

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

MEETING NOTICE: In Person

**North Central Live Well Center
5055 Ruffin Road, 2nd Floor Conference Room, San Diego CA 92123
Phone (619) 338-2932**

Public Video Viewing/Comment Option:

<https://zoom.us/j/96590806494>

**May 10, 2023
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: Approval of April 12, 2023 Meeting Minutes |

PUBLIC COMMENTS

- | | |
|-------------|---|
| 9:33 - 9:43 | 3. <u>Guidelines for Public Comment on Items not listed on the agenda:</u> <ul style="list-style-type: none">➤ 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

- | | |
|---------------|--|
| 9:43 – 10:15 | 4. Presentation Item: Overview on the County's Legislative Program, Policies and Process: Caroline Smith, Director, Office of Economic Development and Government Affairs |
| 10:15 – 10:45 | 5. Presentation Item: 23/24 Proposed Operational Plan Budget Presentation: Ardee Apostol, Assistant Chief Financial Officer, Financial & Support Services Division, Health and Human Services Agency (HHSA) |
| 10:45 – 11:15 | 6. Action Item: Review Legislative Advocacy Bills that Support SSAB Strategic Priorities: Assmaa Elayyat, Acting Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA) |
| 11:15 – 11:30 | 7. Information Item: Update on PHE Lift for Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data: Assmaa Elayyat, Acting Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA) |

ADJOURNMENT/ NEXT MEETING

Next regular meeting will be held on June 14, 2023 at 5055 Ruffin Road, 2nd Floor Conference Room, San Diego, CA 92123.

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
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**Held In Person
North Central Live Well Center
5055 Ruffin Road, 2nd Floor Conference Room, San Diego CA 92123
Phone (619) 338-2932 * * Fax (619) 338-2972**

Public Video Viewing/Comment Option: <https://zoom.us/j/99302073163>

**SSAB Meeting Minutes
April 12, 2023**

Members

Present

Vino Pajanor
Jan Spencley
Robin Maxson
Keara O'Laughlin
Daniela Murphy
Rachel Morineau
Carol Lewis
Phil Thalheimer

Members Absent

Buck Martin
Greg Anglea

Staff Present

Rick Wanne, Director Self-Sufficiency Services
Albert Banuelos, HHSA
Adriana Ramirez, HHSA
Allison Boyer, HHSA
Jeannie Hufford, HHSA
Assmaa Elayyat, HHSA
Eric Rubio, HHSA
Albert Garcia, HHSA
Yenissa Salgado, HHSA
Patty Baker, HHSA
David Hopkins, HHSA
Ismael Lopez, HHSA
Ruth Martin, Board/Supervisors District 1

Guests

Lindsey Wade, HASDIC
Stephanie Phann, HASDIC
Karla Samoyoa, 211 San Diego
Jessica Peter, 211 San Diego
Jack Dailey, Legal Aid Society of San Diego
Mauricio Medina, San Diego Hunger Coalition
Cierra Gant, SEIU
Isiah Beemen, SEIU
Adrianna Yemhatpe, Travelers Aid of San Diego
Violeta Aguirre, Scripps Health

1. Meeting called to order at 9:32 by Chair, Vino Pajanor.
2. The March 8, 2023 Meeting Minutes were approved, with all Board Members present voting yes.
3. Public Comments:
 - No public comment
4. **Presentation Item:** Overview of the Hospital Association of San Diego & Imperial Counties (HASDIC) and Hospital Outstation Partnership with Self-Sufficiency Services: Lindsey Wade, Senior Vice President, Hospital Association of San Diego & Imperial Counties (HASDIC). Ms. Wade provided an overview of HASDIC's partnership with Self-Sufficiency Services.

5. **Action Item:** Review Legislative Advocacy Bills and Letters of Support that Align with SSAB Strategic Priorities: Assmaa Elayyat, Acting Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ms. Elayyat shared an updated tracking sheet of all active legislative bills, with suggestions provided by the SSAB members at the March 8, 2023 meeting. She also shared a draft Letter of Support from the SSAB to Chairwoman Vargas, in support of Senate Bill 600 and Assembly Bill 274. This letter was approved, with 6 Board Members voting yes and 1 Member voting no.

A public comment was made by Mauricio Medina, Public Affairs Manager of San Diego Hunger Coalition, stating his appreciation of the list of bills on the tracker that can support ending hunger and mentions that AB712 should be elevated to the support level. He is also requesting clarity on what the middle analysis required tag or code is: it is waiting on seeing if the bill is amended or greater clarity on how it will impact the County or what it will do to the CalFresh program.

6. **Information Item:** Update on Local Response to COVID19 Emergency for all Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data, PHE Lift: Assmaa Elayyat, Acting Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ms. Elayyat provided updates on CalFresh, Medi-Cal, CalWORKs and General Relief flexibilities, waiver expirations, extensions, Medi-Cal Renewals and EBT Fraud. Ms. Elayyat also shared data on the Community Based Organization Referrals for all Self-Sufficiency programs.

ADJOURNMENT/SET NEXT MEETING:

The meeting was adjourned at 11:29 a.m. Next regular meeting will be held on May 10, 2023.



ITEM# 4 OVERVIEW ON THE COUNTY'S LEGISLATIVE PROGRAM, POLICIES, AND PROCESS

Caroline Smith, Director

Office of Economic Development and Government Affairs



Office of Economic Development and Government Affairs (EDGA)

Caroline Smith,
Director



COUNTY OF SAN DIEGO

Department Overview

GOVERNMENT AFFAIRS

- ◆ Monitor State & federal legislation
- ◆ Advance advocacy approach that benefits the County

ECONOMIC DEVELOPMENT & PROSPERITY

- ◆ Comprehensive Economic Development Strategy
 - ◆ Inclusive economic growth

ARTS & CULTURE

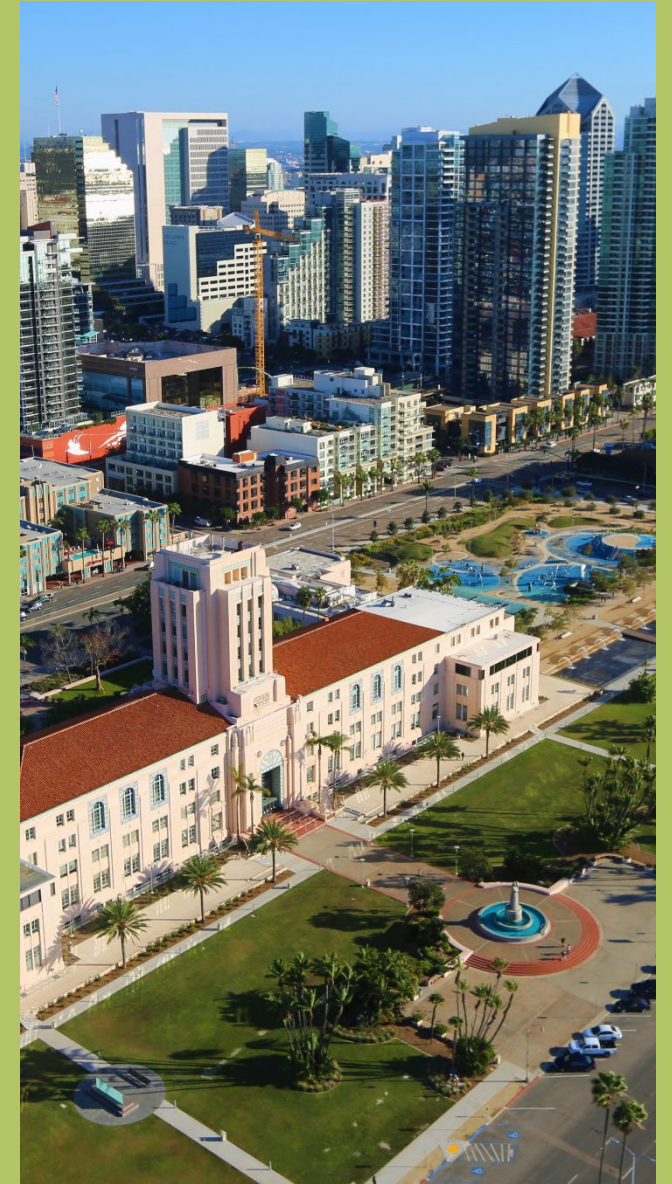
- ◆ Arts & Culture Commission
- ◆ Coordinate and expand regional opportunities

GRANTS

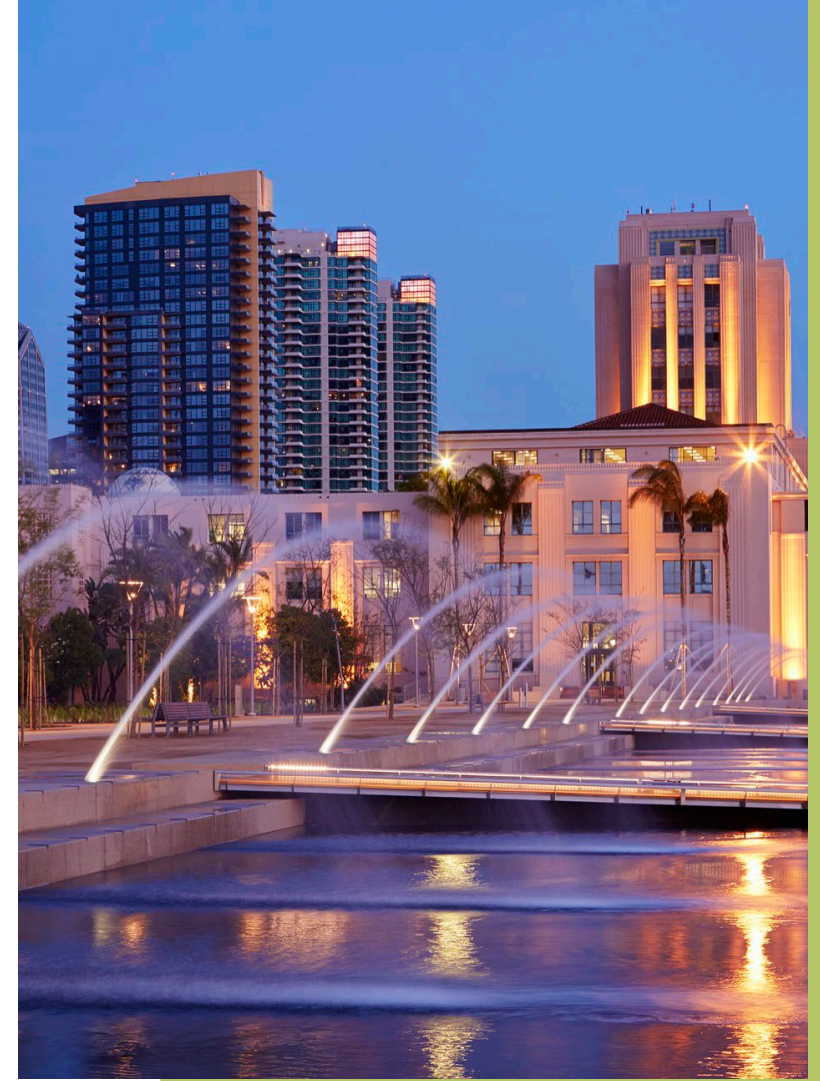
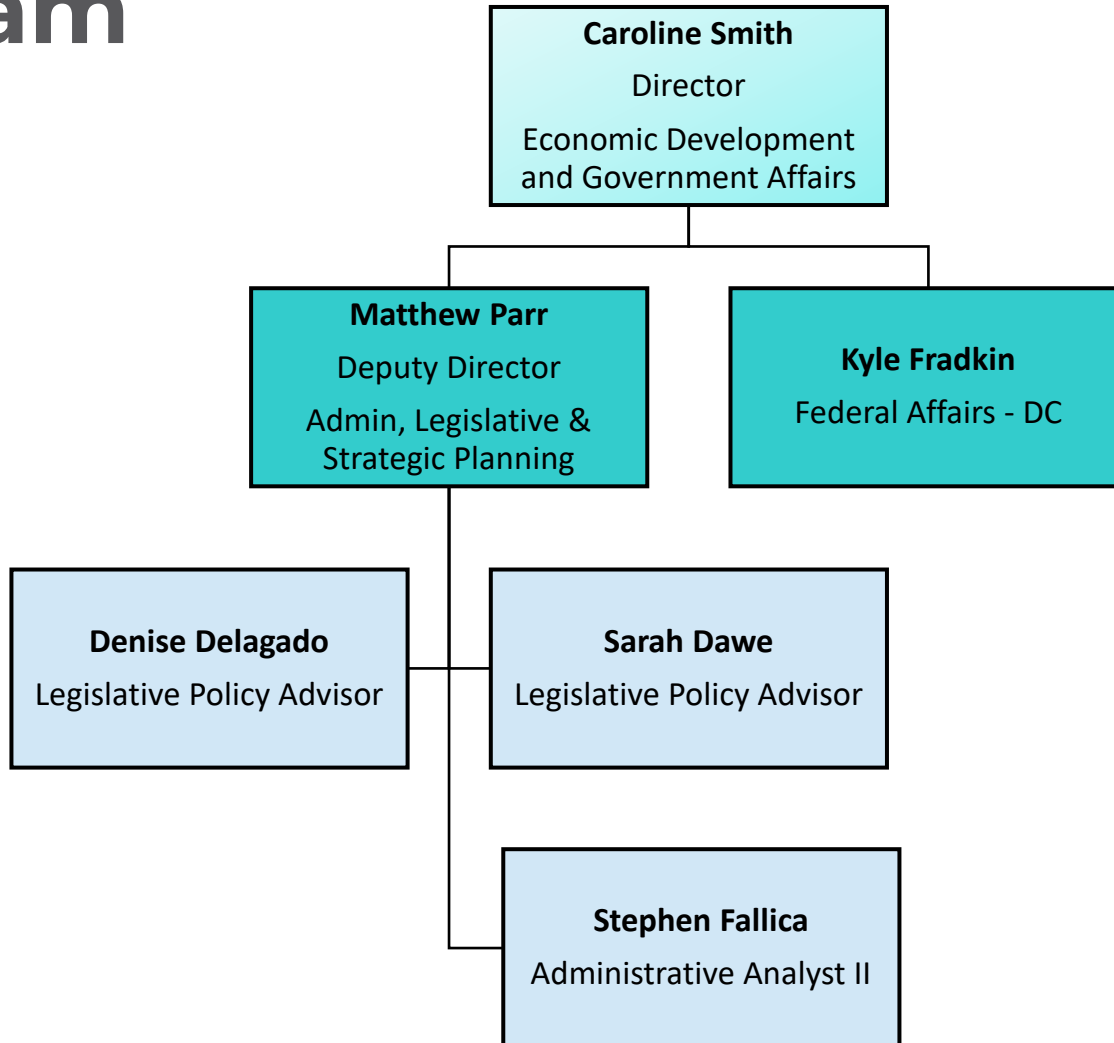
- ◆ Administer County grants benefitting nonprofits & small businesses
- ◆ Seek additional grant opportunities

STRATEGIC PLANNING

- ◆ Operationalize the reimagined General Management System and new Strategic Plan



Government Affairs Team



Government Affairs Overview

Advocate

State and Federal legislation

Budget/appropriations requests

Collaborate

County departments

Local, state, and national organizations

County lobbyists in Sacramento and Washington, D.C.

Liaison

Elected officials and their staff

Staff from other jurisdictions



Government Affairs

Authority to Advocate

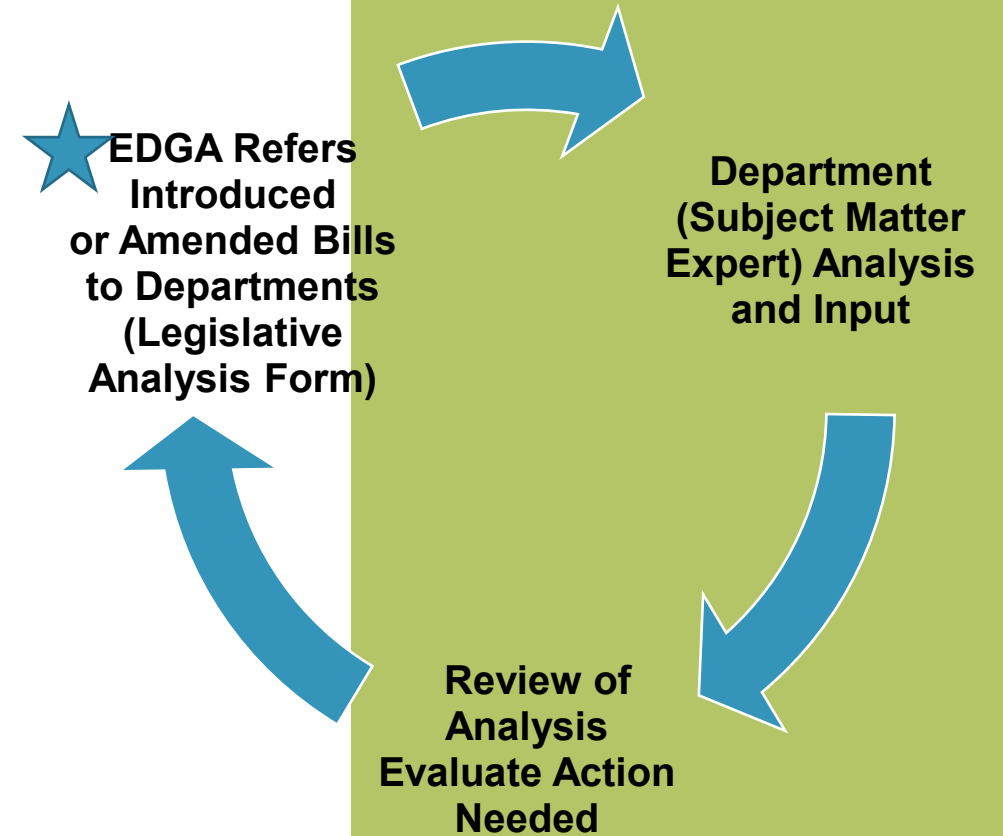
- Board Policy M-1: Legislative Program
 - ✦ Sponsorship
 - ✦ Priorities
 - ✦ Policy Guidelines
- Board Policy M-2: Legislative Advocacy
- Board Action



Government Affairs

Legislative Referral Process

- EDGA Produces A Daily Bill Report
 - This report provides a list of bills in the State Legislature that have been introduced or amended
- EDGA reviews the changes, and decides:
 - Does a bill need to be referred to departments?
 - If so, refer to departments it may impact
 - Or send the bill as an informational item
- Once referred, departments typically have a 2-week response period to analyze the bill and provide their feedback



Department Legislative Analysis

Position Recommendations

- Active Support or Active Oppose
- Support if Amended or Oppose Unless Amended
- Watch
- Concerns

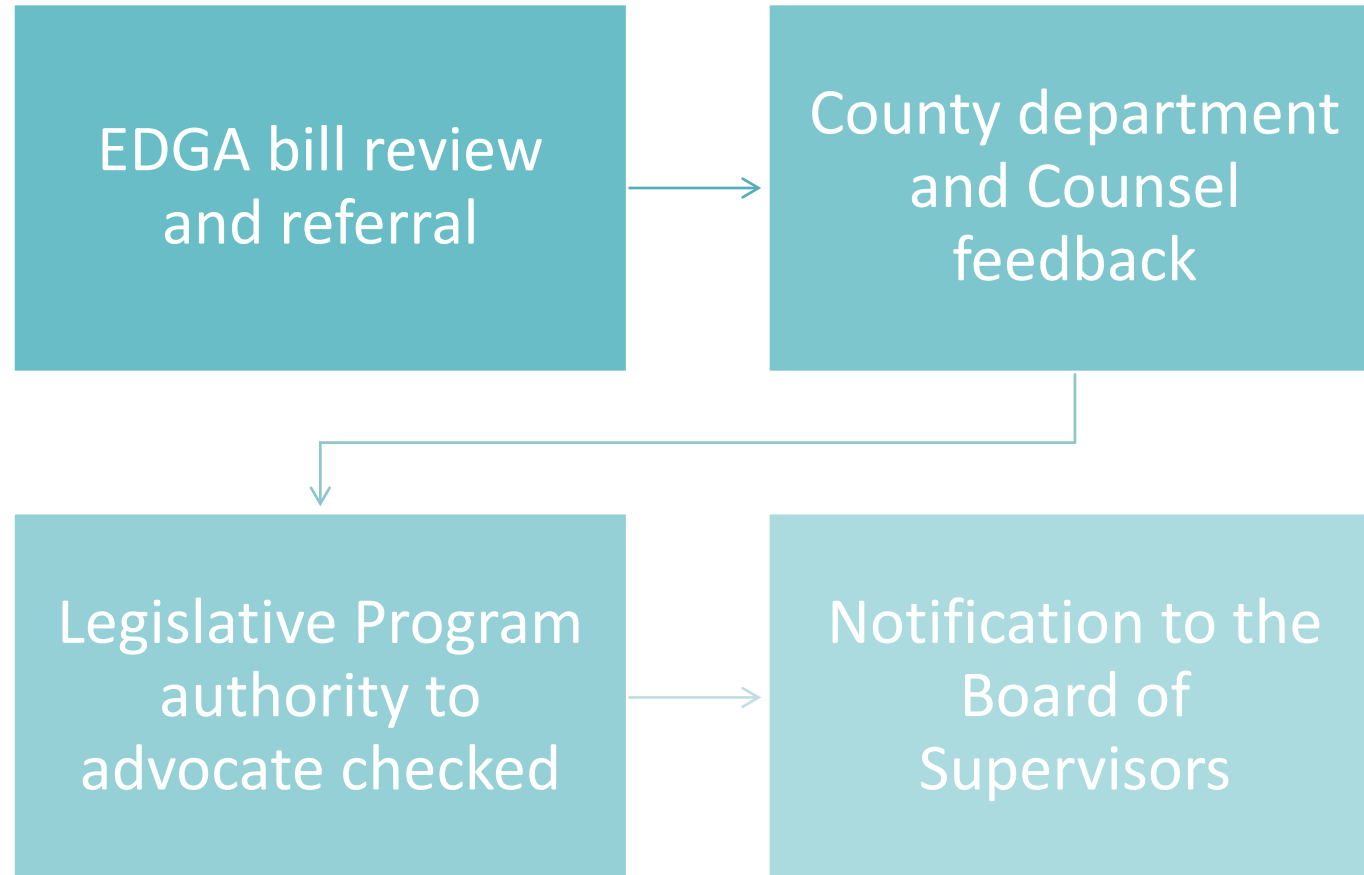


COUNTY OF SAN DIEGO

LEGISLATIVE ANALYSIS FORM		
County of San Diego – Office of Economic Development and Government Affairs (EDGA)		
BILL NUMBER:		
BILL SUBJECT / TITLE:		
BILL AUTHOR:		
BILL VERSION BEING VIEWED:		
FROM DEPARTMENT:		
FEEDBACK SECTION		
RECOMMENDATION (Select One): * = Asterisk indicates your department believes the Board should take a formal position on this bill. (For descriptions of positions, visit http://insite.sdcountry.ca.gov/fg3/cao/sia/Pages/prepbillanalysis.aspx)	Active Support*	<input type="checkbox"/>
	Support if Amended*	<input type="checkbox"/>
	Active Oppose*	<input type="checkbox"/>
	Oppose Unless Amended*	<input type="checkbox"/>
	Watch	<input type="checkbox"/>
	Concerns	<input type="checkbox"/>
EXPLAIN HOW THIS BILL WOULD IMPACT YOUR PROGRAM: (Current practices, operations, customers, responsibility, authority, workforce/staffing, pros/cons, etc.)		
EXPLAIN THE FISCAL IMPACT ON YOUR DEPARTMENT: (Revenue increase or decrease, cost increase or decrease, also if increase is offset by proposed funding, undetermined, one-time, ongoing, none, etc.)		
HOW CAN THIS BILL BE IMPROVED/AMENDED?		
WILL THIS BILL IMPACT OTHER COUNTIES/CITIES/ENTITIES? (If "YES" mark checkbox and if impact differs from the County's noted above, please explain below)		
<input type="checkbox"/> YES <input type="checkbox"/>		
WHAT ARGUMENTS CAN BE MADE IN FAVOR OF THE BILL? WHO ARE LIKELY SUPPORTERS?		
WHAT ARGUMENTS CAN BE MADE AGAINST THE BILL? WHO ARE LIKELY OPPONENTS?		
WHAT CURRENT STATEMENT IN THE LEGISLATIVE PROGRAM WOULD SUPPORT THE POSITION YOU ARE RECOMMENDING? (For current Legislative Program, visit https://sdcountryca.gov/sharepoint.com/sites/InSite/fg3/cao/sia/Pages/legislativeprogram.aspx)		

Government Affairs

Advocacy Process



Thank You!

Caroline Smith

Caroline.smith@sdcounty.ca.gov





ITEM# 5 23/34 PROPOSED OPERATIONAL PLAN BUDGET PRESENTATION

*Ardee Apostol, Assistant Chief Financial Officer
Health & Human Services Agency*



COUNTY OF SAN DIEGO



HHSA

FY 2023-24 CAO RECOMMENDED OPERATIONAL PLAN MAY 2023



AGENDA

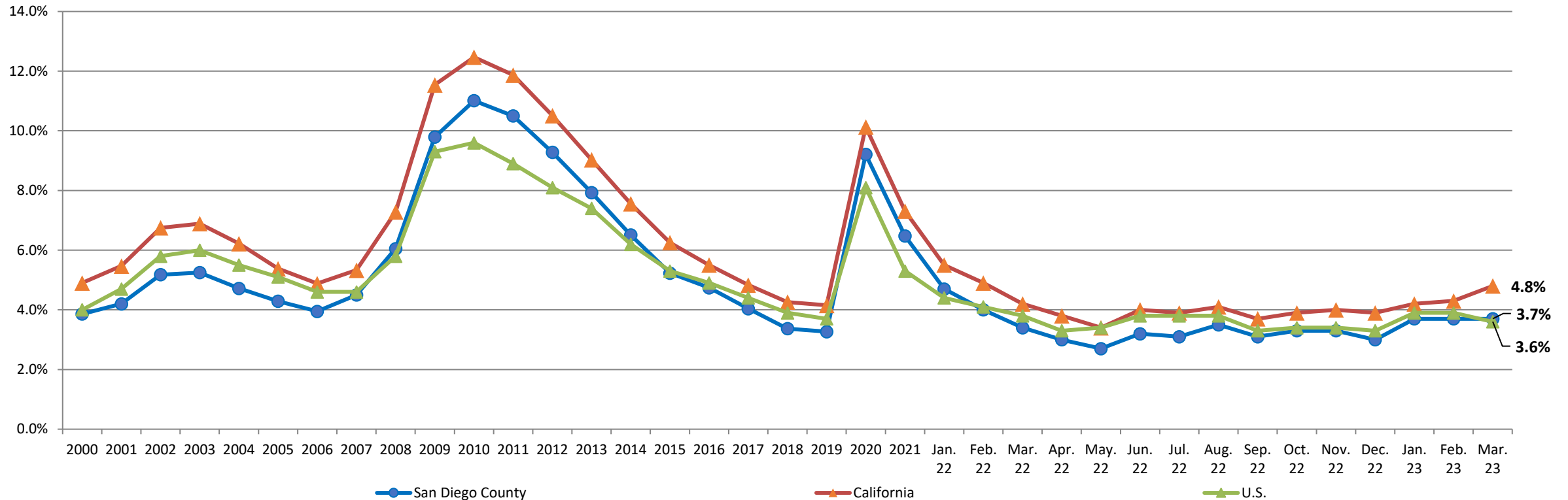
- Economic Updates
- State Budget
- FY 2023-24 CAO Recommended Budget
- Upcoming Budget Events
- Q&A



"I'm afraid our business is getting stale.
Our numbers have lost their crunch."

ECONOMIC UPDATES: UNEMPLOYMENT RATES

Unemployment Rate 2000 through March 2023 Comparison



Notes: Data not seasonally adjusted; 2000–March 2023 actuals.

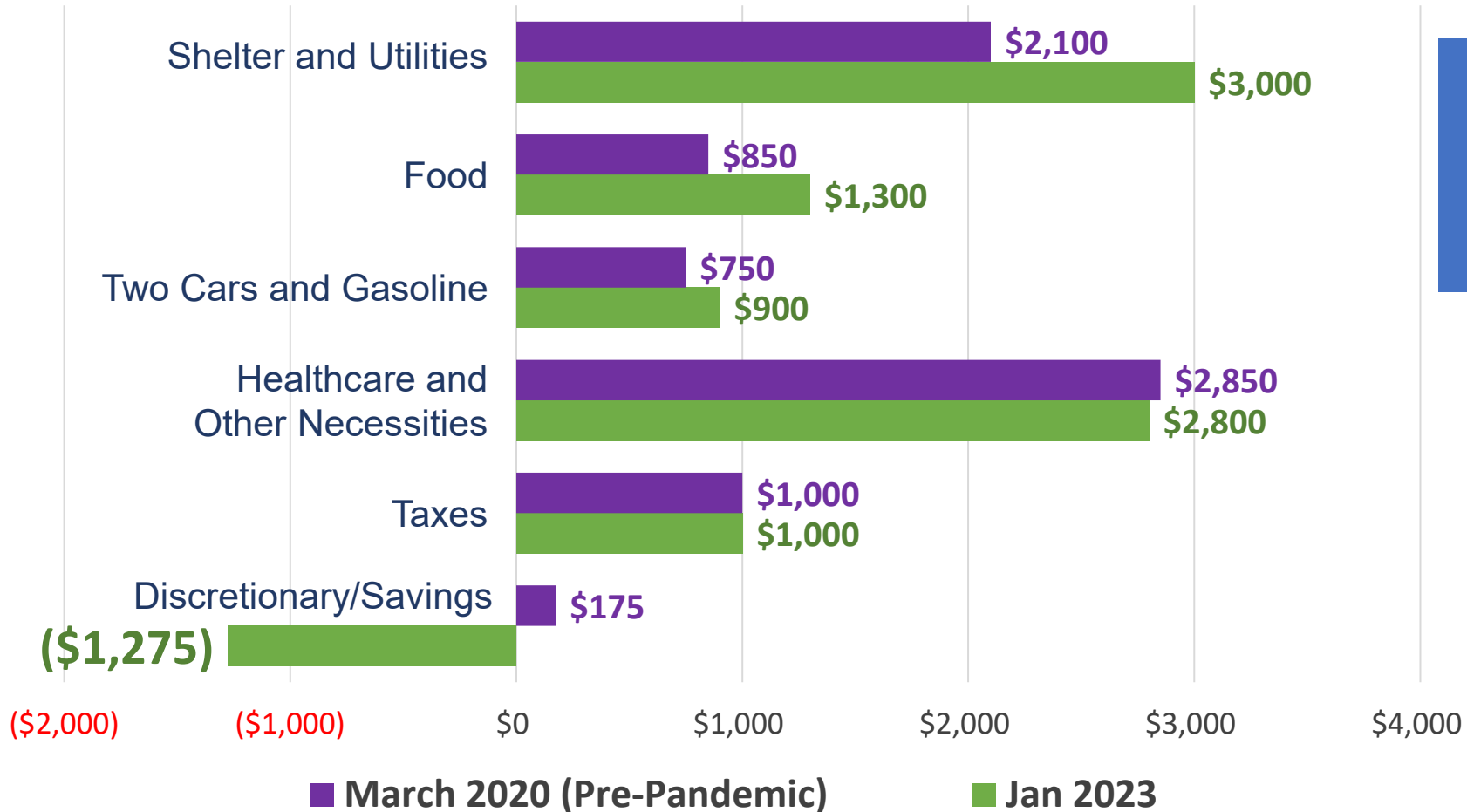
Sources: Actuals: California Employment Development Department, US Bureau of Labor Statistics

Article: [San Diego rising January unemployment rate](#)



ECONOMIC UPDATES: COST OF LIVING IN 2023

Monthly Household Spending by Category
(\$92,700 median household income with 2 adults and 2 children)



Housing and food are **46% higher** than in March 2020

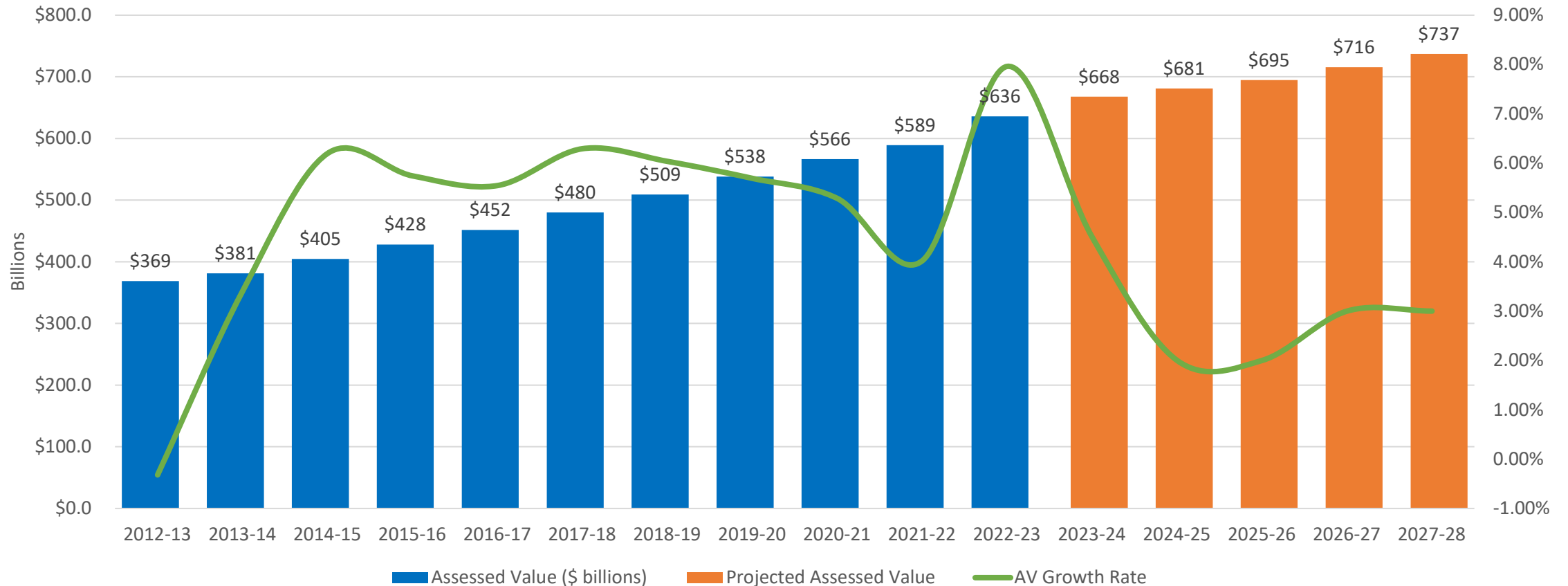
More debt and less savings:
monthly loss of \$1,450

