

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

MEETING NOTICE: WebEx ONLY

WebEx: (470) 238-5742 US Toll Free

Meeting number (access code): 133 628 5964

Meeting password: C6mjVtBS4x9

May 12, 2021

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

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| AGENDA |
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| 9:30 - 9:31 | 1. Call to Order |
| 9:32 - 9:33 | 2. Approval of April 14, 2021 Meeting Minutes |

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| PUBLIC COMMENTS |
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- | | |
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| 9:34 - 9:45 | 3. <u>Guidelines for Public Comment on Items not listed on the agenda:</u> <ul style="list-style-type: none">➤ 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 |
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| PRESENTATIONS/DISCUSSION ITEMS |
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| 9:45-9:50 | 4. Recognition of Service, Prior SSAB Members: Anahid Brakke, Chair, Social Services Advisory Board |
| 9:50-10:20 | 5. Information Item: 21/22 County of San Diego Budget/Operational Plan: Ardee Apostol, Assistant Finance Director, Financial & Support Services Division, Health and Human Services Agency (HHSA) |
| 10:20-10:35 | 6. Information Item: Update on Local Response to COVID19 Emergency for all Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data: Assmaa Elayyat, Chief, Self-Sufficiency Services, Health and Human Services Agency (HHSA) |
| 10:35-10:50 | 7. Information Item: Community Based Enrollment Assistance: Amanda Shultz Brochu, Vice President of Programs & Chief Programs Officer, San Diego Hunger Coalition |
| 10:50-11:05 | 8. Discussion Item: SSAB Enrollment Ad Hoc Subcommittee: Anahid Brakke, Chair, Social Services Advisory Board |

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| 11:05-11:20 | 9. | Action Item: Draft 2021 Strategic Goals for Discussion (Continued): Social Services Advisory Board Members |
| 11:20-11:30 | 10. | Discussion Item: Agenda Topics for the SSAB June 2021 meeting: Social Services Advisory Board Members |

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| ADJOURNMENT/ NEXT MEETING |
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Next regular meeting will be held on June 9, 2021 at Via WebEx

ASSISTANCE FOR THE DISABLED:

Agendas and records are available in alternative formats upon request. Contact the Social Services Advisory Board staff contact at 619-338-2932 with questions or to request a disability-related accommodation. To the extent reasonably possible, requests for accommodation or assistance should be submitted at least 24 hours in advance of the meeting so that arrangements may be made. Additional information can be found on the Social Services Advisory board website:

https://www.sandiegocounty.gov/content/sdc/hhsa/programs/ssp/social_services_advisory_board.html

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

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

**SSAB Meeting Minutes
April 14, 2021**

Members Present

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

Members Absent

None

Staff Present

Rick Wanne, Director Self-Sufficiency Services
Albert Banuelos, HHSA
Adriana Ramirez, HHSA
Allison Boyer, HHSA
Assmaa Elayyat, HHSA
Ida Bell, HHSA
Jeannie Hufford, HHSA
Albert Garcia, HHSA
Claudia Gurrola, HHSA
David Hopkins, HHSA
Nanette Hartley, HHSA
Eric Rubio, HHSA
Michael Schmidt, HHSA
Kyle Sand, San Diego County Counsel

Guests

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

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

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

ADJOURNMENT/SET NEXT MEETING:

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



ITEM #6

UPDATE ON LOCAL RESPONSE TO COVID-19 EMERGENCY FOR ALL PUBLIC ASSISTANCE PROGRAMS, WAIVERS, ENROLLMENT, SERVICE DELIVERY, DATA

Assmaa Elayyat
Chief, Self-Sufficiency Services





PROGRAM FLEXIBILITIES & WAIVERS

Current Flexibilities & Options

- House Resolution (HR) 8337 signed on **October 1st** extends the following flexibilities through **June 30, 2021**:
 - Initial application and recertification interview waivers
 - Telephonic and verbal signatures/attestation
 - Pandemic EBT
- Emergency Allotment – Approved for May, to be issued **June 13th**
- All households now receive a minimum allotment of \$95 monthly as of April



PROGRAM FLEXIBILITIES & WAIVERS

- Consolidated Appropriations Act of 2021
 - Temporary student rule exemptions
 - Temporary 15% benefit increase for **January – September 2021**
 - Pandemic Unemployment Compensation (now exempt for CalFresh) – extended through **September 2021**
- Able Bodied Adults Without Dependents – CA waiver extended through **June 30, 2022**
- CDSS moving forward with CalFresh Quality Control (QC) efforts effective **July 2021**



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:
 - Initial application interview waiver
 - Telephonic/verbal signature on application
 - Flexibilities on identity and pregnancy verifications
- Time on Aid exemption for expiring time-clocks – through **June 30, 2021**
- Pandemic Unemployment Compensation (now exempt for CalWORKs)
- Golden State Grant Program
- End of P100 program
- Home Visiting Program Outreach



EXPANDED SERVICES FOR FAMILIES

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

- . Computer program
- . Housing Support Program expansion & outreach
- . Family Stabilization outreach



PROGRAM FLEXIBILITIES & WAIVERS

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

- Annual renewal suspension
- Negative action suspension

Additional program flexibilities that remain in place:

- Telephonic and verbal attestation and signature
- Flexible verification requirements

Public Health Emergency renewed throughout 2021 by Federal Administration, DHCS will provide a 60-day notice prior to ending it

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



PROGRAM FLEXIBILITIES

- Quarterly reports have been eliminated for the unemployable population
- Monthly reports have been eliminated for employable population
- Intake interviews scheduled via phone
- New program revisions per Board of Supervisor approval:
 - Permanent online applications via My Benefits CalWIN
 - Removal of General Relief lien

