

**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: 814 5919 5815

Join on your computer or mobile app:

<https://us02web.zoom.us/j/81459195815>

March 9, 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 February 16, 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 – 10:27 | 5. Presentation Item: Presentation and Update on Bureau of Public Assistance Investigations (BPAI): Enrique Banuelos, Deputy Director, Bureau of Public Assistance Investigations, Child Support Services, Health and Human Services Agency (HHSA) |
| 10:27 – 10:45 | 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) |
| 10:45 – 11:30 | 7. Discussion Item: Update on SSAB Ad Hoc Enrollment Task Force Subcommittee: Anahid Brakke, Chair, Social Services Advisory Board |

ADJOURNMENT/ NEXT MEETING

Next regular meeting will be held on April 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

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HEALTH AND HUMAN SERVICES AGENCY
SOCIAL SERVICES ADVISORY BOARD (SSAB)**

Held Via Zoom

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<https://us02web.zoom.us/j/82830695611>

**SSAB Meeting Minutes
February 16, 2022**

Members Present

Jan Spencley
Anahid Brakke
Carol Lewis
Keara O'Laughlin
Greg Anglea
Vino Pajanor
Rachel Morineau

Members Absent

Buck Martin

Staff Present

Rick Wanne, Director Self-Sufficiency Services
Albert Banuelos, HHSA
Allison Boyer, HHSA
Assmaa Elayyat, HHSA
Albert Garcia, HHSA
Michael Schmidt, HHSA
Claudia Gurrola, HHSA
Nanette Hartley, HHSA
Patty Baker, HHSA
Eric Rubio, HHSA
Yvonne Hose, HHSA
David Hopkins, HHSA
Roxanne Hernandez, HHSA
Amanda Berry, Board/Supervisors District 3
Josh Bohannon, Board/Supervisors District 4
Kyle Sand, San Diego County Counsel

Guests

Dave Lagstein, SEIU Local 221
Josh Piedra, SEIU Local 221
Robin Maxson, Ramona Community Planning Group
Lindsey Wade, Hospital Association of San Diego
Ivonne Velazquez, Hospital Association of San Diego
Amanda Schultz Brochu, San Diego Hunger Coalition
Mauricio Medina, San Diego Hunger Coalition
Devin Ton, San Diego Hunger Coalition
Anneliese Petit, San Diego Hunger Coalition
Amanda Mascia, San Diego Hunger Coalition
Jack Dailey, Legal Aid Society of San Diego
Luis Monteagudo, 2-1-1 San Diego
Karla Samoyoa, 2-1-1 San Diego
Jen Keyes, National University

1. Meeting called to order via Zoom at 9:30 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 January 12, 2022 Meeting Minutes were approved, with all Board Members present voting yes.

4. Public Comments:

- Dave Lagstein, SEIU Local 221, mentioned an e-mail thread that was sent by him regarding a compensation study which has been conducted by the County to assess and implement. He believes that it was left out of the final recommendations for the Final Report because he had shared that the recommendation was that there should be a compensation study and indeed there was, in this case among all County employees and Self-Sufficiency staff, so the idea was that people didn't vote because a compensation study has already been conducted which led to process confusion. He expressed the reason for this comment and recommendation is that it is important to the SEIU membership, who participated in the process. His hope is for the Board to support this recommendation as part of recognizing the contribution of frontline staff and acknowledging that compensation is an important part of the equation when it comes to job satisfaction, retention and providing quality services.
5. Action Item: SSAB Enrollment Task Force Final Report: All SSAB Members. Ms. Anahid Brakke presented the Enrollment Task Force's Top Recommendations for Koné Consulting's Final Report as of February 15, 2022. The SSAB members and guests provided feedback and discussed the language and priorities line by line.
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 updates on CalFresh, Medi-Cal, CalWORKs and General Relief flexibilities and waivers.

ADJOURNMENT/SET NEXT MEETING:

The meeting was adjourned at 11:30 a.m. Next regular meeting will be held on March 9, 2022.



ITEM #5 PRESENTATION AND UPDATE ON BUREAU OF PUBLIC ASSISTANCE INVESTIGATIONS (BPAI)

Enrique Banuelos, Deputy Director, BPAI



ITEM #5 PRESENTATION AND UPDATE ON BUREAU OF PUBLIC ASSISTANCE INVESTIGATIONS (BPAI)

ENRIQUE BANUELOS
DEPUTY DIRECTOR, BPAI

3/9/2022

WHO ARE WE?