Source: Bureau of Labor Statistics, CPI-U San Diego, Not Seasonally Adjusted (Jan 2023); HUD FY2023 Fair Market Rents; USDA Food Plans (Dec 2022); AAA Daily Gas Tracker, San Diego (2023); IRS; SANDAG Calculations



ECONOMIC UPDATES: ASSESSED VALUE GROWTH

San Diego Fiscal Years 2012-13 through 2027-28

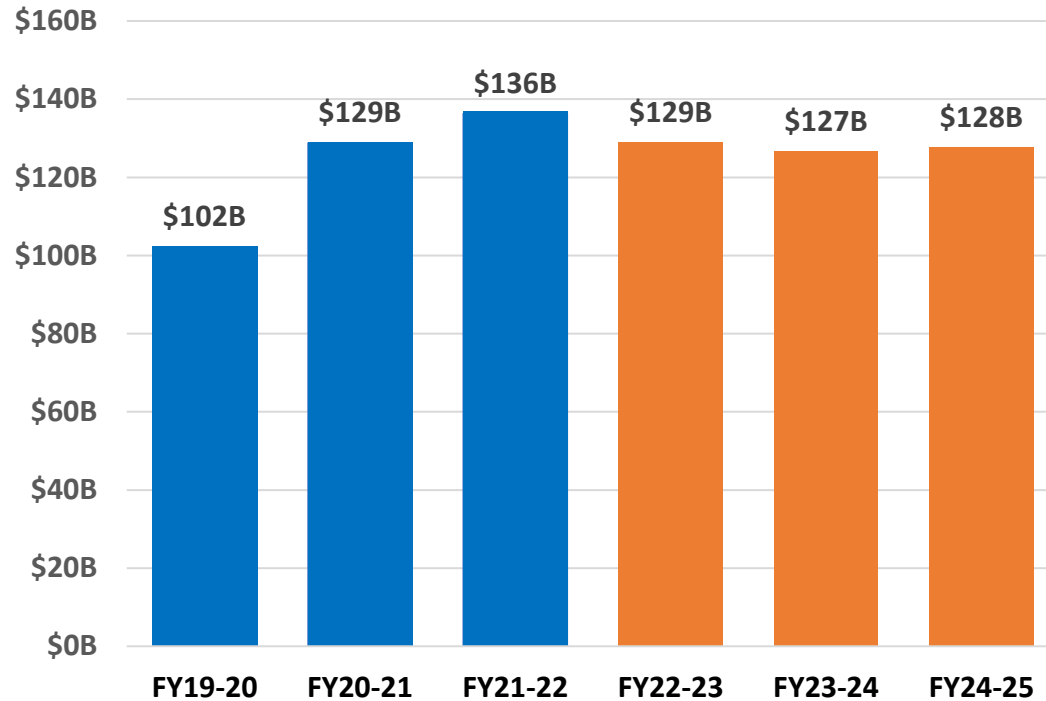


Sources: Auditor & Controller, Property Tax Services annual report ending June 30, 2022; Assessor/Recorder/County Clerk Projections

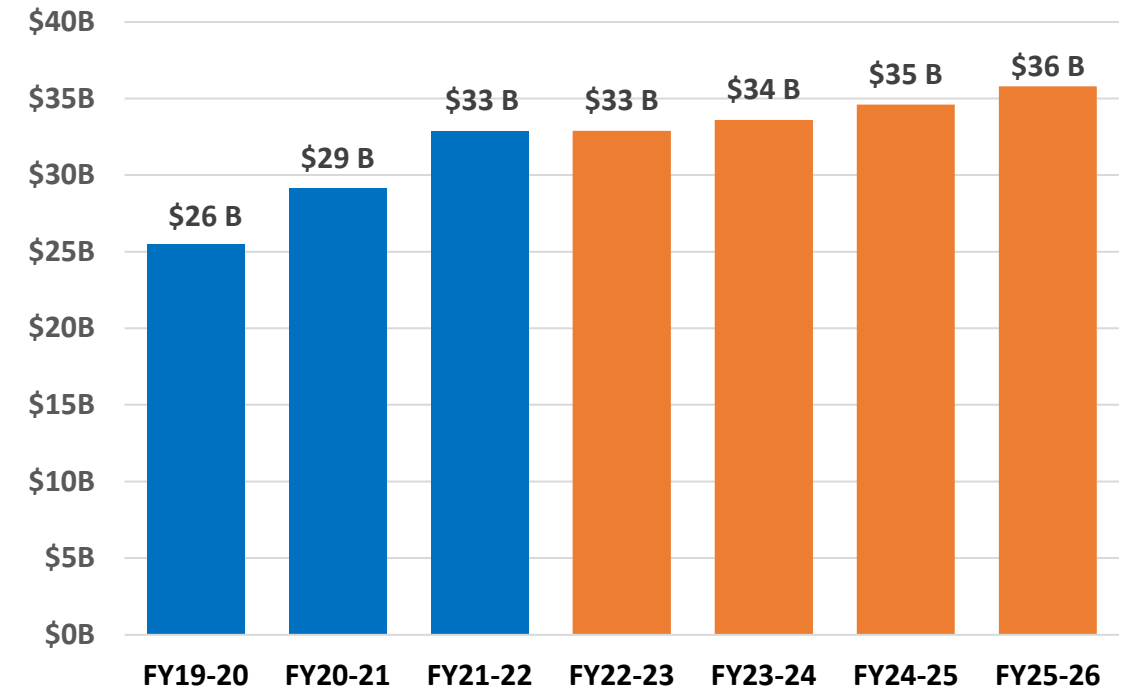


ECONOMIC UPDATES: STATE REVENUE TRENDS

State Personal Income Tax Revenue



California Sales & Use Tax Revenue

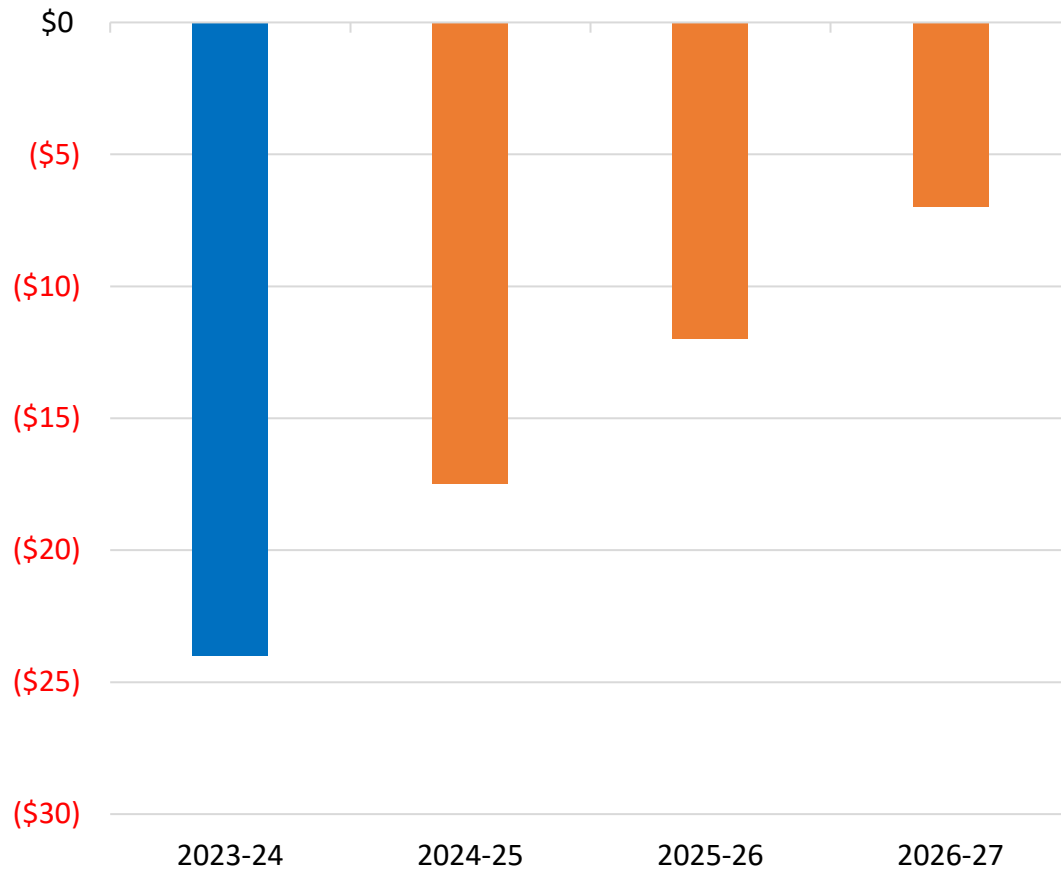


Source: State of California, FY 23-24 Governor's Proposed Budget and FY 22-23 May Revise



STATE BUDGET: UPCOMING BUDGET

State Faces Budget Deficits Across Multiyear Period (In Billions)



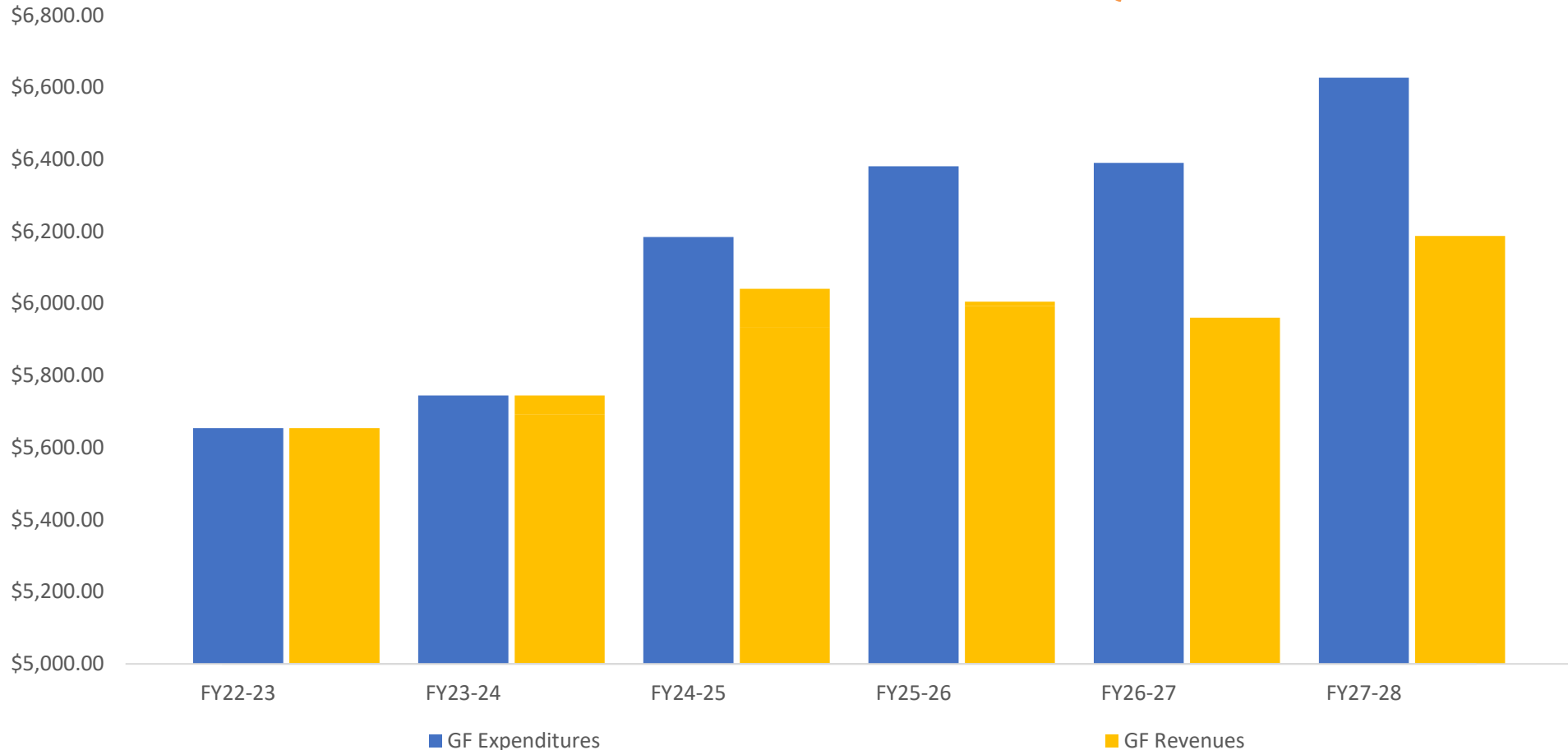
HHSA Items of Interest:

- \$6.1 billion for Behavioral Health Community-Based Continuum Demonstration
- \$191.5 million for Community Assistance, Recovery, and Empowerment (CARE) Act
- \$93 million for Opioid Settlement Fund
- \$1 billion for a fifth round of Homeless Housing, Assistance and Prevention

COUNTY FINANCIAL OUTLOOK

General Fund Outlook As of 3/10/2023

GENERAL PURPOSE REVENUE REQUESTS



Cumulative Funding Gap by Fiscal Year

FY 23-24 = \$0.0M
FY 24-25 = \$91.5M
FY 25-26 = \$216.2M
FY 26-27 = \$258.0M
FY 27-28 = \$267.2M

Note: For illustration purposes only. General Fund Outlook assumes the FY 22-23 Adopted General Fund Budget plus Salary & Benefit growth. Expenditure Gap and Revenue Shortfalls reflect requests for General Purpose Revenue. May not reflect non salary program revenue supported changes. Does not include: EIFDs, new affordable housing/homeless solutions, new sustainability initiatives, debt financing CINA projects.



FY 2023-24 CAO RECOMMENDED BUDGET: HHSA

Operating Environment/Risk

Slowing revenue outlook for State and County, inflationary pressures

Staffing pressures for increasing safety net caseloads

Labor packages and retirement

Continue transition of COVID 19 response into ongoing operations

Workforce recruitment

One-time funds to glideslope priority areas, aligning service level expectations

Opportunities

CARE Court

Opioid Settlement Funds

CalAIM

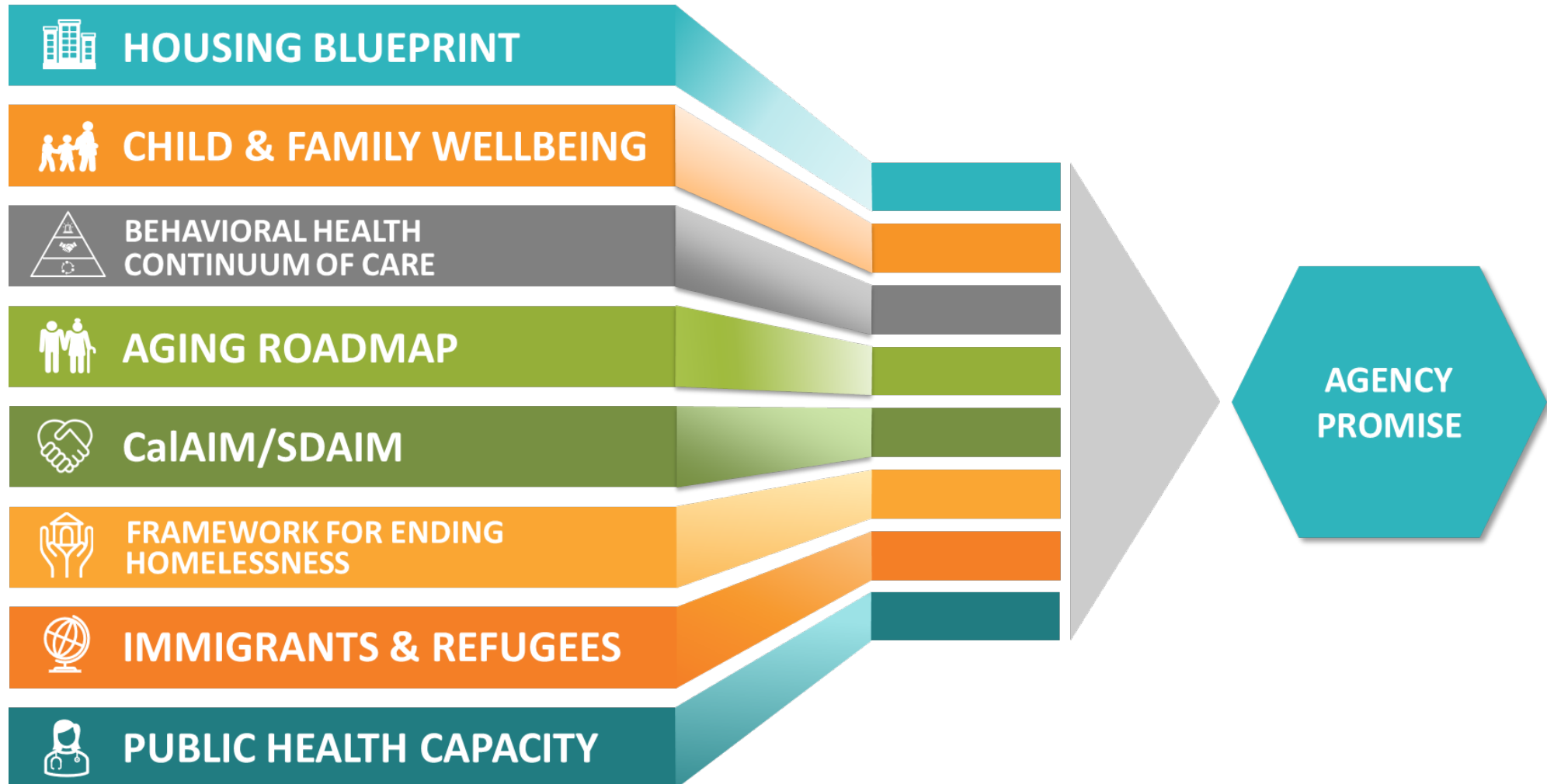
Increased grant opportunities

Continued Budget Equity Assessment Tool and sustainability focus

Agency Promise



FY 2023-24 CAO RECOMMENDED BUDGET: HHSA



FY 2023-24 CAO RECOMMENDED BUDGET

BUDGET BY DEPARTMENT: \$3.2 BILLION (in Millions)

Department	FY2022-23 Adopted Budget	FY2023-24 CAO Recommended	Change	% Change
Behavioral Health Services	\$899.5	\$1,021.1	\$121.6	13.5%
Self-Sufficiency Services	647.2	786.0	138.8	21.4%
Child and Family Well-Being	442.4	456.9	14.5	3.3%
Aging & Independence Services	238.5	282.6	44.1	18.5%
Public Health Services	221.6	228.2	6.6	3.0%
Administrative Support	176.0	184.4	8.4	4.8%
Housing & Community Development Services	84.3	99.4	15.1	17.9%
Homeless Solutions and Equitable Communities	53.9	77.6	23.7	44.0%
Medical Care Services Department	44.0	48.0	4.0	9.1%
County Successor Agency	7.7	7.8	0.1	1.3%
Total HHSA	\$2,815.1	\$3,192.0	\$376.9	13.4%

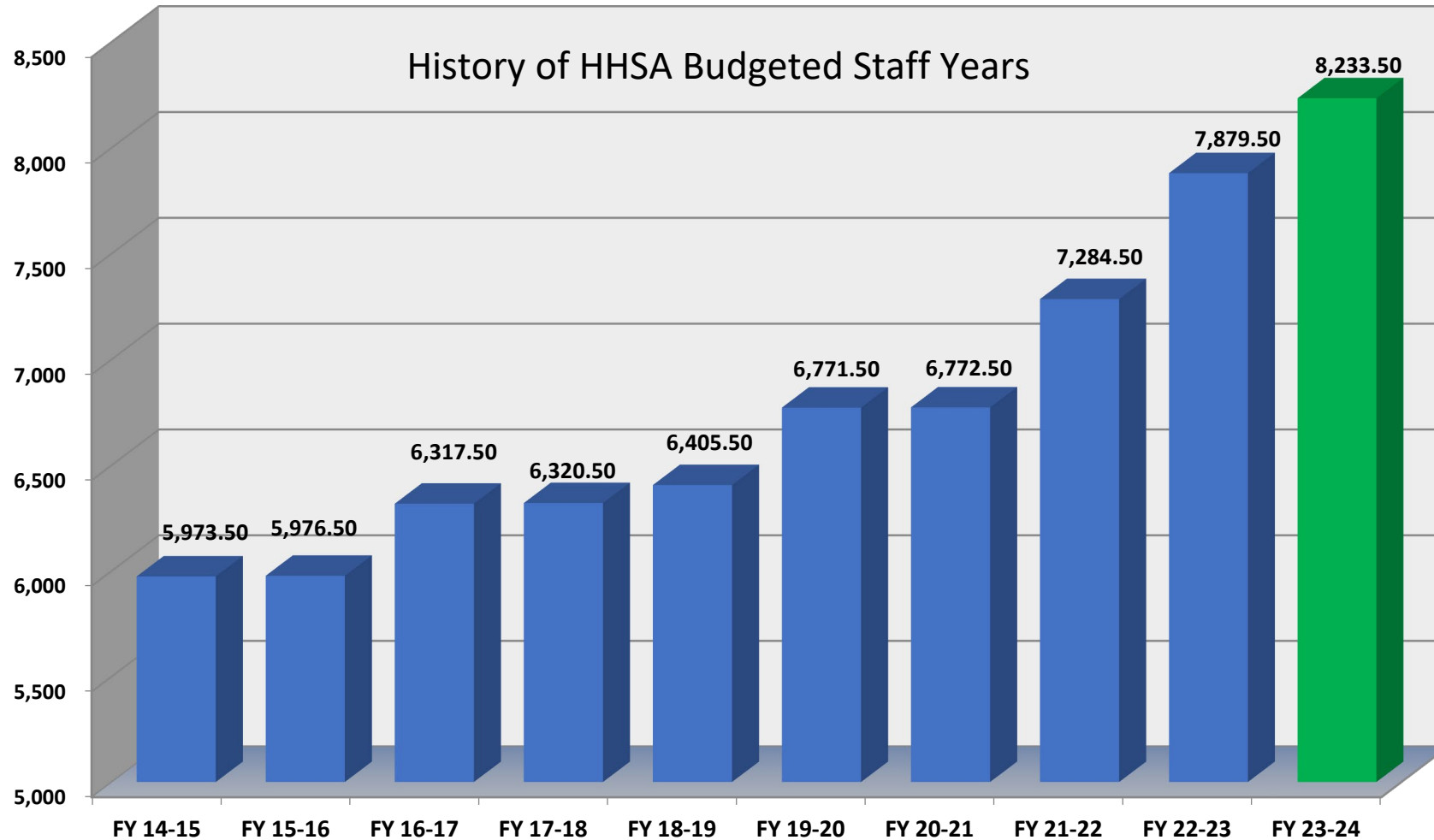
FY 2023-24 CAO RECOMMENDED BUDGET

STAFFING BY DEPARTMENT

Department	FY2022-23 Adopted Budget	FY2023-24 CAO Recommended	Change	% Change
Self-Sufficiency Services	2,732.00	2,845.00	113.00	4.1%
Child and Family Well-Being	1,630.00	1,670.00	40.00	2.5%
Behavioral Health Services	1,207.50	1,332.50	125.00	10.4%
Public Health Services	730.00	764.00	34.00	4.7%
Aging & Independence Services	613.00	651.00	38.00	6.2%
Administrative Support	433.00	438.00	5.00	1.2%
Medical Care Services Department	222.00	215.00	-7.00	-3.2%
Homeless Solutions and Equitable Communities	156.00	162.00	6.00	3.8%
Housing & Community Development Services	156.00	156.00	0.00	0.0%
Total HHSA	7,879.50	8,233.50	354.00	4.5%

FY 2023-24 CAO RECOMMENDED BUDGET

A LOOK BACK: HHSA STAFFING



SELF SUFFICIENCY SERVICES FY 23-24 PROPOSED

Budget

\$786.0M

2,845.0 staff

Change

\$138.8M

113.0 staff

+21.4%

+4.1%



Budget Highlights

- 113.00 new positions
- Increased critical Self-Sufficiency Public Assistance benefits and employment and supportive services



CHILD AND FAMILY WELL-BEING FY 23-24 PROPOSED

Budget

\$456.9M

1670.0 staff

Change

\$14.5M

40.0 staff

+3.3%

+2.5%



Budget Highlights

- Launching of New Department
- 29 new positions (prior to transfers)
- Transition of the San Pasqual Academy to a continuum of care multipurpose campus
- Career Pathways for Foster Youth



AGING & INDEPENDENCE SERVICES FY 23-24 PROPOSED

Budget

\$282.6M

651.0 staff

Change

\$44.1M

+18.5%

38.0 staff

+6.2%

Budget Highlights

- 66 new positions (prior to transfers) in IHSS, APS, PAPG
- Increased IHSS wages
- Food security & senior nutrition
- Expanded access to digital connectivity and technology among older adults and adults with disabilities



PUBLIC HEALTH SERVICES FY 23-24 PROPOSED

Budget

\$228.2M

764.0 staff

Change

\$6.6M

34.0 staff

+3.0%

+4.7%



Budget Highlights

- New Public Health Lab
- 25 new positions (prior to transfers)
- *Opioid Settlement Framework and Overdose Data to Action (OD2A) grant*



MEDICAL CARE SERVICES FY 23-24 PROPOSED

Budget

\$48.0M

215.0 staff

Change

\$4.0M

(7.0) staff

+9.1%

-3.2%



Budget Highlights

- 2 new positions (prior to transfers), including a Chief Dental Officer
- Providing Access and Transforming Health Supports Justice-Involved (PATH JI) grant
- Pathways to Excellence Program



HOUSING & COMMUNITY DEVELOPMENT SERVICES FY 23-24

Budget

\$99.4M

156.0 staff

Change

\$15.1M

No Change

+17.9%

0.0%



Budget Highlights

- 1 new position (prior to transfers)
- \$25.0M increase for the Innovative Housing Trust Fund
- \$4.6M to support Permanent Local Housing Allocation and HUD entitlement programs



HOMELESS SOLUTIONS AND EQUITABLE COMMUNITIES FY 23-24

Budget

\$77.6M

162.0 staff

Change

\$23.7M

+44.0%

6.0 staff

+3.8%

Budget Highlights

- 2 new positions (prior to transfers)
- Community Care Coordination – Justice Involved Population
- Local housing, coordinated eviction prevention, and collaborative efforts to address homelessness
- Afghan Refugee Support Services



BEHAVIORAL HEALTH SERVICES FY 23-24

Budget

\$1.0B

Change

\$121.6M

+13.5%

1332.5 staff

125.0 staff

+10.4%

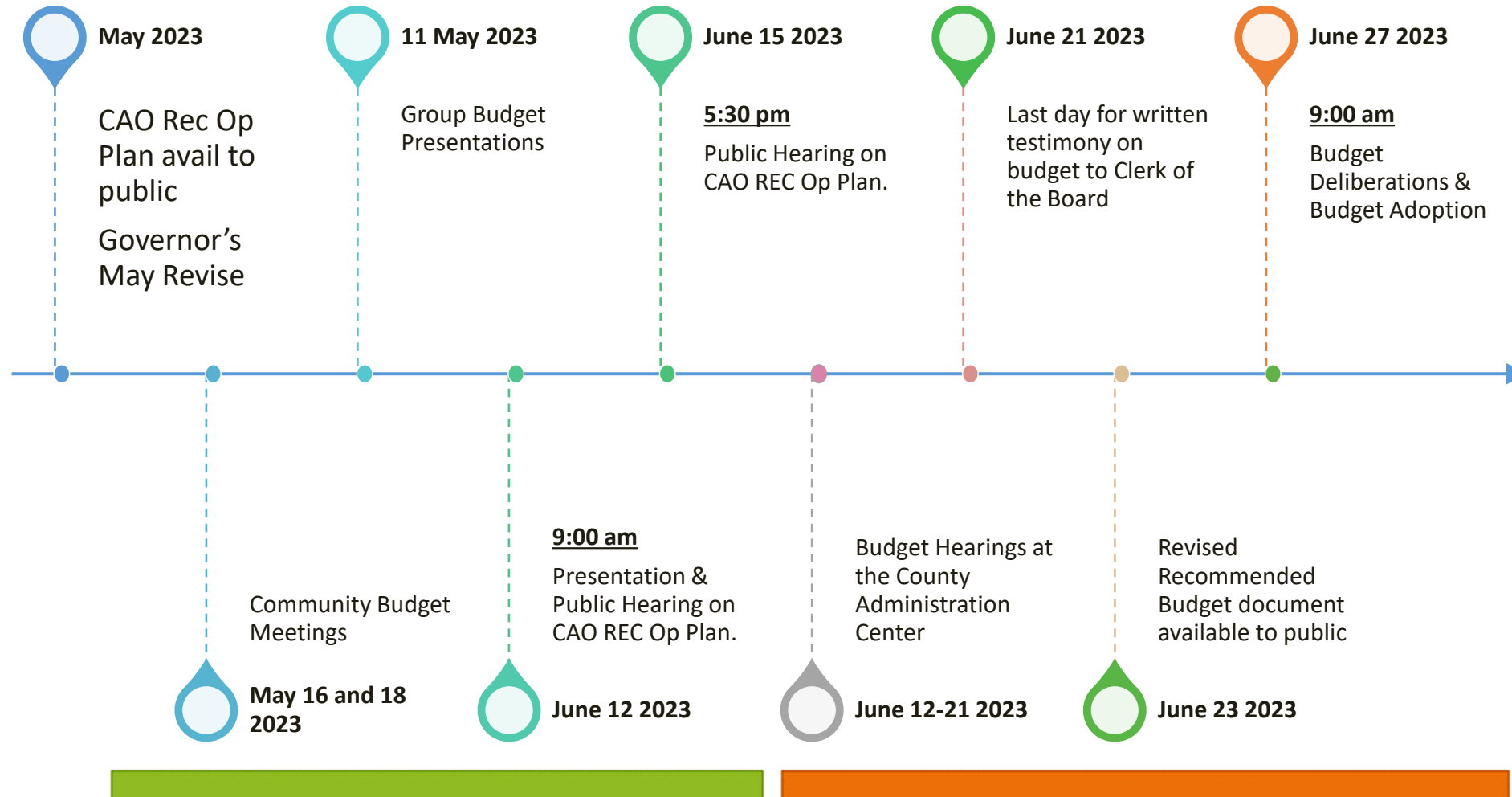


Budget Highlights

- 99 new positions (prior to transfers)
- Community Assistance, Recovery and Empowerment (CARE) Act implementation
- Investment in enhanced adult and youth mental health treatment services and Mobile Crisis Response Team (MCRT) expansion



UPCOMING BUDGET EVENTS: KEY DATES



CLOSING REMARKS AND Q&A



“What did you take away from the meeting?”

Amy Thompson

HHSA Chief Financial Officer

Amy.Thompson@sdcounty.ca.gov

Office: (619) 515-6923

Ardee Apostol

HHSA Assistant Chief Financial Officer

Ardee.Apostol@sdcounty.ca.gov

Office: (619) 338-2602



ITEM# 6 REVIEW LEGISLATIVE ADVOCACY BILLS THAT SUPPORT SSAB STRATEGIC PRIORITIES

*Assmaa Elayyat, Deputy Director
Self-Sufficiency Services*





County of San Diego

SOCIAL SERVICES ADVISORY BOARD

1255 IMPERIAL AVENUE, SUITE 400, SAN DIEGO, CALIFORNIA 92101
TELEPHONE (619) 338-2932 FAX (619) 338-2972

May XX, 2023

Supervisor Nora Vargas, Chairwoman
County Board of Supervisors
1600 Pacific Highway
San Diego, CA 92101

Dear Chairwoman Vargas,

I am writing to you on behalf of the Social Services Advisory Board (SSAB). Over the last year, San Diego County's Health and Human Services Agency, Self-Sufficiency Services, has been committed to identifying and reducing barriers facing applicants and recipients of public safety net programs. Through this process, the Eligibility Task Force was established and worked with several community partners and a County contracted consultant to identify and implement on-going solutions for barriers that applicants and recipients experience.

Part of those recommendations prioritized by the Eligibility Task Force include expanding communication pathways by encouraging both applicants and recipients and the County to communicate via methods that are most preferred by customers. Assembly Bill (AB) 991 proposes codifying the ability for customers and the County to communicate via many different methods, including e-mail, thus allowing customers better opportunities to correspond with the County and reduce unnecessary barriers. Historically, not all communication methods or pathways have been allowable under State policy or law, thus the passage of this bill would help greatly reduce communication barriers faced by customers.

For the reasons indicated above, we request San Diego County actively support AB 991. As Chair of the SSAB, I am writing to recommend that the San Diego Board of Supervisors actively support this request.

Respectfully,

Vino Pajanor
Chair, Social Services Advisory Board

cc: Supervisor Terra Lawson-Remer, Vice Chairwoman, District 3
Supervisor Joel Anderson, District 2
Supervisor Nathan Fletcher, District 4
Supervisor Jim Desmond, District 5
SSAB Board Members
Nick Macchione, Director, Health and Human Services Agency
Rick Wanne, Director, Self-Sufficiency Services
Alberto Banuelos, Assistant Director Self-Sufficiency Services

ASSEMBLY BILL

No. 991

Introduced by Assembly Member Alvarez

February 15, 2023

An act to add Section 10504 to the Welfare and Institutions Code, relating to public social services.