SELF-SUFFICIENCY SERVICES



TELEWORK PERFORMANCE SUMMARY APRIL 2021

- Staff Telework
 - Feb 2020 – 30
 - April 2021 – 1,568
 - Permanent Telework – 1,112
- Daily Attendance
 - Feb 2020 – 85% of Staff Attendance
 - April 2021 – 89% of Staff Attendance
 - 4% Improvement in attendance
- Access Call Center
 - Feb 2020 – 140,000
 - April 2021 – 132,096
 - 0% increase in calls received
- Access Average Speed of Answer
 - Feb 2020 – 8 Minutes
 - April 2021 – :15 Seconds
 - 97% improvement in Average Speed of Answer
- Access Calls Abandoned
 - Feb 2020 – 13,430
 - April 2021 – 763
 - 96% Decrease in Abandoned Calls
- Applications Received
 - Feb 2020 – 30,310
 - April 2021 – 28,161
 - Total Apps Feb 2020 – April 2021: 493,876
- Applications Processed
 - Feb 2020 – 43,000
 - April 2021 – 37,883
 - All applications processed timely
- Increase in Total Recipients
 - Feb 2020 – April 2021 : 209,899
 - 20.3% increase in total recipients
- Benefits Issued Feb 2020 – April 2021:
 - All Programs: \$1,063,887,371
 - CalFresh: \$769,691,443
- Performance
 - CalFresh Accuracy Rate – 97%
- Customer Service Satisfaction Rate : 96%

MAY 2021 CALFRESH AWARENESS MONTH

| EVENT | DATE/TIME | TARGET POPULATION | CONTACT PERSON | ADDRESS/DESCRIPTION |
|---------------------------------------|---|--|--|--|
| UCSD Virtual Outreach | Tuesday 5/11/2021 1:00pm-3:00pm | Students | Ismael Lopez Ismae.lopez@sdcounty.ca.gov (619) 837-6015 | Virtual event CalFresh enrollment assistance |
| Community Outreach | Thursday 5/13/2021 9:00am-12:00pm | Open to the public + Vaccination site | Ismael Lopez Ismae.lopez@sdcounty.ca.gov (619) 837-6015 | 5403 University Ave San Diego, CA 92105 CalFresh information |
| Community Outreach | Friday 5/14/2021 9:00am-12:00pm | Open to the public + Vaccination site | Ismael Lopez Ismae.lopez@sdcounty.ca.gov (619) 837-6015 | 8460 Mira Mesa Blvd San Diego, CA 92126 CalFresh information |
| Southwestern College Virtual Outreach | Tuesday 5/18/2021 2:00pm-4:30pm | Students | Ismael Lopez Ismae.lopez@sdcounty.ca.gov (619) 837-6015 | Virtual event CalFresh enrollment |
| Community Outreach | Tuesday 5/18/2021 12:00pm-3:00pm | Open to the public + Vaccination site | Ismael Lopez Ismae.lopez@sdcounty.ca.gov (619) 837-6015 | 2258 Island Ave San Diego, CA 92102 CalFresh information |
| SDSU Virtual Outreach | Friday 5/21/2021 9:00am-12:00pm | Students | Ismael Lopez Ismae.lopez@sdcounty.ca.gov (619) 837-6015 | Virtual event CalFresh enrollment assistance |

MAY 2021 CALFRESH AWARENESS MONTH

| | | | | |
|---|--------------------------------------|---|--|---|
| UCSD Virtual Outreach | Friday 5/28/2021 1:00pm-3:00pm | Students | Ismael Lopez Ismae.lopez@sdcounty.ca.gov (619) 837-6015 | Virtual event CalFresh enrollment assistance |
| Weekly Facebook Targeted Posts | Weekly in May 2021 | General Public, Seniors, College Students, SSI Recipients | Ismael Lopez Ismae.lopez@sdcounty.ca.gov (619) 837-6015 | CalFresh information |
| Weekly Twitter Messages | Weekly in May 2021 | General Public | Ismael Lopez Ismae.lopez@sdcounty.ca.gov (619) 837-6015 | CalFresh information |
| Special Announcement – CalFresh Webpage | Month of May 2021 | General Public | Ismael Lopez Ismae.lopez@sdcounty.ca.gov (619) 837-6015 | CalFresh Awareness information |
| County News Center Press Release | May 2021 | General Public | Ismael Lopez Ismae.lopez@sdcounty.ca.gov (619) 837-6015 | CalFresh information |
| CalFresh Awareness Month - IVR Message for Customers Calling Access | May 2021 | General Public | Ismael Lopez Ismae.lopez@sdcounty.ca.gov (619) 837-6015 | CalFresh Awareness information |

MAY 2021 CALFRESH AWARENESS MONTH

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|---|----------------------|-------------------|--|--------------------------------|
| CalFresh Awareness Month Spotlight – Eligibility News | Month of May 2021 | Eligibility Staff | Ismael Lopez Ismae.lopez@sdcounty.ca.gov (619) 837-6015 | CalFresh Awareness information |
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ITEM #8

SSAB ENROLLMENT AD HOC SUBCOMMITTEE

Anahid Brakke, Chair, SSAB





ITEM #9

DRAFT 2021 STRATEGIC GOALS FOR DISCUSSION





LEGISLATIVE

- Actively support key pieces of legislation
- State:
 - SB 464 – Food for all bill that expands CalFresh to all Californian's regardless of immigration status
 - SB 20 – Requires proactive CalFresh outreach by the Student Aid Commission for college students
 - AB 543 – Requires UC campuses to provide information about CalFresh as part of student campus orientation
 - SB 56/AB 4 – Expands full-scope Medi-Cal to Californians over the age of 25 regardless of immigration status

SSAB GOALS & OBJECTIVES FOR 2021



- AB 470 – Eliminates asset test from the Medi-Cal program
- SB 65 – Expands postpartum Medi-Cal eligibility from 60-days to a 12-month period
- AB 1338 – Excludes financial assistance provided to tax-payers enrolled in safety net programs from taxation
- SB 739 – Provides universal basic income of \$1,000/monthly for up to 3 years for individuals exiting foster care at the age of 21
- Federal:
 - S. 313 – Expands online benefit redemption for SNAP



LEGISLATIVE ADVOCACY IDEAS

Advocate to eliminate the following state and federal legislative barriers:

- Semi-annual reporting
- Work requirement rules for Able Bodied Adults Without Dependents (ABAWDs)
- College student exemption rules
- Simplify complex application forms
- Streamline and expand electronic verification capacity



ADVOCACY

- Actively lobby the state and federal government to make permanent several of the program flexibilities and waivers that have been made available during the COVID-19 pandemic:
 - Intake interview waiver for CalFresh & CalWORKs
 - Recertification interview waiver for CalFresh & CalWORKs
 - Telephonic and verbal signature flexibilities for all programs
 - Minimum benefit allotment increase for CalFresh



OUTREACH

Closely work with community members and partners to strengthen outreach for hard to serve vulnerable populations including:

- Elderly, Disabled, College students, Immigrants, and Homeless individuals
- Expanding Mobile Office capacity and outreach efforts
- Utilize additional out stationed staff to assist with college students at UCSD
- Work with colleges and universities to utilize online school platforms to provide students with information about CalFresh
- Leverage department resources to create informational videos and materials for community and partner education
- Expand partnership with UCSD on SNAPed text messaging campaigns



OUTREACH CONTINUED

- Increase direct certification agreements with elementary school districts, currently 30 schools are actively participating
- Continue utilizing robo-call and text message reminders for applicants and recipients
- Develop outreach strategies to target senior population and partner with senior service providers
- Identify target areas to provide additional support to seniors and disabled individuals
- Increase benefit enrollment at food distribution sites
- Coordinate with CDSS and locally funded CalFresh outreach contractors on synthesizing outreach efforts and activities
- Identify funding opportunities to implement marketing and media strategies for increasing enrollment



ITEM #10

AGENDA TOPICS FOR THE SSAB

JUNE 2021 MEETING





MONTHLY UPDATES



| | |
|--|---|
| North Coastal Live Well Center | 2 |
| El Cajon FRC Gets a "Floor Lift" | 4 |
| Customer Corner | 5 |
| County Culture in Action | 6 |
| Supporting the Community with CalFresh | 7 |



NORTH COASTAL LIVE WELL CENTER LEADING THE WAY IN SERVING THE HOMELESS

HOT TOPICS

North Coastal Live Well Center

The new North Coastal Live Well Center opened its doors in winter 2020 and staff hit the ground running!

El Cajon FRC Gets a "Floor Lift"

Several Family Resource Centers have been remodeled and new Live Well Centers have been built throughout the San Diego region.

Customer Corner

Housing Support Program Helps to End Family Homelessness

NORTH COASTAL LIVE WELL CENTER

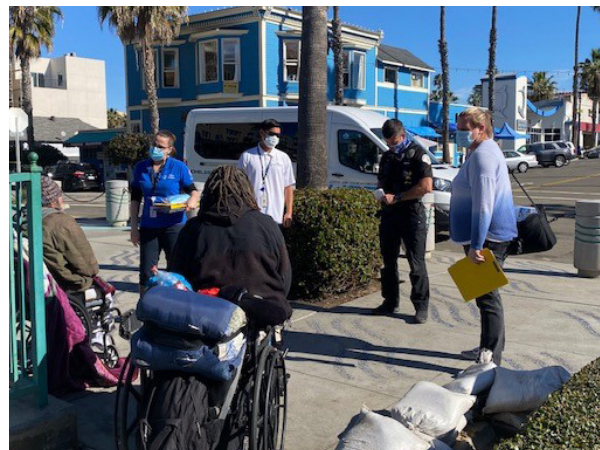
▶ Leading the Way in Serving the Homeless

The new North Coastal Live Well Center opened its doors in winter 2020 and staff hit the ground running! There have been many changes because of the COVID-19 pandemic, and the North Coastal team has experienced an increased need for self-sufficiency services in the region. CalFresh cases have increased substantially since February 2020. Homelessness also continues to be a critical issue for local residents. With the Live Well Center in place, several County departments are co-located, including Aging and Independence Services, Public Health, and Child Welfare Services. The FRC team of 183 employees is providing some services on site, but the majority is via phone and computer. In fact, 62% of North Coastal staff now telework from home, which is possible due to the cloud-based software implemented last year. Martha Castillo and Ronda Fikes are Human Services Operations Managers (HSOM) that lead the North Coastal team with a combined 34 years of Eligibility experience between them. This dynamic duo follows the Live Well San Diego philosophy, creating a safe environment where staff and community members are healthy, safe and thriving.

Oceanside is a beautiful spot on the California coastline. However, self-sufficiency needs and concerns for residents of the north coastal region were identified as early as 1922, when a San Diego County Welfare Commission committee was created in Oceanside. Since 1957, the County has housed staff at only two locations, beginning with the Tremont Street location for more than 35 years. The North Coastal Family Resource Center (FRC) was created in 1995 when Eligibility services moved to Union Plaza Court, and the new Live Well Center is only a stone's throw away.

Homelessness has always been a great concern in the region. North Coastal FRC is a key partner for the Homeless Outreach Teams (HOT), providing self-sufficiency services to individuals directly in the field. Eligibility staff do weekly ride-alongs with both Oceanside and Carlsbad HOT Teams. The North Coastal Live Well Center outreach team is made up of Kelly Heredia, Jonathan Koong and Cinthya Alvizo. They also coordinate with the police departments to transport General Relief customers to the FRC when needed. The partnership is key to supporting this vulnerable population in the community.

There are several additional community partnerships, including those with Mariposa House, Crown Heights and the Joe Balderrama Center. Full self-sufficiency services are established at two of the sites, and are in the planning stages for a third. The North Coastal team hopes to return to working on the ground in the community as soon as it is safe to do so, while continuing to support the health and safety of all residents.



HOT Team in Action



Jonathan Koong with Oceanside Police



Kelly Heredia, North Coastal HOT Team

LEADING THE WAY, CONT'D

The Homeless Outreach Program for Empowerment (HOPE) is also active in the north coastal community. The City of Encinitas identified the need to support persons experiencing homelessness (PEH) in the community. A program was developed and approved by the Encinitas City Council, a partnership program with the City of Encinitas and the San Diego County Sheriff's Department. A collaboration has been created with the County of San Diego's Health and Human Services Agency (HHSA), the Sheriff's Department COPPS Unit, mental health providers, and other local service providers. The project started in June 2020 with the objective to contact PEH individuals in Encinitas and to connect them with various County and community resources to assist them in finding permanent housing.

Steven Gonzalez is the HOPE Social Worker. The Sheriff's COPPS Unit accompanies him during ongoing outreach. He meets customers where they are, whether that be on the street, in an encampment, or literally on the sidewalk. He then assesses their needs with them and helps to create plans for a housing solution. This entails making referrals to HHSA Self-Sufficiency Services; linkage to Behavioral Health Services for mental health and substance use disorder assistance; and providing supportive services for housing. This can include transportation to obtain needed financial documentation or valid ID to complete the housing process; conducting property owner/landlord engagement; and developing financial strategy plans for sustainability once they are housed. This can also mean resume building and interview preparedness, as well as coordinating interviews with local businesses.

