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): 133 881 2484
Meeting password: zwRim6ZUA84

March 10, 2021
9:30 a.m. to 11:30 a.m.

AGENDA

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

PUBLIC COMMENTS

9:34 - 9:45  3. Guidelines for Public Comment on Items not listed on the agenda:
   - Public input will be heard within the Board’s purview at the beginning of the agenda.
   - Persons requesting to provide public comments must state their request.
   - Each speaker will be limited to three (3) minutes for items not appearing on the agenda.
   - The Ralph M. Brown Act prohibits discussion or action on matters that are not part of the posted agenda.

PRESENTATIONS/DISCUSSION ITEMS

9:45-10:00  4. Action Item: Nomination and Selection of the 2021 SSAB Chair and Vice-Chair

10:00-10:30 5. Information Item: Overview and Training on the Ralph M. Brown Act: San Diego County Counsel

10:30-11:00 6. Information Item: Update on Local Response to COVi19 Emergency for all Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data: Assmaa Elayyat, Chief, Self-Sufficiency Services, Health and Human Services Agency (HHSA)

11:00-11:30 7. Action Item: Review of 2020 Strategic Goals, Strategic Goals for 2021, and Annual Report to the Board of Supervisors
Next regular meeting will be held on April 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
<table>
<thead>
<tr>
<th>DISTRICT</th>
<th>MEMBER</th>
<th>EMAIL</th>
<th>BACKGROUND</th>
<th>APPOINTMENT &amp; EXPIRATION DATES</th>
</tr>
</thead>
</table>
| District 1 | RACHEL MORINEAU | rmorineau@csbcs.org | Community Engagement Director, South Bay Community Services. | Expiration: 01-06-2025  
Appointed: 01-26-2021  
1st Term Since 2021  
Seat 1 |
| District 2 | APPASWAMY (VINO) PAJANOR | vpajanor@ccdsd.org | Chief Executive Officer, Catholic Charities Diocese of San Diego. | Expiration: 01-06-2025  
Appointed: 01-26-2021  
1st Term Since 2021  
Seat 2 |
<table>
<thead>
<tr>
<th>DISTRICT</th>
<th>MEMBER</th>
<th>EMAIL</th>
<th>BACKGROUND</th>
<th>APPOINTMENT &amp; EXPIRATION DATES</th>
</tr>
</thead>
</table>
|          | JAMES A. FLOROS | jfloros@sandiegofoodbank.org | Executive Director, San Diego Food Bank. | Expiration: 01-06-2025  
Re-Appointed: 02-09-2021  
3rd Term Since 2013  
Seat 3 |
<table>
<thead>
<tr>
<th>DISTRICT</th>
<th>MEMBER</th>
<th>EMAIL</th>
<th>BACKGROUND</th>
<th>APPOINTMENT &amp; EXPIRATION DATES</th>
</tr>
</thead>
</table>
|          | KEARA PIÑA | kpina@cpisandiego.org | Researcher & Policy Advocate, Center on Policy Initiatives. | Expiration: 01-06-2025  
Appointed: 01-26-2021  
1st Term Since 2021  
Seat 5 |
|          | GREG ANGLEA | ganglea@interfaithservices.org | Chief Executive Officer, Interfaith Community Services. | Expiration: 01-06-2025  
Appointed: 01-26-2021  
1st Term Since 2021  
Seat 6 |
<table>
<thead>
<tr>
<th>DISTRICT</th>
<th>MEMBER</th>
<th>EMAIL</th>
<th>BACKGROUND</th>
<th>APPOINTMENT &amp; EXPIRATION DATES</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>JAN SPENCLEY</td>
<td><a href="mailto:Jan@sdhcc.org">Jan@sdhcc.org</a></td>
<td>Executive Director, San Diegans for Healthcare Coverage.</td>
<td>Expiration: 01-02-2023 Appointed: 04-17-2020 1st Term Since 2020 Seat 7</td>
</tr>
<tr>
<td></td>
<td>ANAHID BRAKKE</td>
<td><a href="mailto:anahid@sdhunger.org">anahid@sdhunger.org</a></td>
<td>Executive Director, San Diego Hunger Coalition.</td>
<td>Expiration: 01-02-2023 Appointed: 02-12-2019 1st Term Since 2019 Seat 8</td>
</tr>
<tr>
<td>DISTRICT</td>
<td>MEMBER</td>
<td>EMAIL</td>
<td>BACKGROUND</td>
<td>APPOINTMENT &amp; EXPIRATION DATES</td>
</tr>
<tr>
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</tr>
</tbody>
</table>
| District 4 | BUCK MARTIN | BMartin@san-marcos.net | San Marcos Community Services Director. | Expiration: 01-02-2023  
Re-Appointed: 01-29-2019  
2<sup>ND</sup> Term Since 2015  
Seat 9 |
| Jim Desmond | GARY KNIGHT | gknight@sdfutures.org | Executive Director, San Diego Futures Foundation. | Expiration: 01-02-2023  
Re-Appointed: 01-29-2019  
3<sup>RD</sup> Term Since 2014  
Seat 10 |
 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): 177 405 5480  
Meeting password: fG5HXxp72YX  

