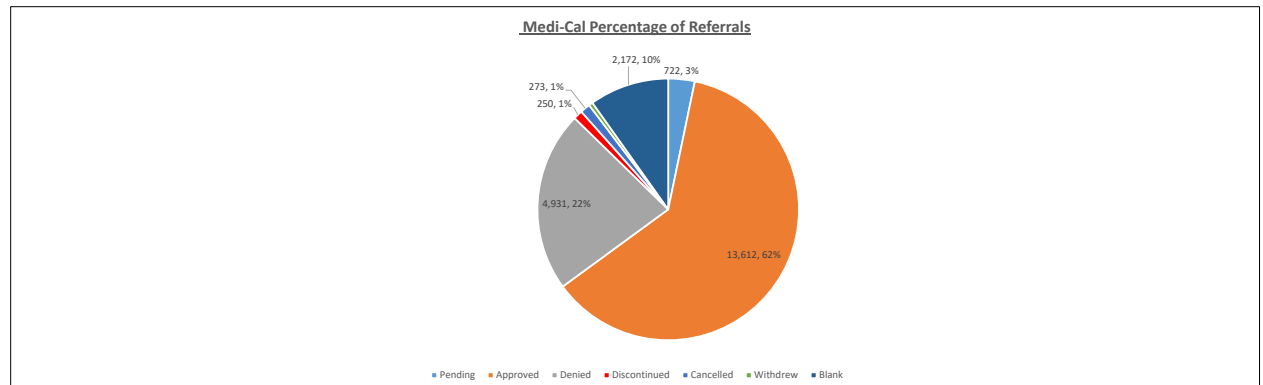
CalFresh Percentage of Referrals



■ Pending 
 ■ Approved 
 ■ Denied 
 ■ Discontinued 
 ■ Cancelled 
 ■ Withdrawn 
 ■ Blank



Medi-CAL Application Referrals by Application Status																
CBO	HCSS Outstation Staff Y/N	Pending		Approved		Denied		Discontinued		Cancelled		Withdrawn		Blank*		Total
2-1-1 San Diego		166	4%	2,044	51%	1,078	27%	70	2%	34	1%	35	1%	542	14%	3,969
Family Health Centers of San Diego (FHCS)		159	5%	2,102	60%	815	23%	50	1%	20	1%	8	0%	343	10%	3,497
Scripps Health	Y	69	2%	2,143	67%	602	19%	21	1%	62	2%	24	1%	290	9%	3,211
Sharp Health	Y	66	3%	1,651	67%	459	19%	16	1%	54	2%	22	1%	195	8%	2,463
Vista Community Clinic		39	2%	1,162	67%	368	21%	12	1%	19	1%	6	0%	116	7%	1,722
UCSD Medical Center	Y	32	2%	816	61%	339	25%	13	1%	23	2%	2	0%	111	8%	1,336
North County Health Services (NCHS)		30	3%	677	59%	322	28%	10	1%	16	1%	4	0%	93	8%	1,152
La Maestra Community Health Centers		43	5%	534	57%	223	24%	13	1%	6	1%	0		126	13%	945
Neighborhood Health Care		29	4%	561	70%	146	18%	9	1%	4	0%	1	0%	57	7%	807
Palomar Health	Y	26	3%	683	69%	185	19%	11	1%	13	1%	1	0%	77	8%	996
Tri City Medical Center	Y	9	1%	513	73%	119	19%	10	1%	9	1%	4	1%	37	5%	701
Paradise Valley Health	Y	18	4%	312	63%	86	19%	3	1%	6	1%	0		68	14%	493
Borrego Health		13	6%	121	53%	73	32%	6	3%	1	0%	0		14	6%	228
Indian Health Council, Inc.		1	1%	70	77%	7	8%	1	1%	0		0		12	13%	91
San Diego Regional Center		1	3%	25	64%	12	31%	1	3%	0		0		0		39
Bonita Family Resource Center		5	8%	26	41%	18	28%	1	2%	1	2%	2	3%	11	17%	64
Interfaith Community Services		0	11	25%		11	25%	0		1	2%	0		21	48%	44
San Diego Freedom Ranch		1	4%	22	79%	2	7%	0		1	4%	0		2	7%	28
San Diego Unified School District		0	20	74%	4	15%		0		0		0		3	11%	27
San Ysidro Health Center		7	9%	50	63%	16	20%	0		1	1%	0		5	6%	79
Alliance for African Assistance		1	6%	4	24%	7	41%	1	6%	1	6%	0		3	18%	17
Neighborhood Health Insurance Center		3	7%	6	34%	8	19%	0		0		0		25	60%	42
Chula Vista Community Collaborative		3	13%	12	50%	6	25%	0		1	4%	0		2	8%	24
Casa Familiar		0	10	48%	8	38%		0		0		0		3	14%	21
Alvarado Hospital, LLC	Y	0	30	58%	13	29%		0		0		0		9	17%	52
Community Research Foundation		0	1	20%	1	20%		0		0		0		3	60%	5
Community Wellbeing San Diego		0	0					1	33%	0		0		2	67%	3
Catholic Charities		0	1	33%	1	33%	1	33%		0		0		0		3
Home Start - CalFresh Grant		1	13%	4	50%	2	25%	0		0		0		1	13%	8
Union of Pan Asian Community		0	1	100%	0	0		0		0		0		0		1
Somali Bantu Association of America		0	0	0	0	0		0		0		0		1	100%	1
Mountain Health and Community Services		0	0	0	0	0		0		0		0		0		0
South Bay Community Services		0	0	0	0	0		0		0		0		0		0
International Rescue Committee, Inc.		0	0	0	0	0		0		0		0		0		0
SDG CBO Test Account		0	0	0	0	0		0		0		0		0		0
Code for America - SD		0	0	0	0	0		0		0		0		0		0
Feeding San Diego	Y	0	0	0	0	0		0		0		0		0		0
San Diegans for Healthcare Coverage		0	0	0	0	0		0		0		0		0		0
San Diego Food Bank	Y	0	0	0	0	0		0		0		0		0		0
Chaldean Middle Eastern Social Services (SYHC)		0	0	0	0	0		0		0		0		0		0
Access to Independence of San Diego, Inc		0	0	0	0	0		0		0		0		0		0
SSA Assisted - No Interview Required		0	0	0	0	0		0		0		0		0		0
San Diego Hunger Coalition		0	0	0	0	0		0		0		0		0		0
SAY San Diego		0	0	0	0	0		0		0		0		0		0
MAAC Project		0	0	0	0	0		0		0		0		0		0
Home Start Inc.		0	0	0	0	0		0		0		0		0		0
North County Lifeline		0	0	0	0	0		0		0		0		0		0
Community Resource Center		0	0	0	0	0		0		0		0		0		0
United Healthcare Community and State (UHCS)		0	0	0	0	0		0		0		0		0		0
San Diego Family Care		0	0	0	0	0		0		0		0		0		0
BAME Renaissance Community Development Corporation		0	0	0	0	0		0		0		0		0		0
Heartland House		0	0	0	0	0		0		0		0		0		0
Grand Care Health Services		0	0	0	0	0		0		0		0		0		0
San Diego County Office of Education		0	0	0	0	0		0		0		0		0		0
Borrego Community		0	0	0	0	0		0		0		0		0		0
San Diego Housing Commission		0	0	0	0	0		0		0		0		0		0
Associated Students, San Diego State University		0	0	0	0	0		0		0		0		0		0
UCSD - Case Management Services		0	0	0	0	0		0		0		0		0		0
McAlister Institute NC Women		0	0	0	0	0		0		0		0		0		0
CRF - Adelante		0	0	0	0	0		0		0		0		0		0
Veterans Village		0	0	0	0	0		0		0		0		0		0
VSD Victim Assistance Program (VAP)		0	0	0	0	0		0		0		0		0		0
Deaf Community Services of San Diego, Inc		0	0	0	0	0		0		0		0		0		0
Mountain Shadows Ancillary Services, Inc		0	0	0	0	0		0		0		0		0		0
Benefit Eligible Enrollment Assistance (BEEA)		0	0	0	0	0		0		0		0		0		0
Borrego Community Health Foundation		0	0	0	0	0		0		0		0		0		0
St Paul's Health Care Center for Seniors		0	0	0	0	0		0		0		0		0		0
Saint Paul Place		0	0	0	0	0		0		0		0		0		0
Southern Indian Health Council, Inc		0	0	0	0	0		0		0		0		0		0
Village Square HealthCare Center		0	0	0	0	0		0		0		0		0		0
Clinica Internacional Buena Salud		0	0	0	0	0		0		0		0		0		0
New Alternatives Inc.-TYH		0	0	0	0	0		0		0		0		0		0
New Leaf Solutions		0	0	0	0	0		0		0		0		0		0
Adventure Point Early Learning Center		0	0	0	0	0		0		0		0		0		0
ATAP - Summercrest Social Services		0	0	0	0	0		0		0		0		0		0
Total		722	3%	13,612	62%	4,931	22%	250	1%	273	1%	109	0%	2,172	10%	22,069





