

**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/93327025309>

**November 8, 2023
9:30 a.m. to 11:30 a.m.**

AGENDA

- | | |
|-------------|---|
| 9:30 - 9:31 | 1. Call to Order |
| 9:31 - 9:36 | 2. Buck Martin, Recognition of Service, Social Services Advisory Board (SSAB) |
| 9:36 - 9:38 | 3. Action Item: Approval of September 13, 2023 Meeting Minutes |

PUBLIC COMMENTS

- | | |
|-------------|---|
| 9:38 - 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 |
|-------------|---|

PRESENTATIONS/DISCUSSION ITEMS

- | | |
|---------------|---|
| 9:45 – 10:05 | 4. Information Item: 2023 HHSA Sunset Review - General Relief Admin Code XV-C: Rick Wanne, Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA) |
| 10:05 – 10:35 | 5. Presentation Item: Leave No Veterans Homeless Initiative: Mathew Brown, Chief, Agency Operations; Homeless Solutions and Equitable Communities, Health and Human Services Agency (HHSA) |
| 10:35 – 10:50 | 6. Information Item: Review Legislative Advocacy Bills that Support SSAB Strategic Priorities: Assmaa Elayyat, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA) |
| 10:50 – 11:30 | 7. Information Item: Update on PHE Lift for Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data: Assmaa Elayyat, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA) |

ADJOURNMENT/ NEXT MEETING

Next regular meeting will be held on December 13, 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

**COUNTY OF SAN DIEGO
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/93425003644>

**SSAB Meeting Minutes
September 13, 2023**

Members Present

Vino Pajanor
Jan Spencley
Robin Maxson
Daniela Murphy
Phil Thalheimer
Buck Martin

Members Absent

Rachel Morineau
Keara O'Laughlin
Greg Anglea

Staff Present

Rick Wanne, Director, Self-Sufficiency Services
Alberto Banuelos, HHSA
Assmaa Elayyat, HHSA
Allison Boyer, HHSA
Jeannie Hufford, HHSA
Albert Garcia, HHSA
Darlene Beltran, HHSA
Janelle Jones-Phillips, HHSA
Karina Gallardo, HHSA
Patty Baker, HHSA
Ismael Lopez, HHSA
Christopher Kaeg, HHSA

Guests

Lindsey Wade, HASDIC
Stephanie Phann, HASDIC
Jack Dailey, Legal Aid Society of San Diego
Mauricio Medina, San Diego Hunger Coalition
Cierra Gant, SEIU
Alexondria Harris, HHSA Staff
Gerrell Howard, HHSA Staff
Samantha Brown
Cheri Dawson
Sabrina Lugo

1. Meeting called to order at 9:35 by Chair, Vino Pajanor.
2. The August 14, 2023 Meeting Minutes were approved, with all Board Members present voting yes.
3. Public Comments:
 - No public comment
4. **Information Item:** Overview of Serving Seniors San Diego: Paul Downey, President and CEO, Serving Seniors. Mr. Downey presented an overview of Serving Seniors, including statistics and the demographics they serve. He shared the services they provide, including meals, case management, activities/civic engagement, affordable housing, and homelessness services.

5. **Information Item:** Review Legislative Advocacy Bills that Support SSAB Strategic Priorities: Assmaa Elayyat, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ms. Elayyat shared a letter from Chairwoman Nora Vargas regarding the Farm Bill and SNAP as well as some additional information if the Farm Bill expires.

A public comment was made by Mauricio Medina, Public Affairs Manager of San Diego Hunger Coalition, sharing that in regards to a question from an SSAB Board Member about outreach activities in rural areas, the Hunger Coalition has released its Federal Policy priorities tracking all of the marker bills that hopefully have enough support and the provisions of those marker bills will be rolled up into the big legislative vehicle that is the Farm Bill, including the Food Deserts Act (HR 1230). He also thanked Assmaa and team for tracking the State legislative process and for all the advocacy as the legislative session in Sacramento wraps up.

6. **Information Item:** Update on PHE Lift for Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data: Assmaa Elayyat, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ms. Elayyat shared updates on program flexibilities and PHE unwinding waivers for CalFresh and Medi-Cal programs only, with no update on the CalWORKs program. She shared an update on the continuation of the Medi-Cal renewal processing that started back in April 2023, including partnering with health plans and outreach efforts to determine and extend eligibility.

ADJOURNMENT/SET NEXT MEETING:

The meeting was adjourned at 11:28 a.m. Next regular meeting will be held on October 11, 2023.