- State mandated program
- Respond to allegation of misuse of these programs:
 - CalWORKs
 - CalFresh
 - Child Care
 - General Relief
 - Housing
 - IHSS – Program Integrity Unit
- Comprised of:
 - Investigators – ununiformed and unarmed
 - Support staff

MAIN FUNCTIONS

- **Early Prevention Efforts**
 - Prior to granting of aid
 - Emphasis on educating customer
- **Investigations**
 - Active Public Assistance Cases
 - Early Intervention Team (EIT)
 - Data Matches

HOW TO CONTACT US

- Fraud Prevention and Reporting Hotline (800)-421-2252
- E-mail PaFraud@sdcounty.ca.gov
- Referral Portal via BPAI website
 - [Bureau of Public Assistance Investigations \(sandiegocounty.gov\)](http://sandiegocounty.gov)

Enrique Banuelos

Bureau of Public Assistance Investigations

Enrique.Banuelos@sdcounty.ca.gov

(858)650-5110



ITEM #6

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) **are set to expire:**
 - Initial application and recertification interviews **March 31st 2022**
 - Telephonic signature **March 31st 2022**
 - Quality control face to face interviews **June 30th 2022**
- 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

- Able Bodied Adults Without Dependents – CA waiver extended through **June 30, 2022**
 - **CDSS has submitted this waiver to FNS for extension through June 2023**
- Emergency Allotment – Approved for **February**, to be issued **March 20th**
 - 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**



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

Additional program flexibilities that remain in place:

- Telephonic and verbal attestation and signature
- Flexible verification requirements

Public Health Emergency renewed through April 16th 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**

SELF-SUFFICIENCY SERVICES



TELEWORK PERFORMANCE SUMMARY FEBRUARY 2022

- Staff Teleworking
 - Self-Sufficiency – 48% (1,299)
 - HHSA – 40%
 - SD County – 42%
- Daily Attendance
 - Feb 2020 – 85% of Staff Attendance
 - February 2022 – 89% of Staff Attendance
- Access Call Center
 - Feb 2020 – 140,000
 - February 2022 – 157,450
 - 12% increase in calls received
- Access Average Speed of Answer
 - Feb 2020 – 8 Minutes
 - February 2022 – 2:18
 - 71% improvement in Average Speed of Answer
- Access Calls Abandoned
 - Feb 2020 – 13,430
 - February 2022 – 4,611
 - 65% Decrease in Abandoned Calls
- Applications Received
 - Feb 2020 – 30,310
 - February 2022 – 28,673
 - Total Apps Feb 20 – Jan 2022: 8363,105
- Applications Processed
 - Feb 2020 – 43,000
 - February 2022 – 44,053
 - All applications processed timely
- Increase in Total Recipients
 - Feb 2020 – February 2022 : 315,630
 - 30.6% increase in total recipients
- Benefits Issued Feb 2020 – February 2022:
 - All Programs: \$2,044,884,901
 - CalFresh: \$1,630,884,048
- Performance
 - CalFresh Accuracy Rate – 95%
- Customer Service Satisfaction Rate : 96%



CUSTOMER OUTREACH EFFORTS

- Historically, HHSA has collaborated with the Registrar of Voters (ROV) to provide an informational pamphlet regarding Self-Sufficiency Services programs as a filler page that ROV includes with sample ballots and voter information pamphlets
- HHSA will be once again collaborating on this effort with ROV this year to provide information about CalFresh
- This CalFresh outreach information will be used by ROV throughout 2022

WE CAN **HELP** PROVIDE YOUR FAMILY WITH **BETTER** NUTRITION



YOU COULD QUALIFY FOR **CALFRESH** IF:
YOU HAVE A LOW OR FIXED INCOME.

If you have this many persons in your family, INCLUDING YOURSELF:	1	2	3	4	5	6	7
You may get CalFresh if your gross monthly income is less than:	\$2,148	\$2,904	\$3,660	\$4,418	\$5,174	\$5,930	\$6,688

HOW TO APPLY:

Call
toll-free:
2-1-1

Online at
GetCalFresh.org



Online at
MyBenefitsCalwin.org



For steps to a
healthier you, go
to **EatFresh.org**



COUNTY OF SAN DIEGO
HHSA
HEALTH AND HUMAN SERVICES AGENCY


LIVE WELL
SAN DIEGO

CalFresh
FOOD



ITEM #7

UPDATE ON SSAB AD HOC ENROLLMENT TASK FORCE SUBCOMMITTEE

Anahid Brakke, Chair, SSAB ETF





MONTHLY UPDATES



ELIGIBILITY SERVICES BY THE NUMBERS...