SSAB Meeting Minutes  
December 9, 2020

**Members Present**  
Philip L. Thalheimer  
Jan Spencley  
Anahid Brakke  
Omar Calleros  
Buck Martin  
Carol Lewis  
Paul Downey  
James Floros  
Gary Knight  
Yvette McShan  

**Members Absent**  
None

**Staff Present**  
Rick Wanne, Director Eligibility Operations  
Albert Banuelos, HHSA  
Allison Boyer, HHSA  
Assmaa Elayyat, HHSA  
Claudia Gurrola, HHSA  
Patty Baker, HHSA  
Darlene Beltran, HHSA  
David Hopkins, HHSA  
Carmen Lopez, HHSA  

**Guests**  
None

1. Meeting called to order via conference call at 9:32 by Chair, James Floros.

2. The October 14, 2020 meeting minutes were approved, with all Board Members present voting yes.

3. Public Comments on Items not listed on the Agenda:
   - No public comment

**ACTION/INFORMATION ITEMS:**

4. **Action Item:** General Relief Program Changes, Board of Supervisors Letter: David Hopkins, GR and Medi-Cal Program Manager, Eligibility Operations, Health and Human Services Agency (HHSA). Mr. Hopkins presented a Board of Supervisors letter seeking approval for General Relief program changes to allow virtual applications and lien execution. The action was approved, with all Board Members present voting yes.

5. **Information Item:** Update on Local Response to COVID19 Emergency for all Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data: Assmaa Elayyat, Chief, Eligibility Operations, Health and Human Services Agency (HHSA). Ms. Elayyat provided program flexibilities/waivers updates, self-sufficiency program data and modified operations updates.

6. **Information Item:** Updates on Eligibility/Public Assistance Programs and Planning: Rick Wanne, Director, Eligibility Operations, Health and Human Services Agency (HHSA). Mr. Wanne presented updates on multiple Family Resource Center moves and remodels, an additional Live Well Mobile Office, and the preparation for 2nd wave of applications due to current stay-at-home order.
ADJOURNMENT/SET NEXT MEETING:
The meeting was adjourned at 10:55 a.m. Next regular meeting will be held in February 2021 Via WebEx.
UPDATE ON LOCAL RESPONSE TO COVID-19 FOR ALL PUBLIC ASSISTANCE PROGRAMS, WAIVERS, ENROLLMENT, AND SERVICE DELIVERY

Assmaa Elayyat, Chief, Self-Sufficiency Services
PROGRAM FLEXIBILITIES & WAIVERS

Current Flexibilities & Options

- House Resolution (HR) 8337 signed on October 1st extends the following flexibilities through June 30, 2021:
  - Initial application and recertification interview waivers
  - Telephonic and verbal signatures/attestation
  - Pandemic EBT
- Emergency Allotment – Approved for March, to be issued April 18th
- Consolidated Appropriations Act of 2021
  - Temporary student rule exemptions
  - Temporary 15% benefit increase for January – June 2021
  - Pandemic Unemployment Compensation
- Able Bodied Adults Without Dependents – CA waiver extended through June 30, 2021
- CDSS moving forward with CalFresh Quality Control (QC) efforts effective July 2021
Executive Order N-71-20 signed on June 30, 2020 extends the following provisions until the EO is rescinded or the state of emergency ends:

- Initial application interview waiver
- Telephonic/verbal signature on application
- Flexibilities on identity and pregnancy verifications
- Time on Aid exemption for expiring time-clocks – through June 30, 2021
- Pandemic Unemployment Compensation
- Golden State Grant Program
EXPANDED SERVICES FOR FAMILIES

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

- Computer program
- Housing Support Program expansion & outreach
- Family Stabilization outreach
PROGRAM FLEXIBILITIES & WAIVERS

Executive Order N-71-20 signed on June 30, 2020 extends the following flexibilities until the EO is rescinded, or when the state of emergency ends:

- Annual renewal suspension
- Negative action suspension

Additional program flexibilities that remain in place:

- Telephonic and verbal attestation and signature
- Flexible verification requirements

Public Health Emergency extended through April 21, 2021 by DHCS

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

- Quarterly reports have been eliminated for the unemployable population
- Monthly reports have been eliminated for employable population
- Intake interviews scheduled via phone
- New program revisions per Board of Supervisor approval:
  - Permanent online applications via My Benefits CalWIN
  - Removal of General Relief lien
SELF-SUFFICIENCY PROGRAM DATA UPDATES
ELIGIBILITY SERVICES
BY THE NUMBERS...
March 2021 (Data Month: February 2021)

PARTICIPANTS

- **CalFresh**: 332,597 recipients, up 24.91% from last year.
  - 120,673 child recipients (0-18), up 16.64% from last year.
  - 62,535 senior recipients (60+), up 30.42% from last year.

- **CalWORKs**: 37,458 recipients, down 9.41% from last year.
  - 29,851 child recipients (0-18), down 12.28% from last year.

- **CMS**: 18 CMS recipients, down 37.93% from last year.

- **General Relief**: 2,349 recipients, down 37.82% from last year.

- **Medi-Cal**: 855,752 recipients, up 18.59% from last year.
  - 305,713 child recipients (0-18), up 17.66% from last year.

<table>
<thead>
<tr>
<th>Program</th>
<th>Cases</th>
<th>Recipients</th>
<th>% Change in Recipients</th>
<th>Unduplicated Number of Recipients (February 2020-February 2021)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Previous Month</td>
<td>Previous Year</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CalFresh</td>
<td>187,986</td>
<td>332,597</td>
<td>1.35%</td>
<td>24.91%</td>
</tr>
<tr>
<td>CalWORKs</td>
<td>14,286</td>
<td>37,458</td>
<td>-0.41%</td>
<td>-9.41%</td>
</tr>
<tr>
<td>CMS</td>
<td>18</td>
<td>18</td>
<td>-10.00%</td>
<td>-37.93%</td>
</tr>
<tr>
<td>General Relief</td>
<td>2,347</td>
<td>2,349</td>
<td>2.26%</td>
<td>-37.82%</td>
</tr>
<tr>
<td>Medi-Cal</td>
<td>464,736</td>
<td>855,752</td>
<td>1.06%</td>
<td>18.59%</td>
</tr>
<tr>
<td>Total</td>
<td>669,373</td>
<td>1,228,174</td>
<td>1.10%</td>
<td>18.89%</td>
</tr>
</tbody>
</table>

*Recipients include 297,794 under ACA Medicaid Coverage Expansion.
**The number of unduplicated recipients for all programs.
### PROCESSING

<table>
<thead>
<tr>
<th>Program</th>
<th>Applications Registered</th>
<th>Renewals Generated</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>February 2021</td>
<td>FYTD</td>
</tr>
<tr>
<td>CalFresh</td>
<td>14,131</td>
<td>116,706</td>
</tr>
<tr>
<td>CalWORKs</td>
<td>1,652</td>
<td>14,976</td>
</tr>
<tr>
<td>CMS</td>
<td>57</td>
<td>654</td>
</tr>
<tr>
<td>General Relief</td>
<td>1,621</td>
<td>12,946</td>
</tr>
<tr>
<td>Medi-Cal</td>
<td>10,767</td>
<td>103,005</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>28,228</strong></td>
<td><strong>248,287</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Program</th>
<th>Periodic Reports Generated</th>
<th>Documents Imaged</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>February 2021</td>
<td>FYTD</td>
</tr>
<tr>
<td>CalFresh</td>
<td>14,772</td>
<td>116,150</td>
</tr>
<tr>
<td>CalWORKs</td>
<td>662</td>
<td>4,581</td>
</tr>
<tr>
<td>General Relief</td>
<td>1,482</td>
<td>17,692</td>
</tr>
<tr>
<td>Medi-Cal</td>
<td>17</td>
<td>150</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>16,933</strong></td>
<td><strong>138,573</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Program</th>
<th>Tasks Created</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>February 2021</td>
</tr>
<tr>
<td></td>
<td>331,646</td>
</tr>
</tbody>
</table>