Steven currently provides ongoing case management with 183 residents. During this past year, he has helped 47 individuals into permanent housing. He has also successfully engaged local business owners to hire entry-level individuals to help increase the financial stability of PEH living in Encinitas. Every individual is different, and the program is unique in that it does not focus on expectations others may have of PEH. Steven utilizes a trauma-informed approach to deliver solutions for immediate needs and for accomplishing short-term and long-term goals.

The HOPE project continues to take a holistic approach of integrating wrap-around community and County resources for total continuity of care for the Encinitas homeless population – and hopefully set measurable outcomes for other communities within the County – that will ultimately lead to self-sufficiency for PEH.



Steven Gonzalez & Deputy Ken Wells, HOPE Team

The North Coastal FRC, along with HOPE, are committed to supporting people in need in the surrounding communities. Linkage to resources offered through Self-Sufficiency Services is key to helping individuals in Building Better Health, Living Safely and Thriving!

EL CAJON FRC GETS A “FLOOR LIFT”

▶ A safe and comfortable work environment

Having a safe and comfortable work environment is important at the County. Eligibility has worked closely with the Health and Human Services Agency and County Facilities over the past years. Several Family Resource Centers have been remodeled and new Live Well Centers have been built throughout the San Diego region. El Cajon Family Resource Center (FRC) finished its final stage of remodeling in October, installing security cameras and new flooring.

As a result of a flood, the flooring at El Cajon FRC was mismatched in several areas. In May of 2020, vinyl flooring was put in the “bullpen” or staff area. It looked so impressive, a second phase was started in September and the entire FRC, customer and employee areas, now have matching professional flooring.

El Cajon FRC was also the first of many to have security cameras installed inside and outside of the building. The project was completed in October 2020 and includes several safety elements.

One more step towards Living Safely for the El Cajon Self-Sufficiency Services team!



- Security has two TVs to monitor live streams
- Footage can be reviewed in the case of any incidents
- Staff have an extra sense of ease due to a new and enhanced monitoring system



CUSTOMER CORNER

► Housing Support Program Helps to End Family Homelessness

Melinda* is enrolled in the CalWORKs Employment Training Program which provides resources and support to individuals on their path to self-sufficiency.

Melinda and her 13-year-old daughter had been struggling to find stable housing and become more self-sufficient. Melinda lives with a long-term disability that limits her range of motion, and she has found it challenging to find employment that can work with her health condition. Melinda was “couch surfing” with friends and family so she and her daughter could bathe, wash clothing, and attend to personal needs regularly.

Melinda had participated in various housing programs, but had difficulty finding anything long term. In January she was referred to the Housing Support Program (HSP), a service benefit of CalWORKs for homeless families. HSP helps homeless families to obtain permanent housing, and it can also provide temporary shelter, help with moving costs, rental subsidies, and wraparound case management. Joining HSP was a game-changer for Melinda and her family.

The Housing Support Program was able to assist Melinda and her daughter with hotel accommodations as she searched for a stable living arrangement. She was approved for an apartment unit within one week, and then HSP helped with the first month’s rent and a deposit. Melinda also has two new roommates that are helping to cover rent costs. Together they are helping each other move towards self-sufficiency.

Melinda is excited to start this new chapter in her life, creating a stable home for her and her daughter. Melinda has new job opportunities that can possibly allow her to work from home, which will help greatly with her mobility issues. Now in their own home, Melinda’s daughter can attend virtual school on a regular basis and get back on track. Melinda admits her journey has been a long and difficult one, but she and her daughter are happy to start this new journey together.

To learn more about the Housing Support Program, go [here](#). HSP is available to all CalWORKs beneficiaries, involvement in the employment training program is not a requirement.

**name has been changed*

The Housing Support Program was able to assist Melinda and her daughter with hotel accommodations as she searched for a stable living arrangement.



COUNTY CULTURE IN ACTION

CULTURAL SPOTLIGHT: EMILY NGUYEN



“The most important Vietnamese holiday that my family and I love to celebrate is the Lunar New Year, which is called Tết. We dress up in traditional clothing and get together with all my relatives to celebrate.”

Emily Nguyen started her County experience as a Contact Tracer for T3.

Q. What is your position at the County?

I am currently an Office Assistant for the North Coastal Family Resource Center.

Q. What is your educational/work background?

I earned a Bachelor of Arts in Psychology from UC Riverside and a Master of Public Health (MPH) with a concentration in Health Management and Policy from San Diego State University.

Q. What is your cultural heritage or ethnicity? What is your family's country of origin?

I am Vietnamese American and was born in San Diego; both of my parents are Vietnamese and were born in Vietnam.

Q. When did your family come to the United States? What brought them here?

Both my mom and dad's families came to the United States from Vietnam in the 1970's to escape the war and communist rule. My dad's side traveled by airplane and my mom's family arrived by boat. They were sheltered at Camp Pendleton when they first arrived before finding sponsors.

Q. What languages do you speak/read/write?

I am most fluent in English since it's my first language. I have basic proficiency in reading, writing, and speaking Vietnamese, and I studied a little bit of Spanish in high school so I would say I'm at a very elementary level.

Q. What cultural traditions do you continue that are most important to you and your family?

The most important Vietnamese holiday that my family and I love to celebrate is the Lunar New Year, which is called Tết. It usually falls during the end of January or beginning of February and the festivities last for a few days. Every year since I can remember (except this year due to COVID-19) we dress up in traditional clothing and get together with all my relatives to celebrate with many delicious foods, usually only eaten during the holiday or for special occasions. I love all the vibrant decorations and other traditions like dragon dances and lighting firecrackers, but my favorite part is getting red envelopes with money inside from my relatives. Since we didn't have a big party this year, my immediate family just threw mini firecracker snaps/poppers on the ground outside our front door and talked to our extended family over Zoom. Tết is my second favorite holiday (after Christmas) and has always felt special to me because not everyone celebrates it and it is one of the best parts of being Vietnamese.