# Community Based Organizations CalFresh and Medi-CAL Referrals

7/2020-05/2021

CalFresh Application Referrals by Application Status		
CBO	Total	
Code for America - SD	86,916	
2-1-1 San Diego	17,781	
Family Health Centers of San Diego (FHCS)	1,391	
San Diego Food Bank	858	
Vista Community Clinic	649	
La Maestra Community Health Centers	739	
Scripps Health	665	
UC San Diego: The Hub Basic Needs Center	854	
Sharp Health	450	
SSA Assisted - No Interview Required	573	
Neighborhood Health Care	246	
Chaldean Middle Eastern Social Services (SYHC)	95	
North County Health Services (NCHS)	123	
Catholic Charities	149	
Palomar Health	45	
Bonita Family Resource Center	109	
Borrego Health	68	
Community Wellbeing San Diego	31	
Interfaith Community Services	57	
Indian Health Council, Inc.	67	
UCSD Medical Center	33	
Access to Independence of San Diego, Inc	11	
Chula Vista Community Collaborative	32	
Casa Familiar	41	
Alliance for African Assistance	19	
San Diego Freedom Ranch	11	
Tri City Medical Center	10	
Union of Pan Asian Community	3	
Home Start - CalFresh Grant	5	
Alvarado Hospital, LLC	6	
Community Research Foundation	4	
San Diego Unified School District	3	
Paradise Valley Health	2	
Somali Bantu Association of America	1	
Mountain Health and Community Services	0	
International Rescue Committee, Inc.	0	
San Ysidro Health Center	1	
San Diego Regional Center	0	
San Diegans for Healthcare Coverage	0	
Feeding San Diego	0	
South Bay Community Services	0	
Neighborhood Health Insurance Center	0	
SDG CBO Test Account	0	
San Diego Hunger Coalition	0	
SAY San Diego	0	
MAAC Project	0	
Home Start Inc.	0	
North County Lifeline	0	
Community Resource Center	0	
United Healthcare Community and State (UHCS)	0	
San Diego Family Care	0	
BAME Renaissance Community Development Corporation	0	
Heartland House	0	
Grand Care Health Services	0	
San Diego County Office of Education	0	
Borrego Community	0	
San Diego Housing Commission	0	
Associated Students, San Diego State University	0	
UCSD - Case Management Services	0	
McAlister Institute NC Women	0	
CRF - Adelante	0	
Veterans Village	0	
VSD Victim Assistance Program (VAP)	0	
Deaf Community Services of San Diego, Inc	0	
Mountain Shadows Ancillary Services, Inc	0	
Benefit Eligible Enrollment Assistance (BEEA)	0	
Borrego Community Health Foundation	0	
St Paul's Health Care Center for Seniors	0	
Saint Paul Pace	0	
Southern Indian Health Council, Inc	0	
Village Square HealthCare Center	0	
Clinica Internacional Buena Salud	0	
New Alternatives Inc.-TYH	0	
New Leaf Solutions	0	
Adventure Point Early Learning Center	0	
ATAP - Summercrest Social Services	0	
Total	112,048	





# Community Based Organizations CalFresh and Medi-CAL Referrals

7/2020-05/2021

Medi-CAL Application Referrals by Application Status		
CBO	Total	
2-1-1 San Diego	3,969	
Family Health Centers of San Diego (FHCSO)	3,497	
Scripps Health	3,211	
Sharp Health	2,463	
Vista Community Clinic	1,722	
UCSD Medical Center	1,336	
North County Health Services (NCHS)	1,152	
La Maestra Community Health Centers	945	
Neighborhood Health Care	807	
Palomar Health	996	
Tri City Medical Center	701	
Paradise Valley Health	493	
Borrego Health	228	
Indian Health Council, Inc.	91	
San Diego Regional Center	39	
Bonita Family Resource Center	64	
Interfaith Community Services	44	
San Diego Freedom Ranch	28	
San Diego Unified School District	27	
San Ysidro Health Center	79	
Alliance for African Assistance	17	
Neighborhood Health Insurance Center	42	
Chula Vista Community Collaborative	24	
Casa Familiar	21	
Alvarado Hospital, LLC	52	
Community Research Foundation	5	
Community Wellbeing San Diego	3	
Catholic Charities	3	
Home Start - CalFresh Grant	8	
Union of Pan Asian Community	1	
Somali Bantu Association of America	1	
Mountain Health and Community Services	0	
South Bay Community Services	0	
International Rescue Committee, Inc.	0	
SDG CBO Test Account	0	
Code for America - SD	0	
Feeding San Diego	0	
San Diegans for Healthcare Coverage	0	
San Diego Food Bank	0	
Chaldean Middle Eastern Social Services (SYHC)	0	
Access to Independence of San Diego, Inc	0	
SSA Assisted - No Interview Required	0	
San Diego Hunger Coalition	0	
SAY San Diego	0	
MAAC Project	0	
Home Start Inc.	0	
North County Lifeline	0	
Community Resource Center	0	
United Healthcare Community and State (UHCS)	0	
San Diego Family Care	0	
BAME Renaissance Community Development Corporation	0	
Heartland House	0	
Grand Care Health Services	0	
San Diego County Office of Education	0	
Borrego Community	0	
San Diego Housing Commission	0	
Associated Students, San Diego State University	0	
UCSD - Case Management Services	0	
McAllister Institute NC Women	0	
CRF - Adelante	0	
Veterans Village	0	
VSD Victim Assistance Program (VAP)	0	
Deaf Community Services of San Diego, Inc	0	
Mountain Shadows Ancillary Services, Inc.	0	
Benefit Eligible Enrollment Assistance (BEEA)	0	
Borrego Community Health Foundation	0	
St Paul's Health Care Center for Seniors	0	
Saint Paul Pace	0	
Southern Indian Health Council, Inc	0	
Village Square HealthCare Center	0	
Clinica International Buena Salud	0	
New Alternatives Inc.-TYH	0	
New Leaf Solutions	0	
Adventure Point Early Learning Center	0	
ATAP - Summercrest Social Services	0	
Total	22,069	