### ACCESS CUSTOMER SERVICE CENTER

**Customer Service**

<table>
<thead>
<tr>
<th>Month</th>
<th>February 2020</th>
<th>February 2021</th>
<th>Change</th>
<th>FYTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Calls</td>
<td>140,037</td>
<td>143,782</td>
<td>3,745</td>
<td>1,300,441</td>
</tr>
<tr>
<td>Abandoned</td>
<td>13,430</td>
<td>1,548</td>
<td>-11,882</td>
<td>38,617</td>
</tr>
<tr>
<td>Average Wait Time</td>
<td>8:04</td>
<td>0:47</td>
<td>-7:17</td>
<td>2:34</td>
</tr>
</tbody>
</table>

**Community Based Organization (CBO)**

<table>
<thead>
<tr>
<th>Month</th>
<th>February 2020</th>
<th>February 2021</th>
<th>Change</th>
<th>FYTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Calls</td>
<td>6,773</td>
<td>4,706</td>
<td>-2,067</td>
<td>38,031</td>
</tr>
<tr>
<td>Abandoned</td>
<td>477</td>
<td>61</td>
<td>-416</td>
<td>578</td>
</tr>
<tr>
<td>Average Wait Time</td>
<td>7:22</td>
<td>1:01</td>
<td>-6:21</td>
<td>1:28</td>
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</tbody>
</table>

**Emails Received**

<table>
<thead>
<tr>
<th>February 2021</th>
<th>FYTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>4,270</td>
<td>38,326</td>
</tr>
</tbody>
</table>

### FAMILY RESOURCE CENTER VISITS

<table>
<thead>
<tr>
<th>Month</th>
<th>February 2020</th>
<th>February 2021</th>
<th>Change</th>
<th>FYTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Tickets Issued</td>
<td>78,492</td>
<td>27,306</td>
<td>-187%</td>
<td>243,209</td>
</tr>
<tr>
<td>Average Wait Time (min.)</td>
<td>15.83</td>
<td>(*)</td>
<td>N/A</td>
<td></td>
</tr>
</tbody>
</table>

* Due to COVID-19 Waivers, Avg time is not available for January 2021
Processing Timeliness Applications, Periodic Reports, and Renewals

**CalFresh**
- Regular Applications: State required days to disposition = 30 Days
  - San Diego = 14 Days
- Expedited Applications: State required days to disposition = 3 Days
  - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 96.71%
- Annual Renewal Timeliness = 99.96%

**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 Days
- Semi-Annual Reporting Timeliness = 94.69%
- Annual Renewal Timeliness = 99.71%

**Medi-Cal**
- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 20 Days
- Annual Renewal Timeliness = 99.43%

Program Recipients Trend

<table>
<thead>
<tr>
<th>Medi-Cal Recipients</th>
<th>CalFresh Recipients</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY Mar 09</td>
<td>FY Feb 21</td>
</tr>
<tr>
<td>291,366</td>
<td>855,752</td>
</tr>
<tr>
<td>FY Mar 09</td>
<td>FY Feb 21</td>
</tr>
<tr>
<td>128,616</td>
<td>332,597</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CalWORKs Recipients</th>
<th>General Relief Recipients</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY Mar 09</td>
<td>FY Feb 21</td>
</tr>
<tr>
<td>69,489</td>
<td>37,458</td>
</tr>
<tr>
<td>FY Mar 09</td>
<td>FY Feb 21</td>
</tr>
<tr>
<td>838</td>
<td>2,349</td>
</tr>
</tbody>
</table>
### Monthly Eligibility Performance Dashboard (FY 20/21)