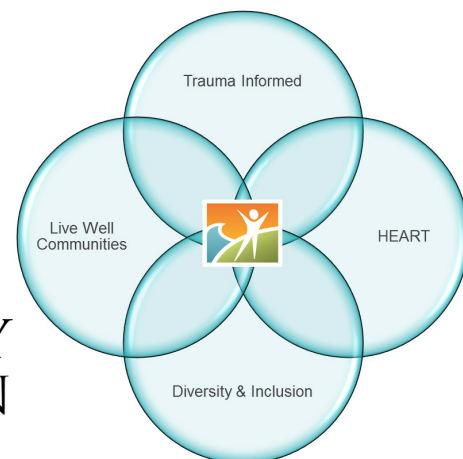
COUNTY CULTURE IN ACTION, CONT'D

Q. What else would you like to share or think it is important for us to know?

How to pronounce my last name. It's not "win" or "new-yen" or "nugget" like my classmates in middle school would say. NG = like the end in sing or bring. UYE = oo-wee like in Lil Wayne's song, *Mrs. Officer*, and 'N' is the regular n sound. Put it all together and hopefully that helps!

Q. Do you have a recipe you would like to share?

One of my favorite Vietnamese dishes is called Bánh Xèo, which is a savory crispy crepe made from rice flour, coconut milk, turmeric, and stuffed with toppings like pork, shrimp, and veggies. It can be eaten by itself or in a wrap. We cheat and use a mix that you just add water to make the batter so I don't have a family recipe but there are plenty online that are great.



SUPPORTING THE COMMUNITY WITH CALFRESH

This past year has been challenging for many San Diego residents. During the current pandemic, some found themselves out of work for months at a time, and many community members had an increased need for self-sufficiency programs and services, including nutrition resources.

CalFresh is a program designed to reduce food insecurity and increase the food budgets of lower income families and individuals, while improving participants' access to fresh and healthy food. When much of the country went into isolation in March 2020, the County of San Diego responded. Working with the State of California, more than \$256 million dollars in Emergency Allotments have been paid since March 2020 in San Diego County alone. Thousands of families and individuals were impacted and CalFresh enrollment has increased by 25%.

To meet the needs of the community during a time of isolation and social distancing, the CalFresh and Hospital and Community Support Services (HCSS) teams have been creative with new outreach strategies related to CalFresh enrollment. Events with universities have been conducted virtually and enrollment of students is increasing. It was so successful, future outreach with local universities will be primarily through online events and enrollment.

May is CalFresh Awareness Month and many such events are planned. The Self-Sufficiency Services team realizes nutrition needs are critical in helping San Diegans Build Better Health, leading to Thriving communities.





Eligibility Times is published monthly by Self-Sufficiency Services, a division of the Health and Human Services Agency, to inform staff and recognize customer service.

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ELIGIBILITY SERVICES BY THE NUMBERS...

May 2021 (Data Month: April 2021)

PARTICIPANTS

- **CalFresh:** 331,539 recipients, up 7.20% from last year.
 - 119,704 child recipients (0-18), up 2.81% from last year.
 - 63,571 senior recipients (60+), up 21.99% from last year.
- **CalWORKs:** 36,886 recipients, down 12.33% from last year.
 - 29,377 child recipients (0-18), down 14.85% from last year.
 - Welfare-to-Work: 7,148 participants, up 6.18% from last year.
- **CMS:** 13 CMS recipients, down 45.83% from last year.
- **General Relief:** 2,362 recipients, down 46.27% from last year.
- **Medi-Cal:** 872,108 recipients, up 17.97% from last year.
 - 308,953 child recipients (0-18), up 16.92% from last year.

| Program | Cases | Recipients | % Change in Recipients | | Unduplicated Number of Recipients (April 2020-April 2021) |
|----------------|----------------|------------------|------------------------|---------------|---|
| | | | Previous Month | Previous Year | |
| CalFresh | 187,893 | 331,539 | -0.97% | 7.20% | 474,297 |
| CalWORKs | 14,012 | 36,886 | -1.32% | -12.33% | 55,303 |
| CMS | 13 | 13 | 0.00% | -45.83% | 85 |
| General Relief | 2,358 | 2,362 | -1.58% | -46.27% | 8,364 |
| Medi-Cal | 473,846 | 872,108 | 0.76% | 17.97% | 917,013 |
| Total | 678,122 | 1,242,908 | 0.23% | 13.50% | 1,016,989 |

*Recipients include 305,218 under ACA Medicaid Coverage Expansion.

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

PROCESSING

| Applications Registered | | |
|-------------------------|---------------|----------------|
| Program | April 2021 | FYTD |
| CalFresh | 12,886 | 143,349 |
| CalWORKs | 1,558 | 18,039 |
| CMS | 79 | 799 |
| General Relief | 1,377 | 15,907 |
| Medi-Cal | 12,261 | 126,650 |
| Total | 28,161 | 304,744 |

| Renewals Generated | | |
|--------------------|---------------|----------------|
| Program | April 2021 | FYTD |
| CalFresh | 5,062 | 88,563 |
| CalWORKs | 312 | 15,244 |
| CMS | 6 | 63 |
| General Relief | 82 | 1,545 |
| Medi-Cal | 24,103 | 346,326 |
| Total | 29,565 | 451,741 |

| Periodic Reports Generated | | |
|----------------------------|---------------|----------------|
| Program | April 2021 | FYTD |
| CalFresh | 19,130 | 153,745 |
| CalWORKs | 1,076 | 6,562 |
| General Relief | 2 | 18,112 |
| Medi-Cal | 26 | 194 |
| Total | 20,234 | 178,613 |

| Documents Imaged | |
|------------------|-----------|
| April 2021 | FYTD |
| 314,126 | 3,712,711 |

| Tasks Created | |
|---------------|-----------|
| April 2021 | FYTD |
| 291,169 | 3,610,482 |

ACCESS CUSTOMER SERVICE CENTER

| Customer Service | | | | |
|-------------------|------------|------------|---------|-----------|
| Month | April 2020 | April 2021 | Change | FYTD |
| Total Calls | 189,688 | 132,096 | -57,592 | 1,573,687 |
| Abandoned | 15,910 | 763 | -15,147 | 40,157 |
| Average Wait Time | 7:09 | 0:15 | -6:54 | 2:06 |

| Community Based Organization (CBO) | | | | |
|------------------------------------|------------|------------|--------|--------|
| Month | April 2020 | April 2021 | Change | FYTD |
| Total Calls | 6,584 | 4,481 | -2,103 | 47,393 |
| Abandoned | 172 | 42 | -130 | 665 |
| Average Wait Time | 2:22 | 0:46 | -1:36 | 1:19 |

| Emails Received | |
|-----------------|--------|
| April 2021 | FYTD |
| 3,997 | 46,630 |