ITEM #4: 2023 HHSA SUNSET REVIEW - GENERAL RELIEF ADMIN CODE XV-C

*Rick Wanne, Director, Self-Sufficiency Services
Health and Human Services Agency (HHSA)*





COUNTY OF SAN DIEGO

AGENDA ITEM

BOARD OF SUPERVISORS

NORA VARGAS
First District

JOEL ANDERSON
Second District

TERRA LAWSON-REMER
Third District

VACANT
Fourth District

JIM DESMOND
Fifth District

DATE: November 7, 2023 and December 5, 2023

07

TO: Board of Supervisors

SUBJECT

HEALTH AND HUMAN SERVICES AGENCY ADMINISTRATIVE CODE AND BOARD POLICY SUNSET REVIEW 2023; APPROVE AN ORDINANCE AMENDING PROVISIONS IN THE SAN DIEGO COUNTY ADMINISTRATIVE CODE RELATING TO THE GENERAL RELIEF PROGRAM (NOVEMBER 7, 2023 – FIRST READING; DECEMBER 5, 2023 – SECOND READING) (DISTRICTS: ALL)

OVERVIEW

In accordance with San Diego County Board of Supervisors (Board) Policy A-76, Sunset Review Process, the County of San Diego (County) Health and Human Services Agency (HHSA) periodically reviews County Administrative Code and Board Policy to ensure policies reflect current Board standards and practices.

Today's actions seek Board approval to amend provisions in the San Diego County Administrative Code relating to the General Relief Program and extend the Sunset Review date; and determine no change is necessary to Board Policy A-128, Comprehensive Homeless Policy and approve the Sunset Review date.

The ordinance makes non-substantive changes to remove language that is not currently used in California law. It will be introduced to the Board on November 7, 2023, and if approved, will be scheduled for adoption on December 5, 2023. If the proposed ordinance is altered on December 5, 2023, a subsequent meeting date will be selected for the ordinance's adoption.

This item supports the County's vision of a just, sustainable, and resilient future for all, specifically those communities and populations in San Diego County that have been historically underserved as well as our ongoing commitment to the regional *Live Well San Diego* vision of healthy, safe, and thriving communities. This will be accomplished as the County Administrative Codes and Board Policies provide a framework for a county that is healthy, safe, and thriving. Additionally, in alignment with the Board's commitment to transparency and open government, the Sunset Review process is an opportunity for HHSA to reflect on current policies through an equity lens and recommend changes that allow for greater transparency.

SUBJECT: HEALTH AND HUMAN SERVICES AGENCY ADMINISTRATIVE CODE AND BOARD POLICY SUNSET REVIEW 2023; APPROVE AN ORDINANCE AMENDING PROVISIONS IN THE SAN DIEGO COUNTY ADMINISTRATIVE CODE RELATING TO THE GENERAL RELIEF PROGRAM (NOVEMBER 7, 2023 – FIRST READING; DECEMBER 5, 2023 – SECOND READING) (DISTRICTS: ALL)

RECOMMENDATION(S)

CHIEF ADMINISTRATIVE OFFICER

On November 7, 2023:

1. Approve the introduction of the Ordinance (first reading):

AN ORDINANCE AMENDING THE SAN DIEGO COUNTY ADMINISTRATIVE CODE RELATING TO THE SAN DIEGO COUNTY GENERAL RELIEF PROGRAM

2. Determine no change is necessary to Board Policy A-128, Comprehensive Homeless Policy and approve the Sunset Review date of December 31, 2030.

If on November 7, 2023, the San Diego County Board of Supervisors takes action as recommended, then on December 5, 2023:

1. Consider and adopt (second reading):

AN ORDINANCE AMENDING THE SAN DIEGO COUNTY ADMINISTRATIVE CODE RELATING TO THE SAN DIEGO COUNTY GENERAL RELIEF PROGRAM

2. Update the Sunset Review date of the San Diego County Administrative Code, Article XV-C, General Relief Program, to December 31, 2030.

EQUITY IMPACT STATEMENT

As part of standard practice, the County of San Diego (County) Health and Human Services Agency (HHSA) performs an annual review of Board Policies and County Administrative and Regulatory Codes that are sunseting to ensure alignment with current San Diego County Board of Supervisors (Board) values and to ensure that they are updated to reflect applicable laws and regulations. In alignment with the Board's commitment to transparency and open government, the Sunset Review process is an opportunity for HHSA to reflect on current policies through an equity lens and recommend changes that allow for greater transparency.

The changes recommended support the Board's framework toward achieving better outcomes for consumers. The recommended changes regarding Article XV-C, General Relief Program, reflect the County's priority in supporting policies that address disparities and disproportionality and ensure access for all through a fully optimized health and social service delivery system and upstream strategies.

Future Sunset Reviews will continue to utilize an equity lens and a quantitative data-driven approach. Additionally, it is anticipated that these actions will have a positive impact on equity-seeking groups including, Black, Indigenous, people of color, women, people with disabilities, immigrants, youth, and the LGBTQ+ community.