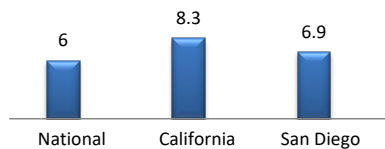


## SNAP & CalFresh Recipient Trends

Number of Recipients

	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16		
<b>National</b>	45,415,445	45,368,265	45,453,871	45,188,751	44,852,347	44,382,926	44,344,214	43,570,968	43,478,198	43,370,740	43,369,684	43,625,286		
<b>California</b>	4,489,067	4,488,298	4,470,592	4,464,072	4,431,693	4,412,595	4,415,861	4,369,411	4,350,990	4,335,244	4,304,439	4,314,186		
<b>San Diego</b>	299,677	299,740	300,725	300,214	299,928	296,023	295,124	293,838	292,284	292,247	292,643	291,588		
	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17		
<b>National</b>	43,493,667	43,215,557	43,193,205	42,964,051	42,715,121	42,263,361	41,970,417	41,616,233	41,496,255	41,310,785	41,203,721	41,321,480		
<b>California</b>	4,246,095	4,276,281	4,274,537	4,242,983	4,212,342	4,172,617	4,163,868	4,117,494	4,104,105	4,093,488	4,065,856	4,085,865		
<b>San Diego</b>	291,649	290,858	289,540	289,920	285,684	281,029	278,506	276,915	273,451	272,837	272,390	271,391		
	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18		
<b>National</b>	42,048,425	45,641,674	41,658,868	41,324,904	40,739,084	40,032,131	40,083,954	39,604,428	39,329,356	39,344,449	38,934,197	38,845,997		
<b>California</b>	4,085,151	4,085,645	4,068,930	4,069,769	4,047,685	4,008,084	4,024,010	3,982,108	3,965,204	3,936,654	3,912,714	3,913,055		
<b>San Diego</b>	273,035	273,160	273,625	272,708	271,112	267,346	265,997	265,991	264,539	264,338	262,784	263,922		
	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19		
<b>National</b>	38,577,141	38,515,253	38,230,053	37,911,631	38,138,664	38,138,664	36,302,242	35,993,281	35,907,656	36,029,506	36,285,397	36,401,408		
<b>California</b>	3,887,014	3,870,534	3,834,902	3,810,381	3,805,424	3,805,424	3,713,761	3,659,435	3,672,150	3,823,148	3,938,253	4,021,095		
<b>San Diego</b>	263,157	262,510	261,301	259,579	256,657	254,360	253,303	251,093	250,878	257,336	261,971	264,727		
	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20		
<b>National</b>	36,322,055	36,406,681	36,223,717	37,243,841	37,106,986	36,804,239	37,347,458	42,995,224	42,754,725	43,023,959	42,868,766	42,481,339		
<b>California</b>	4,051,626	4,073,801	4,075,278	4,092,323	4,075,962	4,038,939	4,073,576	4,487,411	4,727,883	4,840,876	4,657,367	4,640,393		
<b>San Diego</b>	265,274	266,478	266,558	267,806	265,906	266,261	266,495	309,284	337,320	351,402	346,267	345,582		
	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Net Change	% Increase/Decrease from Sept 2015
<b>National</b>	42,917,341	41,979,521	41,447,195	41,186,646	41,950,705	42,030,396	No Data	No Data					-3,385,049	-7%
<b>California</b>	4,666,504	4,509,104	4,383,799	4,355,092	4,296,576	No Data	No Data	No Data					-192,491	-4%
<b>San Diego</b>	344,100	330,024	321,868	322,252	328,177	332,597	334,771	331,539					31,862	11%

March 2021 Unemployment Rates



Source for California: CDSS - DFA 256 Food Stamp Program Participation and Benefit Issuance Report - Fiscal Year 2020-21 (Latest Available Month Jan 2021)

Source for National: FNS - National and or State Level Monthly and/or Annual Data: State Level Participation & Benefits (Feb 2021 data as of May 7, 2021)

Source for San Diego: CalWIN - Eligibility by the Numbers Management Report May 2021 Report (Apr 2021)

Unemployment Rates- Bureau of Labor



# ITEM #6 211 SAN DIEGO, OUTREACH AND ENROLLMENT OVERVIEW

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*Bill York, President and CEO*

*211 San Diego*





# ITEM #7 CALSAWS OVERVIEW AND PROGRAM UPDATES

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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 June, to be issued **July 18<sup>th</sup>**
- All households now receive a minimum allotment of \$95 monthly as of April

## EXPIRING WAIVERS AND FLEXIBILITIES

- Several CalWORKs flexibilities are set to expire in **June 2021**
- The California Department of Social Services (CDSS) is currently assessing these flexibilities to determine how/if they will be extended
- Self-Sufficiency Services will continue utilizing the waiver flexibilities until state guidance is provided