FAMILY RESOURCE CENTER VISITS

| Month | April 2020 | April 2021 | Change | FYTD |
|--------------------------|------------|------------|--------|---------|
| Total Tickets Issued | 170 | 27,471 | 99% | 299,136 |
| Average Wait Time (min.) | 0.38 | (*) | N/A | |

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

Processing Timeliness Applications, Periodic Reports, and Renewals

CalFresh

- Regular Applications: State required days to disposition = 30 Days
 - San Diego = 13 Days
- Expedited Applications: State required days to disposition = 3 Days
 - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 98.75%
- Annual Renewal Timeliness = 99.98%

CalWORKs

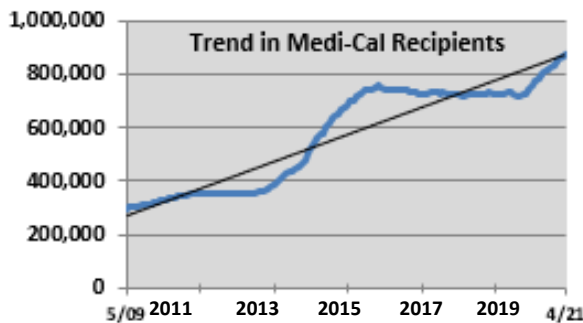
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 16 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Days
- Semi-Annual Reporting Timeliness = 96.74%
- Annual Renewal Timeliness = 99.91%

Medi-Cal

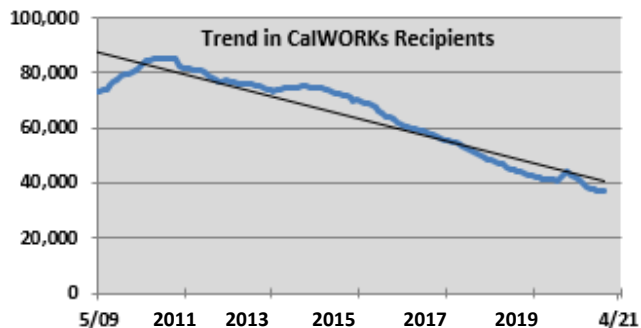
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 17 Days
- Annual Renewal Timeliness = 99.45%

Program Recipients Trend

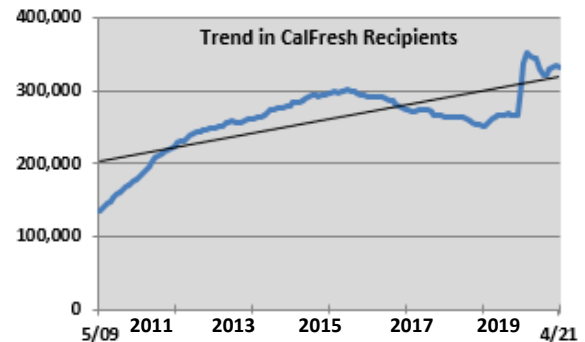
| Medi-Cal Recipients | | |
|---------------------|-----------|----------|
| FY May 09 | FY Apr 21 | 192% |
| 299,090 | 872,108 | Increase |



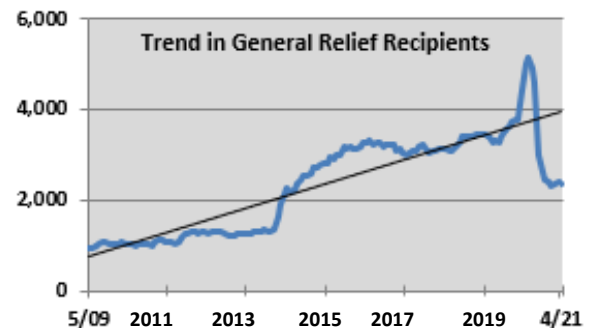
| CalWORKs Recipients | | |
|---------------------|-----------|----------|
| FY May 09 | FY Apr 21 | -48% |
| 71,617 | 36,886 | Decrease |



| CalFresh Recipients | | |
|---------------------|-----------|----------|
| FY May 09 | FY Apr 21 | 143% |
| 136,436 | 331,539 | Increase |



| General Relief Recipients | | |
|---------------------------|-----------|----------|
| FY May 09 | FY Apr 21 | 152% |
| 937 | 2,362 | Increase |

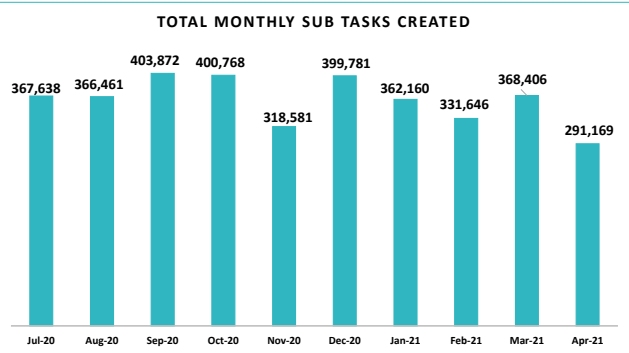


Monthly Self-Sufficiency Services Performance Dashboard (FY 20/21)

San Diego County

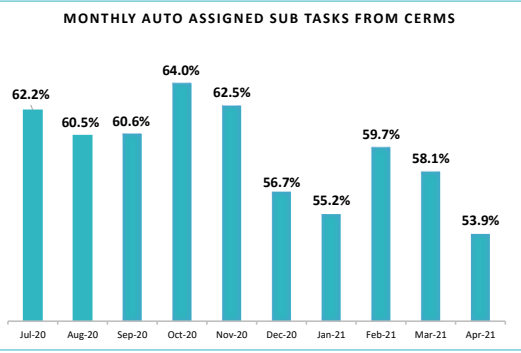
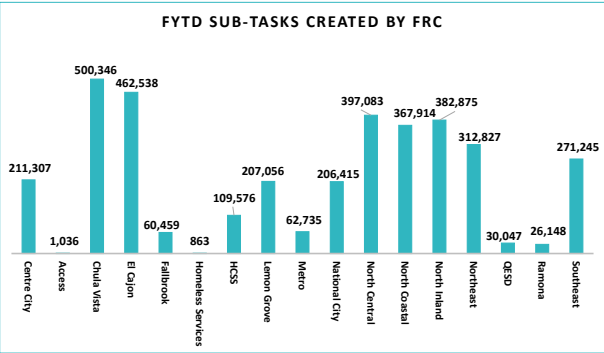
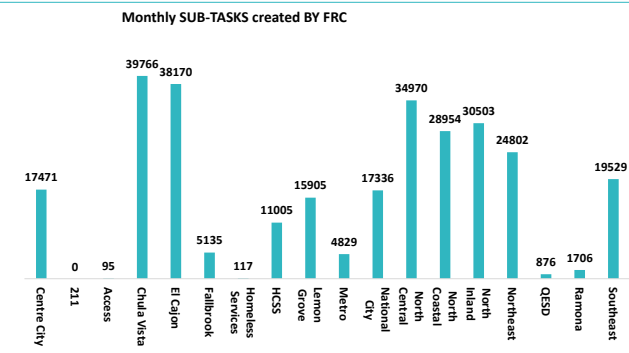
Data Month : April 2021