March 2022 (Data Month: February 2022)

PARTICIPANTS

- **CalFresh:** 354,409 recipients, up 6.56% from last year.
 - 122,488 child recipients (0-18), up 1.50% from last year.
 - 72,909 senior recipients (60+), up 16.59% from last year.
- **CalWORKs:** 40,453 recipients, up 8.00% from last year.
 - 30,808 child recipients (0-18), up 3.21% from last year.
 - Welfare-to-Work: 9,422 participants, up 31.23% from last year.
- **CMS:** 15 CMS recipients, down 16.67% from last year.
- **General Relief:** 3,725 recipients, up 58.58% from last year.
- **Medi-Cal:** 950,039 recipients, up 11.02% from last year.
 - 323,426 child recipients (0-18), up 5.79% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (February 2021–February 2022)
			Previous Month	Previous Year	
CalFresh	204,011	354,409	0.42%	6.56%	498,479
CalWORKs	14,829	40,453	1.41%	8.00%	54,887
CMS	15	15	50.00%	-16.67%	74
General Relief	3,715	3,725	0.54%	58.58%	8,492
Medi-Cal	514,382	950,039	0.63%	11.02%	990,680
Total	736,952	1,348,641	0.60%	9.81%	1,097,154

*Recipients include 339,679 under ACA Medicaid Coverage Expansion.

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

PROCESSING

Applications Registered		
Program	February 2022	FYTD
CalFresh	16,106	142,721
CalWORKs	1,794	16,552
CMS	53	491
General Relief	2,076	16,848
Medi-Cal	8,644	82,368
Total	28,673	258,980

Renewals Generated		
Program	February 2022	FYTD
CalFresh	9,573	74,396
CalWORKs	1,164	10,940
CMS	3	50
General Relief	98	810
Medi-Cal	43,937	331,884
Total	54,775	418,080

Periodic Reports Generated		
Program	February 2022	FYTD
CalFresh	18,901	129,483
CalWORKs	883	5,133
General Relief	2	9
Medi-Cal	21	143
Total	19,807	134,768

Documents Imaged	
February 2022	FYTD
385,581	3,109,892

Tasks Created	
February 2022	FYTD
358,515	3,006,233

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	February 2021	February 2022	Change	FYTD
Total Calls	143,782	157,450	13,668	1,150,687
Abandoned	1,548	4,611	3,063	16,075
Average Wait Time	0:47	2:18	1:31	0:56

Community Based Organization (CBO)				
Month	February 2021	February 2022	Change	FYTD
Total Calls	4,706	4,981	275	34,997
Abandoned	61	74	13	402
Average Wait Time	1:01	1:29	0:28	1:06

Emails Received	
February 2022	FYTD
4,170	34,683

FAMILY RESOURCE CENTER VISITS

Month	February 2021	February 2022	Change	FYTD
Total Tickets Issued	27,306	27,950	2%	259,585
Average Wait Time (min.)	(*)	(*)	N/A	

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

Processing Timeliness Applications, Periodic Reports, and Renewals

CalFresh

- Regular Applications: State required days to disposition = 30 Days
 - San Diego = 15 Days
- Expedited Applications: State required days to disposition = 3 Days
 - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 89.92%
- Annual Renewal Timeliness = 99.95%

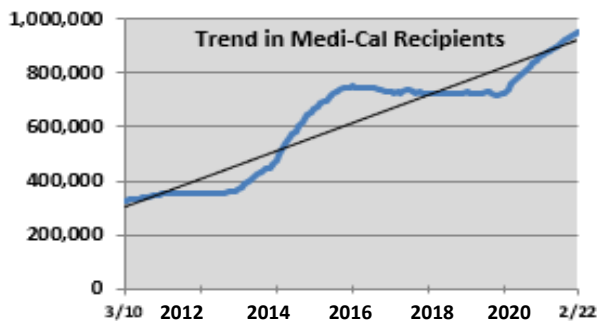
CalWORKs

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 19 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Day
- Semi-Annual Reporting Timeliness = 86.33%
- Annual Renewal Timeliness = 99.56%