LEGISLATIVE COUNSEL'S DIGEST

AB 991, as introduced, Alvarez. Public social services: reporting and verification.

Existing law provides for various public social services programs administered by the State Department of Social Services, State Department of Health Care Services, and counties, including, among others, the California Work Opportunity and Responsibility to Kids (CalWORKs) program, under which each county provides cash assistance and other benefits to qualified low-income families and individuals, CalFresh, under which supplemental nutrition assistance benefits allocated to the state by the federal government are distributed to eligible individuals by each county, and the Medi-Cal program, under which qualified low-income individuals receive health care service. Existing law imposes various reporting and verification requirements on applicants and recipients of these public social services programs relating to identity, income, and assets, among other things.

This bill would, to the extent permitted under federal law, require state and county agencies to accept the reporting by an applicant or recipient of public social services of any lawfully required information, changes, and verification required by law that affect eligibility and benefit amounts, by any means available to the applicant or recipient, including, but not limited to, in person, by telephone, through facsimile,

by email, or by any other electronic means. The bill would require the State Department of Social Services and the State Department of Health Care Services to implement this provision through all-county letters, provider bulletins or notices, policy letters, or similar instructions from the director of each department issued no later than July 1, 2024. To the extent this bill expands eligibility for county administered programs and by imposing additional duties on counties, this bill would impose a state-mandated local program.

Existing law continuously appropriates moneys from the General Fund to defray a portion of county costs under the CalWORKs program.

This bill would instead provide that the continuous appropriation would not be made for purposes of implementing the bill.

The California Constitution requires the state to reimburse local agencies and school districts for certain costs mandated by the state. Statutory provisions establish procedures for making that reimbursement.

This bill would provide that with regard to certain mandates no reimbursement is required by this act for a specified reason.

With regard to any other mandates, this bill would provide that, if the Commission on State Mandates determines that the bill contains costs so mandated by the state, reimbursement for those costs shall be made pursuant to the statutory provisions noted above.

Vote: majority. Appropriation: no. Fiscal committee: yes.
State-mandated local program: yes.

The people of the State of California do enact as follows:

- 1 SECTION 1. Section 10504 is added to the Welfare and
- 2 Institutions Code, to read:
- 3 10504. Notwithstanding any other law, and to the extent
- 4 permitted under federal law, state and county agencies shall accept
- 5 the reporting by an applicant or recipient of public social services
- 6 provided under this division of any lawfully required information,
- 7 changes, and verification required by law that affect eligibility and
- 8 benefit amounts, by any means available to the applicant or
- 9 recipient, including, but not limited to, in person, by telephone,
- 10 through facsimile, by email, or by any other electronic means.
- 11 SEC. 2. Notwithstanding the rulemaking provisions of the
- 12 Administrative Procedure Act (Chapter 3.5 (commencing with
- 13 Section 11340) of Part 1 of Division 3 of Title 2 of the Government
- 14 Code), the State Department of Social Services and the State

1 Department of Health Care Services shall implement this act
2 through all-county letters, provider bulletins or notices, policy
3 letters, or similar instructions from the director of each department
4 issued no later than July 1, 2024.

5 SEC. 3. No appropriation pursuant to Section 15200 of the
6 Welfare and Institutions Code shall be made for purposes of this
7 act.

8 SEC. 4. To the extent that this act has an overall effect of
9 increasing certain costs already borne by a local agency for
10 programs or levels of service mandated by the 2011 Realignment
11 Legislation within the meaning of Section 36 of Article XIII of
12 the California Constitution, it shall apply to local agencies only to
13 the extent that the state provides annual funding for the cost
14 increase. Any new program or higher level of service provided by
15 a local agency pursuant to this act above the level for which
16 funding has been provided shall not require a subvention of funds
17 by the state or otherwise be subject to Section 6 of Article XIII B
18 of the California Constitution.

19 However, if the Commission on State Mandates determines that
20 this act contains other costs mandated by the state, reimbursement
21 to local agencies and school districts for those costs shall be made
22 pursuant to Part 7 (commencing with Section 17500) of Division
23 4 of Title 2 of the Government Code.

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County of San Diego

SOCIAL SERVICES ADVISORY BOARD

1255 IMPERIAL AVENUE, SUITE 400, SAN DIEGO, CALIFORNIA 92101
TELEPHONE (619) 338-2932 FAX (619) 338-2972

April 18, 2023

Supervisor Nora Vargas, Chairwoman
County Board of Supervisors
1600 Pacific Highway
San Diego, CA 92101

Dear Chairwoman Vargas,

I am writing to you on behalf of the Social Services Advisory Board (SSAB). During the on-going COVID-19 Public Health Crisis, the Food and Nutrition Services (FNS) provided various waivers and flexibilities to states that helped facilitate enrollment and retention into the Supplemental Nutrition Assistance Program (SNAP), also known as CalFresh in California. The Consolidated Appropriations Act that was signed by President Biden into law on December 29, 2022 cut funding and provisions that were providing enhanced SNAP benefits and eligibility to program recipients.

As a result of these cuts, all CalFresh recipients in California are seeing a reduction in their CalFresh monthly allotment amounts as of April 1, 2023, in addition college student eligibility will also be impacted starting June 10, 2023, thus creating additional barriers for this population from accessing the CalFresh program.

There are two legislative bills running through the California Legislature this session which if passed, can help reduce the impact on households receiving the minimum monthly CalFresh allotment and college students.

Senate Bill (SB) 600 proposes increasing the minimum monthly CalFresh allotment amount to \$50. Currently, the minimum allotment can be as low as \$23 for certain households. In San Diego County, there are over 19,000 households entitled to receive the minimum allotment. This proposal would utilize State General Fund revenue to pay for the enhanced benefits and each \$1 spent in CalFresh benefits generates up to \$1.80 in local economic activity, and an estimated additional \$6.2M annually in recipient benefits. Not only would this bill help reduce the continued food insecurity that hundreds of thousands of San Diegans face, but it would also help generate the local economy.

Assembly Bill (AB) 274 would exempt sources of financial aid income from counting against eligible college students applying for both CalWORKs and CalFresh, in addition to exempting the requirement to verify these sources of income. Given the number of college students in San Diego County, the passage of this bill would help facilitate continued eligibility and enrollment for this population after the federal college student pandemic flexibilities end on June 10, 2023.

For the reasons indicated above, we request San Diego County actively support both SB 600 and AB 274. As Chair of the SSAB, I am writing to recommend that the San Diego Board of Supervisors actively support this request.

Respectfully,

A handwritten signature in black ink, appearing to read "Vito Pajano", with a stylized flourish at the end.

Vito Pajano
Chair, Social Services Advisory Board

cc: Supervisor Terra Lawson-Remer, Vice Chairwoman, District 3
Supervisor Joel Anderson, District 2
Supervisor Nathan Fletcher, District 4
Supervisor Jim Desmond, District 5
SSAB Board Members
Nick Macchione, Director, Health and Human Services Agency
Rick Wanne, Director, Self-Sufficiency Services
Alberto Banuelos, Assistant Director, Self-Sufficiency Services

Medicaid Work Requirements: Red Tape That Would Cut Health Coverage for Older Adults

APRIL 2023

Republicans in Congress are renewing efforts to require adults to meet “community engagement requirements”—which are work requirements—as condition of receiving Medicaid. While some older adults would be exempt based on their age, those age 55 and younger, people with disabilities, and family caregivers would be forced to navigate burdensome exemption and reporting requirements to stay eligible.

We’ve seen this plan before and we know the result: [people will lose Medicaid as they did in states that temporarily put Medicaid work requirements in place](#) during the Trump Administration. Though most people targeted by work requirements *should* remain eligible, the red tape alone will take away coverage from people who are already working full or part time, older adults who are retired or have difficulty finding work, people with disabilities, and [family caregivers](#).

Work requirements would take away Medicaid from older adults with disabilities and chronic health conditions

Older adults have higher rates of disability and greater health care needs and therefore may not be able to work, especially without access to health care.

- [3 out of 4 adults ages 45 to 54 have pre-existing conditions](#)
- [Nearly 7 out of 10 adults ages 45-64 have at least one chronic condition and more than 40% have multiple chronic conditions](#)
- [Half of adults ages 50-64 who rely on Medicaid have a disability](#). More than half of these older adults do not receive SSI, and even those who do receive SSI would not be automatically exempt from work requirements.

Older adults also have a harder time finding work. Many experience [age discrimination](#) and [increasing difficulties finding work after the COVID-19 pandemic](#). Among adult Medicaid enrollees not receiving SSI or Medicare, [53% of those ages 46 to 64 were working](#) compared to nearly 60% of 19 to 25 year-olds and 67% of 26 to 45 year-olds.

Work requirements would take away Medicaid from family caregivers

Older adults in their 50s often take care of their parents, children, and grandchildren, and spouses or friends. Many are “sandwich generation” caregivers—caring for both children and older adults at the same time. Family caregivers of all ages are often key to enabling older adults to remain at home instead of moving to a nursing facility.

- [More than 1 in 3 family caregivers are between the ages of 50 and 64](#) and have limited time to do other work or may not be able to find a job that accommodates their caregiving duties.
- Nearly [1 in 4 family caregivers report that caregiving has worsened their own health](#).
- Family caregivers are more likely to be low-income, women, and people of color and less likely to have access to health insurance through a job or a spouse.
- Over half of [women caregivers](#) with incomes of \$35,000 or less [spend more than 20 hours per week providing care](#). A third decrease their work hours, more than 20% take leaves of absence, and almost 15% retire early. Over half have a chronic condition of their own.

Work requirements would add to the burden of care

Example: Impact on a Family Caregiver

Lisa, age 54, spends at least 50 hours a week taking care of her husband who is in stage four kidney failure and has suffered multiple strokes. Both Lisa and her husband rely on Medicaid. Lisa used to work full time as a florist while balancing other jobs to make ends meet, but keeping a job is impossible now that she is her husband’s sole caregiver. Without Lisa, her husband likely would be forced to go into a nursing facility. Caregiving is difficult, round-the-clock work, and Lisa is exhausted from being up throughout the night. She can’t imagine how she could document and report the hours she spends caring for her husband. Yet, if Medicaid required her to work, that’s exactly what she would have to do to keep her coverage.

Self-Sufficiency Services Legislative Tracking Log					
Revised: 5/08/2023					
Bill Number and Name	Date Introduced	Description	Affected Programs	Support/Oppose/Watch/Concerns	Status
AB 991 - Public Social Services: Reporting and Verifications	2/15/2023	This bill has no impact on current policy and procedure as it would, to the extent permitted under federal law, require state and county agencies to accept the reporting by an applicant or recipient of public social services of any lawfully required information, changes, and verification required by law that affect eligibility and benefit amounts, by any means available to the applicant or recipient, including, but not limited to, in person, by telephone, through fax, by email, or by any other electronic means.	CalWORKs/CAPI/GR/ CalFresh/Medi-Cal	Advocacy Support	2/23/2023: Active Bill - In Committee Process. Referred to Com. on HUM. S.
AB 274 - CalWORKs: CalFresh: eligibility: income exclusions	1/23/2023	This bill would exempt as income any grant, award, scholarship, loan, or fellowship benefit provided to any CalWORKs assistance unit member and/or CalFresh household for educational purposes. The bill will eliminate the verification requirement of financial aid, expediting the availability of benefits, and may increase student eligibility for CalFresh.	CalFresh	Advocacy Support	2/2/2023: Active Bill - In Committee Process. Referred to Com. on HUM. S.
AB 274 - CalWORKs: CalFresh: eligibility: income exclusions	1/23/2023	This bill would exempt as income any grant, award, scholarship, loan, or fellowship benefit provided to any CalWORKs assistance unit member and/or CalFresh household for educational purposes. The bill will eliminate the verification requirement of financial aid, expediting the availability of benefits, and may increase student eligibility for CalFresh.	CalFresh	Advocacy Support	2/2/2023: Active Bill - In Committee Process. Referred to Com. on HUM. S.
SB 870 - Medi-Cal: Managed Care Organization Provider Tax	2/17/2023	This bill does not impact county operations. This bill extends the tax on managed care organizations which is used to fund the non-federal share of provider reimbursement.	Medi-Cal	Support	3/27/2023: Active Bill - In Committee Process. Re-referred to Com. on HEALTH.
SB 819 - Medi-Cal: Certification	2/17/2023	This bill does not impact county operations. This bill would additionally exempt from the Medi-Cal enrollment procedures an intermittent site or mobile health care unit that is operated by the above-described government-run license-exempt clinic if that clinic has notified the department of its separate locations, premises, sites, or units.	Medi-Cal	Support	3/27/2023: Active Bill - In Committee Process. Re-referred to Com. on HEALTH.
SB 770 - Health Care: Unified Health Care Financing	2/17/2023	This bill requires the Secretary of the California HHS to enter discussions with the federal government to obtain a Medicaid waiver to establish single payer health care coverage in CA. The bill also requires the secretary to create a workgroup of stakeholders to advise on the transition to single payer and provide a report to the legislature with recommendations no later than 6/1/2024. While establishing single payer health care would have a profound effect on Medi-Cal operations, the bill requiring a workgroup and recommendations does not impact county operations.	Medi-Cal	Support	4/3/2023: Active Bill - In Committee Process. Set for hearing April 19.
SB 628 - State Healthy Food Access Policy	2/16/2023	The bill would require all state agencies to consider the state policy regarding the human right to access affordable and healthy food when revising, adopting, establishing policies and regulations when they are relevant to the distribution of affordable and nutritious food. This bill will not expand any obligation of the state to provide food or nutrition assistance or to require the expenditure of additional resources to develop food infrastructure.	CalFresh	Support	3/13/2023: Active Bill - Set for hearing April 17.
SB 521 - CalWORKs: Pregnancy and Parenting	2/14/2023	This bill will add denial of reasonable pregnancy or parenting related accommodations, in violation of Title IX, to the list of conditions that may be considered good cause for excuse from participation in WTW activities. This additional consideration will allow these customers to seek appropriate and reasonable accommodations without the concern of the noncompliance process being initiated and a potential sanction being applied for not meeting mandatory participation requirements due to the lack of needed accommodations.	CalWORKs	Support	3/20/2023: Active Bill - In Committee Process. From committee with author's amendments. Read second time and amended. Re-referred to Com. on HUMAN S.
SB 491 - Public Social Services: County Departments	2/14/2023	This bill would require counties to develop and implement a program to ensure residents without a permanent mailing address have a place to receive and pick-up all government related (includes city, county, state, federal, and contracted agencies) mail. The bill does not provide detail on how it should be implemented.	CalWORKs/CAPI/GR/ CalFresh/Medi-Cal	Support	3/13/2023: Active Bill - In Committee Process. Set for hearing April 24.
SB 462 - General Assistance	2/13/2023	Currently the County of San Diego provides General Relief to indigent customers not supported by other means. These records are to be confidential and not be open to examination or inspection, except as specified. This bill would provide that those provisions do not prohibit sharing of confidential information for purposes directly connected with the administration of relief or with the administration of public social services, as defined.	GR	Support	3/23/2023: Active Bill - In Committee Process. Set for hearing April 11.

SB 262 - California Farmworkers Drought Resilience Pilot Project	1/30/2023	This bill would require the California Drought Resilience Pilot project to provide monthly supplemental cash payments to households (HH's) in which one member of the HH is a farmworker. This payment would be exempt for CalFresh and CalWORKs. The bill would benefit customers, as the provisions would allow for less income to be counted when determining CalWORKs and CalFresh eligibility.	CalWORKs/CalFresh	Support	3/21/2023: Active Bill - In Committee Process. From committee: Do pass and re-refer to Com. on GOV. & F. (Ayes 3. Noes 0.) (March 20). Re-referred to Com. on GOV. & F.
SB 260 - CalWORKs: Supportive Services	1/30/2023	This bill would include menstrual product costs as a necessary supportive service, and, on and after April 1, 2025, would make a member of an authorized assistance unit who is between 10 and 55 years of age, inclusive, eligible for an unspecified allocation per month to assist with menstrual product costs if they are documented in the case file as female or the county has received verification that a nonfemale member of the household is menstruating.	CalWORKs	Support	3/28/2023: Active Bill - In Committee Process. Set for hearing April 11.
SB 245 - California Food Assistance Program: Eligibility and Benefits	1/26/2023	This bill would remove the age limitation of 55 years of age or older and make any individual eligible for the program if the individual's immigration status is the sole basis for their ineligibility for CalFresh benefits. By extending eligibility for CFAP, which is administered by the counties, this bill would impose a state-mandated local program.	CalFresh	Support	3/28/2023: Active Bill - In Committee Process. Set for hearing April 10.
AB 928 - CalFresh Data Dashboard: Students	2/14/2023	This bill would require on annual basis to publish certain data specific to students' receipt of CalFresh benefits on the department's existing CalFresh Data Dashboard, in order to assist in monitoring information about access to CalFresh by students enrolled in an institution of higher education, as defined.	CalFresh	Support	3/29/2023: Active Bill - In Committee Process. From committee: Do pass and re-refer to Com. on APPR. with recommendation: To Consent Calendar. (Ayes 8. Noes 0.) (March 28). Re-referred to Com. on APPR.
AB 870 - Public Social Services: Benefits for Students	2/14/2023	This bill will have the California Department of Social Services (CDSS) create a workgroup comprised of CDSS staff and relevant stakeholders that meets quarterly to share best practices, updates, challenges, or other topics related to programs and services offered to students. The workgroup must submit a report to the legislature with findings and recommendations relating to increasing enrollment in programs and services offered by the department that may be available to students, as specified, on or before June 30, 2024, and every 3 years thereafter.	CalWORKs/CalFresh	Support	2/23/2023: Active Bill - In Committee Process. Referred to Com. on HUM. S.
AB 866 - Food Assistance for Nonminor Dependents	2/14/2023	The bill would establish a state-funded program to provide food assistance to nonminor dependents who receive Aid to Families with Dependent Children-Foster Care (AFDC-FC) and reside in a supervised independent living placement or a transitional living setting.	CalFresh	Support	3/29/2023: Active Bill - From committee: Do pass and re-refer to Com. on APPR. (Ayes 7. Noes 0.) (March 28). Re-referred to Com. on APPR.
AB 847 - Medi-Cal: Pediatric Palliative Care Services	2/14/2023	This bill does not impact county operations. Currently customers under age 21 can receive palliative care or hospice services through the Medi-Cal Early and Periodic Screening, Diagnostic, and Treatment benefit. This bill would extend those benefits for children who turn 21 while receiving palliative care or hospice services.	Medi-Cal	Support	3/27/2023: Active Bill - In Committee Process. Re-referred to Com. on HEALTH.
AB 843 - Electronic Benefits Transfer System	2/17/2023	This bill would prohibit a recipient from incurring any loss of electronic benefits stolen in that manner, thereby codifying the existing regulation described above. To the extent this bill would expand county duties relating to the administration of food benefits, this bill would impose a state-mandated local program. This bill would expand county duties relating to the administration of food benefits, this bill would impose a state-mandated local program.	CalWORKs/CAP/GR/ CalFresh/Medi-Cal	Support	2/23/2023: Active Bill - In Committee Process. Referred to Com. on HUM. S.
AB 605 - CalFresh Fruit and Vegetable Supplemental Benefits Expansion Program	2/9/2023	This bill requires to include within the EBT system a supplemental benefits mechanism that allows an authorized retailer to deliver and redeem supplemental benefits, additional funds delivered to a CalFresh recipient's EBT card upon purchase of California-grown fresh fruits and vegetables using CalFresh benefits. This bill would provide a minimum of 3 grants to nonprofit organizations or governmental agencies for pilot projects to implement and test the supplemental benefits mechanism.	CalFresh	Support	3/29/2023: Active Bill - In Committee Process. From committee: Do pass and re-refer to Com. on APPR. with recommendation: To Consent Calendar. (Ayes 11. Noes 0.) (March 29). Re-referred to Com. on APPR.
AB 372 - CalWORKs: Eligibility: Income Exclusions	2/1/2023	This bill would exempt income received by an apprentice or pre-apprentice for performing work as part of a specified apprentice program or pre-apprenticeship program from consideration as income for purposes of determining eligibility or calculating grant amount under the CalWORKs program. As a result, customers who would otherwise be ineligible, receive a lower benefit amount or less beneficial program, would become and/or remain eligible to the above programs and associated supportive programs, or would not have a reduction in their benefits.	CalWORKs	Support	3/6/2023: Active Bill - Re-referred to Com. on HUM. S.

AB 325 - Human Services: Noncitizen Victims	1/30/2023	This bill would prohibit the discontinuance of benefits due to a denial of a T or U Visa if the customer is eligible for these benefits on another basis. This bill expands services to noncitizen victims of parental maltreatment, noncitizen children who have been abused, neglected, or abandoned and noncitizens who fear persecution. The bill would add to the categories of eligible customers for the benefits to include individuals who have filed a formal application or petition with the appropriate federal agency for status or relief under the federal Violence Against Women Act.This bill will increase participation for CalFresh and remove barriers to eligibility for noncitizen population.	CalWORKs/CAPI/CalFresh/ Medi-Cal	Support	3/29/2023: Active Bill - In Committee Process. In committee: Set, first hearing. Referred to suspense file.
AB 1644 - Medi-Cal: medically supportive food and nutrition services.	2/17/2023	This bill does not impact county operations. This bill is regarding establishing a medically supportive food benefit for Medi-Cal customers.	Medi-Cal	Support	3/27/2023: Active Bill - In Committee Process. Re-referred to Com. on HEALTH.
AB 1536 - Cash Assistance Program for Aged, Blind, and Disabled Immigrants	2/17/2023	This bill would expand eligibility to aged, blind, and disabled customers regardless of immigration status if the customer meets the eligibility criteria for the CAPI program and is not eligible solely due to their immigration status. This bill would exempt customers who are not qualified immigrants, as specified, from having to apply for SSI to receive benefits. This bill will impact the amount of CAPI reimbursements that are made to the State from retroactive SSI payments.	CAPI	Support	3/29/2023: Active Bill - In Committee Process. From committee: Do pass and re-refer to Com. on APPR. (Ayes 6. Noes 1.) (March 28). Re-referred to Com. on APPR.
AB 1514: Public Social Services: Student Eligibility	2/17/2023	This bill would require that a workgroup is created to provide recommendations for data usage from Free Application for Federal Student Aid (FAFSA) by county welfare departments. The data will then be used to prepopulate applications for students to receive public social services. The workgroup would be comprised of members of County Welfare Directors Association of California. The bill would require those recommendations to be submitted to the Legislature by December 31, 2024.	CalWORKs/CAPI/GR/ CalFresh/Medi-Cal	Support	3/27/2023: Active Bill - In Committee Process. Re-referred to Com. on HUM. S.
AB 1481 - Medi-Cal: Presumptive Eligibility	2/17/2023	This bill would change the language in law for the presumptive eligibility for women program to include all pregnant people and the name of the program from Presumptive Eligibility for Pregnant Women to Presumptive Eligibility for Pregnant People (PE4PP). The bill would also allow children under the age of 26 who are pregnant and can consent to medical care to be determined eligible to presumptive eligibility through a qualified hospital. The changes require federal approval prior to implementation.	Medi-Cal	Support	3/20/2023: Active Bill - In Committee Process. Re-referred to Com. on HEALTH.
AB 1470 - Medi-Cal: Behavioral Health Services: Documentation Standards	2/17/2023	This bill does not impact county operations. This bill requires DHCS to standardize forms including intake and assessment forms, relating to medical necessity criteria, mandatory screening and transition of care tools, and documentation requirements pursuant to CalAIM Terms and Conditions. The bill would require the department to consult with representatives of specified associations and programs for purposes of implementing these provisions. The bill would authorize the department to develop and maintain a list of department-approved nonstandard forms.	Medi-Cal	Support	3/27/2023: Active Bill - In Committee Process. Re-referred to Com. on HEALTH.
AB 1457 - Medi-Cal: Serious Mental Illness	2/17/2023	This bill would add CFAP, CAPI, IHSS, and APS to the list of programs for which any decisions governing eligibility that are made by a county would be made exclusively by a merit or civil service employee of the county.	CF/CAPI	Support	3/9/2023: Active Bill - In Committee Process. Referred to Com. on HUM. S.
AB 1239 - Incarcerated persons: Family Planning, Access, Care, and Treatment Program.	2/16/2023	This bill does not impact county operations. This bill requires DHCS to provide a list of family planning providers to jails to share with inmates upon release, no later than 9/1/2025. For purposes of a list of Family PACT Program providers and clinics to assist county jail inmates, with the list being issued to an entity designated by county jails. Under the bill, any assistance provided to inmates would be provided only to the extent that the inmate elects to apply for the program and receive assistance, as specified.	Medi-Cal	Support	3/27/2023: Active Bill - In Committee Process. Re-referred to Com. on HEALTH.
SB 9	12/5/2022	This bill would expand the dependency and jurisdiction of the juvenile court to the age of 22 years if the court finds that the NMD is experiencing homelessness or is at risk of homelessness (if not under the jurisdiction of the juvenile court). This bill would also expand the age limit for NMDs to be eligible for cash aid to the age of 22. The provisions of this bill would increase the number of customers who qualify for NMD CalWORKs aid.	CalWORKs	Support, if amended	3/21/2023: Active Bill - In Committee Process

SB 85 - Immigration – Case Management and Social Services	1/13/2023	This bill would reallocate state funds in order to expand the Reception and Placement Program (commonly known as R&P in California) for refugees and asylees. The reallocated funding would allow recipients of the funding to provide an additional 90 days of state funded R&P case management services to refugees and asylees. Because San Diego is a refugee impacted county, San Diego RAs are likely to be eligible for the reallocation of funds from nonimpacted counties. There will be no additional funding allocated for this program extension and the funding will only be available subject to appropriation. As such, this bill would not impact Self-Sufficiency Services staffing or workload.	Self-Sufficiency Services HHSA	Watch	2/23/2023: Active Bill - In Committee Process. Re-referred to Com. on HUMAN S.
SB 773 - CalWORKs: Homeless Assistance	2/17/2023	This bill would require benefit calculation for the PHA program to include benefits received from other government and nonprofit housing and homeless subsidy programs and any regularly received private support intended or designed to help the family with housing. This would not benefit customers because currently any housing subsidies received are deducted from the customer’s housing obligation.	CalWORKs	Support, if amended	3/13/2023: Active Bill - In Committee Process. Set for hearing April 17.
SB 333 - Homeless Pupils: California Success, Opportunity, and Academic Resilience (SOAR) Guaranteed Income Program	2/7/2023	This bill would exempt SOAR Guaranteed Income Program award received by a 12th grade student experiencing homelessness from being considered as income or resource for purposes of determining CalWORKs, CalFresh, Medi-Cal, CAPI, and/or General Relief eligibility. Additionally, this bill will encourage students to continue their education. The bill would benefit customers, as the provisions would allow for less income to be counted when determining eligibility. As a result, customers who would otherwise be ineligible, receive a lower benefit amount, or less beneficial program, would become and/or remain eligible to the programs affected by this bill and associated supportive programs (or would not have a reduction in their benefits).	CalWORKs/CAPI/GR/ CalFresh/Medi-Cal	Support, if amended	3/29/2023: Active Bill - In Committee Process. From committee: Do pass and re-refer to Com. on HUMAN S. (Ayes 7. Noes 0.) (March 29). Re-referred to Com. on HUMAN S.
SB 311 - Medi-Cal: Part A Buy-In	2/6/2023	The bill requires the state to enter into a Medicare Part A buy-in agreement with the Centers for Medicare and Medicaid Services (CMS). Currently, the state pays Medicare part A buy-in for customers who don’t qualify for free Part A and qualify for the Qualified Medicare Beneficiaries Program (QMB). It is not clear to what extent the State is expanding Part A buy-in payments under the proposed agreement in the bill.	Medi-Cal	Watch	3/28/2023: Active Bill - In Committee Process. Set for hearing April 10.
SB 242 - California HOPE for Children Trust Account Program	1/25/2023	The bill would require eligibility workers to not consider California Hope, Opportunity, Perseverance, and Empowerment (HOPE) Trust accounts as property for the purposes of determining eligibility for means tested social services programs such as Medi-Cal, CalWORKs, CalFresh, General Assistance, Medi-Cal, Kinship Guardianship Assistance Payment, Adoption Assistance Program (AAP), and Cash Assistance Program for Immigrants (CAPI).	CalWORKs/CAPI/GR/ CalFresh/Medi-Cal	Support, if amended	3/28/2023: Active Bill - In Committee Process. Set for hearing April 10. From committee: Do pass and re-refer to Com. on JUD. (Ayes 5. Noes 0.) (March 20). Re-referred to Com. on JUD.
AB 94 - Administration of Public Social Services-Blocked Telephone Calls	1/9/2023	This bill would prohibit outgoing calls from displaying a blocked phone number. The bill would impose a state mandated local program.	CalFresh	Watch	3/29/2023: Active Bill - From committee: Do pass and re-refer to Com. on APPR. with recommendation: To Consent Calendar. (Ayes 8. Noes 0.) (March 28). Re-referred to Com. on APPR.
AB 712 - CalFresh: hot and prepared foods	2/13/2023	CalFresh and California Food Assistance Program (CFAP) households that are experiencing homelessness or contain an elderly or disabled individual may purchase hot and ready to consume meals. The bill would extend the option to all CalFresh and CFAP households	CalFresh	No Analysis Required	3/20/2023: Active Bill - Re-referred to Com. on HUM. S.
AB 596 - Early Learning and Care: Rate Reform	2/9/2023		CalWORKs	No Analysis Attached	3/29/2023: Active Bill - In Committee Process. From committee: Do pass and re-refer to Com. on ED. (Ayes 8. Noes 0.) (March 28). Re-referred to Com. on ED.
AB 564 - Medi-Cal Enrollment	2/8/2023	The bill requires the Department of Health Care Services to allow applicants and providers to submit to submit electronic signatures for all enrollment forms, including, but not limited to, claims and remit forms, in the Medi-Cal program.	Medi-Cal	Watch	2/17/2023: Active Bill - In Committee Process. Referred to Com. on HEALTH.
AB 435 - Public Social Services: Automated Application Process	2/6/2023	This bill would require CalSAWS to accept and process electronic applications for additional cash assistance programs including the Cash Assistance Program for Immigrants (CAPI), the Trafficking and Crime Victims Assistance Program (TCVAP) and Refugee Cash Assistance (RCA). This bill would require that customers have access to apply for these cash assistance programs online by December 1, 2024. This bill would require that automation activities to be prioritized over county initiatives.	CalWORKs/CAPI	Support, if amended	4/3/2023: Active Bill - Re-referred to Com. on APPR.
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AB 310 - CalWORKs	1/26/2023	This bill would reduce current workload regarding CalWORKs school attendance, deprivation and immunization as it would eliminate the deprivation rule that decreases CalWORKs benefits for school attendance if a child in the AU who is age 16 or over is not attending school or participating in Welfare-to-Work or immunization penalty if the children under the age of 6 is not up to date with their immunizations.	CalWORKs	Support, if amended	3/27/2023: Active Bill - In Committee Process. Referred to Com. on HUM. S.
AB 1393 - Student Aid Commission: California Dream Act applicants: Food Support Pilot Program	2/17/2023	The Student Aid Commission establishing the Food Support Program to issue grants to students who meet the eligibility criteria for the California Dream Act. These are students who are non-immigrants, such as DACA, TPS, or U Visa holders who normally would not be eligible to CF to receive a quarterly grant for food, while attending school.	CalFresh	No Analysis Required	3/27/2023: Active Bill - Re-referred to Com. on HIGHER ED.