Work Management System (WMS) Subtasks Created



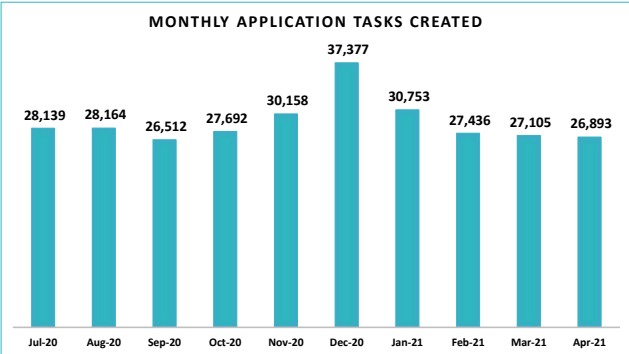
FYTD

3,610,482



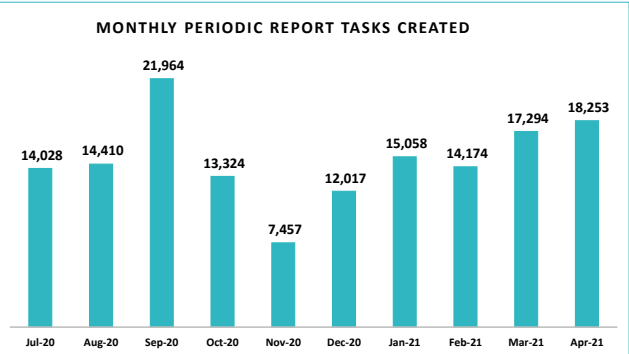
FYTD

59.3%



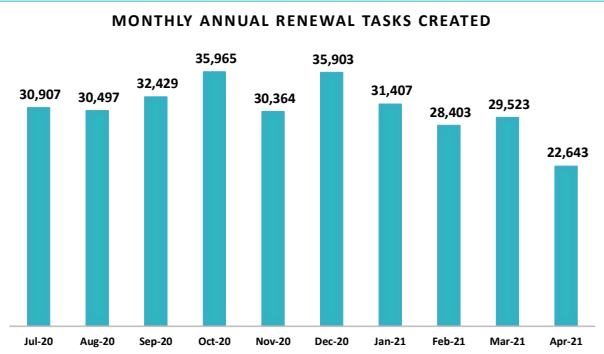
FYTD

290,229



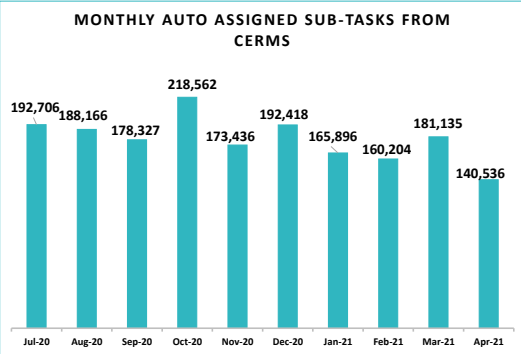
FYTD

147,979



FYTD

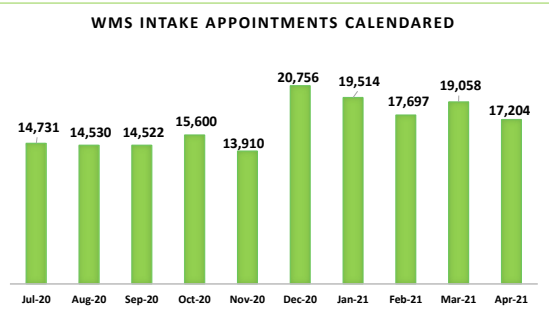
308,041



FYTD

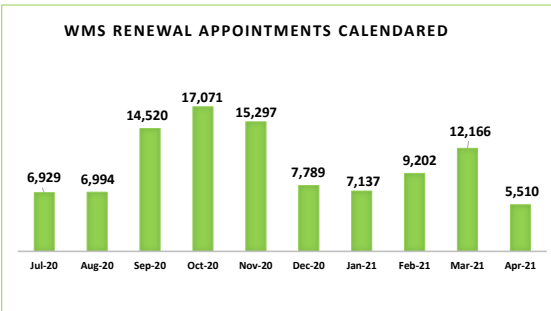
1,791,386

MONTHLY WMS CALENDARED APPOINTMENTS