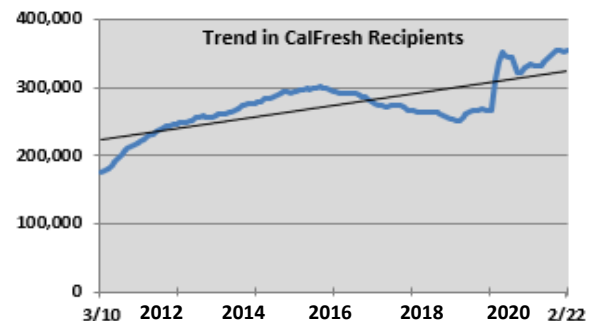
Medi-Cal

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 20 Days
- Annual Renewal Timeliness = 99.97%

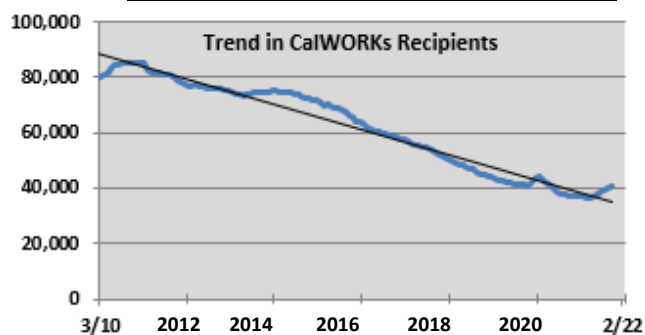
Medi-Cal Recipients		
FY Mar 10	FY Feb 22	194%
323,644	950,039	Increase



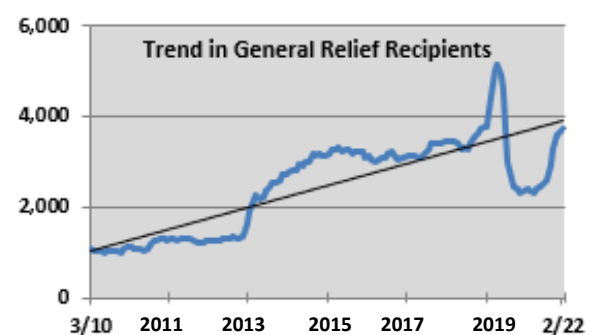
CalFresh Recipients		
FY Mar 10	FY Feb 22	103%
174,637	354,409	Increase



CalWORKs Recipients		
FY Mar 10	FY Feb 22	-49%
78,600	40,453	Decrease



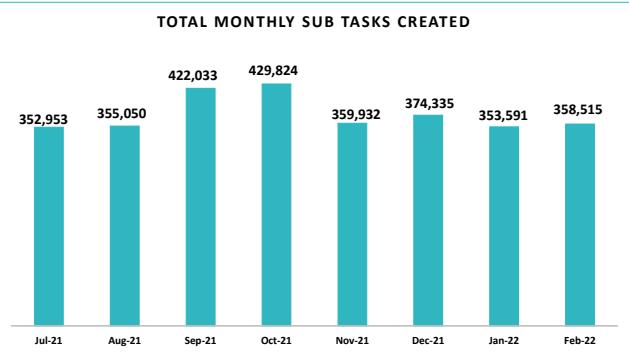
General Relief Recipients		
FY Mar 10	FY Feb 22	249%
1,068	3,725	Increase