## 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**



# Item #7 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**

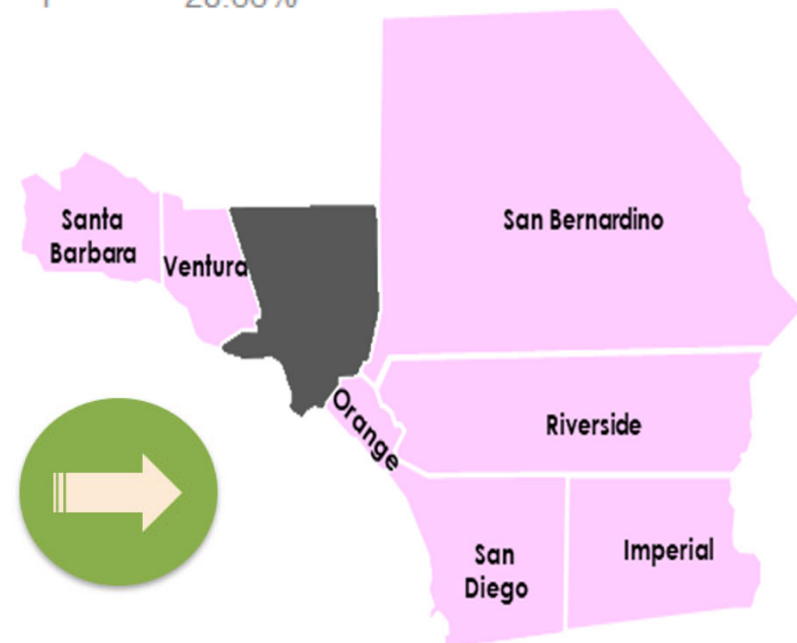
**BenefitsCal**



## 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%

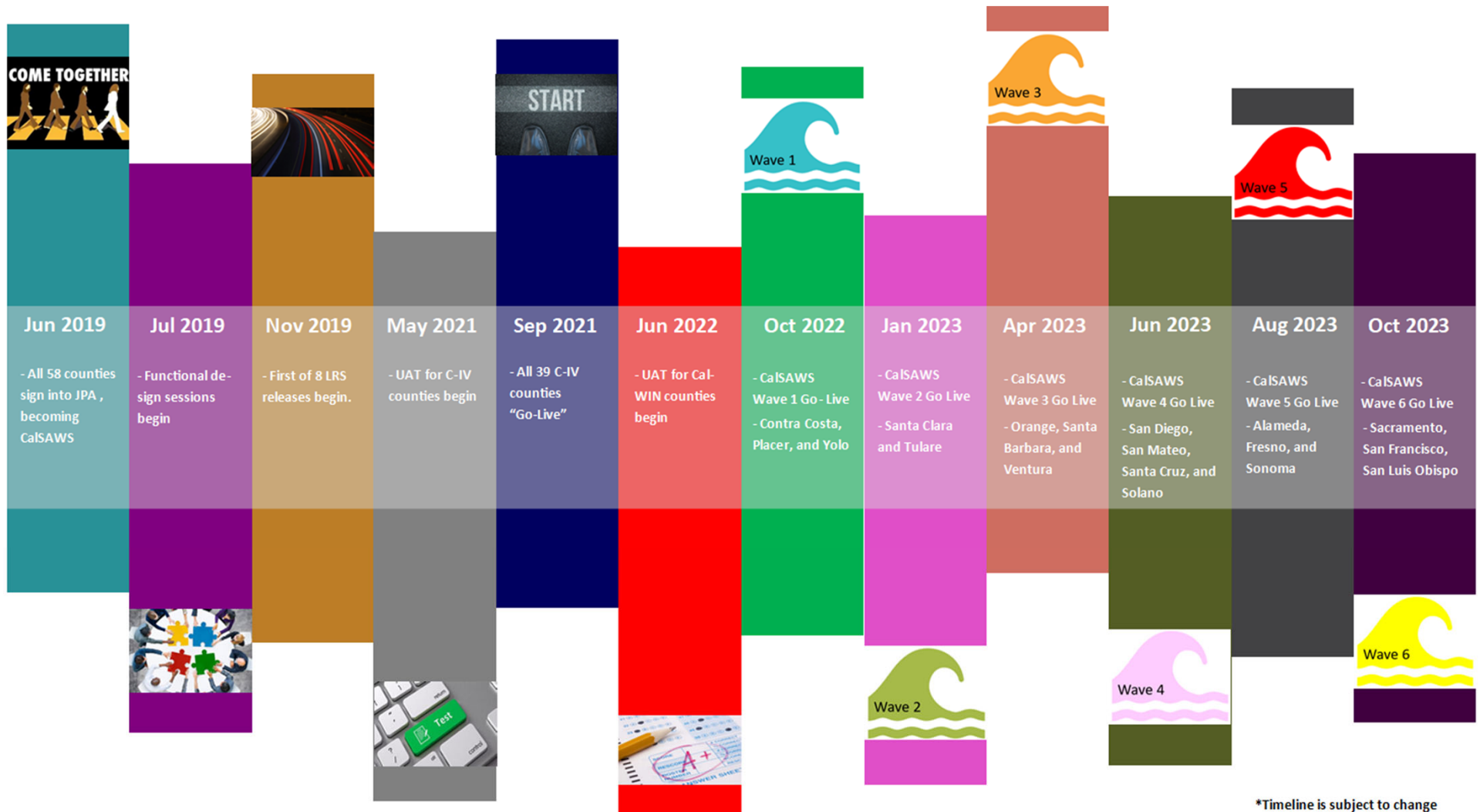


# BACKGROUND



LIVE WELL  
SAN DIEGO

## TIMELINE



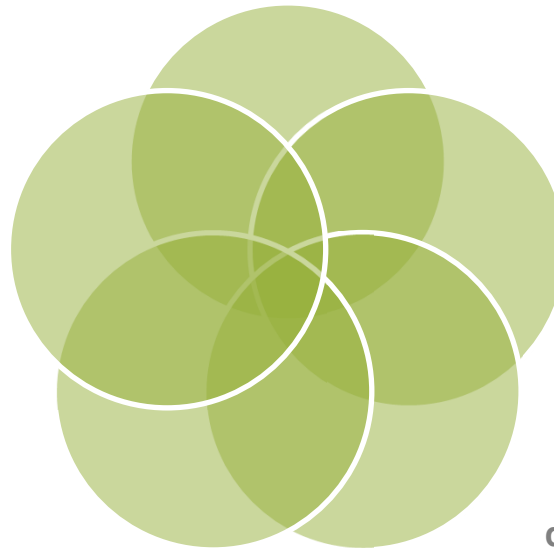
\*Timeline is subject to change

## 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 #8

## SSAB ENROLLMENT AD HOC SUBCOMMITTEE

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*Anahid Brakke, Chair, SSAB*





# ITEM #9

## AGENDA TOPICS FOR THE SSAB

### JULY 2021 MEETING

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# MONTHLY REPORTS

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# ELIGIBILITY SERVICES BY THE NUMBERS...