Advocacy Support
Support
Support, if Amended or Watch



ITEM #7

UPDATE ON PHE LIFT FOR PUBLIC ASSISTANCE PROGRAMS, WAIVERS, ENROLLMENT, SERVICE DELIVERY, DATA

*Assmaa Elayyat, Deputy Director
Self-Sufficiency Services*





PROGRAM FLEXIBILITIES & WAIVERS

Current Flexibilities & Options

- The following waivers granted by the Food and Nutrition Services (FNS) **extended through:**
 - Initial application and recertification interviews **March 31st 2024**
 - Telephonic signature **March 31st 2024**
 - Quality control face to face interviews **September 30th, 2024**
 - Able Bodied Adults Without Dependents – CA waiver extended through **October 31, 2024**
 - **This is a new two-year waiver based on 36 months of unemployment data from the Bureau of Labor Statistics from the period of August 2019 – July 2022**
 - **Reinstatement waiver extended from July 1, 2022 through June 30, 2027**



ADDITIONAL UPDATES

EBT Theft continues, San Diego County testified at April 27th Senate Budget Committee Hearing

Consolidated Appropriations Act of 2023

- **Temporary college student exemptions expiring at end of federal PHE effective June 10th**
 - **30-day phase out for new applicants**
 - **Current recipients will be evaluated for exemptions during the recertification process**
- Emergency Allotments
 - Last allotment was issued on March 26th
 - The Consolidated Appropriations Act of 2023 discontinued Emergency Allotment issuances effective April 1st
 - The California Department of Social Services (CDSS) provided a mass mailer and multiple robocall/texting campaign to inform recipients
 - The County also provided multiple communications to inform recipients including a robocall/text campaign, and website updates



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
- **Pregnancy Special Need amount increased from \$47 to \$100**
- **Pregnant applicants can now qualify for CalWORKs during any trimester**
- **Time on Aid increased from 48 to 60 months**



PROGRAM FLEXIBILITIES & WAIVERS

Consolidated Appropriations Act of 2023 Changes:

- Ending of Public Health Emergency and Continuous Eligibility Coverage requirement**
- Annual Renewals will resume in the month of April, packets will be mailed out on April 24th in yellow envelopes**
- The county will begin processing renewals that are due in the month of June 2023**
- Any negative or adverse actions taken will not take effect until July 1st**

SELF-SUFFICIENCY SERVICES



TELEWORK PERFORMANCE SUMMARY MARCH 2023

- Staff Teleworking
 - 42% (1,133)
- Daily Attendance
 - Feb 2020 – 85% of Staff Attendance
 - March 2023 – 89% of Staff Attendance
- Access Call Center
 - Feb 2020 – 140,000
 - March 2023 – 188,456
 - 35% increase in calls received
- Access Average Speed of Answer
 - Feb 2020 – 8 Minutes
 - March 2023 – 2 Mins 34 Sec
 - 68% improvement in Average Speed of Answer
- Access Calls Abandoned
 - Feb 2020 – 13,430
 - March 2023 – 4,982
 - 63% Decrease in Abandoned Calls
- Applications Received
 - Feb 2020 – 30,310
 - March 2023 – 32,259
 - Total Apps Feb 20 – March 2023: 1,310,350
- Applications Processed
 - Feb 2020 – 43,000
 - March 2023 – 48,485
 - All applications processed timely
- Increase in Total Recipients
 - Feb 2020 – March 2023 : 429,333
 - 41.6% increase in total recipients
- Benefits Issued Feb 2020 – March 2023:
 - All Programs: \$3,482,883,127
 - CalFresh: \$2,895,050,357
- Performance
 - CalFresh Accuracy Rate : 92.45%
- Customer Service Satisfaction Rate : 96%

MAY 2023 CALFRESH AWARENESS MONTH

EVENT	DATE/TIME	TARGET POPULATION	ADDRESS/DESCRIPTION	Notes
Borrego Springs Public Library	Tuesday 5/1/23 11:00am-3:00pm	Open to the Public	Borrego Springs Library 2580 Country Club Rd Borrego Springs 92004	Enrollment assistance
Crown Heights Community Resource	Mondays 5/1/23 5/15/23 10:00am-2:00pm	Open to the Public	Crown Heights Resource Center 1210 Division St, Oceanside, 92054	Enrollment assistance
Reach Out to Families Resource Center	Tuesdays 5/2/23 5/9/23 5/16/23 5/23/23 5/30/23 8:00am-4:00pm	Parents	South Bay Unified School District, Imperial Beach FRC 1237 Elder Ave. Imperial Beach 91932	Enrollment assistance w/the Mobile Office
CalFresh Workshop @ San Diego State	Wednesday 5/3/23 9:00am-4:00pm	Students	San Diego State University 5500 Campanile Dr, San Diego, 92182	Enrollment assistance w/the Mobile Office
AIS CalFresh Pop Up	Wednesday 5/3/23 9:30am-11:30am	Older Adults	Summercrest Senior Community 2615 E. Plaza Blvd, National City, 91950	Enrollment assistance
Southwestern College Outreach	Thursday 5/4/23 9:00am-3:00pm	Students	Southwestern College 2258 Island Ave, San Diego, 92102	Enrollment assistance

MAY 2023 CALFRESH AWARENESS MONTH

Sherman Heights Food Distribution	Thursday 5/4/23 9:00am-12:00pm	Open to the Public	Sherman Heights Community Center 2258 Island Ave. San Diego, CA 92102	Enrollment assistance w/the Mobile Office
Nicoloff Elementary	Thursdays 5/4/23 5/11/23 5/18/23 5/25/23 8:00am-4:00pm	Parents	Nicoloff Elementary 1777 Howard Ave San Diego 92173	Enrollment assistance w/the Mobile Office
JCSS East County Mental Health Fair	Friday 5/5/23 8:00am-1:30 pm	Students	South County Regional Education Center 800 National City Blvd, National City, 91950	Enrollment assistance
GRG East Enrichment Extravaganza	Saturday 5/6/23 10:00am-2:00pm	Open to Public	Spring Valley Community Center 8735 Jamacha Blvd, Spring Valley, 91977	Enrollment assistance
Libby Lake Resource Fair	Saturday 5/6/23 11:00am-2:00pm	Open to Public	Libby Lake Resource Center 504 Calle Montecito, Oceanside, 920527	Enrollment assistance w/the Live Well Mobile Office
Fern St Circus	Saturday/Sunday 5/6/23 5/7/23 5/13/23 5/14/23 12:30pm-3:30pm	Open to Public	Cesar Chavez Rec Center 455 Sycamore Rd, San Diego, 92173 North Park Rec Center 4044 Idaho St, San Diego, 92104 Teralta Park 40 th St & Orange Ave, San Diego Gompers Park 4860 Hilltop Dr, San Diego, 92102	Enrollment assistance-5/6/23 Enrollment assistance w/the Live Well Mobile Office-5/7, 5/13,5/14

MAY 2023 CALFRESH AWARENESS MONTH

Loaves and Fishes at Ocean Beach (Feeding San Diego)	Monday 5/8/23 5/22/23 9:30am-11:30am	Open to Public	Loaves and Fishes Food Pantry 1984 Sunset Cliffs Blvd. Ocean Beach	Enrollment assistance w/the Live Well Mobile Office
Wellness Day	Monday 5/8/23 10:00am-2:00pm	Open to Public	Copley-Price YMCA 4300 El Cajon Blvd, San Diego, 92105	Enrollment assistance
Farmer's Market at MiraCosta College (FSD)	Tuesdays 5/9/23 5/17/23 12:00pm-2:30pm	Students	MiraCosta College 1 Bernard Dr. Oceanside, 92056 MiraCosta College CLC 1831 Mission Ave, Oceanside, 92058	Enrollment assistance
Chavez Resource Center	Tuesdays 5/9/23 5/23/23 10am-2:00pm	Open to the Public	Chavez Resource Center 605 San Diego St Oceanside, 92058	Enrollment assistance
CalFresh Application Event	Tuesday 5/9/23 11:00 am-2:00pm	Students	San Diego City College 1313 Park Blvd, San Diego, 92101	Enrollment assistance w/the Mobile Office
Libby Lake Resource Center	Wednesdays 5/10/23 5/24/23 10:00am-2:00pm	Open to the Public	Libby Lake Resource Center 4700 North River Road, Oceanside, 92057	Enrollment assistance

MAY 2023 CALFRESH AWARENESS MONTH

Julian Wellness & Resource Fair Event	Thursday 5/11/23 4:00pm-6:00pm	Open to the Public	Julian Charter School 1704 Cape Horn Ave, Julian 92036	Enrollment assistance w/the Mobile Office
Stakeholder's Day Event	Saturday 5/13/23 9:00am-1:00pm	Open to the Public	Guajome Park Academy 2000 N Santa Fe Ave, Vista, CA 92083	Enrollment assistance w/the Mobile Office
Office of Military & Veterans Affairs	Thursday 5/18/23 10:00am-3:00pm	Open to the Public	Ramona Library 1275 Main St. Ramona 92065	Enrollment assistance w/the Mobile Office
John Landes Grand Re-opening Event	Saturday 5/20/23 11:00am-2:00pm	Open to the public	John Landes Recreation Center 2855 Cedar Rd Oceanside, 92056	Enrollment assistance w/the Mobile Office
Mental Health Awareness Resource Fair	Saturday 5/20/23 10:00am-4:00pm	Open to the public	Sweetwater Union High School 2900 Highland Ave, National City, 91950	Enrollment assistance w/the Mobile Office
Lunch on the Lawn	Friday 5/26/23 10:00am-2:00pm	Students/Families	PRIDE Academy 9303 Prospect Ave, Santee, 92071	Enrollment assistance w/the Mobile Office
Food Distribution-San Diego Food Bank	Friday 5/26/23 7:00am-3:30pm	Older Adults	MAAC Chula Vista 1355 3 rd Ave Chula Vista, 91911	Enrollment assistance w/the Mobile Office



MAY 2023 CALFRESH AWARENESS MONTH

Monthly Health Clinic	Saturday 5/27/23 9:00am-4:00pm	Open to the public	Employee Right Center 4161 Home Ave San Diego, 92105	Enrollment assistance
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HEALTH

May is CalFresh Awareness Month!



By **Cassie Klapp**, County of San Diego Communications Office

May 1, 2023 | 9:37 AM

May is CalFresh Awareness Month in California and the County of San Diego, with our community partners, are celebrating.

Several community events are scheduled throughout the month of May to provide people with information about CalFresh and offer free, in-person eligibility and application help to determine if they are eligible. A full list of the free events is available online on the County's [CalFresh website](#).

"CalFresh is a safety net for many of our neighbors and we see how it helps people every day," said Rick Wanne, director of San Diego County Self Sufficiency Services. "We are seeing more families enroll as they navigate inflation and the housing crisis. We want to make sure everyone eligible signs up and receives this nutritious benefit."

CalFresh is California's federal food assistance program, California's version of the U.S. Department of Agriculture's Supplemental Nutrition Assistance Program ([SNAP](#)). It is designed to increase access to fresh and healthy food. The program also aligns with the County's Live Well San Diego commitment to healthy, safe and thriving communities. Over the past decade enrollment to CalFresh has climbed 68% and as of April 2023 it was serving 375,928 San Diegans.

People can find out if they qualify for CalFresh anytime by calling call 2-1-1 or applying online at [GetCalFresh.org](#) or [www.mybenefitscalwin.org](#).

Related: [CalFresh](#) [health](#) [nutrition](#) [Self Sufficiency](#) [SNAP](#)



Cassie Klapp is a communications specialist with the County of San Diego Communications Office.
[Contact](#)

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County of San Diego

NICK MACCHIONE, FACHE
AGENCY DIRECTOR

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PATTY KAY DANON
CHIEF OPERATIONS OFFICER

April 14, 2023

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

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

FINAL 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 EVERY 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). The Task Force was supported by a County of San Diego (County) contracted consultant and together they conducted a comprehensive review of enrollment barriers and developed plans to overcome these barriers for the County 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 (19) Board of Supervisors meeting.

On March 15, 2022 (19), the Board accepted the final recommendations and directed the Chief Administrative Officer to provide quarterly reports on the progress of implementing the recommendations made by the SSAB Task Force, as well as those made by the County's consultant to the SSAB Task Force.

This memo serves as the fourth and final quarterly update. All updates since the previous reports to the Board dated July 11, 2022, October 12, 2022, and January 27, 2023 are presented in the grid in italics.

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, 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 developed the following implementation plan to incorporate all the final recommendations. The County-contracted consultant developed recommendations that were refined and prioritized by the SSAB Task Force resulting in 24 recommendations. The table that follows presents the completed and/or ongoing recommendations in order of priority along with action plans, and measurement of success.

ITEM	SSAB/TASK FORCE RECOMMENDATIONS	ACTION PLANS	MEASUREMENT OF SUCCESS	EXPECTED DATE OF COMPLETION
1	Establish County and Community Based Organization (CBO) initiative to reduce denied applications – with an emphasis on denials related to failure to provide verification. The initiative should include the following activities, as well as any other priorities identified by the County and CBOs during planning and implementation.	<ul style="list-style-type: none"> When waivers expire, consider expanding focus to include denials due to failure to interview. Create additional two-way communication channels (text, chat, and video conferencing) so customers can easily ask follow-up questions about their case and check the status of their application. 	<ul style="list-style-type: none"> Analyze data and conduct analysis on application denials due to failure to provide verification and establish a tracking report that is produced once per month and monitored. Conduct three refresher trainings for staff on alternatives to paper for verification and create desk guides. Community forum was held on August 30, 2022, with CBOs to provide overview of CalFresh requirements and discuss failure to provide denials and discontinuances for CalFresh. Feedback from the forum was discussed in more detail at the SSAB meeting held on November 9, 2022 to allow for further collaboration with community partners. <i>Continue to meet regularly with CBOs on reducing denials related to failure to provide verifications.</i> 	<i>Complete, and ongoing</i>

ITEM	SSAB/TASK FORCE RECOMMENDATIONS	ACTION PLANS	MEASUREMENT OF SUCCESS	EXPECTED DATE OF COMPLETION
2	Simplify eligibility and redetermination processes and paperwork, including a focus on cash programs (e.g., General Relief (GR), Cash Assistance Program for Immigrants (CAPI), County Medical Services (CMS), etc.).	<ul style="list-style-type: none"> Conduct a complete analysis of all GR, CAPI, and CMS program policies and procedures and State laws and regulations, identify opportunities for simplification of eligibility and redetermination. 	<ul style="list-style-type: none"> Implement one or more identified eligibility simplification for redetermination procedures for GR, CAPI, and CMS. <i>Updated GR Program Guide to include several simplifications to facilitate a smoother redetermination process and eligibility, including virtual enrollment orientations.</i> <i>Modernized and implemented GR orientation for mandatory work requirement to be virtual, as well as in person.</i> 	<i>Complete, and ongoing</i>
3	Benchmark staff workload levels with other counties and states; consider emerging best practices; and monitor, report and balance workload ratios across Family Resource Centers (FRCs) and other County sites. Continue to monitor and increase “first contact resolution.”	<ul style="list-style-type: none"> Research and identify other California county and other State staff workload and performance levels, and best practices. 	<ul style="list-style-type: none"> Continue to produce and distribute 163 daily, weekly, and monthly tracking and monitoring reports for staff work assignments across all offices and balance workload across FRCs. Revised multiple reports to include additional data which helps staff better track work and workloads across FRCs. <i>Referred to labor union and County labor relations for follow-up.</i> 	<i>Complete, and ongoing</i>
4	Increase equity of access to County Self-Sufficiency Services by (1) hiring and recruiting more bilingual staff so they are consistently accessible and (2) by improving wait times and quality of third-party translation services to better serve clients in threshold and other languages and to lessen the impact on worker performance.	<ul style="list-style-type: none"> Create tracking, monitoring, and performance reports of current baseline staff languages, and create tracking, monitoring, and performance report of County-contracted service translation and interpreter providers, in order to better serve customers in their threshold language and increase staff performance. 	<ul style="list-style-type: none"> Increase the current number of bilingual Human Services Specialist (HSS) staff, currently 843 individuals which represents 54% of HSS staff overall. <i>Since September 2021, a total of 611 new HSS staff were hired.</i> <i>As of 2/25/2023 SSS is at 100% filled positions for HSS's.</i> 	<i>Complete, and ongoing</i>

ITEM	SSAB/TASK FORCE RECOMMENDATIONS	ACTION PLANS	MEASUREMENT OF SUCCESS	EXPECTED DATE OF COMPLETION
5	Give trained CBO assisters access to private, universalized customer and case manager dashboards or databases and data sharing agreements, so CBOs can check on application status themselves and assist their customers with paperwork, appointments, and due dates. Pursue and advocate for this feature in the California Statewide Automated Welfare System (CalSAWS) platform.	<ul style="list-style-type: none"> Advocate for necessary privacy, confidentiality, and legal reforms required in order for CalSAWS to provide CBO assisters the ability to directly access customer application and case information. CalSAWS to implement CBO access for assisters to directly access customer and case information. 	<ul style="list-style-type: none"> Successful advocacy by the County for CalSAWS to implement CBO access for assisters to directly access customer and case information. Number of CBO's successfully transitioned to CalSAWS new BenefitsCal platform, from MyBCW. 	Complete, and ongoing
6	With a clear statement from the County and through outreach with trusted community partners, address fears among customers living in immigrant, refugee and mixed status households about the use of public benefits affecting their pathways to citizenship (i.e., concerns about the Public Charge rule).	<ul style="list-style-type: none"> Identify additional opportunities to educate the public about Public Charge and accessing public assistance benefits. Advocate for local, State, and federal officials to take official actions and communications regarding Public Charge information. 	<ul style="list-style-type: none"> Increase by 25% the number of available resources on County Self-Sufficiency Services (SSS) Public Charge webpage. Increase by 25% the number of visits to County SSS Public Charge webpage, currently the page averages 183 hits per month. SSS and the Department of Homeless Solutions and Equitable Communities are collaborating to provide outreach and awareness on Public Charge resources to customers and CB's. Self Sufficiency Services provided a Public Charge overview training to HSEC staff on August 18, 2022. In November 2022, The California Department of Social Services (CDSS) issued guidance including additional resources on Public Charge that was shared with County staff and added to the SSS Public Charge webpage. 	Complete, and ongoing

ITEM	SSAB/TASK FORCE RECOMMENDATIONS	ACTION PLANS	MEASUREMENT OF SUCCESS	EXPECTED DATE OF COMPLETION
7	Assess and adjust the training model to ensure HSS' are empowered and equipped to provide excellent customer service. Include intermittent on-the-job training between program trainings to give trainees experience in an FRC earlier. Create desk guides for difficult forms HHSA cannot fix with examples of completed forms.	<ul style="list-style-type: none"> Review and assess all current training and desk guide materials and identify and eliminate obsolete information, and institute any required new material, and review on a regular basis. 	<ul style="list-style-type: none"> Implement immediate on the job training for new staff hired to provide experience in FRC's and call center as soon as possible. A total of 974 Human Services Specialist staff hired since 2020 who are assigned to their respective FRC or call center location upon hire. <i>A total of 41,906 trainings were completed by SSS staff between the months of July 2022 to February 2023.</i> <i>Worked with SEIU Local 221 representatives in 2022, who attended HSS initial universal training and onboarding of new staff in various offices over a 6-month period. Assessment recommendations were evaluated and implemented into the initial training curriculum.</i> 	Complete, and ongoing
8	Expand availability of County application assistance by increasing out-stationed eligibility workers in high-impact locations.	<ul style="list-style-type: none"> Identify, seek, and invite additional out-stationed opportunities for HSS' from CBOs. Continue to measure success of out-stationed staff by tracking number of persons contacted and number of applications received and submitted through out-stationed sites. 	<ul style="list-style-type: none"> Assess and identify the number of out-stationed HSS' currently throughout the County including tracking pre- and post- outstation statistics. Out-stationed HSS are placed onsite within the community and work closely with CBO's. Currently, a total of 73 out-stationed staff support 79 locations across the county. A total of 182,838 CBO applications were received and processed in Fiscal Year (FY) 2021-22 and a total of 130,155 applications have been received and processed through February in FY 2022-23. <i>Participated in and completed over 200 community outstation outreach and enrollment assistance events, collaborations, and trainings including events with the Live Well Mobile Office so far for Fiscal Year 2022-23.</i> <i>Added a new onsite eligibility worker at Southwestern Community College in October 2022.</i> 	Complete, and ongoing

ITEM	SSAB/TASK FORCE RECOMMENDATIONS	ACTION PLANS	MEASUREMENT OF SUCCESS	EXPECTED DATE OF COMPLETION
9	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.		<ul style="list-style-type: none"> The County and Service Employees International Union (SEIU) 221 have agreed upon a 3-year contract including wage, benefit, and equity cost of living adjustment increases. 	Complete, and ongoing
10	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 continuing with the positive changes in service delivery created by the pandemic (e.g., eliminating interviews).	<ul style="list-style-type: none"> Work with County (County Office of Strategy and Intergovernmental Affairs (OSIA)), State and federal legislative advocates, lobbyists, statewide organizations (County Welfare Directors Association) and policymakers to maintain and advance the benefits of COVID-19 related business process waivers and rules related to eligibility. 	<ul style="list-style-type: none"> Work with SSAB to submit four or more advocacy letters of support to continue waivers over the next year. HHSA participated in a Congressional committee hearing on July 11, 2022, to discuss CalFresh enrollment barriers for Veteran population. HHSA met with community and federal partners on July 17, 2022, to discuss CalFresh enrollment barriers for Veteran and Military populations. HHSA met with federal partners on July 18, 2022 & July 19, 2022, and provided an overview of operations and processes, HHSA also advocated with federal partners the need to further simplify program requirements and continue permanently the various CalFresh (SNAP) COVID-19 related waivers in place including the interview waiver. Evaluating and advocating for State and federal legislation that supports Self-Sufficiency program efficiencies during the 2023-24 legislative session. 	Complete, and ongoing

11	Leverage and expand partnerships with CBOs that serve prioritized subgroups and are trusted messengers in those communities.	<ul style="list-style-type: none"> • Partner with the County Health and Human Services Agency, Department of Homeless Solutions and Equitable Communities (HSEC), to facilitate access and ease of enrollment into all programs and identify future opportunities for collaboration. 	<ul style="list-style-type: none"> • Increase number of customers assisted in partnership with HSEC with a focus on homeless and disadvantaged subgroups. • Digital outreach flyers posted for community partners on HHSA website, including flyer translations. Printed flyers also arrived that were provided to community members in FY 2022-23. • <i>To date, a total of 130,155 application referrals from CBO's were received by HHSA in FY 2022-23.</i> • SSS Services participated in over 1,800 community partner events and collaborations including enrollment assistance, Live Well Mobile Office onsite partnerships, presentations, and material sharing in FY 2022-23. 	<i>Complete, and ongoing</i>
12	Create digestible fact sheets and ensure availability in multiple languages.	<ul style="list-style-type: none"> • Seek trusted CBOs to assist with reaching hard to serve customers within their respective communities. • Seek and retain community input on fact sheet content and language context. • Provide distribute and deliver fact sheets using multiple platforms including: flyers, social media, County website, text campaigns, etc. in order to maximize community distribution. 	<ul style="list-style-type: none"> • Draft six SSS fact sheets for all programs in all threshold languages. • <i>Six Self-Sufficiency Services fact sheets for all programs in all County threshold languages were developed for different programs and topics including Electronic Benefit Transaction (EBT) theft, How to Update Contact Information, Direct Deposit, and Medi-Cal Expansion for seniors 50+.</i> 	<i>Complete, and ongoing</i>

13	Align County and CBO approaches to outreach with customer preferences.	<ul style="list-style-type: none"> • Participate in existing and newly created CBO monthly and recurring meetings, forums, and convenings to align County and CBO approaches to outreach for customers. • Implement strategies and recommendations from community meetings and convenings to maximize reducing barriers to enrollment. 	<ul style="list-style-type: none"> • Participate in at least twelve County and CBO collaboration meetings over the next year. • <i>Participated in monthly meetings held with community partners and organizations including the Hospital Association, Legal Aid, San Diegans for Health Care Coverage, San Diego Hunger Coalition, local colleges and universities (San Diego State University & University of California San Diego).</i> • <i>Continue to identify new CBO partnership opportunities to enhance outreach and enrollment, and to reduce barriers.</i> 	<i>Complete, and ongoing</i>
14	Conduct cross-program outreach using electronic communication channels.	<ul style="list-style-type: none"> • Identify outreach, promotional, educational, and enrollment opportunities across all programs. • Combine specific program outreach and educational materials in order to deliver multi-program messaging for enrollment. 	<ul style="list-style-type: none"> • Utilize, provide, distribute, and deliver information using multiple platforms including flyers, social media, County website, text campaigns, etc. in order to maximize community distribution. During FY 2021-22, a total of 154,652 automated calls and 2,244,778 texts were sent to customers. The goal is to increase this number by 10%. • <i>During FY 2022-23 through February, 98,313 automated calls and 1.5 million texts were sent to customers, surpassing the goal of 10% increase.</i> • Digital outreach flyers posted for community partners on HHSA website, including flyer translations. 	<i>Complete, and ongoing</i>
15	Leverage and expand mobile outreach unit and inter-disciplinary street outreach teams that include HHSA, CBOs, and other agencies.	<ul style="list-style-type: none"> • Partner and plan continuous interdisciplinary outreach and enrollment opportunities with the County HHSA HSEC. • Identify new opportunities with CBOs to reach those hardest to serve, including persons experiencing homelessness. 	<ul style="list-style-type: none"> • Create a tracking and monitoring monthly dashboard report to measure impact. • <i>Implemented Live Well Mobile Office/CBO tracking dashboard for Hospital and Community Support Services.</i> 	<i>Complete, and ongoing</i>

16	Streamline phone applications by replicating 211's abbreviated rights and responsibilities approach.	<ul style="list-style-type: none"> Abbreviated rights & responsibilities by the County not allowable under State/federal regulations, 211 is a contractor and is able to use this method because a telephonic signature is captured, but full Rights & Responsibilities must be provided by the County. The County will identify opportunities to streamline CBO application submission best practices. 	<ul style="list-style-type: none"> Additional research to be conducted to identify measurement of success, if feasible. 	<i>N/A: not allowed under federal or State regulations</i>
17	Continue the positive trend related to program churn in CalWORKs, CalFresh, and Medi-Cal.	<ul style="list-style-type: none"> Continue to monitor monthly churn data report for all programs. Identify any positive trends and opportunities to reduce churn, in order to maintain continuous enrollment. 	<ul style="list-style-type: none"> <i>Reduced overall 90-day churn re-application rate of 30% for CalWORKs, CalFresh, and Medi-Cal.</i> 	<i>Complete, and ongoing</i>
18	Create an HHSA welcome packet with all of the information customers need to successfully continue their benefits.	<ul style="list-style-type: none"> Work with CBOs and <i>Live Well San Diego</i> partners to gather input on a benefits enrollment welcome packet. Partner with the County HHSA HSEC to facilitate access and ease of enrollment into all programs. 	<ul style="list-style-type: none"> <i>Finalized and implemented welcome packet as part of all new application packets.</i> 	<i>Complete, and ongoing</i>
19	Leverage best practices using behavioral economics principles for renewal reminders like HHSA's text reminders and robocalls.	<ul style="list-style-type: none"> Analyze, review, and identify opportunities for improvement to existing Self-Sufficiency Services text and robocall messages. Work with CBOs and other community partners to identify new opportunities for text and robocall messaging in order to support continuous program eligibility. 	<ul style="list-style-type: none"> Increase number of automated call and text messages by 10%. During the 2021-22 FY, 154,652 automated calls and 2,244,778 texts were sent to customers. <i>Through February 2023, a total of 98,313 automated calls and over 1.5 million texts were sent to customers in FY 2022-23.</i> 	<i>Complete, and ongoing</i>
20	Explore new ways to motivate staff and create incentives for high performers.	<ul style="list-style-type: none"> Continue focusing on opportunities to identify and uplift exceptional customer service delivery by staff. Continue Self-Sufficiency Services leadership initiative including management mentor program, leadership book club, leadership training opportunities, etc. 	<ul style="list-style-type: none"> The County and Service Employees International Union (SEIU) 221 have agreed upon a 3-year contract including wage, benefit, and equity cost of living adjustment increases. Continue utilizing San Diego County employee recognition program for monetary reward and time off. 	<i>Complete, and ongoing</i>

21	HHSA should continue collaboration and building trust with community partners through a lens of equity and inclusion.	<ul style="list-style-type: none"> • Work with County Office of Equity and Racial Justice to identify strategies to engage with community, customers, staff, and partners through a lens of equity and inclusion. 	<ul style="list-style-type: none"> • Identifying 5 new entities to engage with who help underserved communities. • <i>Established new Immigrant Welcome Center in National City at National City Live Well Center with partners including the Alliance for African Assistance and South Bay Community Services.</i> • <i>Exploring new partners to station at new Southeastern Live Well Center, exploring opportunity to add North County Welcome Center.</i> 	<i>Complete, and ongoing</i>
22	HHSA should begin involving customers as advisors when improving the system.	<ul style="list-style-type: none"> • Continue to utilize customer satisfaction survey data to improve system performance. • Seek input from customers, CBOs, and community partners on policy and procedure changes when appropriate on an ongoing basis. 	<ul style="list-style-type: none"> • Increase number of surveys returned by 10%. During the 2021-22 FY 10,218 surveys were submitted. • <i>In FY 2022-23, through February, a total of 2,951 surveys with an overall customer satisfaction rate of 91% have been submitted.</i> 	<i>Complete, and ongoing</i>
23	HHSA would benefit from procuring organizational development support to help leadership promote the culture and procedural changes throughout the organization.	<ul style="list-style-type: none"> • Work with County Department of Human Resources and HHSA Training and Development Department to increase organizational development and leadership development for staff. • Continue to utilize and enhance organizational and leadership development services from the University of California Davis to support and promote continued positive cultural change throughout the organization. 	<ul style="list-style-type: none"> • Identify and implement at least 1 organizational leadership level training to help support and promote organizational changes. • Management Development Program (MDP) through the University of California San Diego is currently being utilized by SSS for leadership and senior management staff. • <i>Conducted year-end Leadership Team meeting for Self-Sufficiency Services in November 2022, and all-staff HHSA meetings in January 2023 (attended by 2,700 SSS staff).</i> 	<i>Complete, and ongoing</i>

24	Pursue with California Department of Social Services (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.	<ul style="list-style-type: none"> • Work with County OSIA, State and Federal legislative advocates, lobbyists, statewide organizations (County Welfare Directors Association) and policymakers to pursue a demonstration pilot of a simplified universal application. • Communicate directly with CDSS leadership on creating an opportunity for a demonstration of a simplified application in multiple languages and supported by mobile friendly application with easy-to-understand instructions. • Advocate and request CalSAWS to identify any and all opportunities for a simplified application in multiple languages that is mobile friendly and easy to understand. 	<ul style="list-style-type: none"> • Identify and submit advocacy request for simplified universal application to CDSS. • Implement changes if approved. • <i>Implement the use of the new BenefitsCal web and mobile app when available.</i> 	<i>Complete, and ongoing</i>
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While this marks the final quarterly update on these efforts, the recommendations and action plans outlined in this memo will remain in place to maintain continuous improvement to increase access and enrollment in County self-sufficiency programs to serve every community member in need without barriers to entry. For any questions, please contact Rick Wanne, Director, Self-Sufficiency Services via phone at (858) 229-5273 or via email at Richard.Wanne@sdcounty.ca.gov.

Respectfully,



NICK MACCHIONE, Agency Director
Health and Human Services Agency

c: Helen N. Robbins-Meyer, Interim Chief Administrative Officer

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





MONTHLY UPDATES



ELIGIBILITY SERVICES BY THE NUMBERS...

May 2023 (Data Month: April 2023)

PARTICIPANTS

- **CalFresh:** 374,336 recipients, up 5.68% from last year.
 - 126,136 child recipients (0-18), up 3.24% from last year.
 - 86,549 senior recipients (60+), up 15.95% from last year.
- **CalWORKs:** 46,862 recipients, up 14.22% from last year.
 - 33,043 child recipients (0-18), up 6.20% from last year.
 - Welfare-to-Work: 13,229 participants, up 36.65% from last year.
- **CMS:** 7 CMS recipients, down 56.25% from last year.
- **General Relief:** 4,098 recipients, up 8.16% from last year.
- **Medi-Cal:** 1,042,211 recipients, up 8.38% from last year.
 - 336,514 child recipients (0-18), up 3.31% from last year.
 - 15,913 Medi-Cal Expansion Over 50 Years.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (April 2022–April 2023)
			Previous Month	Previous Year	
CalFresh	219,268	374,336	-0.42%	5.68%	514,803
CalWORKs	15,915	46,862	0.79%	14.22%	63,335
CMS	7	7	0.00%	-56.25%	58
General Relief	4,084	4,098	3.56%	8.16%	11,884
Medi-Cal	567,480	1,042,211	0.60%	8.38%	1,077,014
Total	806,754	1,467,514	0.35%	7.85%	1,183,535**

*Recipients include 386,805 under ACA Medicaid Coverage Expansion.