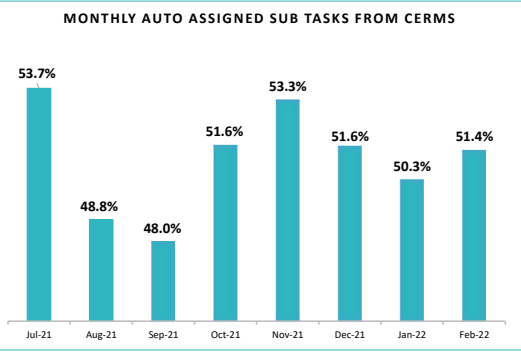
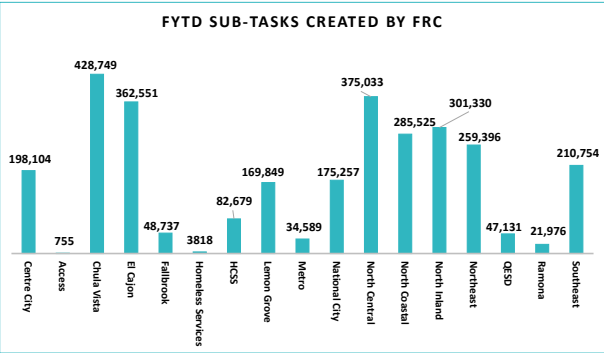
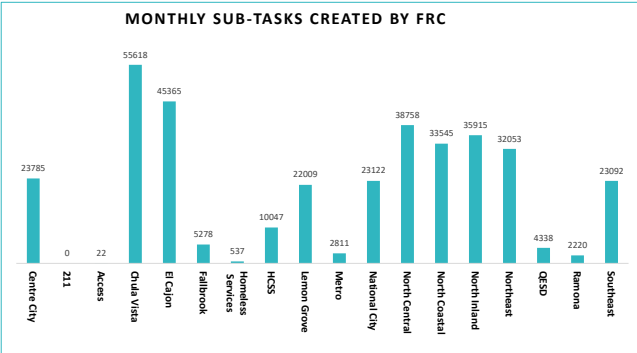
Monthly Self-Sufficiency Services Performance Dashboard (FY 21/22)

San Diego County
Data Month : February 2022

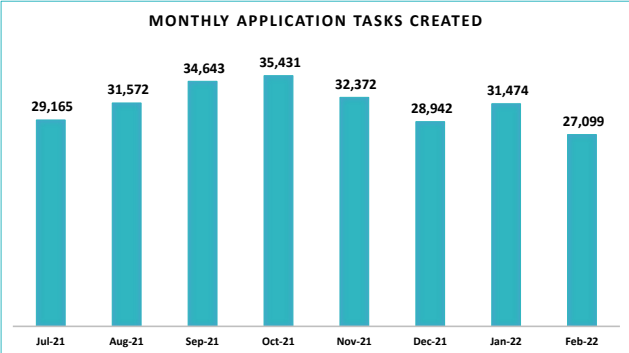
Work Management System (WMS) Subtasks Created