FYTD

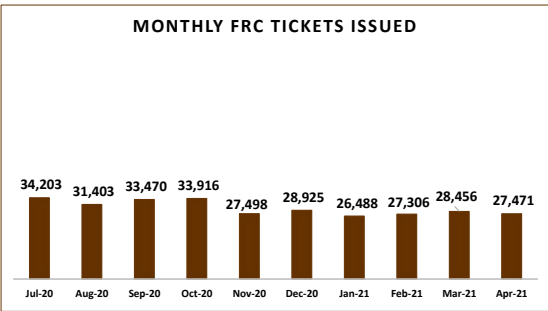
167,522



FYTD

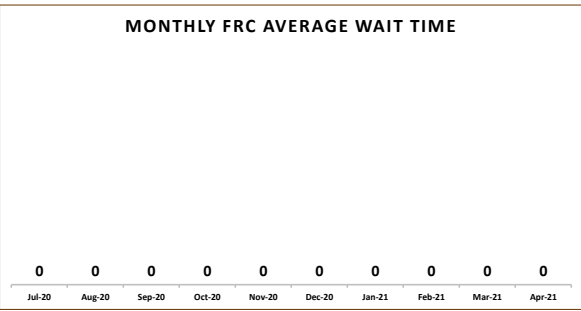
102,615

LOBBY MANAGEMENT



FYTD

299,136

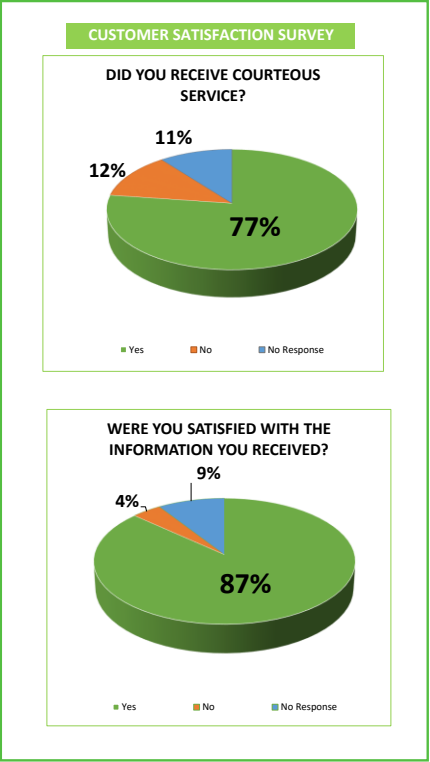
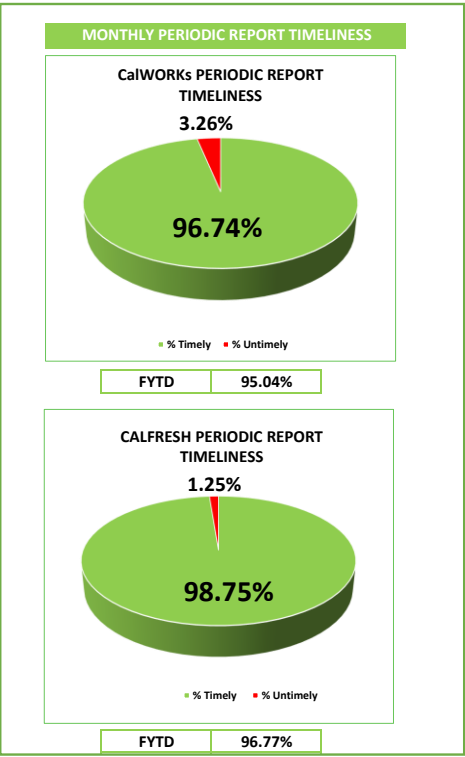
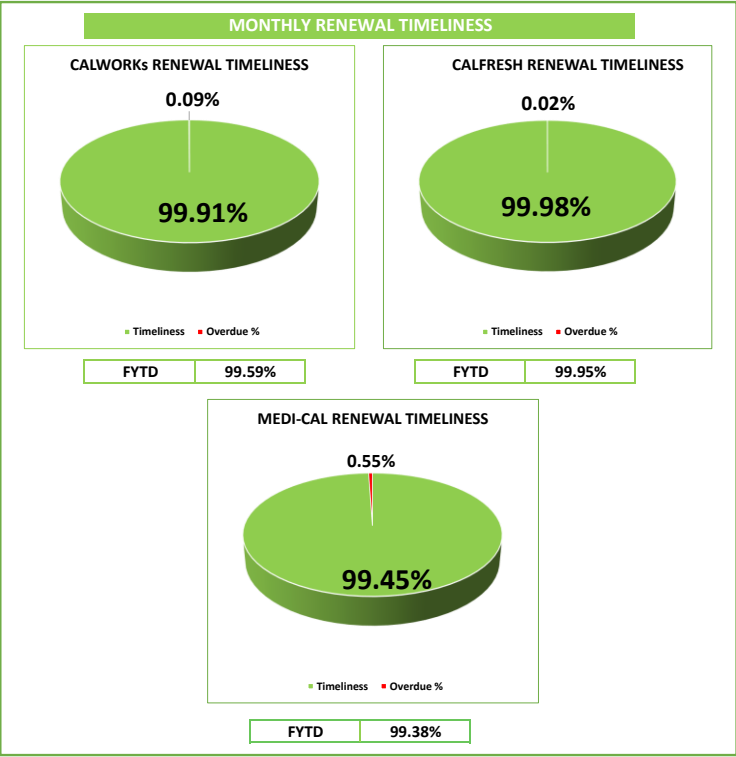
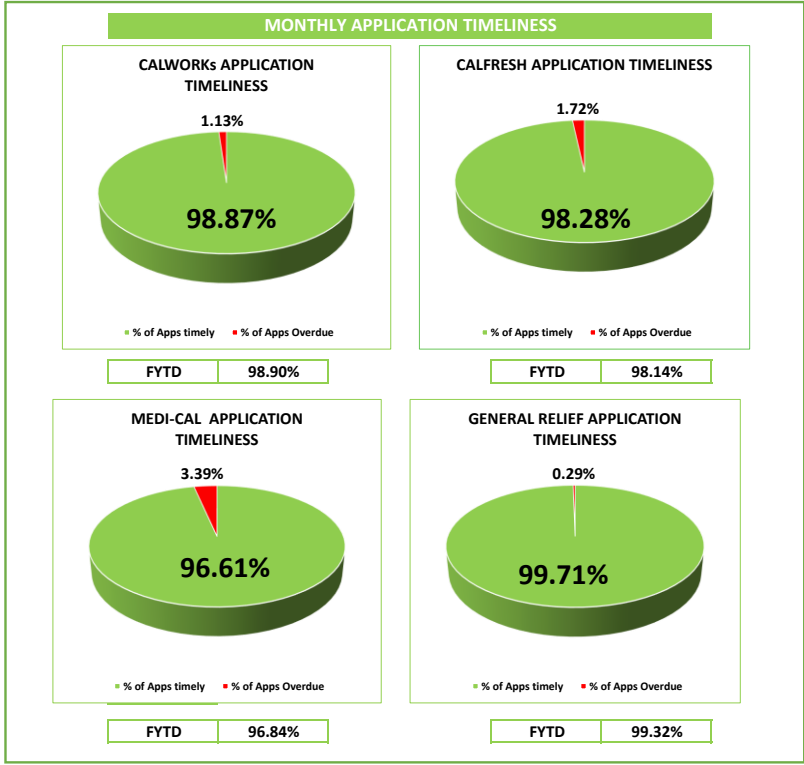


*Average time is not available

FYTD

0.00

CASE PROCESSING PERFORMANCE (CALWIN)



ACCESS CALL CENTER