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

PROCESSING

Applications Registered		
Program	April 2023	FYTD
CalFresh	16,717	188,709
CalWORKs	2,007	21,631
CMS	21	294
General Relief	2,520	24,155
Medi-Cal	9,356	105,124
Total	30,621	339,913

Renewals Generated		
Program	April 2023	FYTD
CalFresh	8,950	100,282
CalWORKs	818	13,377
CMS	2	40
General Relief	128	1,285
Medi-Cal	45,670	457,770
Total	55,568	572,754

Periodic Reports Generated		
Program	April 2023	FYTD
CalFresh	14,597	135,293
CalWORKs	1,228	9,986
General Relief	2	18
Medi-Cal	22	220
Total	15,849	145,517

Documents Imaged	
April 2023	FYTD
406,144	4,256,308

Tasks Created	
April 2023	FYTD
372,943	3,993,036

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	April 2022	April 2023	Change	FYTD
Total Calls	159,228	158,906	-322	1,709,102
Abandoned	3,411	4,618	1,207	44,002
Average Wait Time	1:31	2:38	1:07	2:11

Community Based Organization (CBO)				
Month	April 2022	April 2023	Change	FYTD
Total Calls	4,949	5,328	379	48,335
Abandoned	107	155	48	1,982
Average Wait Time	1:27	2:47	1:20	3:48

Emails Received	
April 2023	FYTD
3,006	33,405

FAMILY RESOURCE CENTER VISITS

Month	April 2022	April 2023	Change	FYTD
Total Tickets Issued	33,428	35,093	5%	351,650
Average Wait Time (min.)	(*)	(*)	N/A	

* Due to COVID-19 Waivers, Avg time is not available for April 2023

Processing Timeliness Applications, Periodic Reports, and Renewals

CalFresh

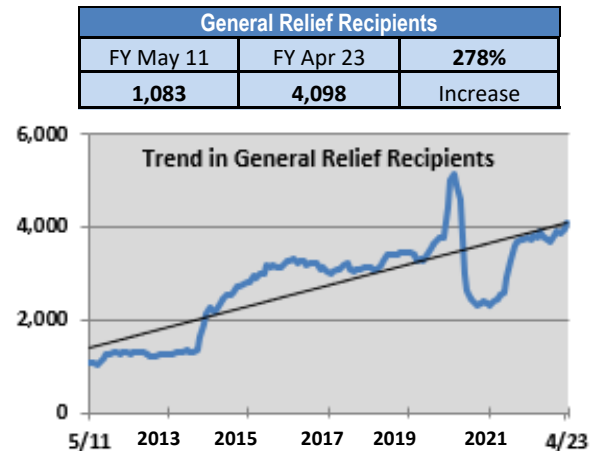
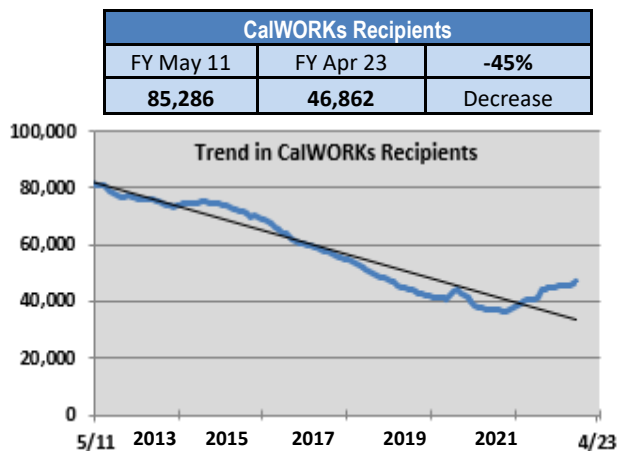
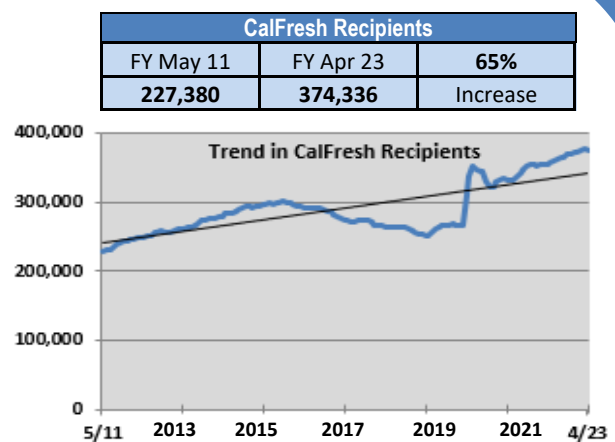
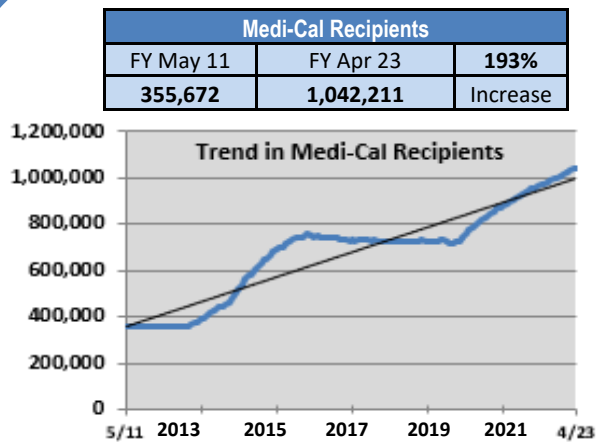
- Regular Applications: State required days to disposition = 30 Days
 - San Diego = 18 Days
- Expedited Applications: State required days to disposition = 3 Days
 - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 85.27%
- Annual Renewal Timeliness = 99.96%

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 Day
- Semi-Annual Reporting Timeliness = 87.69%
- Annual Renewal Timeliness = 99.54%

Medi-Cal

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 22 Days
- Annual Renewal Timeliness = 100.00%

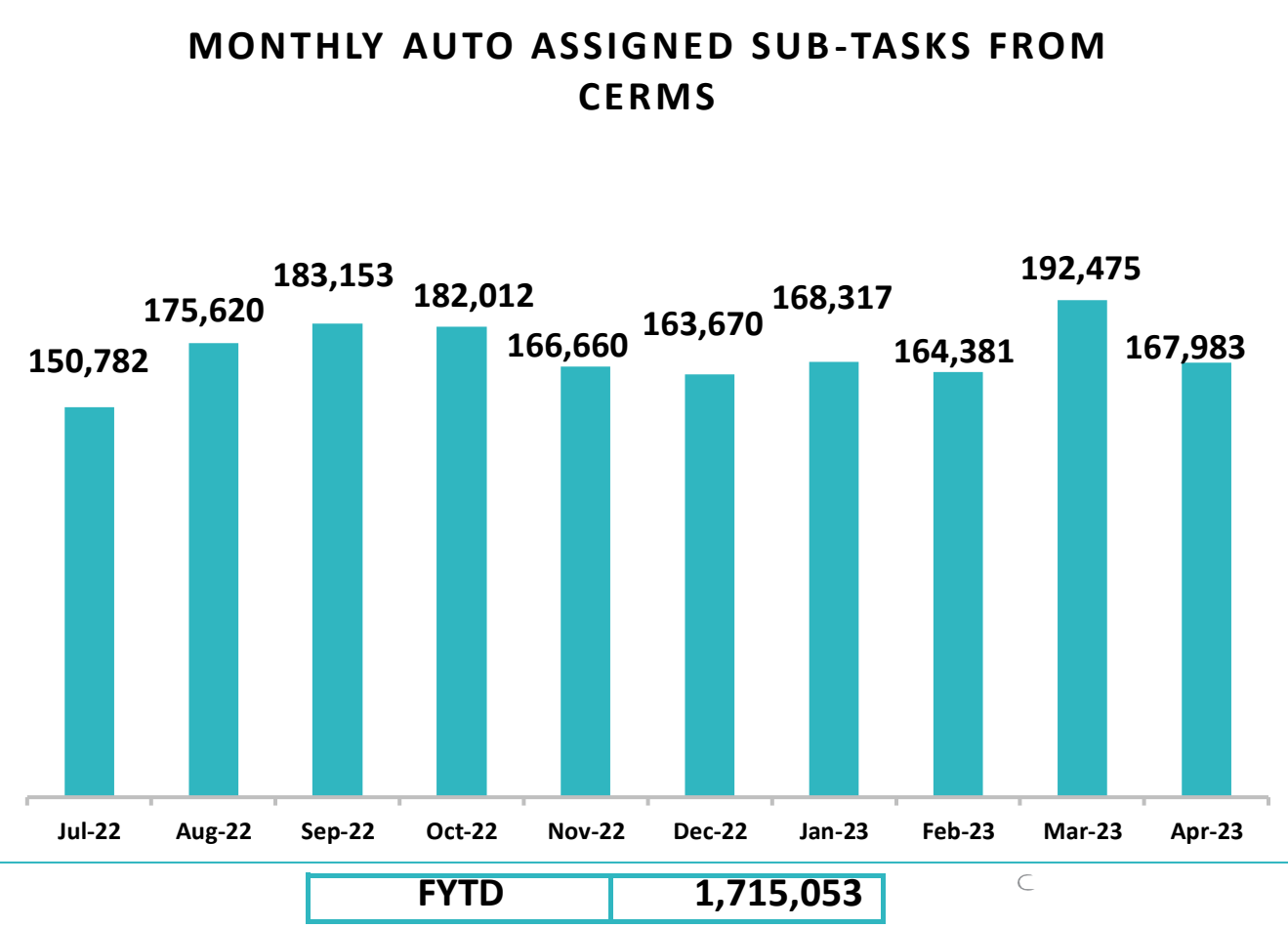
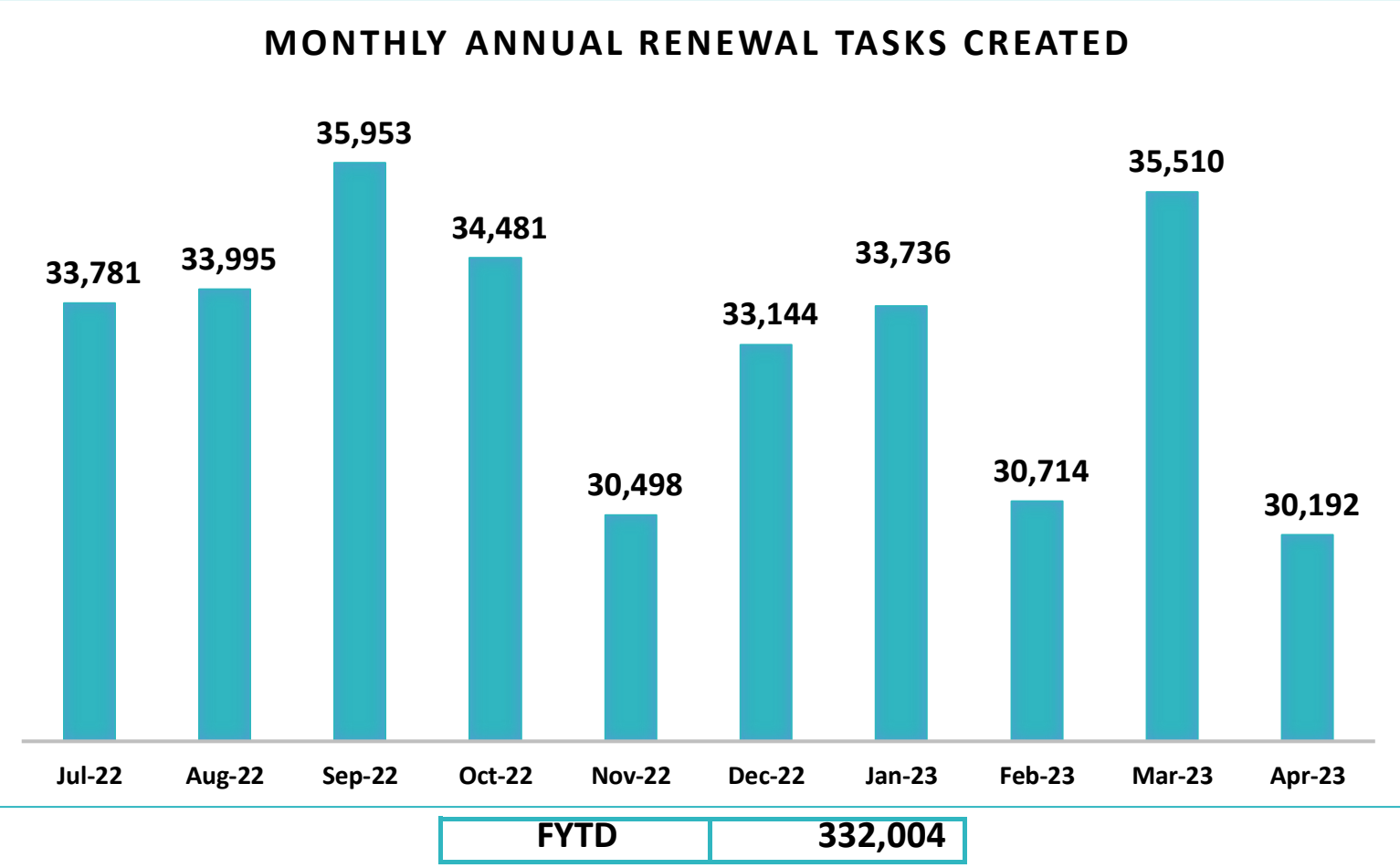
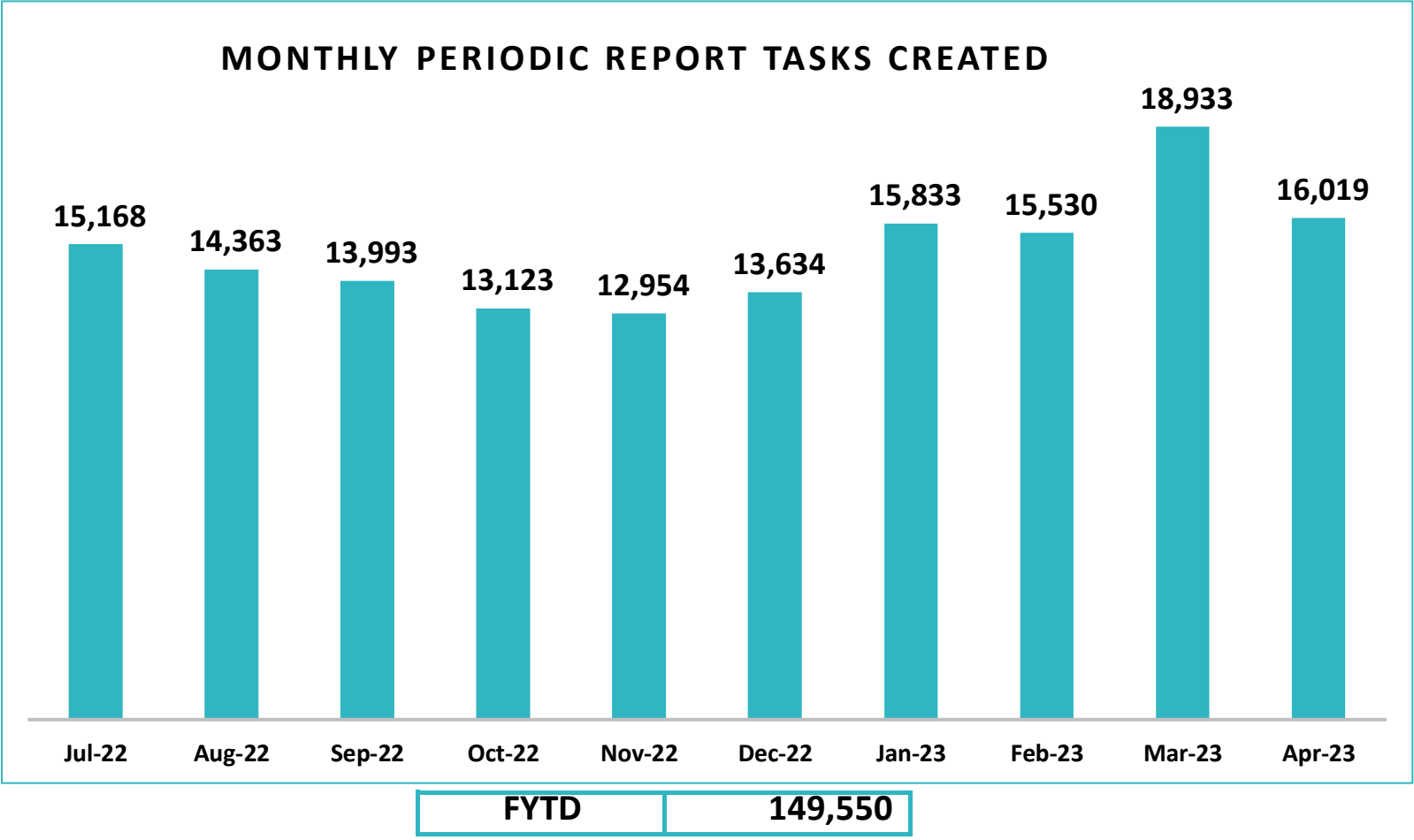
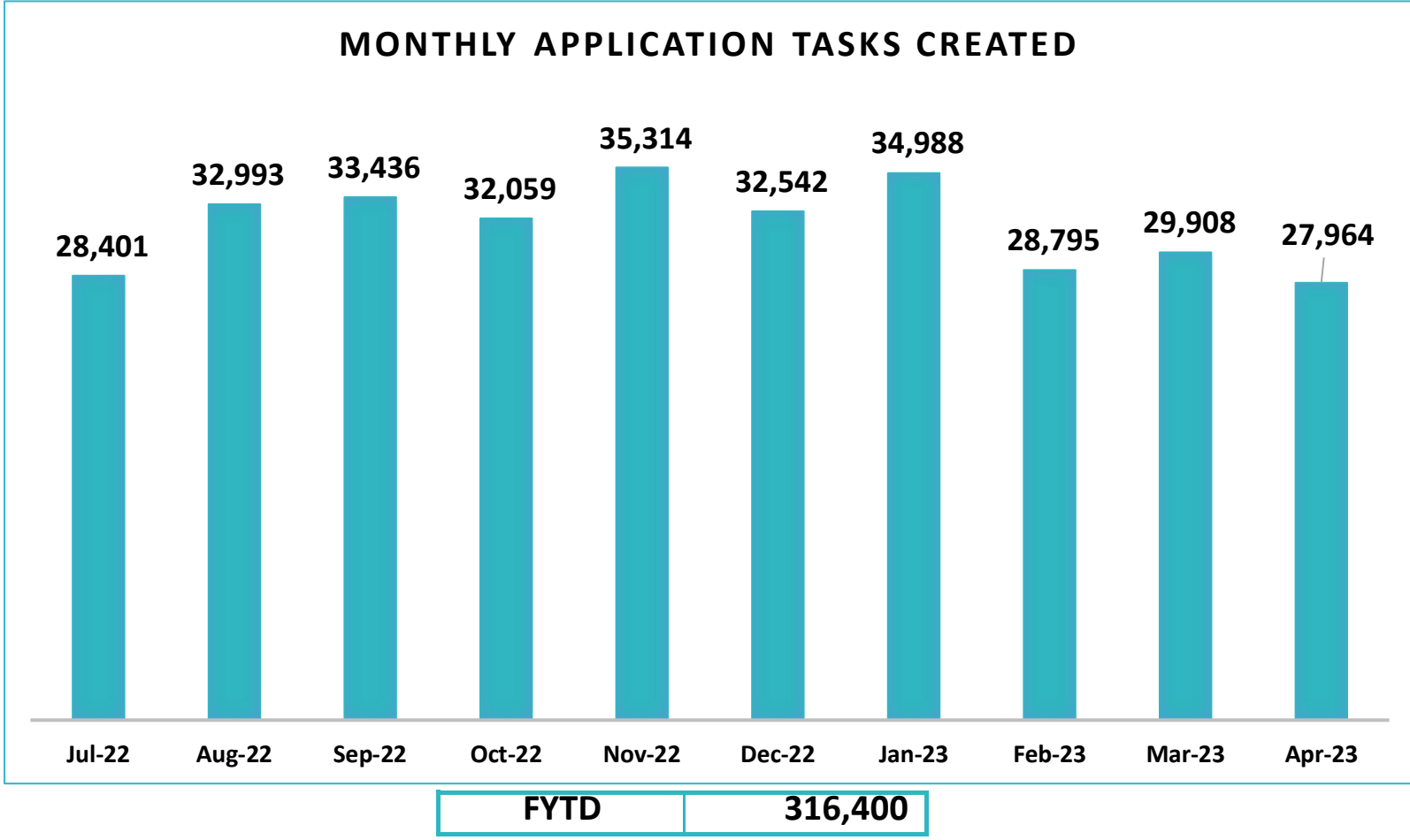
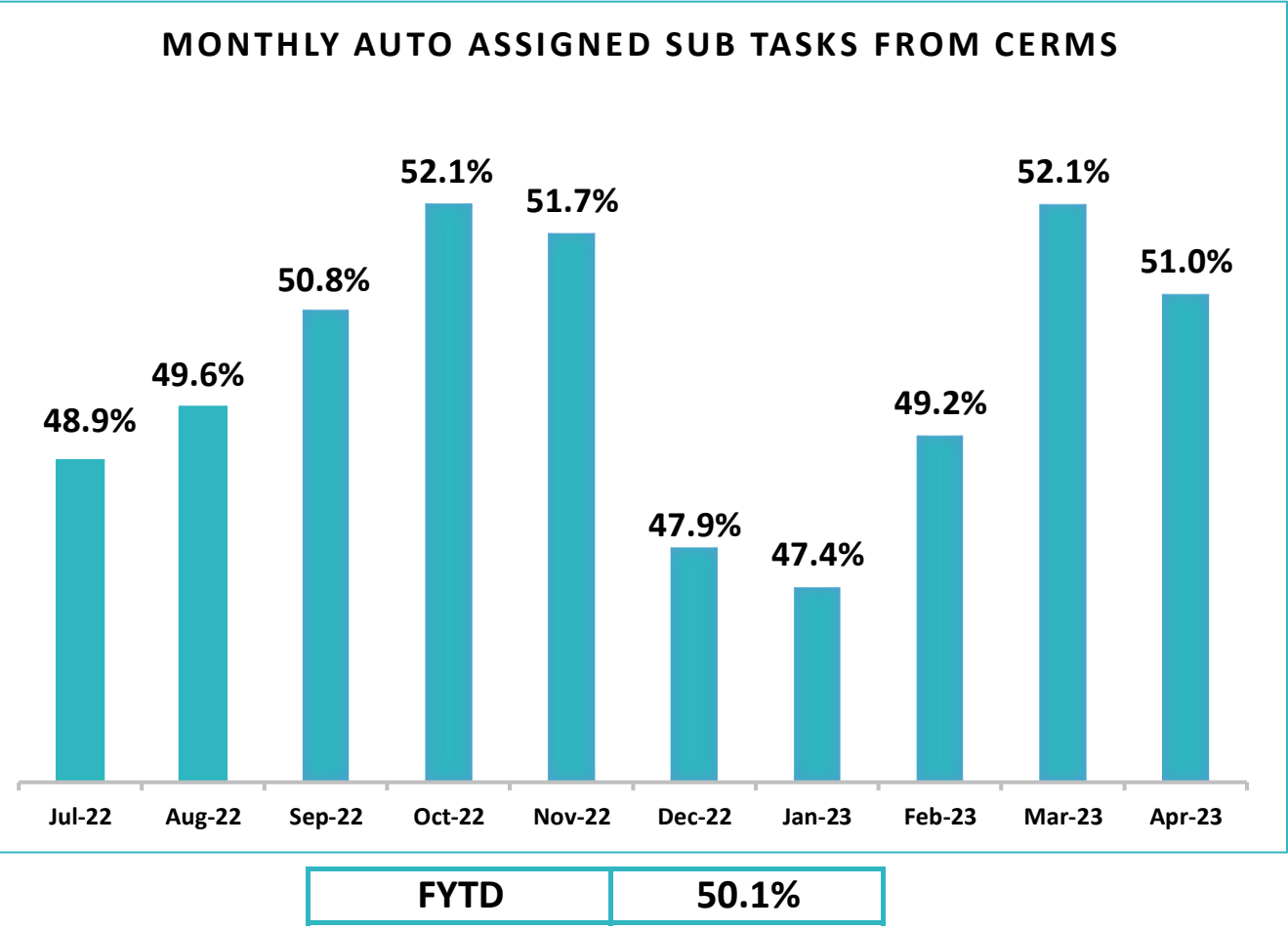
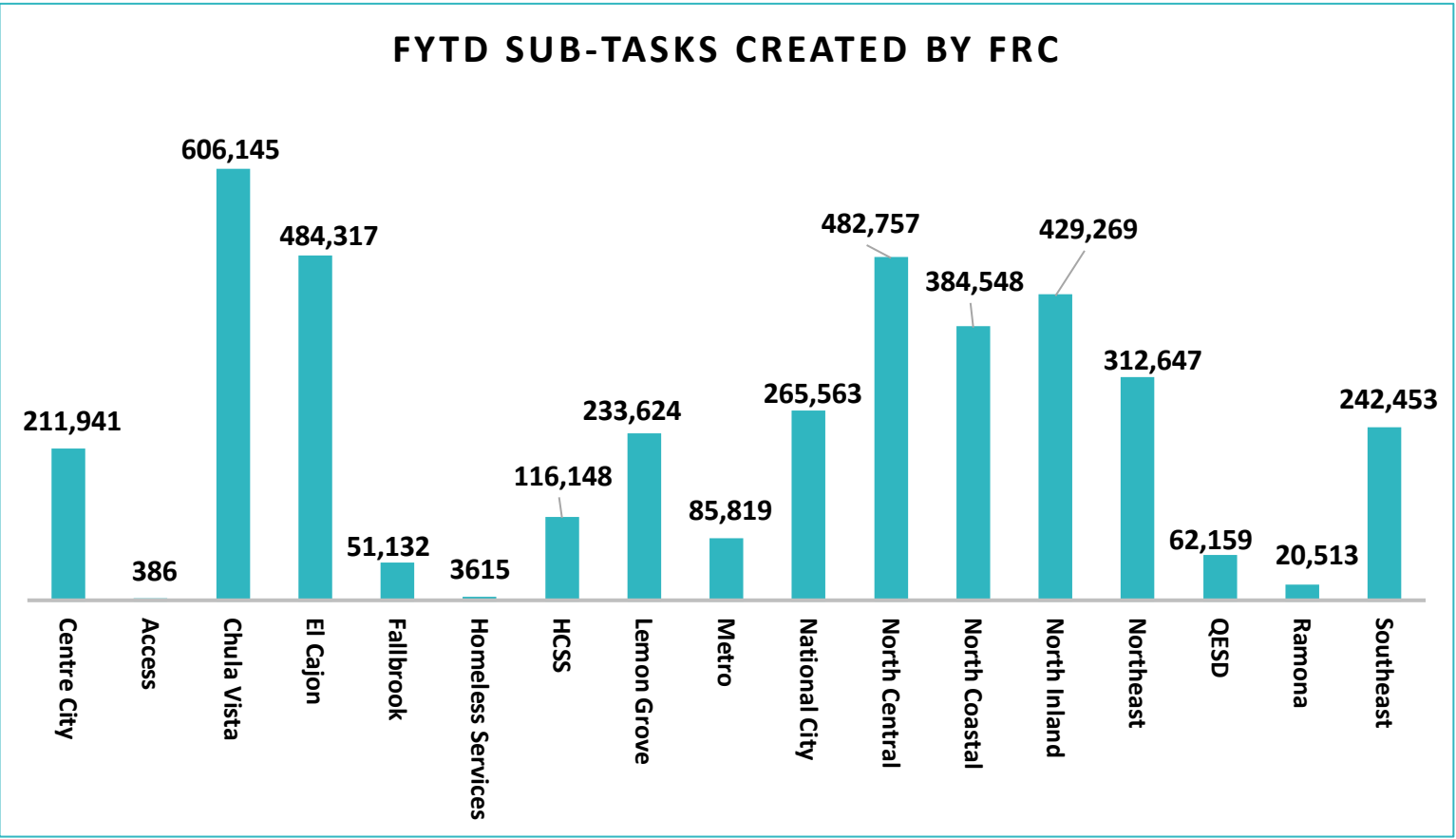
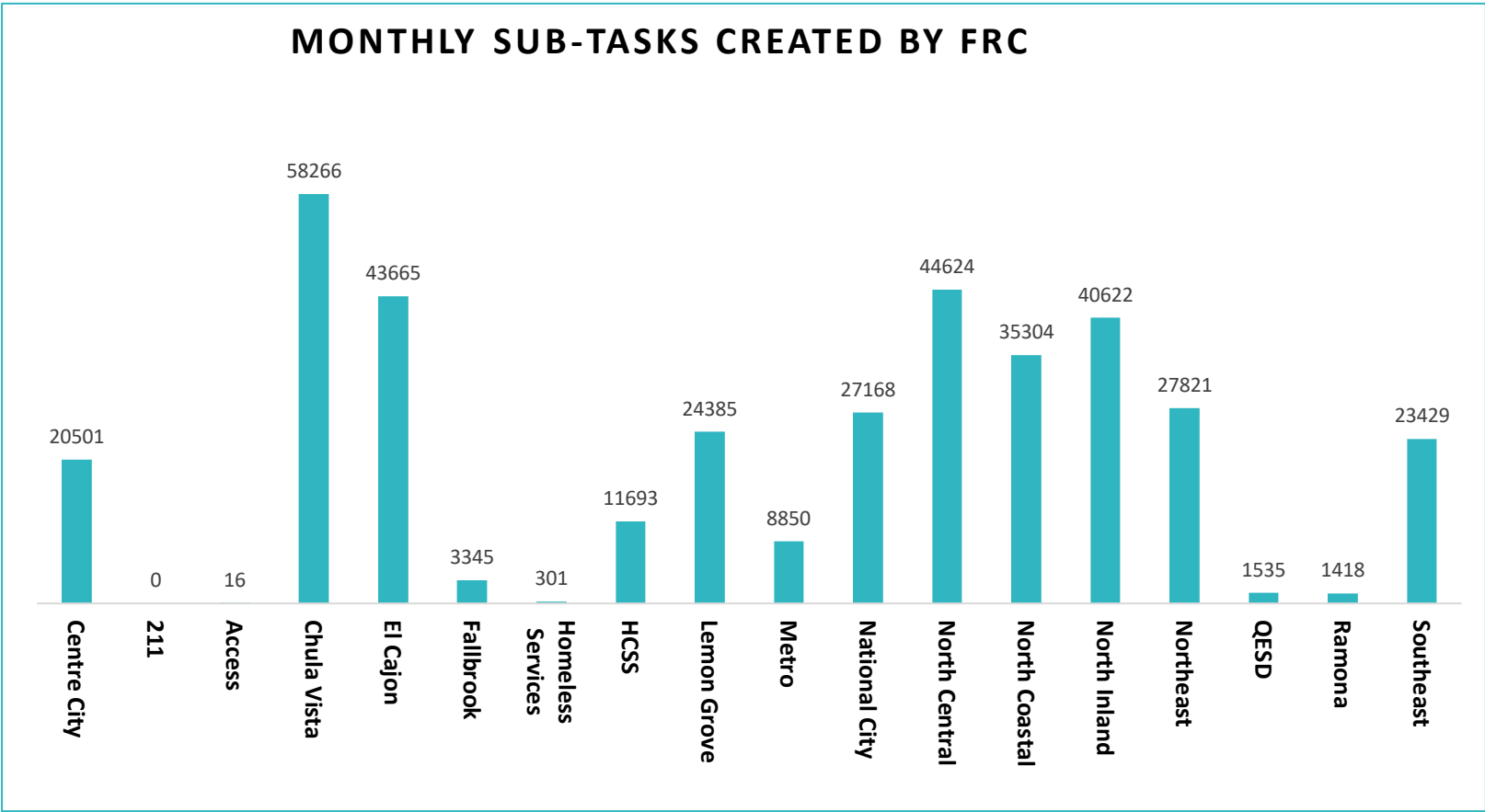
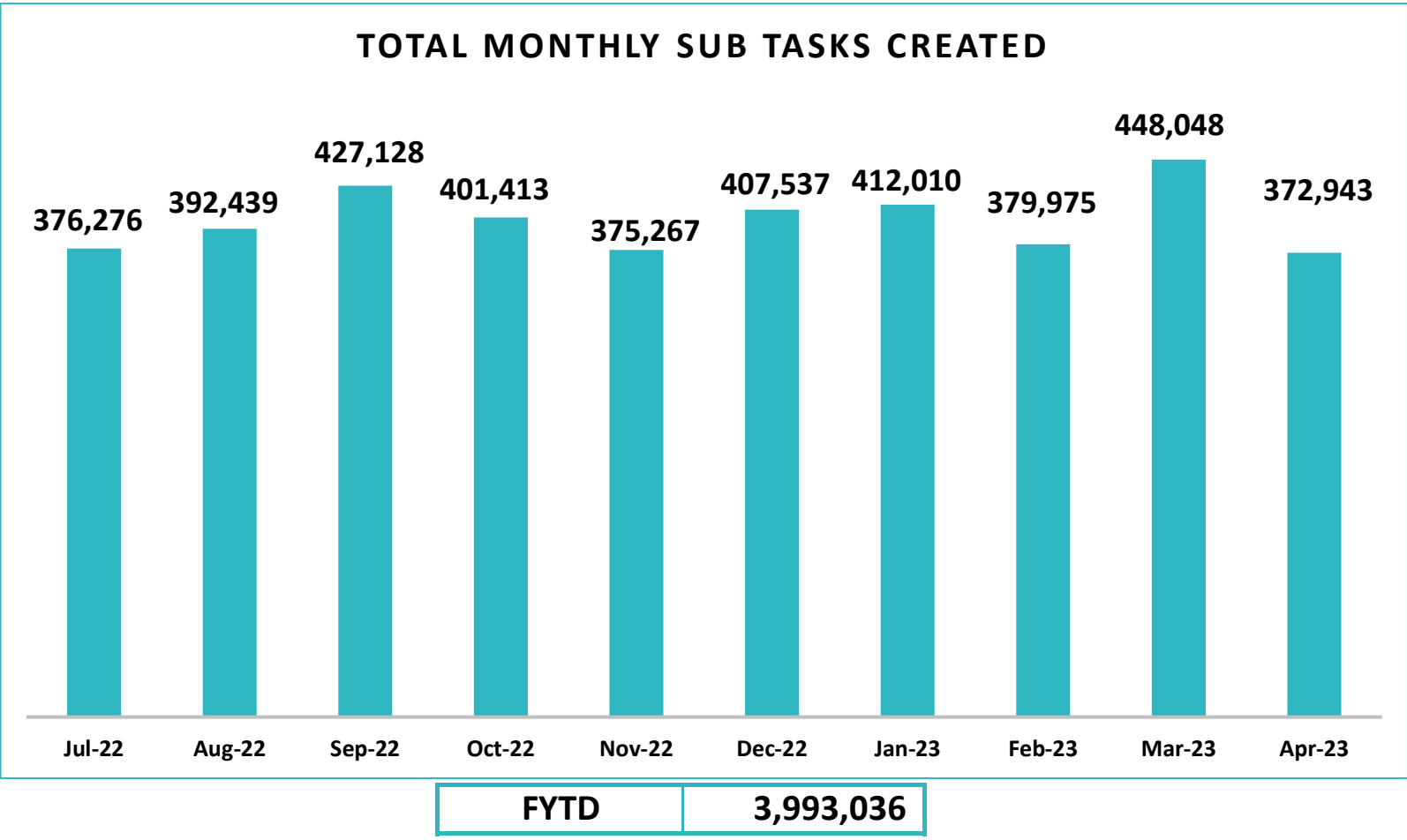


Monthly Self-Sufficiency Services Performance Dashboard (FY 22/23)