**June 2021** (Data Month: May 2021)

## PARTICIPANTS

- **CalFresh:** 331,232 recipients, down 1.80% from last year.
  - 119,533 child recipients (0-18), down 4.69% from last year.
  - 63,644 senior recipients (60+), up 14.71% from last year.
- **CalWORKs:** 36,999 recipients, down 15.58% from last year.
  - 29,399 child recipients (0-18), down 17.16% from last year.
  - Welfare-to-Work: 7,200 participants, down 0.24% from last year.
- **CMS:** 19 CMS recipients, down 24.00% from last year.
- **General Relief:** 2,332 recipients, down 53.44% from last year.
- **Medi-Cal:** 879,778 recipients, up 15.92% from last year.
  - 310,467 child recipients (0-18), up 9.64% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (May 2020-May 2021)
			Previous Month	Previous Year	
CalFresh	187,467	331,232	-0.09%	-1.80%	481,757
CalWORKs	14,027	36,999	0.31%	-15.58%	55,823
CMS	19	19	46.15%	-24.00%	84
General Relief	2,327	2,332	-1.27%	-53.44%	8,576
Medi-Cal	477,783	879,778	0.88%	15.92%	925,396
<b>Total</b>	<b>681,623</b>	<b>1,250,360</b>	<b>0.60%</b>	<b>9.19%</b>	<b>1,026,658</b>

\*Recipients include 308,595 under ACA Medicaid Coverage Expansion.

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

## PROCESSING

Applications Registered		
Program	May 2021	FYTD
CalFresh	11,380	154,729
CalWORKs	1,485	19,524
CMS	74	873
General Relief	1,360	17,267
Medi-Cal	9,614	136,264
<b>Total</b>	<b>23,913</b>	<b>328,657</b>

Renewals Generated		
Program	May 2021	FYTD
CalFresh	4,896	93,459
CalWORKs	283	15,527
CMS	4	67
General Relief	68	1,613
Medi-Cal	24,179	370,505
<b>Total</b>	<b>29,430</b>	<b>481,171</b>

Periodic Reports Generated		
Program	May 2021	FYTD
CalFresh	24,983	178,728
CalWORKs	1,029	7,591
General Relief	3	18,115
Medi-Cal	18	212
<b>Total</b>	<b>26,033</b>	<b>204,646</b>

Documents Imaged	
May 2021	FYTD
293,305	4,006,016

Tasks Created	
May 2021	FYTD
292,485	3,902,967

## ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	May 2020	May 2021	Change	FYTD
Total Calls	158,069	115,041	-43,028	1,688,728
Abandoned	1,747	692	-1,055	40,849
Average Wait Time	0:52	0:16	-0:36	1:56

Community Based Organization (CBO)				
Month	May 2020	May 2021	Change	FYTD
Total Calls	4,962	3,969	-993	51,362
Abandoned	78	28	-50	693
Average Wait Time	1:43	0:39	-1:04	1:16

Emails Received	
May 2021	FYTD
3,120	49,750

## FAMILY RESOURCE CENTER VISITS

Month	May 2020	May 2021	Change	FYTD
Total Tickets Issued	18,146	26,437	31%	325,573
Average Wait Time (min.)	(*)	(*)	N/A	

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

## Processing Timeliness Applications, Periodic Reports, and Renewals

### CalFresh

- Regular Applications: State required days to disposition = 30 Days
  - San Diego = 12 Days
- Expedited Applications: State required days to disposition = 3 Days
  - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 97.85%
- Annual Renewal Timeliness = 99.97%

### CalWORKs

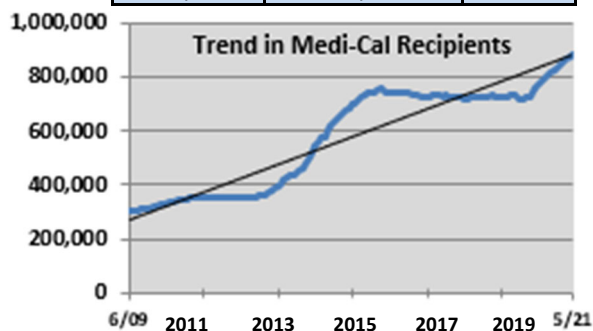
- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 17 Days
- Immediate Need: State required days to disposition = 1 Day
  - San Diego = 1 Days
- Semi-Annual Reporting Timeliness = 95.55%
- Annual Renewal Timeliness = 99.88%

### Medi-Cal

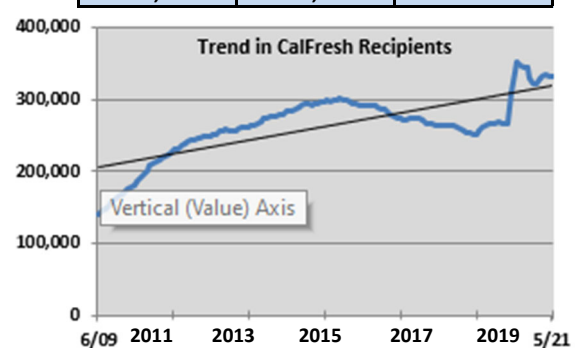
- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 17 Days
- Annual Renewal Timeliness = 99.84%

## Program Recipients Trend

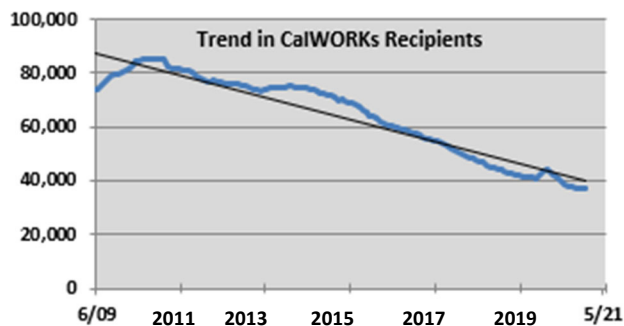
Medi-Cal Recipients		
FY Jun 09	FY May 21	191%
302,743	879,778	Increase



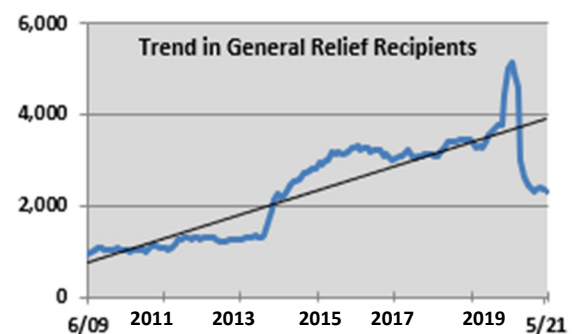
CalFresh Recipients		
FY Jun 09	FY May 21	135%
140,900	331,232	Increase