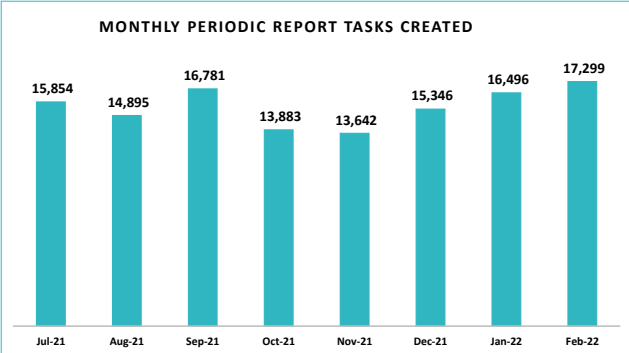
FYTD 3,006,233



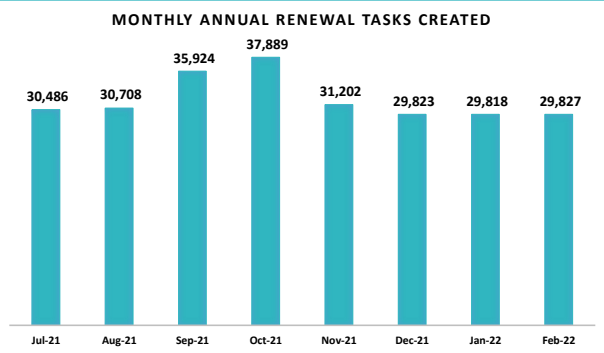
FYTD 51.1%



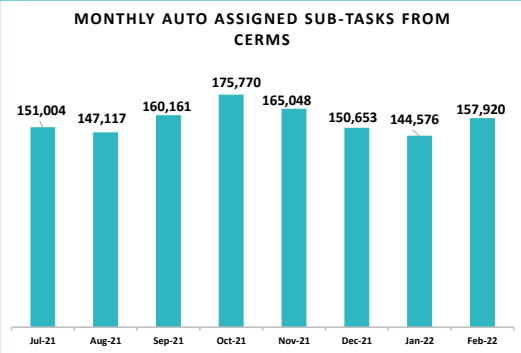
FYTD 250,698



FYTD 124,196

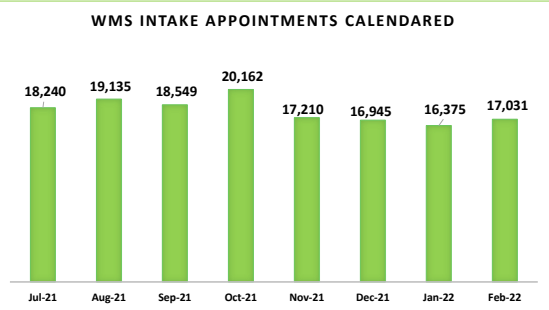


FYTD 255,677

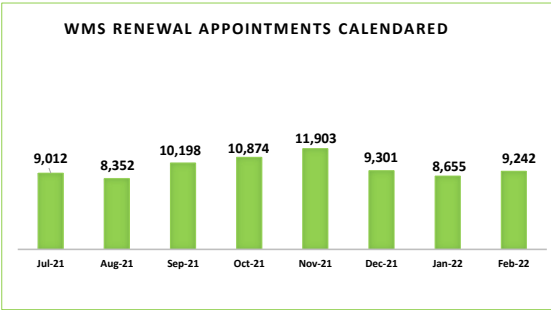


FYTD 1,252,249

MONTHLY WMS CALENDARED APPOINTMENTS

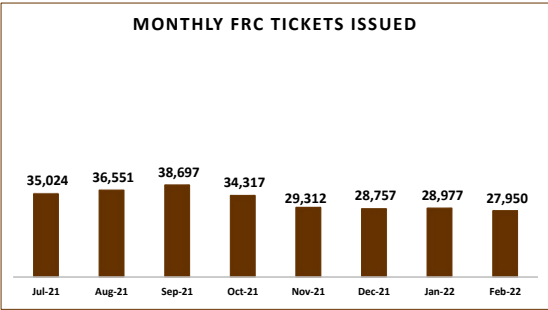