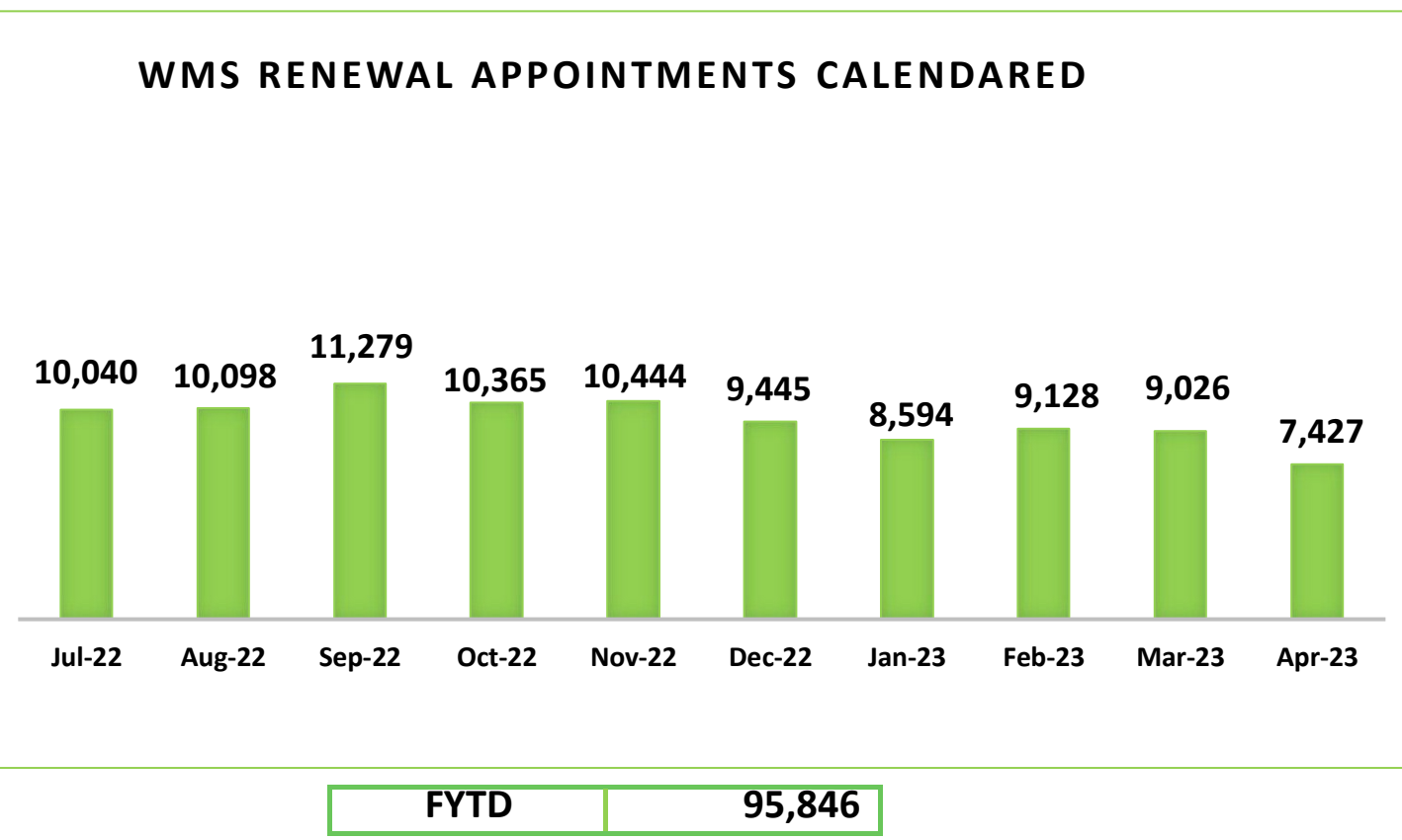
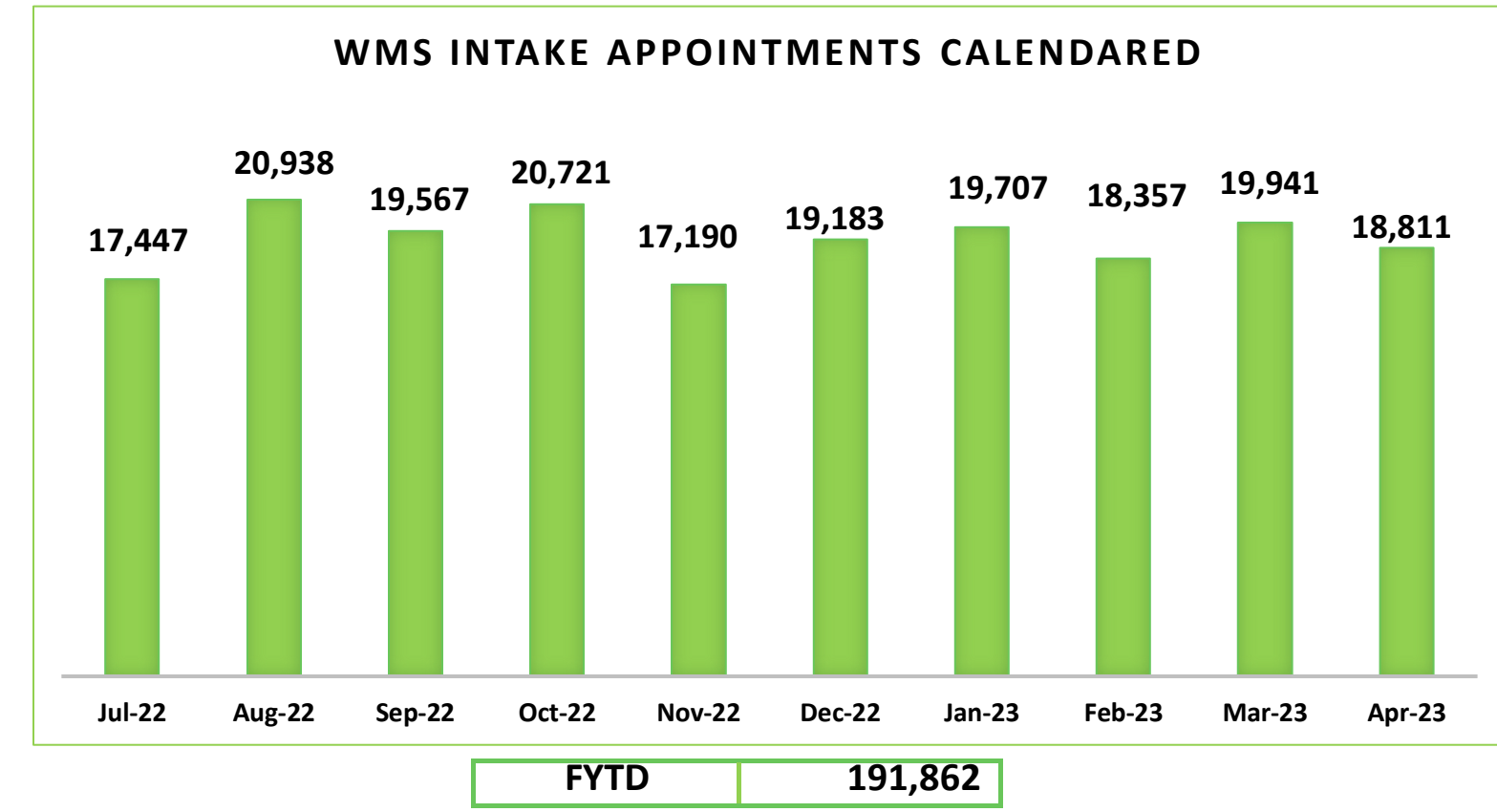
San Diego County

Data Month : April 2023

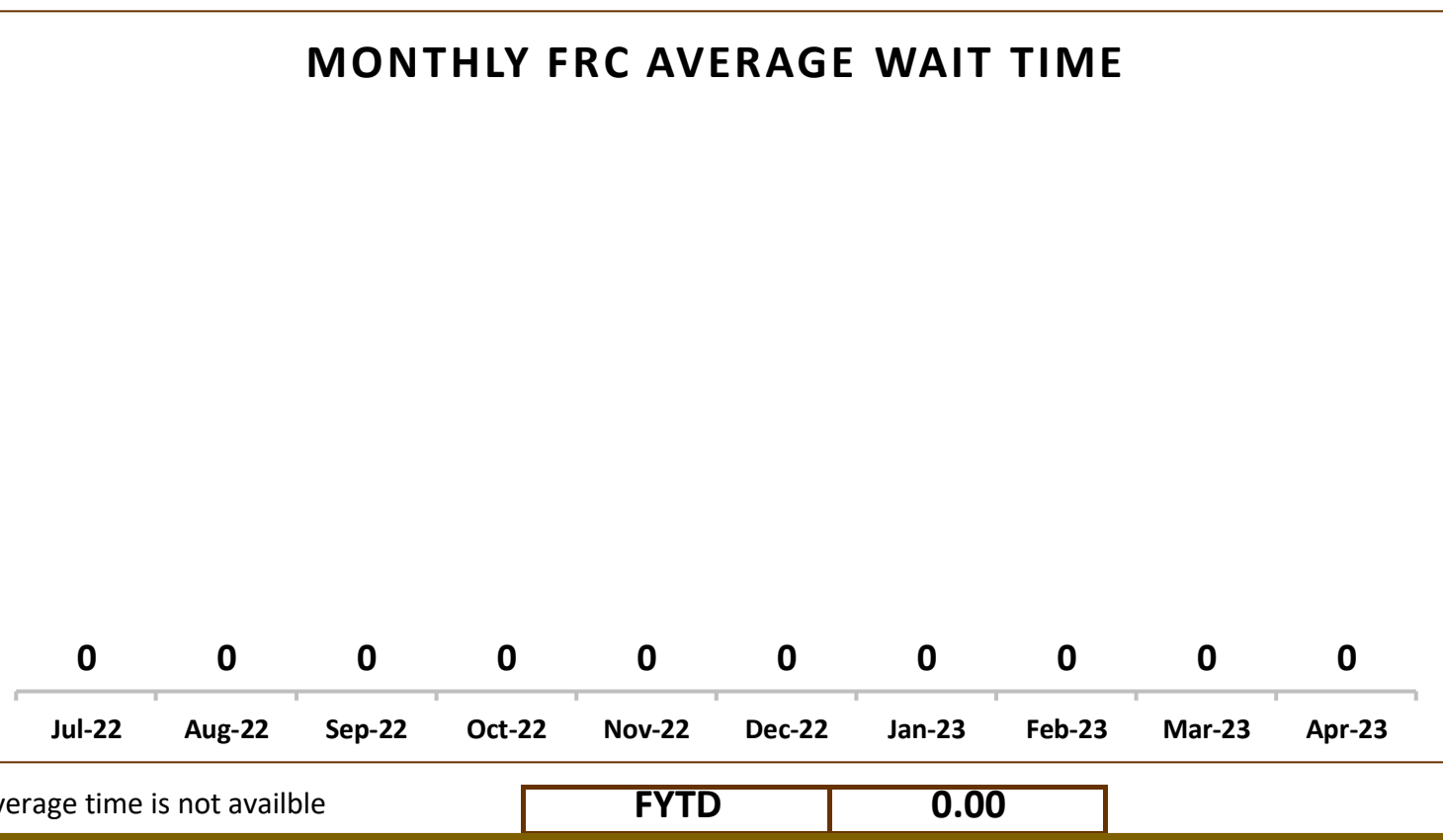
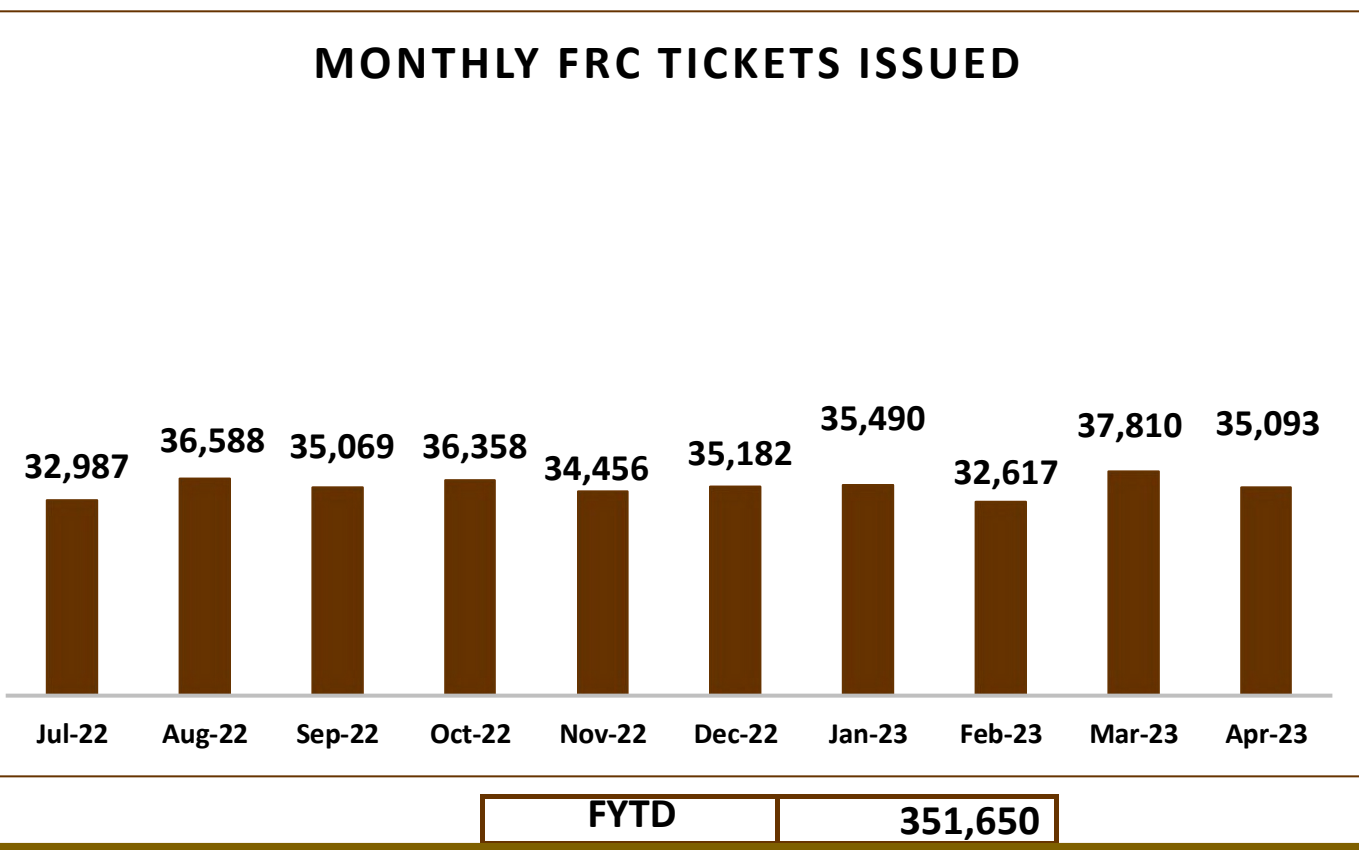
Work Management System (WMS) Subtasks Created



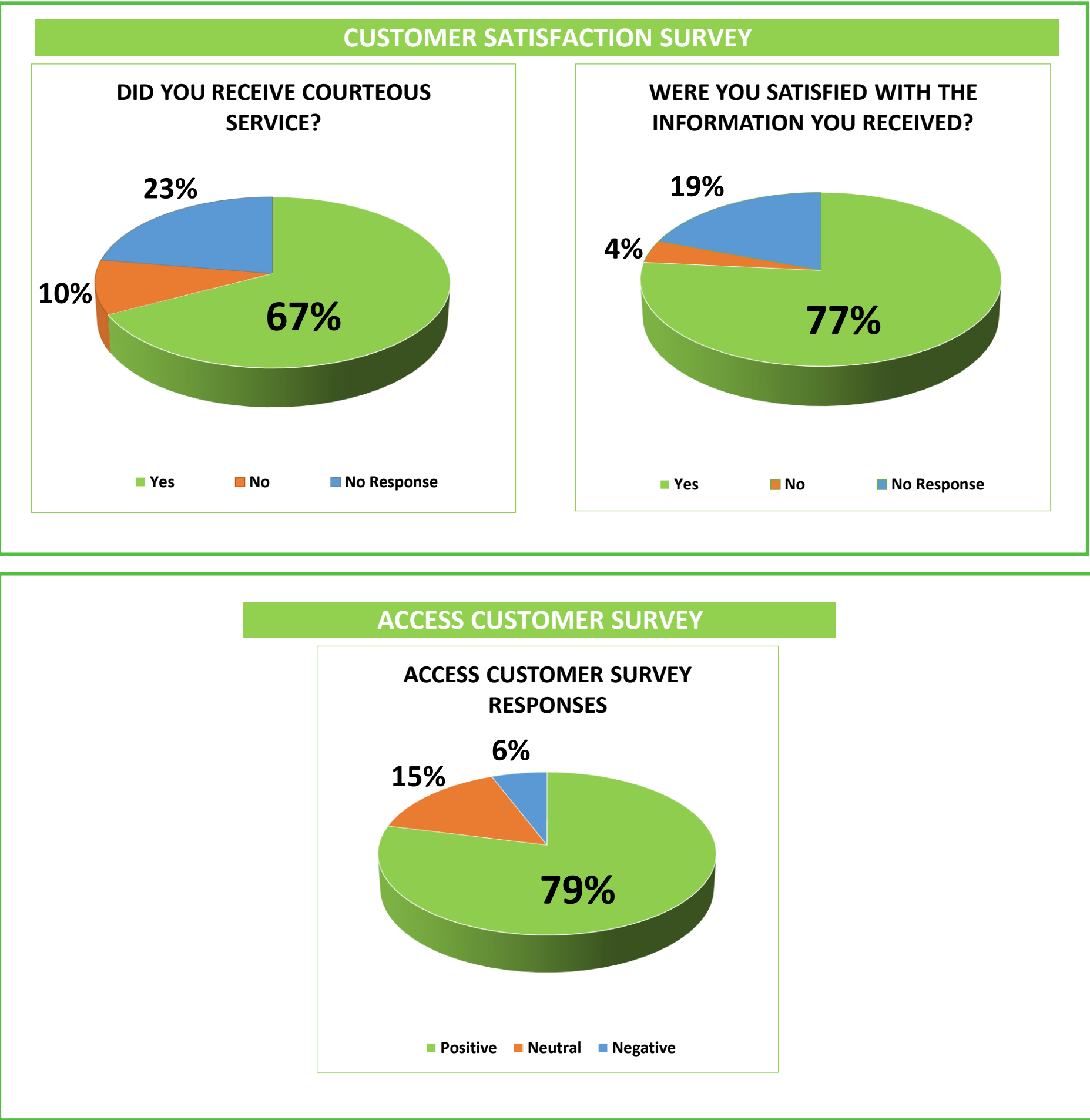
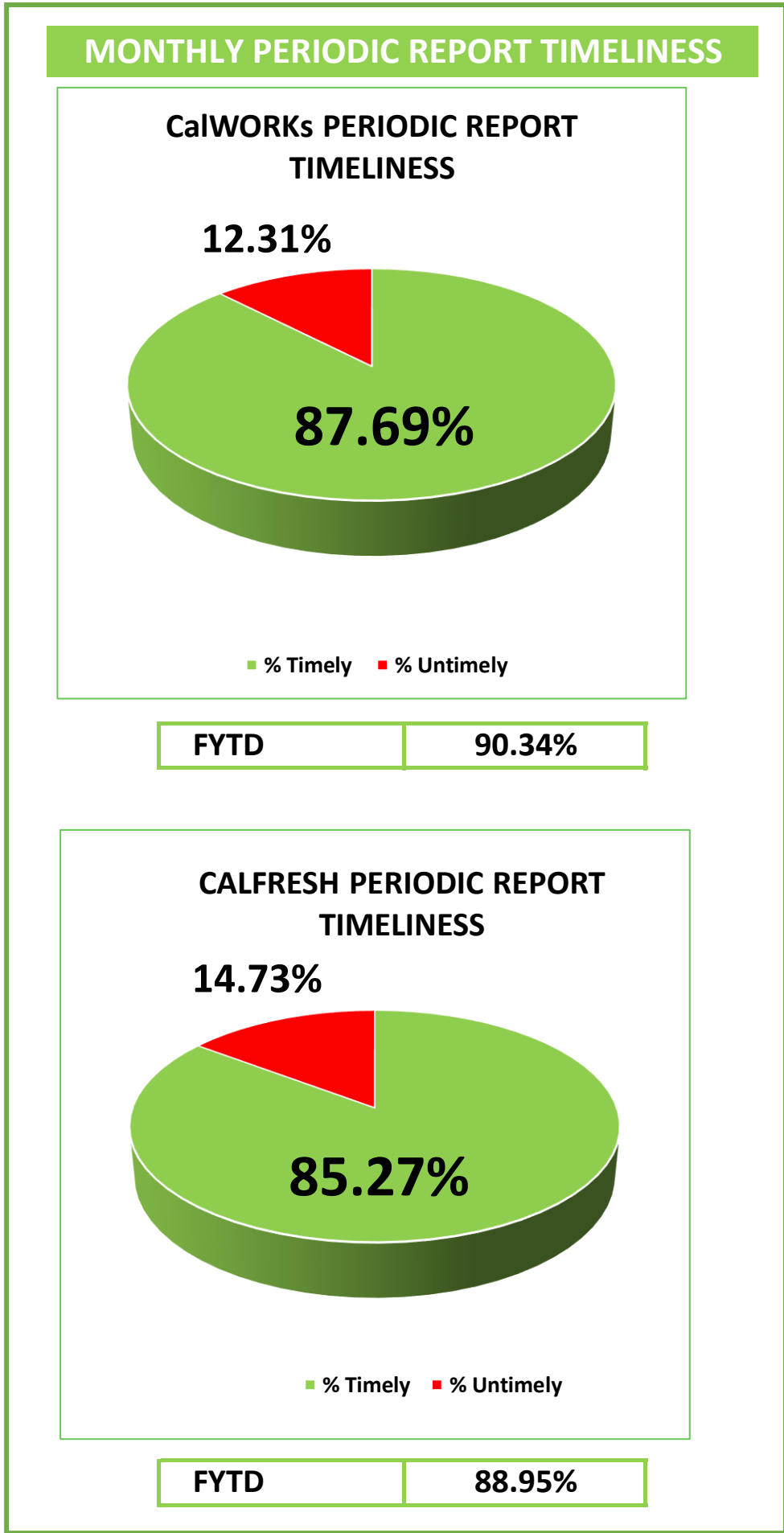
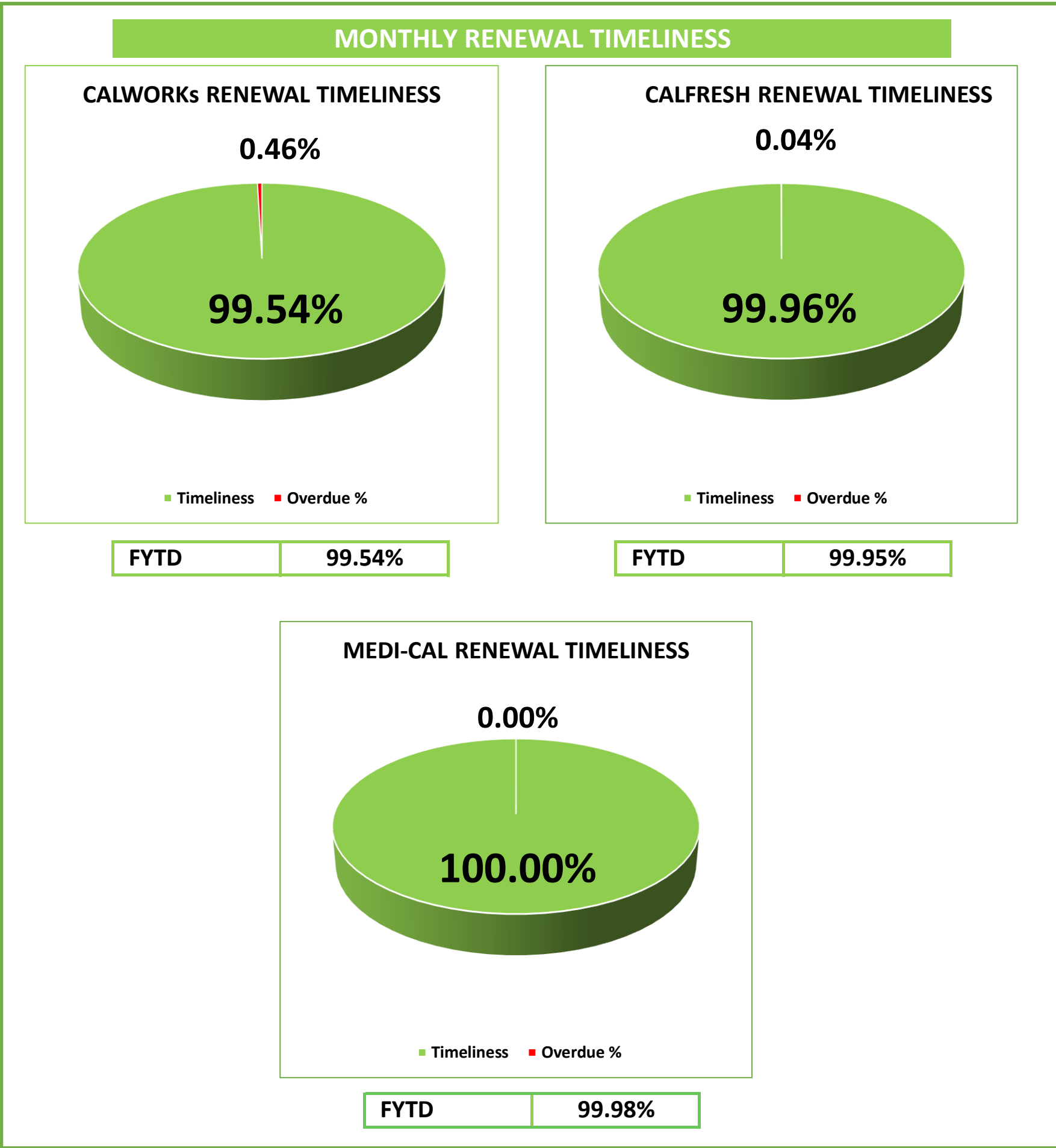
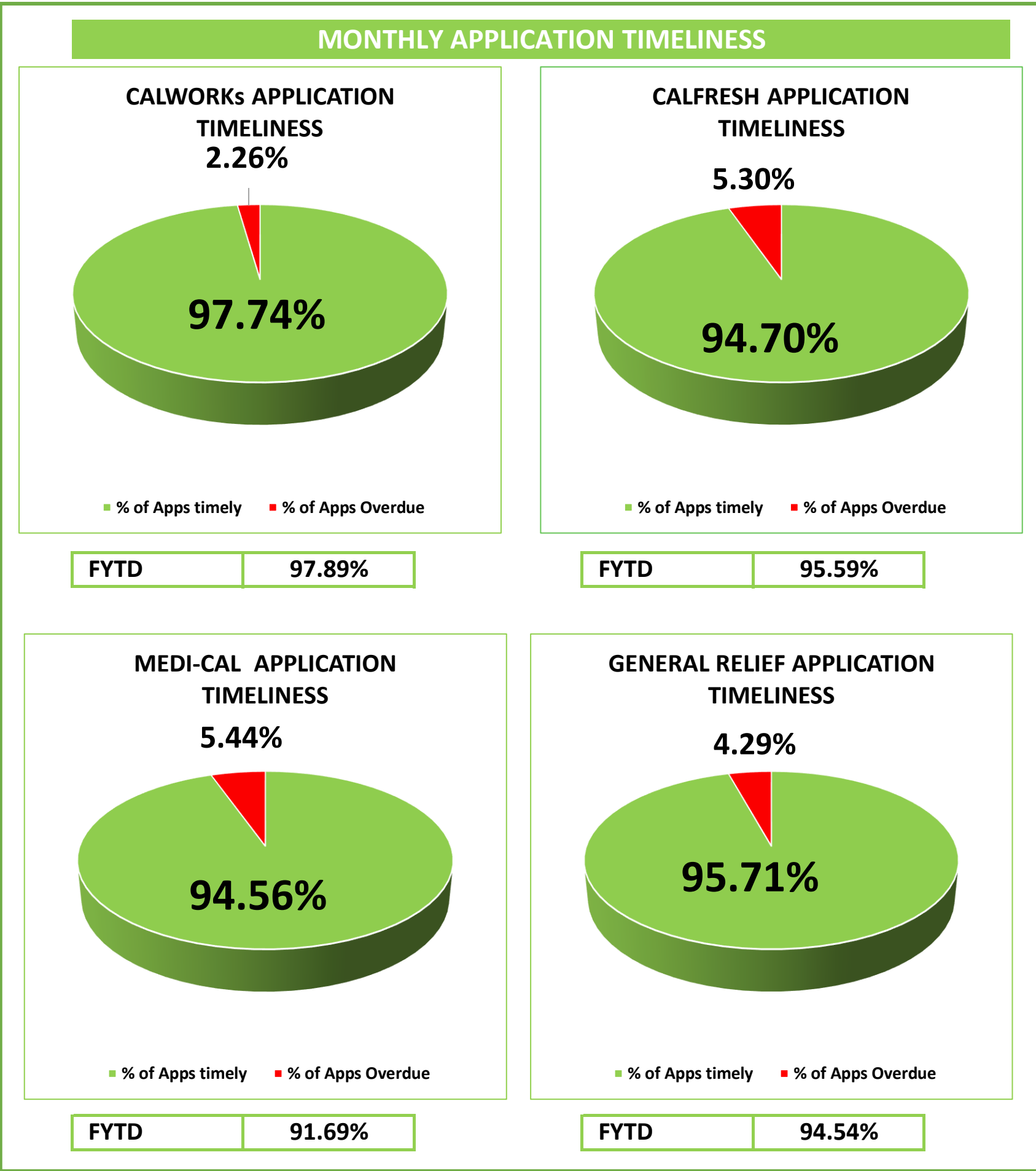
MONTHLY WMS CALENDARED APPOINTMENTS



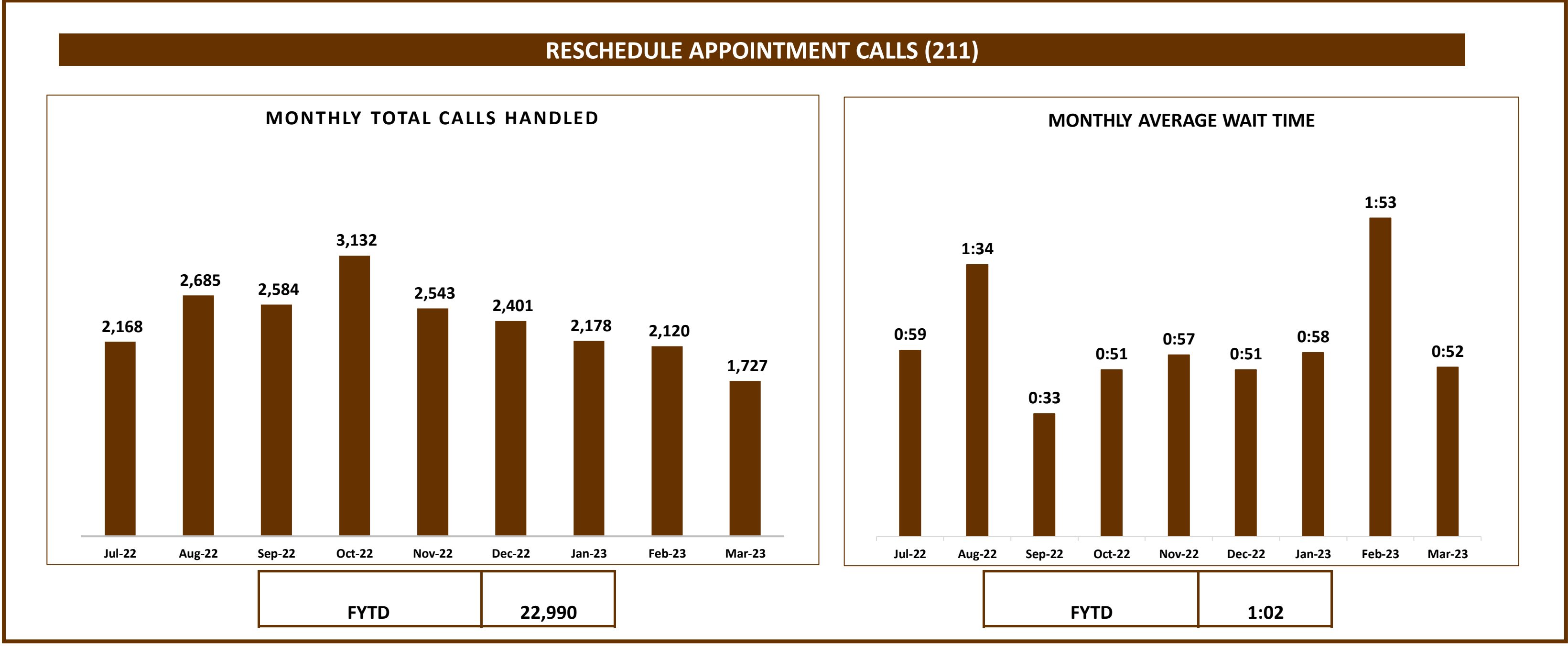
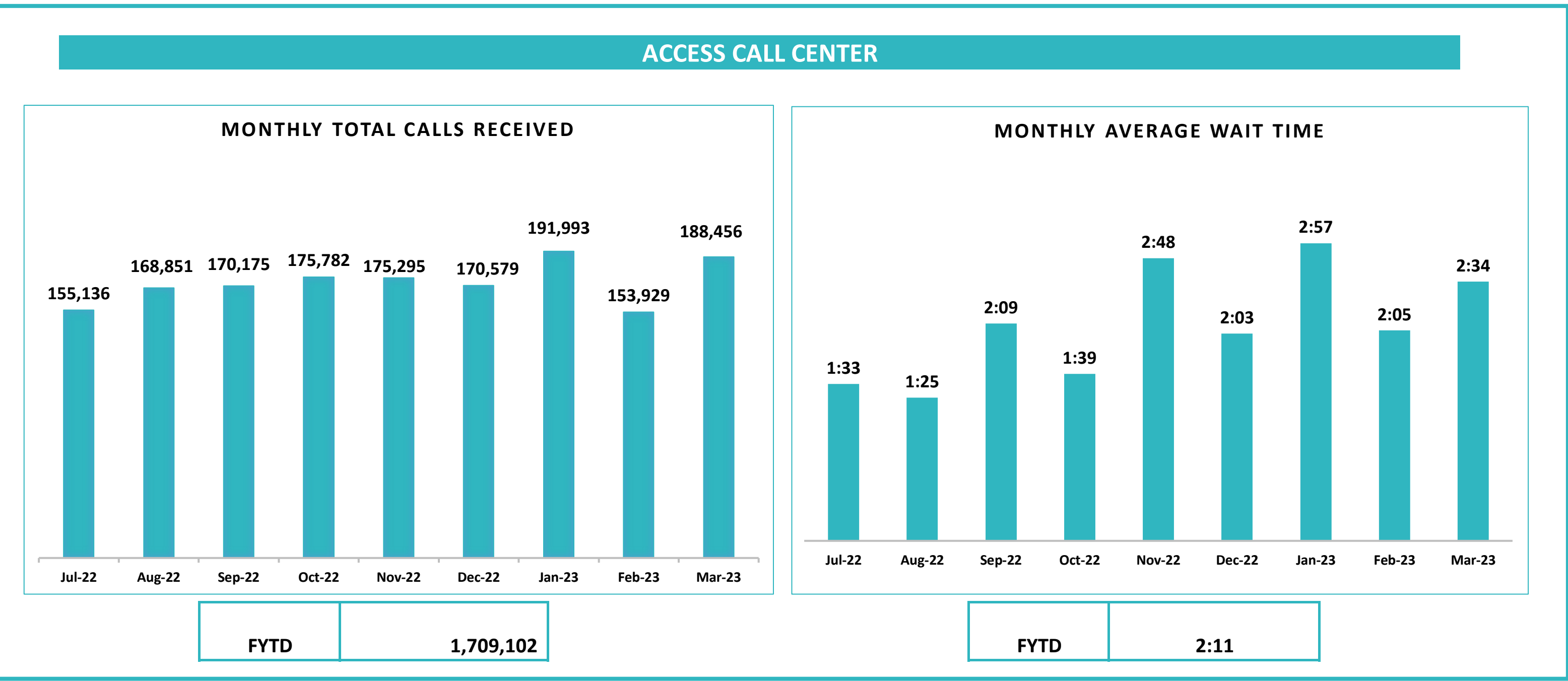
LOBBY MANAGEMENT