CalWORKs Recipients		
FY Jun 09	FY May 21	-49%
73,147	36,999	Decrease



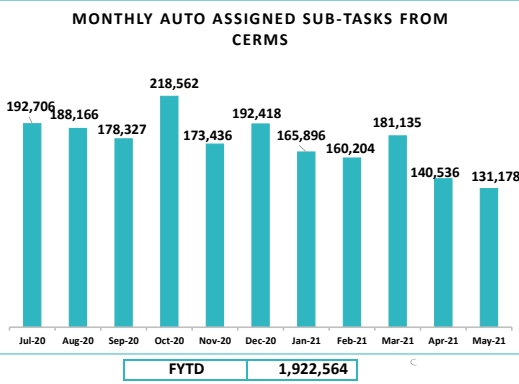
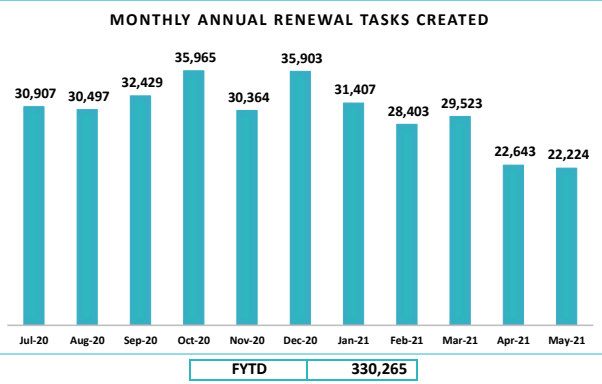
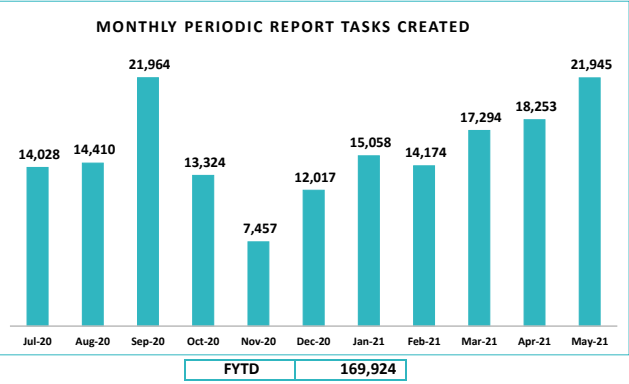
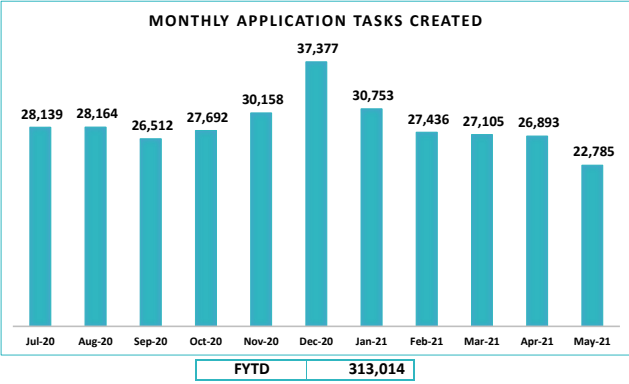
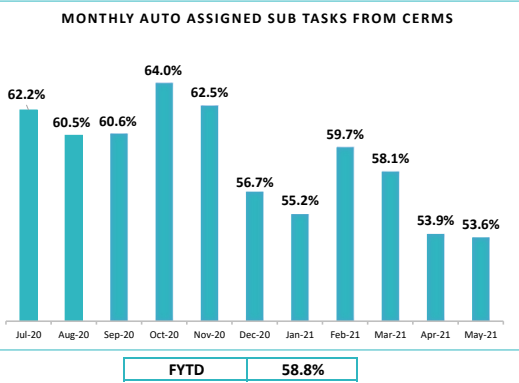
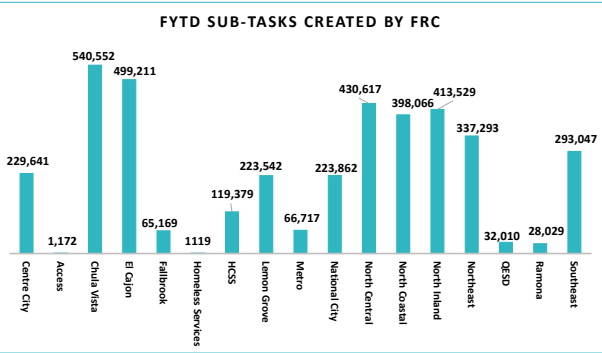
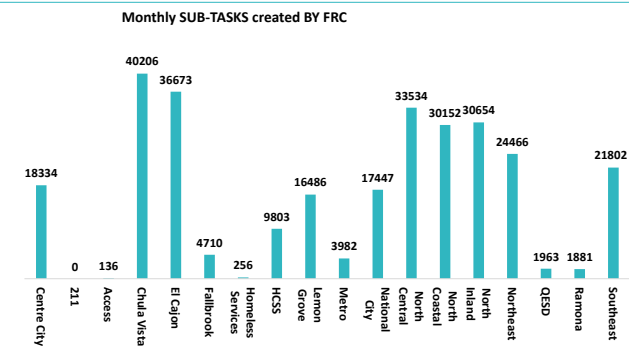
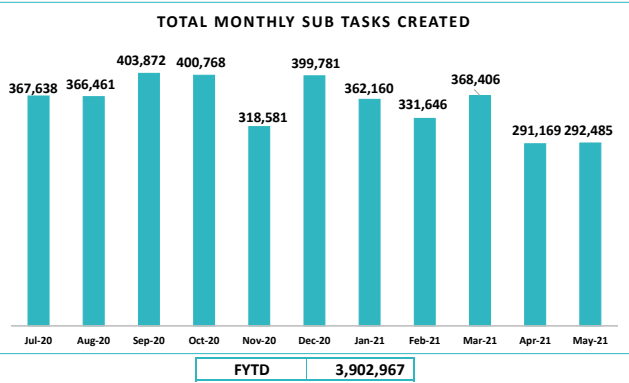
General Relief Recipients		
FY Jun 09	FY May 21	145%
950	2,332	Increase



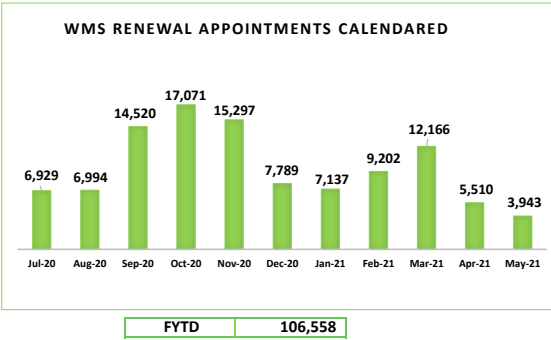
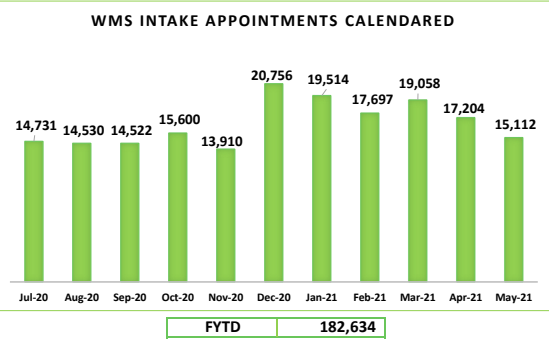
# Monthly Self-Sufficiency Services Performance Dashboard (FY 20/21)