**Data Month:** February 2021

#### Work Management System (WMS) Subtasks Created

<table>
<thead>
<tr>
<th>Subtask Type</th>
<th>FYTD</th>
<th>FYTD</th>
<th>FYTD</th>
<th>FYTD</th>
<th>FYTD</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Monthly Sub Tasks Created</strong></td>
<td>2,953,507</td>
<td>236,231</td>
<td>312,432</td>
<td>255,875</td>
<td>1,489,715</td>
</tr>
<tr>
<td><strong>Monthly Sub-Tasks Created by FRC</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Application Tasks Created</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Monthly Periodic Report Tasks Created</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Monthly Annual Renewal Tasks Created</strong></td>
<td></td>
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<td></td>
</tr>
<tr>
<td><strong>WMS Intake Appointments Calendared</strong></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td><strong>WMS Renewal Appointments Calendared</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Monthly FRC Tickets Issued</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Monthly FRC Average Wait Time</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Average Time is not available</strong></td>
<td></td>
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</tbody>
</table>

#### Additional Metrics

- **Looby Management**: 60.2%
- **Monthly WMS Calendared Appointments**: 128,269
- **Monthly WMS Renewal Appointments Calendared**: 84,939
- **Monthly FRC Tickets Issued**: 223,103
- **Monthly FRC Average Wait Time**: 0.00

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*Note: Data reflects performance metrics for the specified fiscal year and month.*
## CalFresh Applications for SSI Recipients Received and Approved FY 20/21

<table>
<thead>
<tr>
<th>COSD</th>
<th>Jul-20</th>
<th>Aug-20</th>
<th>Sep-20</th>
<th>Oct-20</th>
<th>Nov-20</th>
<th>Dec-20</th>
<th>Jan-21</th>
<th>Feb-21</th>
</tr>
</thead>
<tbody>
<tr>
<td>CF Apps Received</td>
<td>1,255</td>
<td>1,234</td>
<td>1,156</td>
<td>1,146</td>
<td>954</td>
<td>1,151</td>
<td>1,116</td>
<td>1,113</td>
</tr>
<tr>
<td>CF Apps Approved</td>
<td>810</td>
<td>723</td>
<td>686</td>
<td>701</td>
<td>516</td>
<td>658</td>
<td>656</td>
<td>670</td>
</tr>
<tr>
<td>Total CF SSI Cases</td>
<td>30,935</td>
<td>31,966</td>
<td>32,977</td>
<td>33,768</td>
<td>33,977</td>
<td>33,613</td>
<td>33,244</td>
<td>33,512</td>
</tr>
</tbody>
</table>
SELF-SUFFICIENCY SERVICES

TELEWORK PERFORMANCE SUMMARY FEBRUARY 2021

Staff Telework
- Feb 2020 – 30
- Feb 2021 – 1,617
  - Permanent Telework – 1,095

Daily Attendance
- Feb 2020 – 85% of Staff Attendance
- Feb 2021 – 91% of Staff Attendance
- 6% Improvement in attendance

Access Call Center
- Feb 2020 – 140,000
- Feb 2021 – 143,782
- 2.5% increase in calls received

Access Average Speed of Answer
- Feb 2020 – 8 Minutes
- Feb 2021 – :47 Seconds
- 90% improvement in Average Speed of Answer

Access Calls Abandoned
- Feb 2020 – 13,430
- Feb 2021 – 1,548
- 88% Decrease in Abandoned Calls

Applications Received
- Feb 2020 – 30,310
- Feb 2021 – 28,228
- Total Apps Feb 2020 – Feb 2021: 437,419

Applications Processed
- Feb 2020 – 43,000
- Feb 2021 – 41,885
- All applications processed timely

Increase in Total Recipients
- 18.9% increase in total recipients

Benefits Issued Feb 2020 – Feb 2021:
- All Programs: $892,260,213
- CalFresh: $662,835,245

Performance
- CalFresh Accuracy Rate – 95%
- Customer Service Satisfaction Rate : 92%
REVIEW OF 2020 STRATEGIC GOALS, STRATEGIC GOALS FOR 2021, AND ANNUAL REPORT TO THE BOARD OF SUPERVISORS

Rick Wanne, Director, Self-Sufficiency Services
March 18, 2020

Supervisor Greg Cox, Chair
San Diego County Board of Supervisors
1600 Pacific Highway
San Diego, CA 92101

SOCIAL SERVICES ADVISORY BOARD (SSAB) ANNUAL REPORT FOR 2019

Dear Chairman Cox,

Attached is the Social Services Advisory Board (SSAB) annual report of activities and accomplishments for 2019.