CASE PROCESSING PERFORMANCE (CALWIN)



ACCESS CALL CENTER



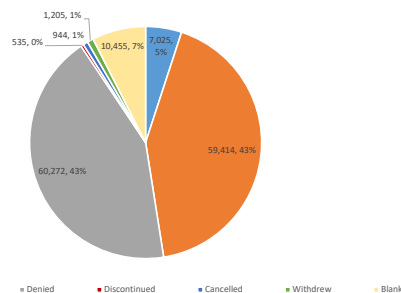


Community Based Organizations CalFresh Referrals

07/2022-04/2023

CalFresh Application Referrals by Application Status																
CBO	HCSS Outstation Staff Y/N	Pending	Approved	Denied	Discontinued	Cancelled	Withdrawn	Blank*	Total							
Code for America - SD		5,850	5%	46,971	40%	52,004	45%	426	0%	782	1%	930	1%	9391	8%	116,354
2-1-1 San Diego		826	5%	8,395	69%	5,488	35%	69	0%	94	1%	165	1%	527	3%	15,564
Family Health Centers of San Diego (FHCS)		95	5%	898	47%	731	39%	8	0%	17	1%	18	1%	128	7%	1,895
UC San Diego: The Hub Basic Needs Center		42	3%	795	51%	626	40%	14	1%	10	1%	6	0%	67	4%	1,560
La Maestra Community Health Centers		50	5%	472	50%	338	35%	6	1%	6	1%	12	1%	69	7%	953
San Diego Food Bank	Y	50	8%	359	55%	181	28%	2	0%	6	1%	23	4%	33	5%	654
Vista Community Clinic		22	4%	307	55%	189	34%	3	1%	6	1%	9	2%	26	5%	562
Scripps Health	Y	23	4%	293	55%	133	25%	3	1%	2	0%	11	2%	69	13%	534
Sharp Health	Y	10	3%	212	55%	120	31%	1	0%	6	2%	10	3%	29	7%	388
SSA Assisted - No Interview Required		4	2%	150	71%	29	14%	0		0		4	2%	23	11%	210
Casa Familiar		8	4%	77	43%	75	42%	0		3	2%	3	2%	12	7%	178
Bonita Family Resource Center		10	7%	48	31%	88	58%	0		1	1%	1	1%	5	3%	153
TrueCare		8	5%	69	45%	63	41%	1	1%	2	1%	4	3%	6	4%	153
Neighborhood Health Care		7	5%	75	59%	47	33%	0		1	1%	0		12	8%	142
Chula Vista Community Collaborative		5	5%	63	58%	30	28%	1	1%	0		5	5%	5	5%	109
Catholic Charities		0		43	48%	35	39%	1	1%	2	2%	0		8	9%	89
Indian Health Council, Inc.		3	4%	52	69%	17	23%	0		0		0		3		75
Borrego Health		2	5%	23	52%	16	36%	0		0		2	5%	1	2%	44
Southern Indian Health Council, Inc		4	9%	18	42%	13	30%	0		2	5%	1	2%	5	12%	43
Interfaith Community Services		1	3%	11	33%	7	21%	0		1	3%	0		13		33
Community Wellbeing San Diego		0		7	32%	9	41%	0		3	14%	0		3	14%	22
UCSD Medical Center	Y	0		13	59%	4	18%	0		0		1	5%	4	18%	22
Gary and Mary West PACE		1	5%	10	50%	8	40%	0		0		0		1	5%	20
Tri City Medical Center	Y	1	6%	9	50%	6	33%	0		0		0		2	11%	18
San Ysidro Health Center.		0		11	65%	5	25%	0		0		0		1	6%	17
San Diego Unified School District		2	13%	11	69%	3	15%	0		0		0		0		16
Palomar Health	Y	0		8	62%	4	31%	0		0		0		1	8%	13
Third Avenue Charitable Organization		0		2	25%	0		0		0		0		5	71%	7
Community Research Foundation		1	17%	1	17%	0		0		0		0		4	67%	6
Somali Bantu Association of America		0		2	33%	2	33%	0		0		0		2	33%	6
San Diego Family Care		0		5	100%	0		0		0		0		0		5
Rady Children's Hospital		0		2	100%	0		0		0		0		0		2
Home Start - CalFresh Grant		0		2	100%	0		0		0		0		0		2
Paradise Valley Health	Y	0		0		1	100%	0		0		0		0		1
Chaldean Middle Eastern Social Services (SYHC)		0		0		0		0		0		0		0		0
North County Health Services (NCHS)		0		0		0		0		0		0		0		0
Access to Independence of San Diego, Inc		0		0		0		0		0		0		0		0
Alliance for African Assistance		0		0		0		0		0		0		0		0
San Diego Freedom Ranch		0		0		0		0		0		0		0		0
Union of Pan Asian Community		0		0		0		0		0		0		0		0
Alvarado Hospital, LLC	Y	0		0		0		0		0		0		0		0
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 Diego Regional Center		0		0		0		0		0		0		0		0
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
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
McAllister 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
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
Refuge for Women SoCal, Inc		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		7,025	5%	59,414	42%	60,272	43%	535	0%	944	1%	1,205	1%	10,455	7%	139,850

CalFresh Percentage of Referrals



* Blank Status means - there is already an existing CalFresh that is either Active, Pending or has a Future Discontinuance.

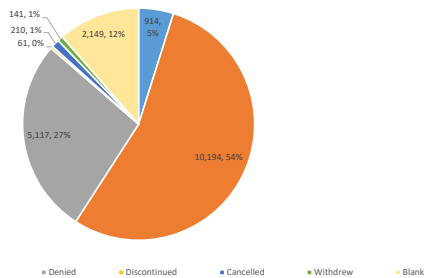


Community Based Organizations Medi-Cal Referrals

07/2022-04/2023

Medi-Cal Application Referrals by Application Status																
CBO	HCSS Outstation Staff Y/N	Pending	Approved	Denied	Discontinued	Cancelled	Withdrawn	Blank*	Total							
Family Health Centers of San Diego (FHCS)		202	6%	1,856	95%	916	27%	8	0%	26	1%	23	1%	360	11%	3,391
Scripps Health	Y	120	4%	1,586	47%	1,086	32%	15	0%	41	1%	32	1%	486	14%	3,366
2-1-1 San Diego		161	7%	1,009	42%	874	36%	10	0%	15	1%	36	2%	294	12%	2,399
Sharp Health	Y	55	4%	947	61%	341	29%	8	1%	21	1%	16	1%	153	10%	1,541
Vista Community Clinic		63	5%	862	66%	260	30%	2	0%	5	0%	8	1%	110	8%	1,310
UCSD Medical Center	Y	38	3%	781	65%	302	35%	5	0%	19	2%	0		87	7%	1,232
La Maestra Community Health Centers		70	6%	614	52%	270	33%	1	0%	13	1%	4	0%	204	17%	1,176
TrueCare		52	5%	561	52%	343	32%	2	0%	20	2%	6	1%	87	8%	1,071
Neighborhood Health Care		37	5%	502	65%	180	33%	2	0%	5	1%	2	0%	46	6%	774
Palomar Health	Y	38	7%	326	59%	135	34%	2	0%	7	1%	1	0%	43	8%	552
Tri City Medical Center	Y	19	4%	344	67%	118	33%	3	1%	5	1%	1	0%	26	5%	516
Paradise Valley Health	Y	8	3%	206	69%	43	14%	0		12	4%	1	0%	29	10%	299
Rady Children's Hospital		5	3%	91	48%	46	34%	1	1%	7	4%	5	3%	34	18%	189
Alvarado Hospital, LLC	Y	2	1%	90	63%	22	15%	0		6	4%	0		22	15%	142
San Ysidro Health Center.		6	4%	99	70%	19	19%	0		2	1%	1	1%	14	10%	141
Borrego Health		6	5%	76	58%	35	37%	1	1%	3	2%	0		11	8%	132
Casa Familiar		6	5%	34	36%	44	38%	0		1	1%	0		30	26%	115
Bonita Family Resource Center		4	5%	30	36%	23	37%	0		1	1%	1	1%	25	30%	84
San Diego Unified School District		5	6%	59	72%	11	13%	0		0		0		7	9%	82
Chula Vista Community Collaborative		3	4%	38	55%	15	22%	0		0		2	3%	11	16%	69
Indian Health Council, Inc.		3	6%	34	65%	8	15%	0		0		0		7	13%	52
Neighborhood Health Insurance Center		2	4%	9	20%	7	10%	0		0		0		27	60%	45
Gary and Mary West PACE		2	8%	13	50%	8	31%	0		0		0		3	12%	26
Interfaith Community Services		1	4%	4	17%	2	9%	0		1	4%	1	4%	14	61%	23
San Diego Freedom Ranch		2	13%	10	63%	1	8%	0		0		0		3	19%	16
San Diego Regional Center		0		5	50%	4	40%	0	1	10%	0	0		0		10
Community Research Foundation		0		2	25%	1	10%	0		0		1	10%	6	60%	10
Third Avenue Charitable Organization		0		0	0%	1	17%	0		0		0		5	83%	6
San Diegans for Healthcare Coverage		3	60%	1	20%	0	0%	0		0		0		1	20%	5
Southern Indian Health Council, Inc.		1	25%	1	25%	1	25%	0		0		0		1	25%	4
Community Wellbeing San Diego		0		0	0%	0	0%	0		0		0		2	100%	2
Home Start - CalFresh Grant		0		2	100%	0	0%	0		0		0		0		2
Somali Bantu Association of America		0		1	50%	1	50%	0		0		0		0		2
San Diego Family Care		0		1	100%	0	0%	0		0		0		0		1
Village Square HealthCare Center		0		0	0%	0	0%	0		0		0		1	100%	1
North County Health Services (NCHS)		0		0	0%	0	0%	0		0		0		0		0
Alliance for African Assistance		0		0	0%	0	0%	0		0		0		0		0
Catholic Charities		0		0	0%	0	0%	0		0		0		0		0
Union of Pan Asian Community		0		0	0%	0	0%	0		0		0		0		0
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 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
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 Pace		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
Refuge for Women SoCal, Inc		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		914	5%	10,194	54%	5,117	27%	61	0%	210	1%	141	1%	2,149	11%	18,786

Medi-Cal Percentage of Referrals



* Blank Status means - there is already an existing Medi-Cal that is either Active, Pending or has a Future Discontinuation.

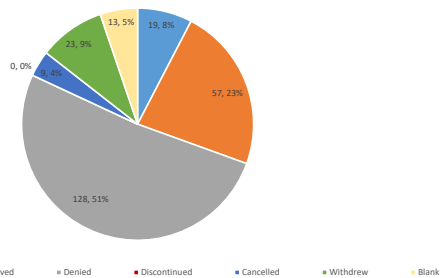


Community Based Organizations CalWORKS Referrals

07/2022-04/2023

CalWORKS Application Referrals by Application Status											
CBO	HCSS Outstation Staff Y/N	Pending	Approved	Denied	Discontinued	Cancelled	Withdrawn	Blank*	Total		
La Maestra Community Health Centers		7	10%	20	96%	30	45%	0	3	4%	67
Family Health Centers of San Diego (FHCS)		4	9%	7	16%	26	98%	0	2	4%	45
Vista Community Clinic		2	6%	10	28%	18	98%	0	1	3%	36
Chula Vista Community Collaborative		2	10%	7	39%	0	40%	0	3	15%	20
Neighborhood Health Care		3	17%	1	6%	10	56%	0	1	6%	18
TrueCare		0	0	6	38%	0	56%	0	1	6%	16
Southern Indian Health Council, Inc		0	0	1	9%	6	56%	0	1	9%	3
Casa Familiar		0	0	0	4	97%	0	3	43%	0	7
Interfaith Community Services		0	1	25%	3	75%	0	0	0	0	4
Somali Bantu Association of America		0	0	2	50%	0	0	0	2	50%	4
2-1-1 San Diego		0	1	33%	2	67%	0	0	0	0	3
Borrego Health		1	33%	2	67%	0	0	0	0	0	3
Indian Health Council, Inc.		0	0	2	67%	0	0	1	33%	0	3
UCSD Medical Center	Y	0	0	2	67%	0	0	0	1	33%	3
San Diego Unified School District		0	0	1	33%	1	33%	0	1	33%	3
Sharp Health	Y	0	0	1	50%	0	0	1	50%	0	2
Tri City Medical Center	Y	0	0	1	100%	0	0	0	0	0	1
Paradise Valley Health	Y	0	0	1	100%	0	0	0	0	0	1
San Ysidro Health Center		0	0	1	100%	0	0	0	0	0	1
Third Avenue Charitable Organization		0	0	1	100%	0	0	0	0	0	1
Code for America - SD		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
Scripps Health	Y	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
Chaldean Middle Eastern Social Services (SYHC)		0	0	0	0	0	0	0	0	0	0
North County Health Services (NCHS)		0	0	0	0	0	0	0	0	0	0
Catholic Charities		0	0	0	0	0	0	0	0	0	0
Palomar Health	Y	0	0	0	0	0	0	0	0	0	0
Bonita Family Resource Center		0	0	0	0	0	0	0	0	0	0
Community Wellbeing San Diego		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
Alliance for African Assistance		0	0	0	0	0	0	0	0	0	0
San Diego Freedom Ranch		0	0	0	0	0	0	0	0	0	0
Union of Pan Asian Community		0	0	0	0	0	0	0	0	0	0
Home Start - CalFresh Grant		0	0	0	0	0	0	0	0	0	0
Alvarado Hospital, LLC	Y	0	0	0	0	0	0	0	0	0	0
Community Research Foundation		0	0	0	0	0	0	0	0	0	0
Mountain Health and 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
San Diego Regional Center		0	0	0	0	0	0	0	0	0	0
UC San Diego: The Hub Basic Needs Center		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
Feeding San Diego	Y	0	0	0	0	0	0	0	0	0	0
South Bay Community Services		0	0	0	0	0	0	0	0	0	0
Neighborhood Health Insurance Center		0	0	0	0	0	0	0	0	0	0
SDG CBO Test Account		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
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
Gary and Mary West PACE		0	0	0	0	0	0	0	0	0	0
Refuge for Women SoCal, Inc		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		19	8%	57	23%	128	51%	0	9	4%	249

CalWORKS Percentage of Referrals



* Blank Status means - there is already an existing CalWORKS that is either Active, Pending or has a Future Discontinuance.

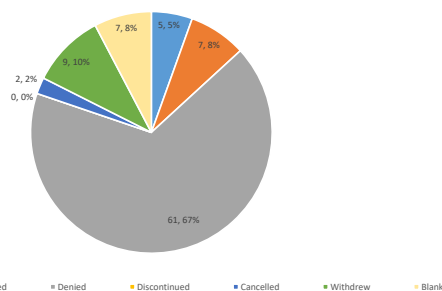
Community Based Organizations General Relief Referrals

07/2022-04/2023

General Relief Application Referrals by Application Status

CBO	HCSS Outstation Staff Y/N	Pending	Approved	Denied	Discontinued	Cancelled	Withdrawn	Blank*	Total
La Maestra Community Health Centers		0	1 6%	12 67%	0	1 6%	3 17%	1 6%	18
Interfaith Community Services		0	2 15%	12 85%	0	1 7%	0	0	15
Family Health Centers of San Diego (FHCS)		0	0	10 77%	0	0	2 15%	1 8%	13
Casa Familiar		1 8%	1 8%	8 62%	0	0	1 8%	2 15%	13
Vista Community Clinic		0	1 17%	3 50%	0	0	0	2 33%	6
Community Research Foundation		2 40%	0	2 40%	0	0	1 20%	0	5
Indian Health Council, Inc.		0	0	4 100%	0	0	0	0	4
Sharp Health	Y	0	0	1 33%	0	0	2 67%	0	3
Third Avenue Charitable Organization		2 67%	0	1 33%	0	0	0	0	3
UCSD Medical Center	Y	0	0	1 50%	0	0	0	1 50%	2
Neighborhood Health Care		0	0	2 100%	0	0	0	0	2
Community Wellbeing San Diego		0	1 50%	1 50%	0	0	0	0	2
TrueCare		0	1 50%	1 50%	0	0	0	0	2
San Diego Unified School District		0	0	1 100%	0	0	0	0	1
San Ysidro Health Center		0	0	1 100%	0	0	0	0	1
Southern Indian Health Council, Inc		0	0	1 100%	0	0	0	0	1
2-1-1 San Diego		0	0	0	0	0	0	0	0
Scripps Health	Y	0	0	0	0	0	0	0	0
North County Health Services (NCHS)		0	0	0	0	0	0	0	0
Palomar Health	Y	0	0	0	0	0	0	0	0
Tri City Medical Center	Y	0	0	0	0	0	0	0	0
Paradise Valley Health	Y	0	0	0	0	0	0	0	0
Borrego Health		0	0	0	0	0	0	0	0
San Diego Regional Center		0	0	0	0	0	0	0	0
Bonita Family Resource Center		0	0	0	0	0	0	0	0
San Diego Freedom Ranch		0	0	0	0	0	0	0	0
Alliance for African Assistance		0	0	0	0	0	0	0	0
Neighborhood Health Insurance Center		0	0	0	0	0	0	0	0
Chula Vista Community Collaborative		0	0	0	0	0	0	0	0
Alvarado Hospital, LLC	Y	0	0	0	0	0	0	0	0
Catholic Charities		0	0	0	0	0	0	0	0
Home Start - CalFresh Grant		0	0	0	0	0	0	0	0
Union of Pan Asian Community		0	0	0	0	0	0	0	0
Somali Bantu Association of America		0	0	0	0	0	0	0	0
Mountain Health and Community Services		0	0	0	0	0	0	0	0
Gary and Mary West PACE		0	0	0	0	0	0	0	0
South Bay Community Services		0	0	0	0	0	0	0	0
International Rescue Committee, Inc.		0	0	0	0	0	0	0	0
SDG CBO Test Account		0	0	0	0	0	0	0	0
Code for America - SD		0	0	0	0	0	0	0	0
Feeding San Diego	Y	0	0	0	0	0	0	0	0
San Diegans for Healthcare Coverage		0	0	0	0	0	0	0	0
San Diego Food Bank	Y	0	0	0	0	0	0	0	0
Chaldean Middle Eastern Social Services (SYHC)		0	0	0	0	0	0	0	0
Access to Independence of San Diego, Inc		0	0	0	0	0	0	0	0
SSA Assisted - No Interview Required		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
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
Refuge for Women SoCal, Inc		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		5 5%	7 8%	61 67%	0	2 2%	9 10%	7 8%	91

General Relief Percentage of Referrals



* Blank Status means - there is already an existing General Relief that is either Active, Pending or has a Future Discontinuation.



Community Based Organizations CalFresh Referrals

07/2022-04/2023

CalFresh Application Referrals by Application Status

CBO	Total
Code for America - SD	116,354
2-1-1 San Diego	15,564
Family Health Centers of San Diego (FHCS)	1,895
UC San Diego: The Hub Basic Needs Center	1,560
La Maestra Community Health Centers	953
San Diego Food Bank	654
Vista Community Clinic	562
Scripps Health	534
Sharp Health	388
SSA Assisted - No Interview Required	210
Casa Familiar	178
Bonita Family Resource Center	153
TrueCare	153
Neighborhood Health Care	142
Chula Vista Community Collaborative	109
Catholic Charities	89
Indian Health Council, Inc.	75
Borrego Health	44
Southern Indian Health Council, Inc	43
Interfaith Community Services	33
Community Wellbeing San Diego	22
UCSD Medical Center	22
Gary and Mary West PACE	20
Tri City Medical Center	18
San Ysidro Health Center.	17
San Diego Unified School District	16
Palomar Health	13
Third Avenue Charitable Organization	7
Community Research Foundation	6
Somali Bantu Association of America	6
San Diego Family Care	5
Rady Children's Hospital	2
Home Start - CalFresh Grant	2
Paradise Valley Health	1
Chaldean Middle Eastern Social Services (SYHC)	0
North County Health Services (NCHS)	0
Access to Independence of San Diego, Inc	0
Alliance for African Assistance	0
San Diego Freedom Ranch	0
Union of Pan Asian Community	0
Alvarado Hospital, LLC	0
Mountain Health and Community Services	0
International Rescue Committee, Inc.	0
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
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
Village Square HealthCare Center	0
Clinica Internacional Buena Salud	0
New Alternatives Inc.-TYH	0
Refuge for Women SoCal, Inc	0
New Leaf Solutions	0
Adventure Point Early Learning Center	0
ATAP - Summercrest Social Services	0
Total	139,850

CF Referrals



Community Based Organizations Medi-Cal Referrals

07/2022-04/2023

Medi-Cal Application Referrals by Application Status

CBO	Total
Family Health Centers of San Diego (FHCS)	3,391
Scripps Health	3,366
2-1-1 San Diego	2,399
Sharp Health	1,541
Vista Community Clinic	1,310
UCSD Medical Center	1,232
La Maestra Community Health Centers	1,176
TrueCare	1,071
Neighborhood Health Care	774
Palomar Health	552
Tri City Medical Center	516
Paradise Valley Health	299
Rady Children's Hospital	189
Alvarado Hospital, LLC	142
San Ysidro Health Center.	141
Borrego Health	132
Casa Familiar	115
Bonita Family Resource Center	84
San Diego Unified School District	82
Chula Vista Community Collaborative	69
Indian Health Council, Inc.	52
Neighborhood Health Insurance Center	45
Gary and Mary West PACE	26
Interfaith Community Services	23
San Diego Freedom Ranch	16
San Diego Regional Center	10
Community Research Foundation	10
Third Avenue Charitable Organization	6
San Diegans for Healthcare Coverage	5
Southern Indian Health Council, Inc	4
Community Wellbeing San Diego	2
Home Start - CalFresh Grant	2
Somali Bantu Association of America	2
San Diego Family Care	1
Village Square HealthCare Center	1
North County Health Services (NCHS)	0
Alliance for African Assistance	0
Catholic Charities	0
Union of Pan Asian Community	0
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 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
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
Clinica Internacional Buena Salud	0
New Alternatives Inc.-TYH	0
New Leaf Solutions	0
Refuge for Women SoCal, Inc	0
Adventure Point Early Learning Center	0
ATAP - Summercrest Social Services	0
Total	18,786

MC Referrals



Community Based Organizations CalWORKS Referrals

07/2022-04/2023

CalWORKS Application Referrals by Application Status

CBO	Total
La Maestra Community Health Centers	67
Family Health Centers of San Diego (FHCS)	45
Vista Community Clinic	36
Chula Vista Community Collaborative	20
Neighborhood Health Care	18
TrueCare	16
Southern Indian Health Council, Inc	11
Casa Familiar	7
Interfaith Community Services	4
Somali Bantu Association of America	4
2-1-1 San Diego	3
Borrego Health	3
Indian Health Council, Inc.	3
UCSD Medical Center	3
San Diego Unified School District	3
Sharp Health	2
Tri City Medical Center	1
Paradise Valley Health	1
San Ysidro Health Center.	1
Third Avenue Charitable Organization	1
Code for America - SD	0
San Diego Food Bank	0
Scripps Health	0
UC San Diego: The Hub Basic Needs Center	0
SSA Assisted - No Interview Required	0
Chaldean Middle Eastern Social Services (SYHC)	0
North County Health Services (NCHS)	0
Catholic Charities	0
Palomar Health	0
Bonita Family Resource Center	0
Community Wellbeing San Diego	0
Access to Independence of San Diego, Inc	0
Alliance for African Assistance	0
San Diego Freedom Ranch	0
Union of Pan Asian Community	0
Home Start - CalFresh Grant	0
Alvarado Hospital, LLC	0
Community Research Foundation	0
Mountain Health and Community Services	0
International Rescue Committee, Inc.	0
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
Village Square HealthCare Center	0
Clinica Internacional Buena Salud	0
New Alternatives Inc.-TYH	0
Gary and Mary West PACE	0
Refuge for Women SoCal, Inc	0
New Leaf Solutions	0
Adventure Point Early Learning Center	0
ATAP - Summercrest Social Services	0
Total	249

CW Referrals



Community Based Organizations General Relief Referrals

07/2022-04/2023

General Relief Application Referrals by Application Status

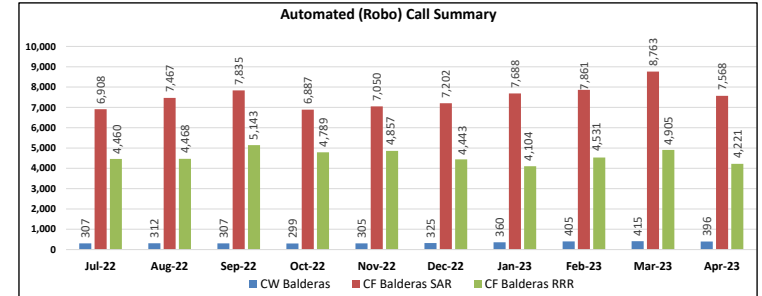
CBO	Total
La Maestra Community Health Centers	18
Interfaith Community Services	15
Casa Familiar	13
Family Health Centers of San Diego (FHCSD)	13
Vista Community Clinic	6
Community Research Foundation	5
Indian Health Council, Inc.	4
Sharp Health	3
Third Avenue Charitable Organization	3
Community Wellbeing San Diego	2
Neighborhood Health Care	2
TrueCare	2
UCSD Medical Center	2
San Diego Unified School District	1
San Ysidro Health Center.	1
Southern Indian Health Council, Inc	1
2-1-1 San Diego	0
Access to Independence of San Diego, Inc	0
Adventure Point Early Learning Center	0
Alliance for African Assistance	0
Alvarado Hospital, LLC	0
Associated Students, San Diego State University	0
ATAP - Summercrest Social Services	0
BAME Renaissance Community Development Corporation	0
Benefit Eligible Enrollment Assistance (BEEA)	0
Bonita Family Resource Center	0
Borrego Community	0
Borrego Community Health Foundation	0
Borrego Health	0
Catholic Charities	0
Chaldean Middle Eastern Social Services (SYHC)	0
Chula Vista Community Collaborative	0
Clinica Internacional Buena Salud	0
Code for America - SD	0
Community Resource Center	0
CRF - Adelante	0
Deaf Community Services of San Diego, Inc	0
Feeding San Diego	0
Grand Care Health Services	0
Heartland House	0
Home Start - CalFresh Grant	0
Home Start Inc.	0
International Rescue Committee, Inc.	0
MAAC Project	0
McAlister Institute NC Women	0
Mountain Health and Community Services	0
Mountain Shadows Ancillary Services, Inc	0
Neighborhood Health Insurance Center	0
New Alternatives Inc.-TYH	0
New Leaf Solutions	0
North County Health Services (NCHS)	0
North County Lifeline	0
Palomar Health	0
Paradise Valley Health	0
Refuge for Women SoCal, Inc	0
Saint Paul Pace	0
San Diegans for Healthcare Coverage	0
San Diego County Office of Education	0
San Diego Family Care	0
San Diego Food Bank	0
San Diego Freedom Ranch	0
San Diego Housing Commission	0
San Diego Hunger Coalition	0
San Diego Regional Center	0
SAY San Diego	0
Scripps Health	0
SDG CBO Test Account	0
Somali Bantu Association of America	0
South Bay Community Services	0
SSA Assisted - No Interview Required	0
St Paul's Health Care Center for Seniors	0
Tri City Medical Center	0
UCSD - Case Management Services	0
Union of Pan Asian Community	0
United Healthcare Community and State (UHCS)	0
Veterans Village	0
Village Square HealthCare Center	0
VSD Victim Assistance Program (VAP)	0
Total	91

GR Referrals

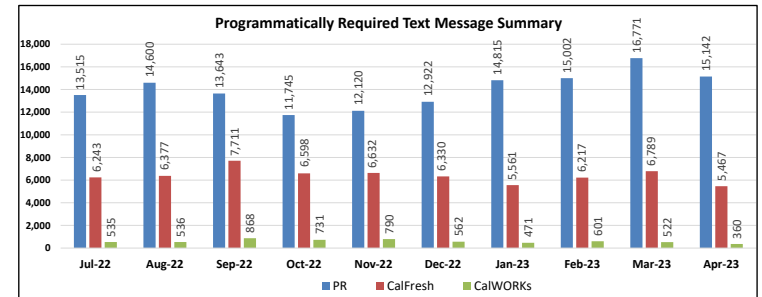


Monthly Robo-Calls & Text Messaging Report FY 2022/2023

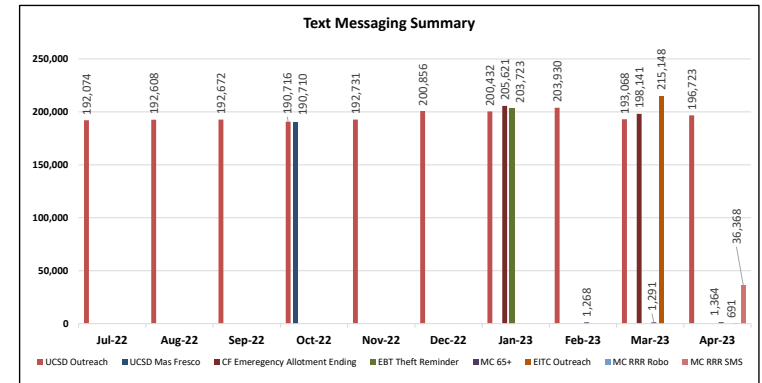
Automated (Robo) Call Summary	Program			
Month	CW Balderas	CF Balderas SAR	CF Balderas RRR	Grand Total
July 2022	307	6,908	4,460	11,675
August 2022	312	7,467	4,468	12,247
September 2022	307	7,835	5,143	13,285
October 2022	299	6,887	4,789	11,975
November 2022	305	7,050	4,857	12,212
December 2022	325	7,202	4,443	11,970
January 2023	360	7,688	4,104	12,152
February 2023	405	7,861	4,531	12,797
March 2023	415	8,763	4,905	14,083
April 2023	396	7,568	4,221	12,185
May 2023				
June 2023				
Grand Total	3,431	75,229	45,921	124,581



Text Messaging Summary	Program			
Month	PR	CalFresh	CalWORKs	Grand Total
July 2022	13,515	6,243	535	20,293
August 2022	14,600	6,377	536	21,513
September 2022	13,643	7,711	868	22,222
October 2022	11,745	6,598	731	19,074
November 2022	12,120	6,632	790	19,542
December 2022	12,922	6,330	562	19,814
January 2023	14,815	5,561	471	20,847
February 2023	15,002	6,217	601	21,820
March 2023	16,771	6,789	522	24,082
April 2023	15,142	5,467	360	20,969
May 2023				
June 2023				
Grand Total	140,275	63,925	5,976	210,176



Text Messaging Summary	Special Campaign							
Month	UCSD Outreach	UCSD Mas Fresco	CF Emergency Allotment Ending	EBT Theft Reminder	MC 65+	EITC Outreach	MC RRR Robo	MC RRR SMS
July 2022	192,074							
August 2022	192,608							
September 2022	192,672							
October 2022	190,716	190,710						
November 2022	192,731							
December 2022	200,856							
January 2023	200,432		205,621	203,723				
February 2023	203,930				1,268			
March 2023	193,068		198,141		1,291	215,148		
April 2023	196,723				1,364		691	36,368
May 2023								
June 2023								
Grand Total	1,955,810	190,710	403,762	203,723	3,923	215,148	691	36,368



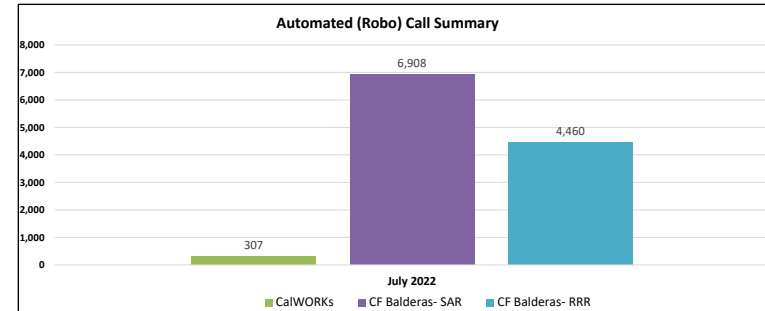
*Note: Robo Calls have been temporarily suspended in all circumstances except for CalWORKs and CalFresh Balderas call notifications.
In lieu of this, all former Robo Call recipients were reprogrammed to receive text message notifications to alert them of any upcoming case actions.

*Note: PR Text Message Summary methodology updated to count CW/CF Household once.
These household's are sent one text message. CW/CF households are included in CW Text Message Count.