San Diego County Data Month : May 2021

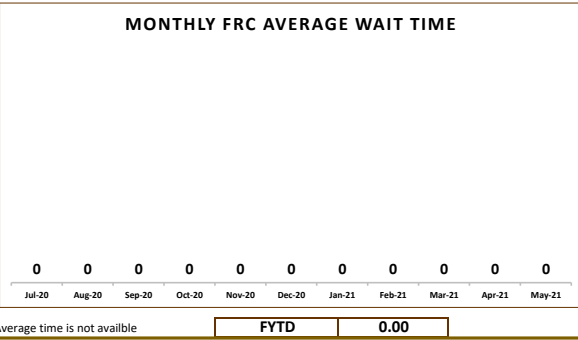
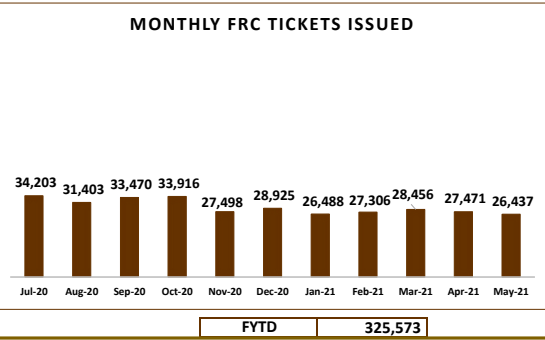
## Work Management System (WMS) Subtasks Created



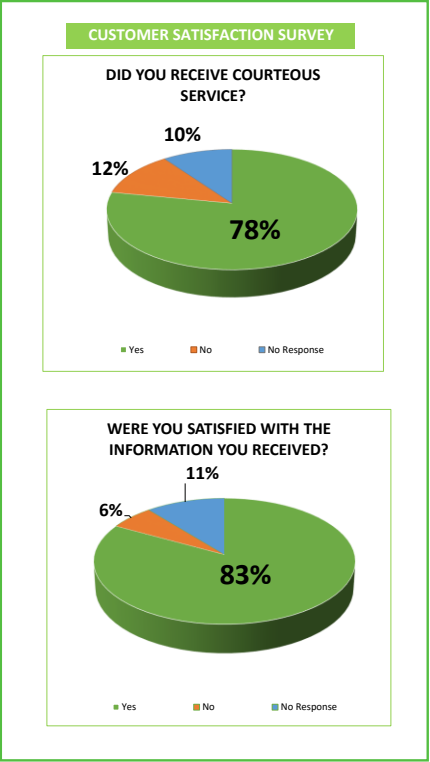
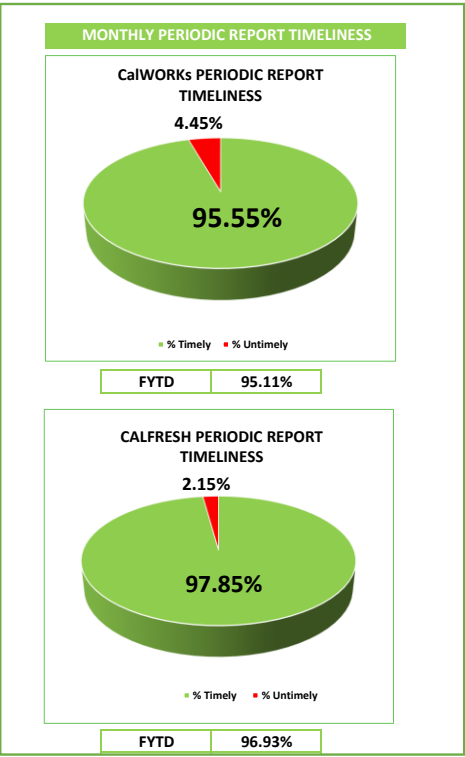
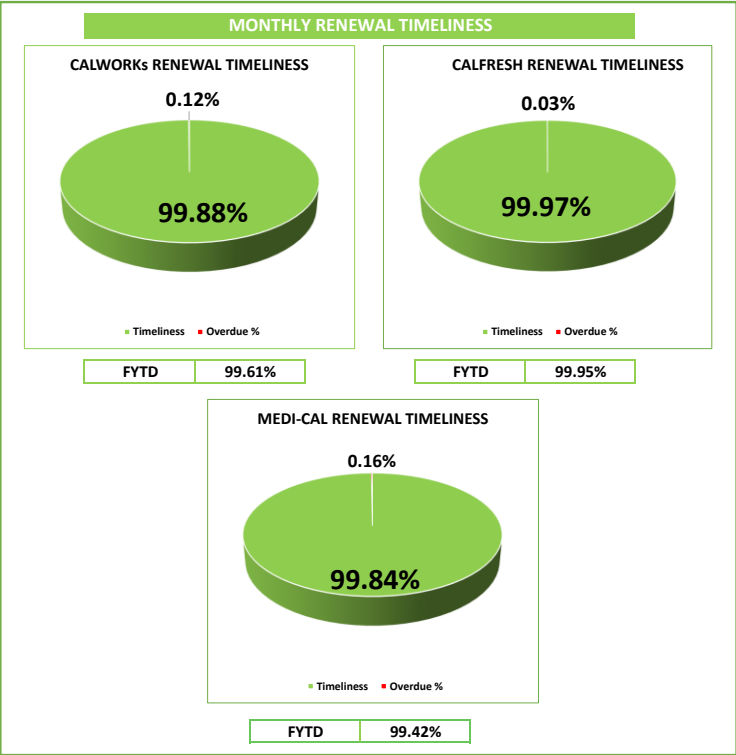
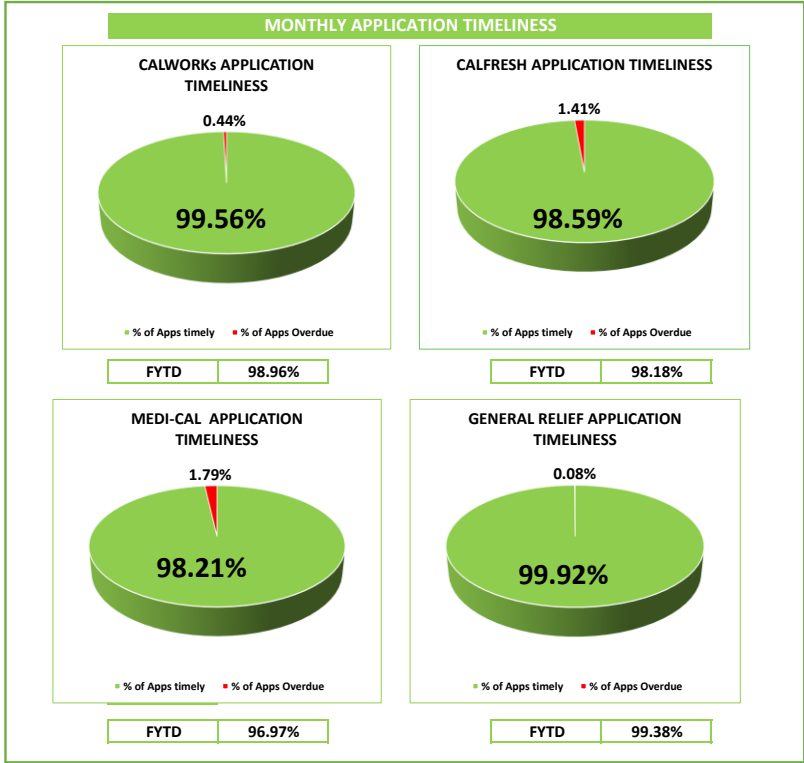
## MONTHLY WMS CALENDARED APPOINTMENTS