The SSAB would like to thank the Board of Supervisors, Board Aides, and the staff of the Health and Human Services Agency for their support and cooperation during the past year, which was a busy and productive time for the SSAB. We advised your Board and the Health and Human Services Agency on various Social Services program and policy issues, with special emphasis on improving the effectiveness of programs, while maximizing efficiency cost to the taxpayers. We believe that our input made a positive contribution to the policy decision process in each instance.

The SSAB looks forward to another productive year of service for the Board of Supervisors and the citizens of San Diego County in 2020.

Respectfully,

Philip Thalheimer, 2019 Chair
Social Services Advisory Board

Attachments

c: Supervisor Jim Desmond, Vice-Chair
Supervisor Dianne Jacob
Supervisor Kristin Gaspar
Supervisor Nathan Fletcher
Helen Robbins-Meyer, Chief Administrative Officer
Nick Macchione, Director, Health and Human Services Agency
Rick Wanne, Director Eligibility Operations
Social Services Advisory Board Members
Social Services Advisory Board (SSAB)
2019 Annual Report to the County Board of Supervisors

March 2020

In accordance with the County Administrative Code, Article LIX, Section 911 the Social Services Advisory Board (SSAB) submits the following report of activities and accomplishments for 2019.

Background:
The Charter of the SSAB is to review and evaluate Social Service policies, programs and budgets; recommend means of improving services and facilities; serve as a sounding board for the Health and Human Services Agency (HHSA); and where appropriate, submit to the Board of Supervisors recommendations concerning the Agency budget and practices.

The plan for this time period was to advise the Board of Supervisors on measures relevant to the Self-Sufficiency Programs: CalWORKs, Employment Services, Medi-Cal, General Relief, CalFresh, Fraud Prevention and Program Integrity. We monitored the delivery of Social Services, as required by the County Charter.

Membership and Organization:
The SSAB consists of ten volunteer citizens who are appointed by the Board of Supervisors. Each Supervisor nominates two members, who are subject to approval by the full Board of Supervisors. A Chair and a Vice-Chair are elected annually and serve for one calendar year beginning in January.

The SSAB started 2019 with two membership vacancies, which all were filled. In 2019, no meetings were adjourned, due to the lack of a quorum. SSAB meetings were regularly announced to the public via the Clerk of the Board and SSAB websites and were held monthly. Meetings were held at a publicly accessible location, in accordance with the Brown Act.

Additionally, the SSAB held its annual SSAB Community Recognition Awards event in December 2019, where ten County members received an award.

2019 Priorities Established

1. Provide nominations for Community Recognition Awards.
2. Deeper level report every other month regarding operational efficiencies.
3. Keep community/stakeholders aware of the impact of changes in health care coverage.
4. Report(s) on Live Well San Diego, homelessness and refugees.
5. Quarterly letters to the Board of Supervisors.
6. Hold at least one meeting in closed session to revisit the Board’s by-laws, norms and member expectations.
Focus and Oversight
During 2019, the SSAB Board provided review and input on numerous self-sufficiency issues in the following categories:

- County Legislative Program Update.
- CalFresh and SSI Eligibility.
- Integrative Services Update.
- San Diego County Recommended FY 19/20 Operational Plan.
- 211 San Diego Overview of Services.
- CalFresh Awareness Month.
- Review Various Legislative Items.
- Tour of Gary and Mary West Serving Seniors.
- Overview of Health and Humans Services Agency County Contracts.
- Health and Human Services Agency New Call Center Technology Implementation.
- Overview, County Veteran’s Services Office.
- Overview of Health Services Advisory Board (HSAB).

2019 Board of Supervisors Letters Docketed for SSAB Action

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- Authorization to Apply For Housing For A Healthy California and Receive Awarded Funds (DISTRICT:ALL),
- Sunset Review of Board Policy A-67

2020 Goals/ Priorities/Areas of Focus

Due to two current vacancies on the Social Services Advisory Board and the COVID-19 emergency, the 2020 goals and priorities will be established at a later date.

HHSA staff support was provided by Director of Eligibility Operations, Rick Wanne.
ANY QUESTIONS?