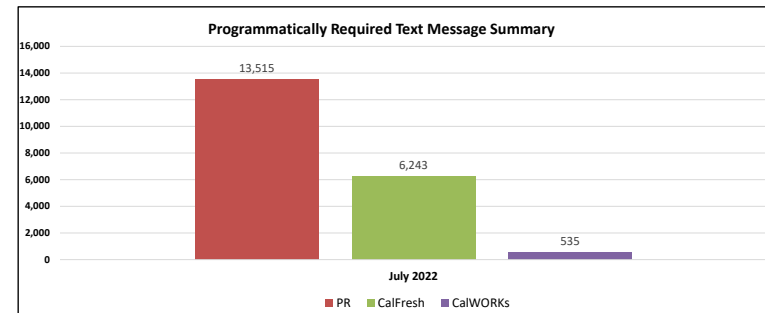
Effective 12/2020, Access is no longer doing the Monthly Consent Text Messaging RRR Campaign, nor mailing CF Packets.

July 2022

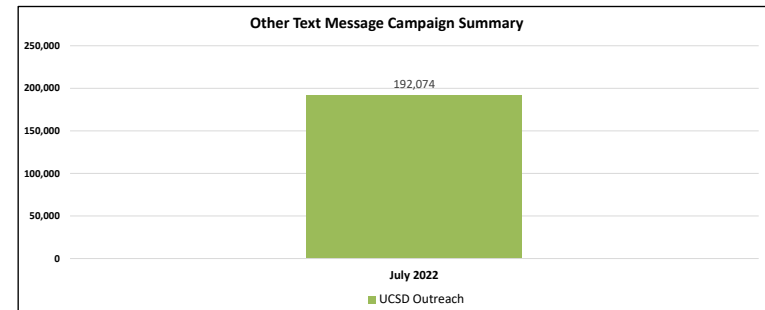
Automated (Robo) Call Summary	Program			
Month	CalWORKs	CF Balderas- SAR	CF Balderas- RRR	Grand Total
July 2022	307	6,908	4,460	11,675
Grand Total	307	6,908	4,460	11,675



Text Messaging Summary	Program				
Month	PR	CalFresh	CalWORKs	Other	Grand Total
July 2022	13,515	6,243	535	192,074	212,367
Grand Total	13,515	6,243	535	192,074	212,367



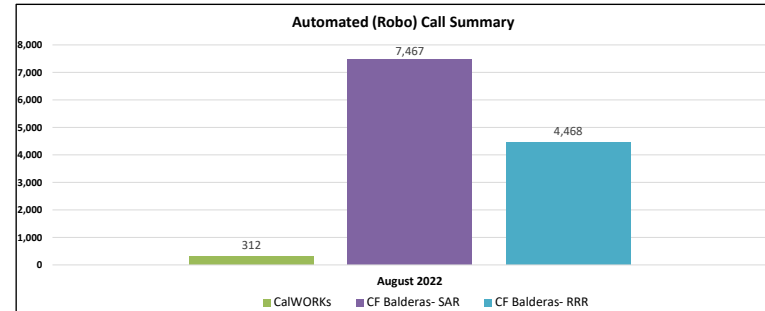
Text Messaging Summary	Special Campaign
Month	UCSD Outreach
July 2022	192,074
Grand Total	192,074



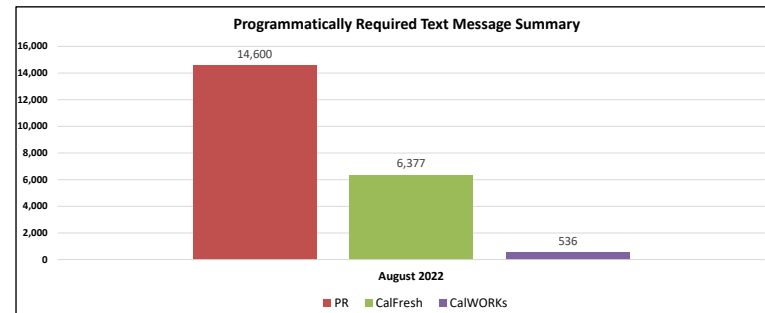
Report Data Month: 07/2022
Report Run Date: 05/05/2023

August 2022

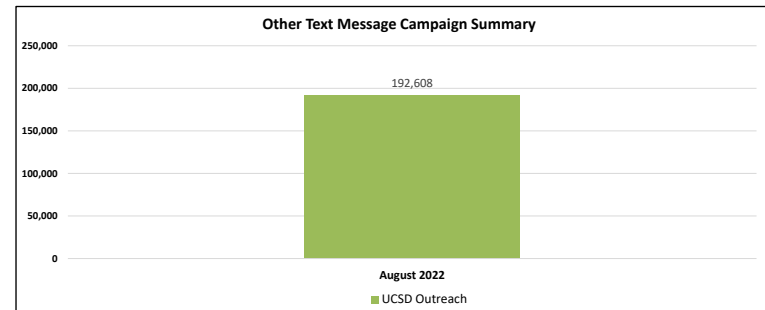
Automated (Robo) Call Summary	Program			
Month	CalWORKs	CF Balderas- SAR	CF Balderas- RRR	Grand Total
August 2022	312	7,467	4,468	12,247
Grand Total	312	7,467	4,468	12,247



Text Messaging Summary	Program				
Month	PR	CalFresh	CalWORKs	Other	Grand Total
August 2022	14,600	6,377	536	192,608	214,121
Grand Total	14,600	6,377	536	192,608	214,121



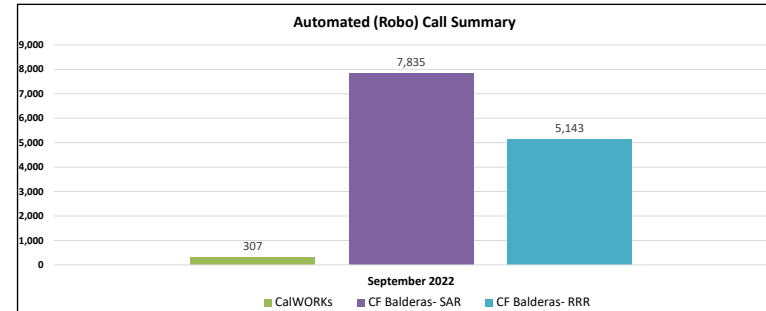
Text Messaging Summary	Special Campaign
Month	UCSD Outreach
August 2022	192,608
Grand Total	192,608



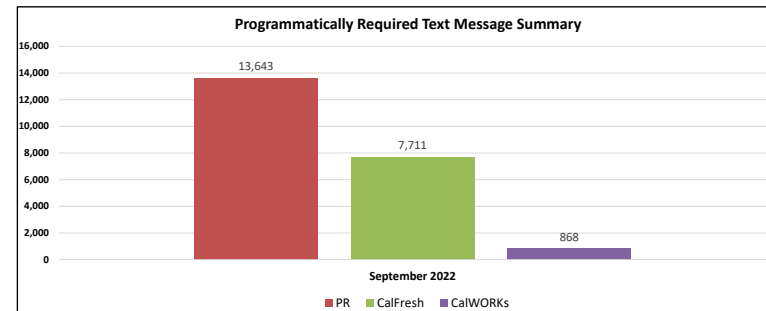
Report Data Month: 08/2022
Report Run Date: 05/05/2023

September 2022

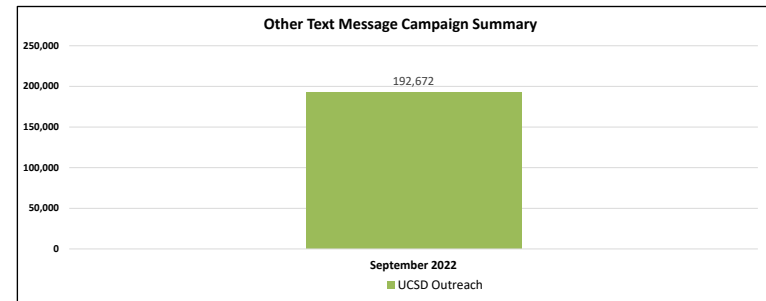
Automated (Robo) Call Summary	Program			
Month	CalWORKs	CF Balderas- SAR	CF Balderas- RRR	Grand Total
September 2022	307	7,835	5,143	13,285
Grand Total	307	7,835	5,143	13,285



Text Messaging Summary	Program				
Month	PR	CalFresh	CalWORKs	Other	Grand Total
September 2022	13,643	7,711	868	192,672	214,894
Grand Total	13,643	7,711	868	192,672	214,894



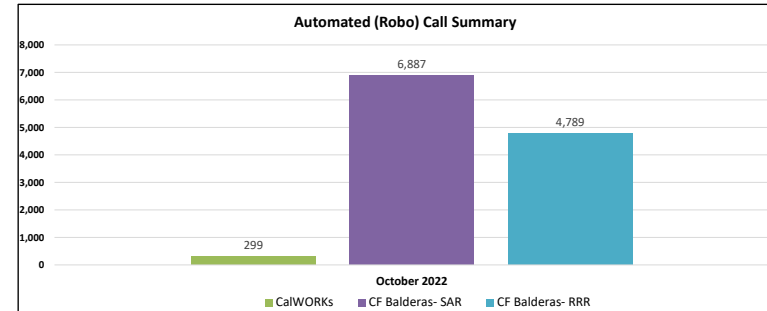
Text Messaging Summary	Special Campaign
Month	UCSD Outreach
September 2022	192,672
Grand Total	192,672



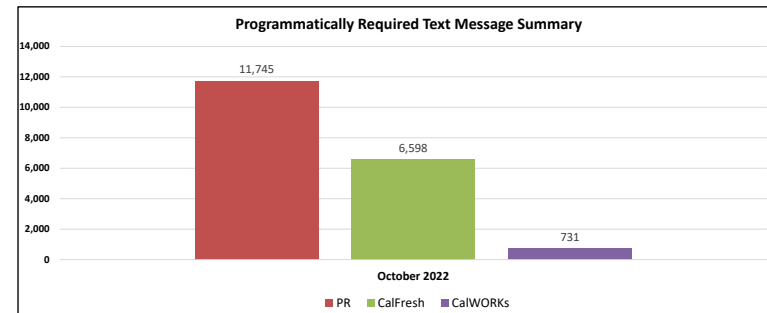
Report Data Month: 09/2022
Report Run Date: 05/05/2023

October 2022

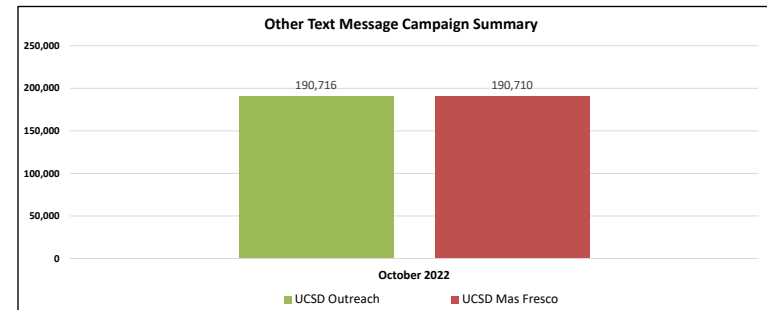
Automated (Robo) Call Summary	Program			
Month	CalWORKs	CF Balderas- SAR	CF Balderas- RRR	Grand Total
October 2022	299	6,887	4,789	11,975
Grand Total	299	6,887	4,789	11,975



Text Messaging Summary	Program				
Month	PR	CalFresh	CalWORKs	Other	Grand Total
October 2022	11,745	6,598	731	381,426	400,500
Grand Total	11,745	6,598	731	381,426	400,500



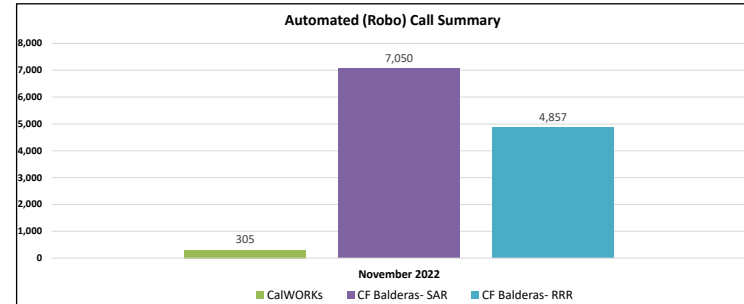
Text Messaging Summary	Special Campaign	
Month	UCSD Outreach	UCSD Mas Fresco
October 2022	190,716	190,710
Grand Total	190,716	190,710



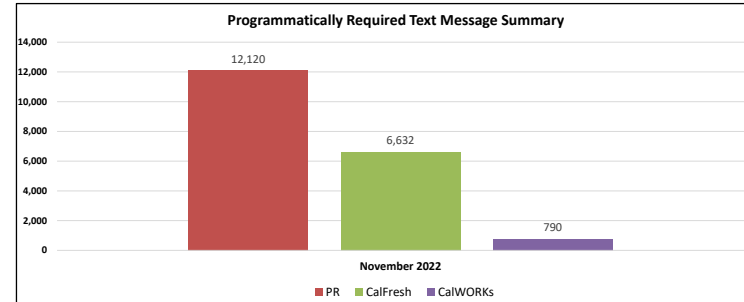
Report Data Month: 10/2022
Report Run Date: 05/05/2023

November 2022

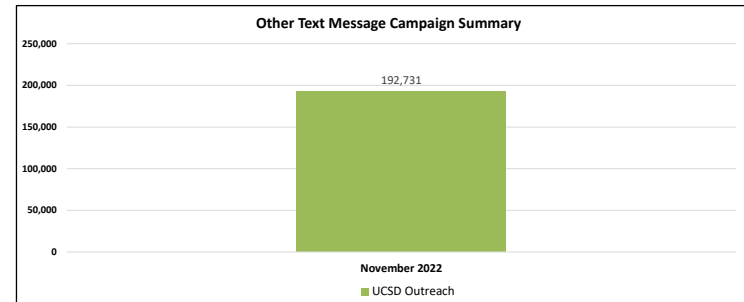
Automated (Robo) Call Summary	Program			
Month	CalWORKs	CF Balderas- SAR	CF Balderas- RRR	Grand Total
November 2022	305	7,050	4,857	12,212
Grand Total	305	7,050	4,857	12,212



Text Messaging Summary	Program				
Month	PR	CalFresh	CalWORKs	Other	Grand Total
November 2022	12,120	6,632	790	192,731	212,273
Grand Total	12,120	6,632	790	192,731	212,273



Text Messaging Summary	Special Campaign	
Month	UCSD Outreach	UCSD Mas Fresco
November 2022	192,731	
Grand Total	192,731	

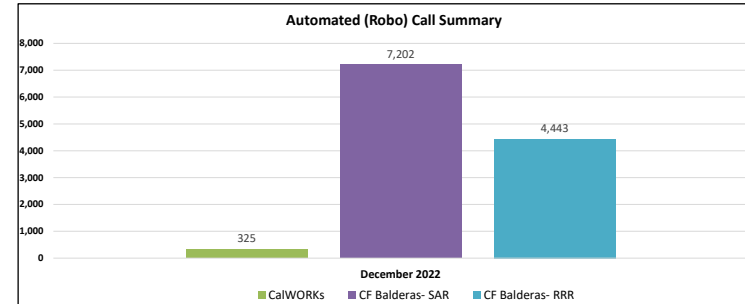


Data Sources: Monthly M40-181A CW Discontinuance Call List, Monthly CF SAR Not Received Call List, Monthly CF Only RRR Not Complete Call List, Monthly Balderas Outbound Call List, Monthly MC RRR RoboCall, Monthly Consent Text Message Report, Monthly CF Balderas Call Report

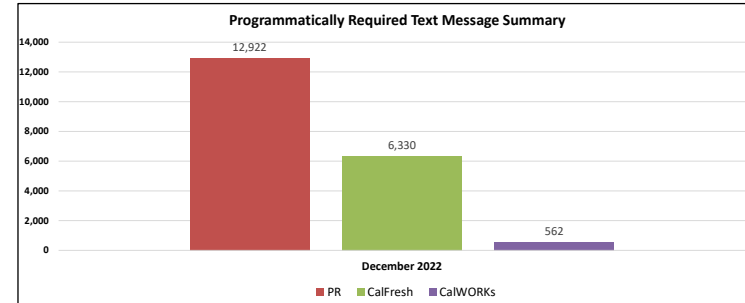
Report Data Month: 11/2022
Report Run Date: 05/05/2023

December 2022

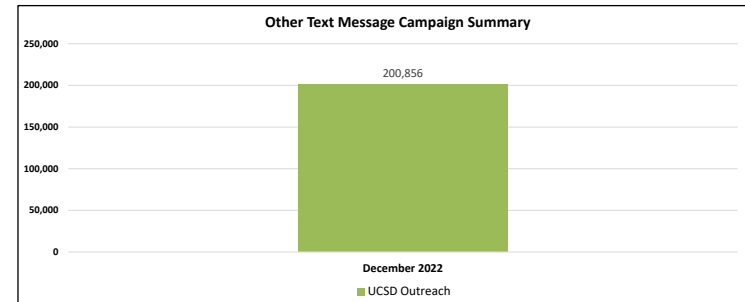
Automated (Robo) Call Summary				
Month	Program	CF Balderas- SAR	CF Balderas- RRR	Grand Total
December 2022	CalWORKs	325	7,202	11,970
Grand Total		325	7,202	11,970



Text Messaging Summary					
Month	PR	CalFresh	CalWORKs	Other	Grand Total
December 2022	12,922	6,330	562	200,856	220,670
Grand Total	12,922	6,330	562	200,856	220,670



Text Messaging Summary		
Month	UCSD Outreach	UCSD Mas Fresco
December 2022	200,856	
Grand Total	200,856	

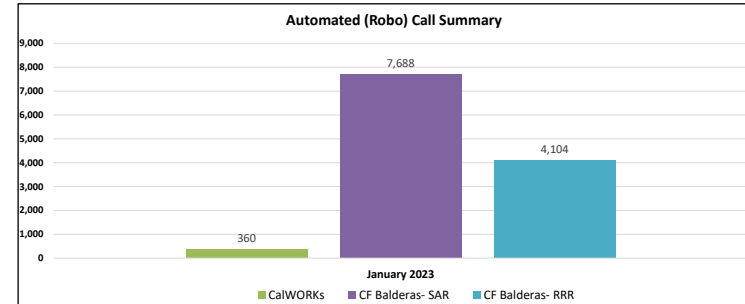


Data Sources: Monthly M40-181A CW Discontinuation Call List, Monthly CF SAR Not Received Call List, Monthly CF Only RRR Not Complete Call List, Monthly Balderas Outbound Call List, Monthly MC RRR RoboCall, Monthly Consent Text Message Report, Monthly CF Balderas Call Report

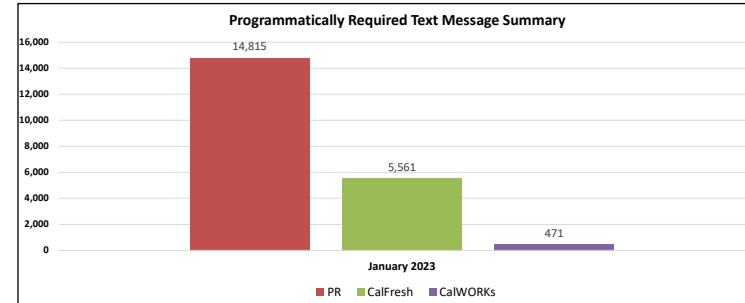
Report Data Month: 12/2022
Report Run Date: 05/05/2023

January 2023

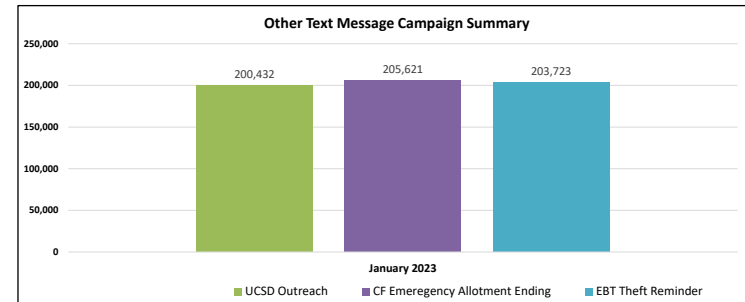
Automated (Robo) Call Summary	Program			
Month	CalWORKs	CF Balderas- SAR	CF Balderas- RRR	Grand Total
January 2023	360	7,688	4,104	12,152
Grand Total	360	7,688	4,104	12,152



Text Messaging Summary	Program				
Month	PR	CalFresh	CalWORKs	Other	Grand Total
January 2023	14,815	5,561	471	609,776	630,623
Grand Total	14,815	5,561	471	609,776	630,623



Text Messaging Summary	Special Campaign			
Month	UCSD Outreach	UCSD Mas Fresco	CF Emergency Allotment Ending	EBT Theft Reminder
January 2023	200,432		205,621	203,723
Grand Total	200,432		205,621	203,723

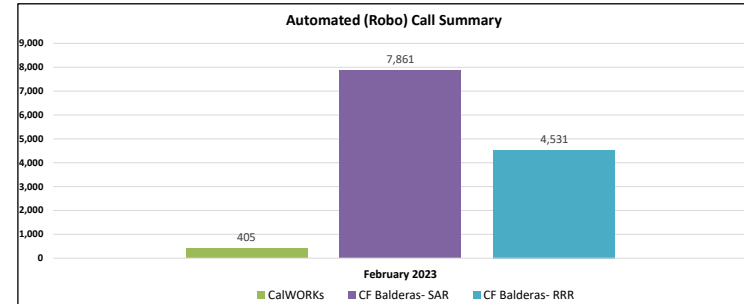


Data Sources: Monthly M40-181A CW Discontinuance Call List, Monthly CF SAR Not Received Call List, Monthly CF Only RRR Not Complete Call List, Monthly Balderas Outbound Call List, Monthly MC RRR RoboCall, Monthly Consent Text Message Report, Monthly CF Balderas Call Report

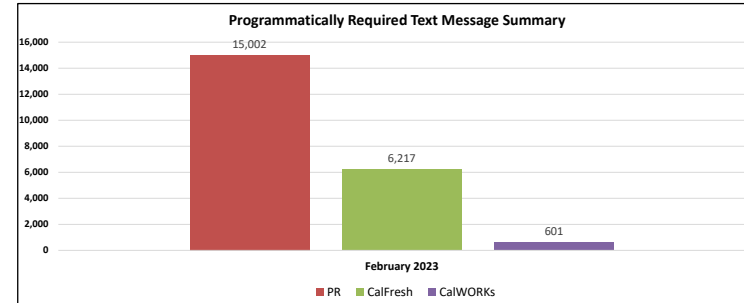
Report Data Month: 01/2023
Report Run Date: 05/05/2023

February 2023

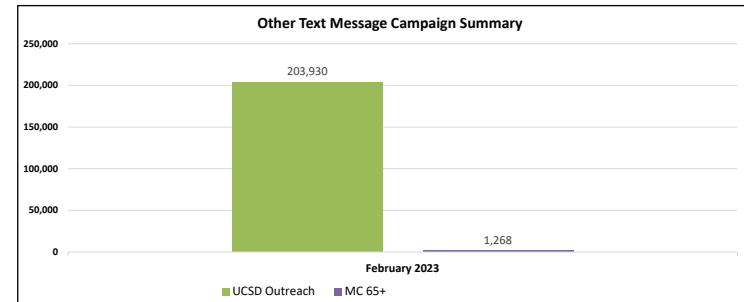
Automated (Robo) Call Summary	Program			
Month	CalWORKs	CF Balderas- SAR	CF Balderas- RRR	Grand Total
February 2023	405	7,861	4,531	12,797
Grand Total	405	7,861	4,531	12,797



Text Messaging Summary	Program				
Month	PR	CalFresh	CalWORKs	Other	Grand Total
February 2023	15,002	6,217	601	205,198	227,018
Grand Total	15,002	6,217	601	205,198	227,018



Text Messaging Summary	Special Campaign			
Month	UCSD Outreach	CF Emergency Allotment Ending	EBT Theft Reminder	MC 65+
February 2023	203,930			1,268
Grand Total	203,930			1,268

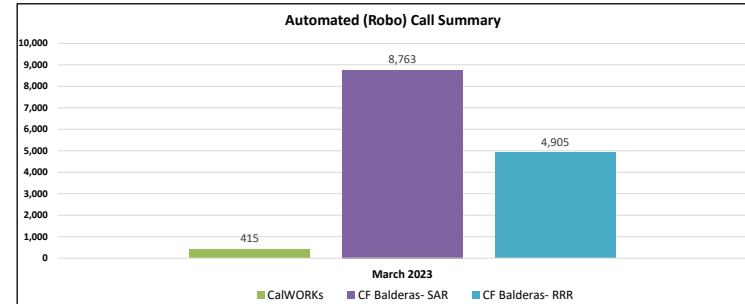


Data Sources: Monthly M40-181A CW Discontinuance Call List, Monthly CF SAR Not Received Call List, Monthly CF Only RRR Not Complete Call List, Monthly Balderas Outbound Call List, Monthly MC RRR RoboCall, Monthly Consent Text Message Report, Monthly CF Balderas Call Report

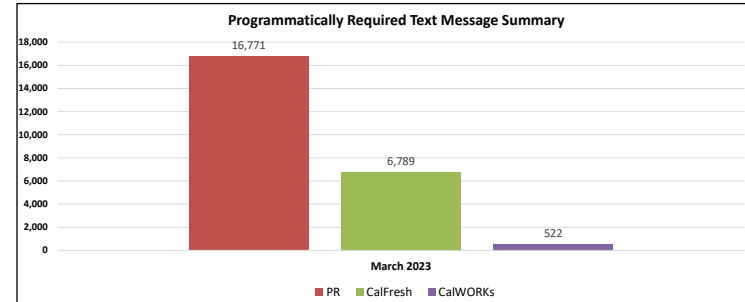
Report Data Month: 02/2023
Report Run Date: 05/05/2023

March 2023

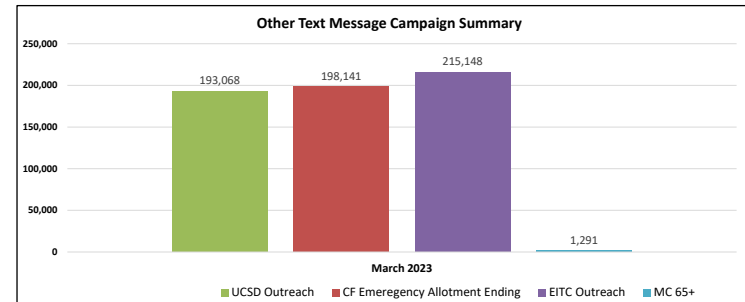
Automated (Robo) Call Summary	Program			
Month	CalWORKs	CF Balderas- SAR	CF Balderas- RRR	Grand Total
March 2023	415	8,763	4,905	14,083
Grand Total	415	8,763	4,905	14,083



Text Messaging Summary	Program				
Month	PR	CalFresh	CalWORKs	Other	Grand Total
March 2023	16,771	6,789	522	607,648	631,730
Grand Total	16,771	6,789	522	607,648	631,730



Text Messaging Summary	Special Campaign			
Month	UCSD Outreach	CF Emergency Allotment Ending	MC 65+	EITC Outreach
March 2023	193,068	198,141	1,291	215,148
Grand Total	193,068	198,141	1,291	215,148

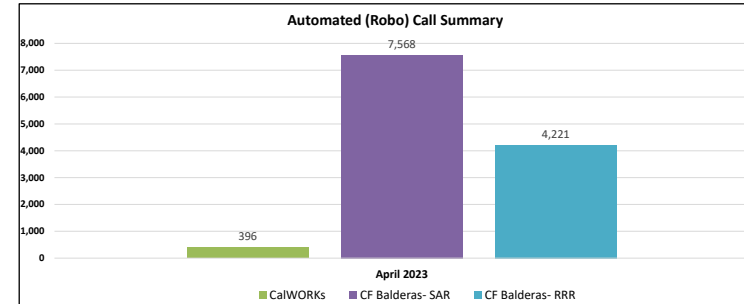


Data Sources: Monthly M40-181A CW Discontinuance Call List, Monthly CF SAR Not Received Call List, Monthly CF Only RRR Not Complete Call List, Monthly Balderas Outbound Call List, Monthly MC RRR RoboCall, Monthly Consent Text Message Report, Monthly CF Balderas Call Report

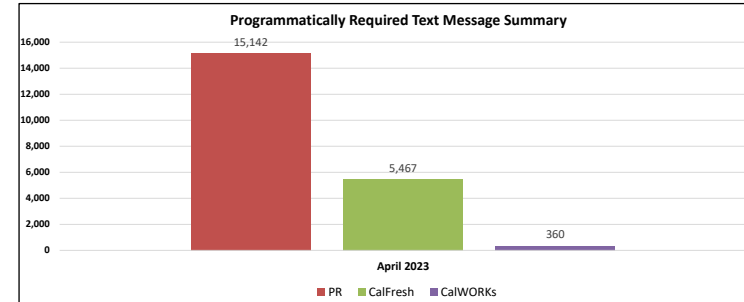
Report Data Month: 03/2023
Report Run Date: 05/05/2023

April 2023

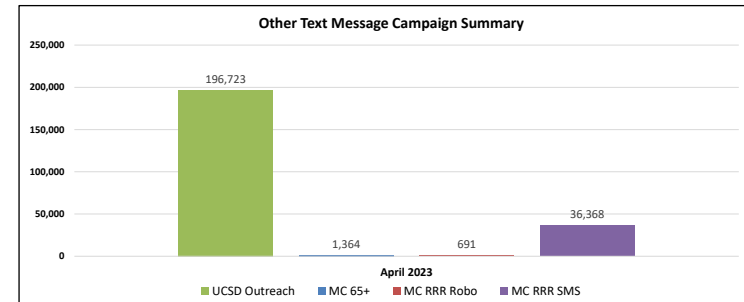
Automated (Robo) Call Summary	Program			
Month	CalWORKs	CF Balderas- SAR	CF Balderas- RRR	Grand Total
April 2023	396	7,568	4,221	12,185
Grand Total	396	7,568	4,221	12,185



Text Messaging Summary	Program				
Month	PR	CalFresh	CalWORKs	Other	Grand Total
April 2023	15,142	5,467	360	235,146	256,115
Grand Total	15,142	5,467	360	235,146	256,115



Text Messaging Summary	Special Campaign			
Month	UCSD Outreach	MC 65+	MC RRR Robo	MC RRR SMS
April 2023	196,723	1,364	691	36,368
Grand Total	196,723	1,364	691	36,368



Data Sources: Monthly M40-181A CW Discontinuance Call List, Monthly CF SAR Not Received Call List, Monthly CF Only RRR Not Complete Call List, Monthly Balderas Outbound Call List, Monthly MC RRR RoboCall, Monthly Consent Text Message Report, Monthly CF Balderas Call Report

Report Data Month: 04/2023
Report Run Date: 05/05/2023

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		
National	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		
California	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		
San Diego	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		
National	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		
California	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		
San Diego	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		
National	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		
California	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		
San Diego	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		
National	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		
California	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		
San Diego	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		
National	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		
California	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		
San Diego	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		
National	42,917,341	41,979,521	41,447,195	41,186,646	41,950,705	42,030,396	42,475,516	42,302,455	42,122,538	42,324,310	41,309,298	41,652,545		
California	4,666,504	4,509,104	4,383,799	4,355,092	4,296,576	4,410,200	4,404,070	4,416,402	4,396,882	4,438,300	4,445,327	4,505,500		
San Diego	344,100	330,024	321,868	322,252	328,177	332,597	334,771	331,539	331,232	331,975	336,864	340,888		
	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22		
National	40,843,909	41,139,128	41,289,362	41,205,604	41,180,191	41,190,951	41,352,238	41,227,389	41,010,820	40,986,375	41,128,499	41,183,361		
California	4,546,136	4,617,733	4,625,929	4,653,197	4,654,585	4,662,853	4,700,866	4,767,456	4,768,375	No Data	4,960,923	5,050,397		
San Diego	346,119	352,643	354,507	354,272	352,916	354,409	355,049	354,204	357,198	360,192	362,355	364,894		
	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-22	Aug-23	Net Change	% Increase/Decrease from Sept 2015
National	41,665,296	42,338,021	42,116,180	42,579,434	42,681,265	No Data	No Data						-2,734,180	-6%
California	5,092,447	5,125,905	5,205,884	5,238,805	No Data	No Data	No Data						716,817	16%
San Diego	365,225	368,569	370,602	373,166	373,012	373,539	375,928						76,251	25%



Source for California: CDSS - DFA 256 Food Stamp Program Participation and Benefit Issuance Report - Fiscal Year 2022-23 (Latest Available Month Dec 2022)

Source for National: FNS - National and or State Level Monthly and/or Annual Data: State Level Participation & Benefits (Jan 2023 as of April 14, 2023)

Source for San Diego: CalWIN - Eligibility by the Numbers Management Report April 2023 Report (March 2023)

Unemployment Rates- Bureau of Labor

**CalFresh Denials in the Month Regardless of Application Date
 from Disposition Report**

Month	CalFresh Disposition Cases	Denied CalFresh	% of Denied CalFresh	FTP Denials	% of FTP Denials
03/2022	19,689	7,278	36.96%	5,551	76.27%
04/2022	18,621	7,346	39.45%	5,833	79.40%
05/2022	18,048	6,914	38.31%	5,453	78.87%
06/2022	18,966	7,543	39.77%	5,728	75.94%
07/2022	18,832	7,825	41.55%	6,130	78.34%
08/2022	21,263	9,246	43.48%	7,170	77.55%
09/2022	21,115	9,460	44.80%	7,885	83.35%
10/2022	22,443	9,891	44.07%	7,905	79.92%
11/2022	20,679	9,544	46.15%	8,027	84.11%
12/2022	20,969	9,258	44.15%	7,539	81.43%
01/2023	19,525	8,483	43.45%	7,032	82.90%
02/2023	19,810	9,040	45.63%	7,543	83.44%
03/2023	21,709	9,829	45.28%	8,076	82.17%
04/2023	18,834	8,310	44.12%	6,806	81.90%