FYTD 143,647

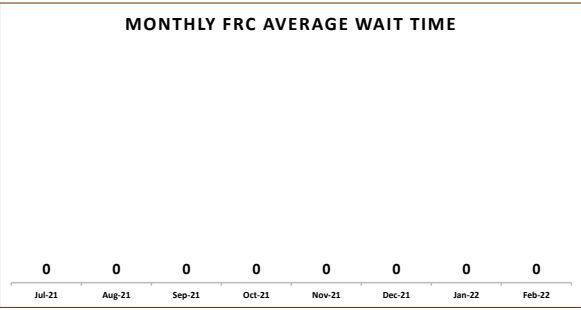


FYTD 77,537

LOBBY MANAGEMENT

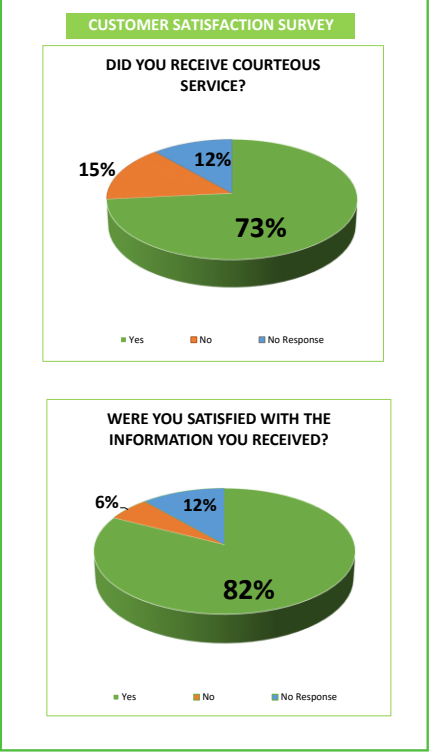
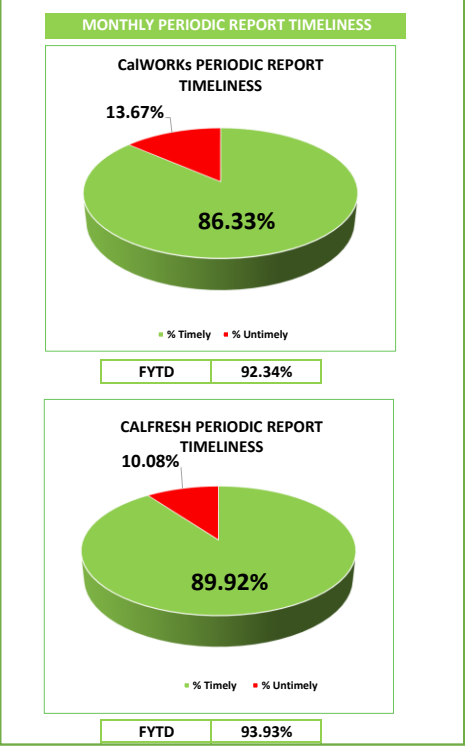
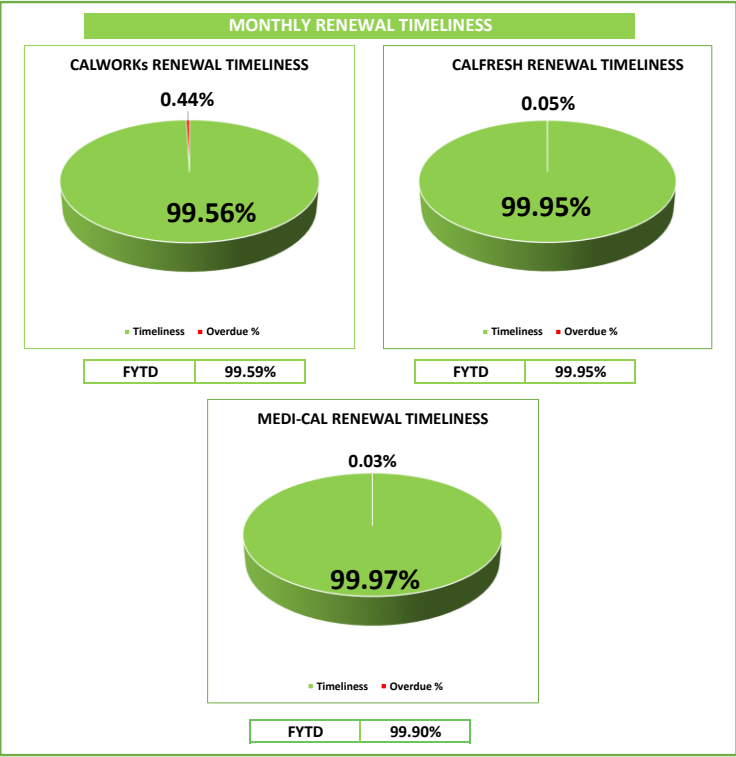
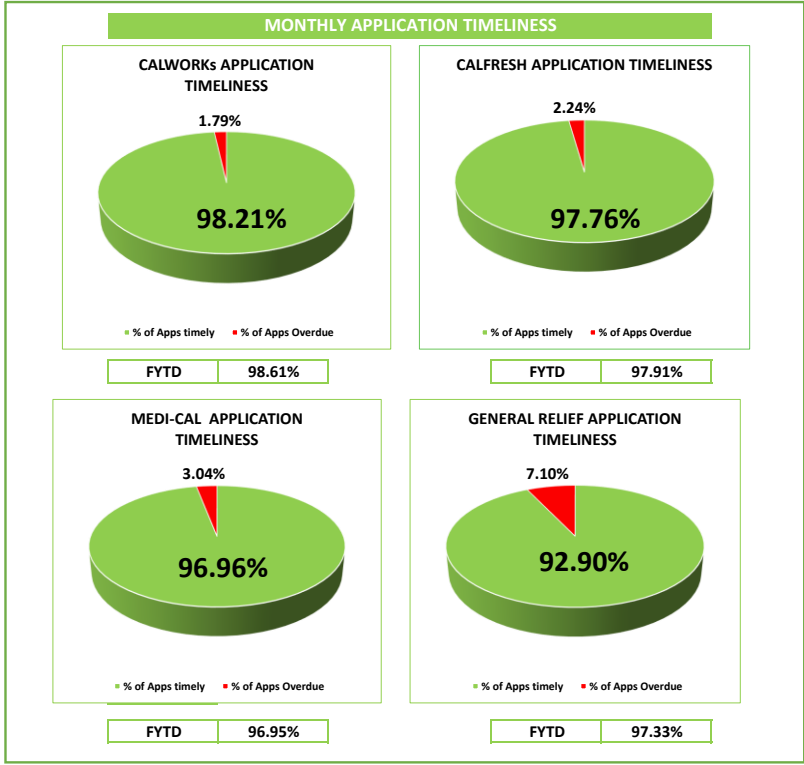


FYTD 259,585



Average time is not available FYTD 0.00

CASE PROCESSING PERFORMANCE (CALWIN)



ACCESS CALL CENTER