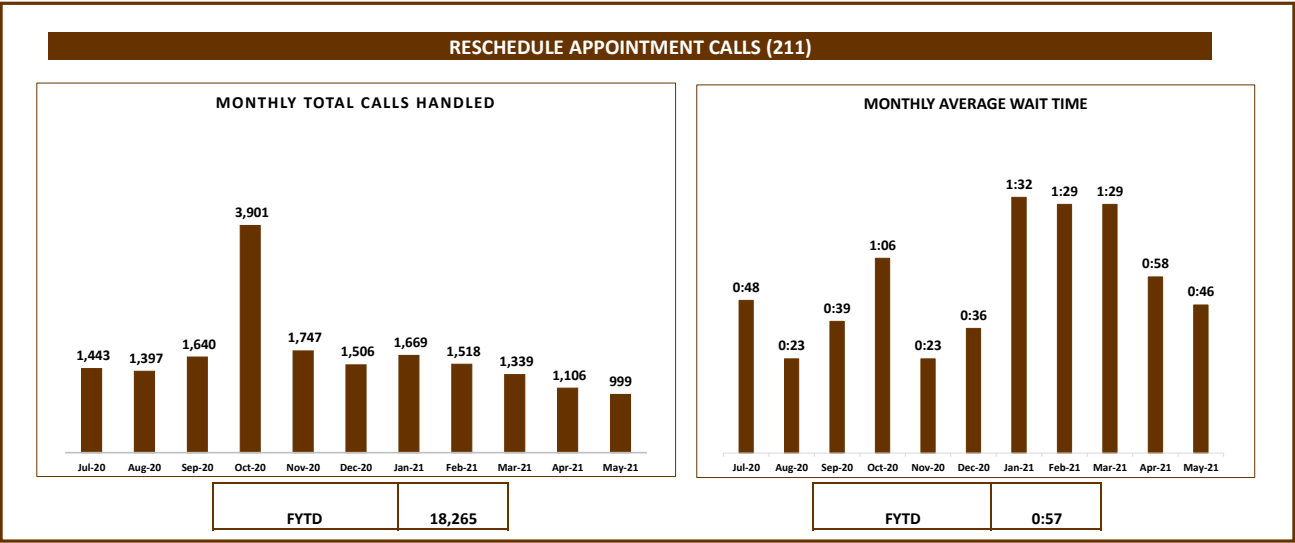
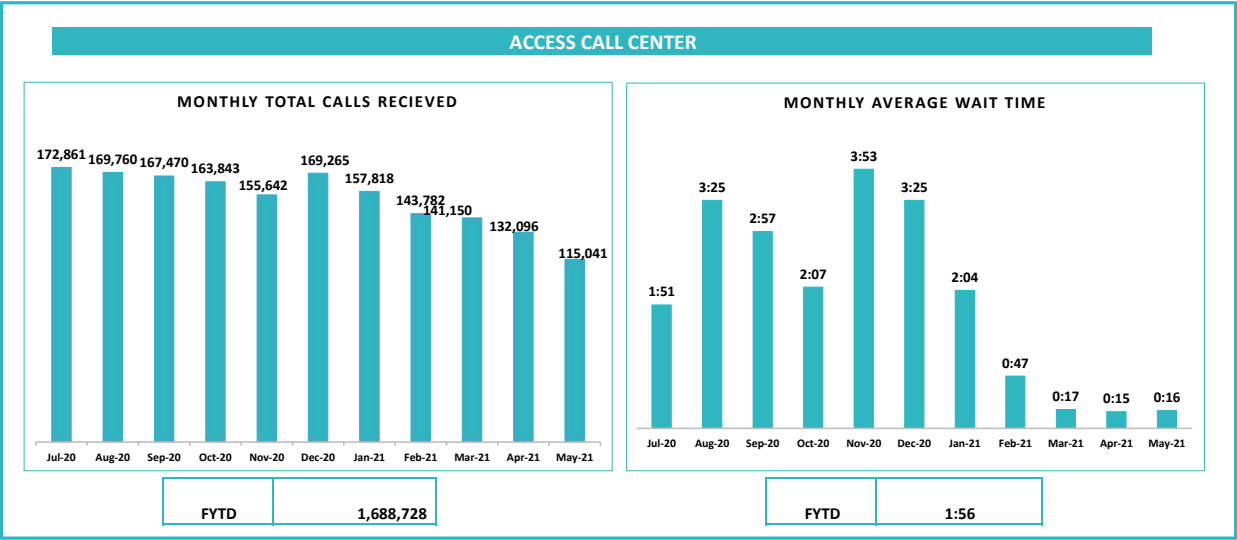
## LOBBY MANAGEMENT



CASE PROCESSING PERFORMANCE (CALWIN)



ACCESS CALL CENTER





# SELF-SUFFICIENCY SERVICES



## TELEWORK PERFORMANCE SUMMARY MAY 2021

- Staff Telework
  - Feb 2020 – 30
  - May 2021 – 1,546
    - Permanent Telework – 1,103
- Daily Attendance
  - Feb 2020 – 85% of Staff Attendance
  - May 2021 – 89% of Staff Attendance
  - 4% Improvement in attendance
- Access Call Center
  - Feb 2020 – 140,000
  - May 2021 – 115,041
  - 0% increase in calls received
- Access Average Speed of Answer
  - Feb 2020 – 8 Minutes
  - May 2021 – :16 Seconds
  - 97% improvement in Average Speed of Answer
- Access Calls Abandoned
  - Feb 2020 – 13,430
  - May 2021 – 692
  - 96% Decrease in Abandoned Calls
- Applications Received
  - Feb 2020 – 30,310
  - May 2021 – 23,913
  - Total Apps Feb 2020 – May 2021: 571,789
- Applications Processed
  - Feb 2020 – 43,000
  - May 2021 – 35,807
  - All applications processed timely
- Increase in Total Recipients
  - Feb 2020 – May 2021 : 217,899
  - 21% increase in total recipients
- Benefits Issued Feb 2020 – May 2021:
  - All Programs: \$1,153,741,162
  - CalFresh: \$849,223,963
- Performance
  - CalFresh Accuracy Rate – 96%
- Customer Service Satisfaction Rate : 94%