SUBJECT: HEALTH AND HUMAN SERVICES AGENCY ADMINISTRATIVE CODE AND BOARD POLICY SUNSET REVIEW 2023; APPROVE AN ORDINANCE AMENDING PROVISIONS IN THE SAN DIEGO COUNTY ADMINISTRATIVE CODE RELATING TO THE GENERAL RELIEF PROGRAM (NOVEMBER 7, 2023 – FIRST READING; DECEMBER 5, 2023 – SECOND READING) (DISTRICTS: ALL)

SUSTAINABILITY IMPACT STATEMENT

Today's actions strive for programs and operations that reflect the County of San Diego's (County) values and priorities. By aligning with the County's Sustainability Goals, the changes reflect more equitable, sustainable, and impactful practices. Specifically, extending the Sunset Review date for Board Policy A-128, Comprehensive Homeless Policy, aligns with Sustainability Goal #1 engaging the community in meaningful ways, by investing in community-centered approaches and collaborative leadership to address homelessness. Board Policy A-128 also aligns with Sustainability Goal #2, providing just and equitable access to County services and resources by prioritizing services for individuals who are experiencing homelessness and are part of a particularly vulnerable populations.

Today's action related to Article XV-C, General Relief Program, supports the County's Sustainability Goal #2, by continuing to focus investments on chronically underserved communities, and investing in resilience in vulnerable populations. By updating the sunset date of this ordinance, this action continues to align available County resources with services to maintain fiscal stability and ensure long-term solvency as well as creates policies to reduce poverty, promoting economic sustainability for all. In addition, amendments will ensure the capability to respond and recover to immediate needs for individuals in the region.

FISCAL IMPACT

There is no fiscal impact associated with the recommendations. There will be no change in net general fund costs and no additional staff years.

BUSINESS IMPACT STATEMENT

N/A

ADVISORY BOARD STATEMENT

This item if approved will be presented to the Social Services Advisory Board (SSAB) at their regular meeting on November 15, 2023 as an informational item.

BACKGROUND

In accordance with San Diego County Board of Supervisors (Board) Policy A-76, Sunset Review Process, the County of San Diego (County) Health and Human Services Agency (HHSA) periodically reviews Board Policies and the County Administrative Code and Regulatory Code. Revisions to Board Policies and the County Administrative Code are recommended to reflect current Board standards and practices and to reflect any changes in laws, policies and regulations that govern County departmental operations and services.

SUBJECT: HEALTH AND HUMAN SERVICES AGENCY ADMINISTRATIVE CODE AND BOARD POLICY SUNSET REVIEW 2023; APPROVE AN ORDINANCE AMENDING PROVISIONS IN THE SAN DIEGO COUNTY ADMINISTRATIVE CODE RELATING TO THE GENERAL RELIEF PROGRAM (NOVEMBER 7, 2023 – FIRST READING; DECEMBER 5, 2023 – SECOND READING) (DISTRICTS: ALL)

Sunset Review of Article XV-C

Effective January 1, 2022, the State of California removed all references to the word “alien” in California state statutes. Assembly Bill 1096 (2021) states:

SECTION 1. It is the intent of the Legislature in enacting this measure to make only non-substantive changes that remove the dehumanizing term “alien” from all California code sections. Nothing in this measure shall be interpreted to make any substantive change to existing law, including, but not limited to, eligibility for federal programs or benefits that are available to a person who meets the definition of “alien” under state or federal law.

The proposed revisions to Administrative Code, Article XV-C, General Relief Program, will align with California law by removing the word “alien” in Section 264 and the title of Section 265. The changes in this Ordinance are non-substantive and are not intended to not expand or reduce eligibility criteria or requirements.

The next Sunset Review date is proposed to be December 31, 2030.

Sunset Review of Board Policy A-128

No changes are requested to Board Policy A-128, Comprehensive Homeless Policy, except for updating the Sunset Review date to December 31, 2030. Board Policy A-128 was revised per Board direction on April 6, 2021 (6) and those revisions were adopted by the Board on February 8, 2022 (1). County Department of Homeless Solutions and Equitable Communities led the enterprise-wide collaborative efforts to revise Board Policy A-128 to incorporate the Board’s guiding principles on addressing homelessness and the revisions centered around the County’s Framework for Ending Homelessness to incorporate and capture the County’s comprehensive current and future efforts to address and end homelessness. The proposed Sunset Review date change to this Board Policy is attached as Attachments C and D.

SUBJECT: HEALTH AND HUMAN SERVICES AGENCY ADMINISTRATIVE CODE AND BOARD POLICY SUNSET REVIEW 2023; APPROVE AN ORDINANCE AMENDING PROVISIONS IN THE SAN DIEGO COUNTY ADMINISTRATIVE CODE RELATING TO THE GENERAL RELIEF PROGRAM (NOVEMBER 7, 2023 – FIRST READING; DECEMBER 5, 2023 – SECOND READING) (DISTRICTS: ALL)

LINKAGE TO THE COUNTY OF SAN DIEGO STRATEGIC PLAN

Today's proposed actions support the County of San Diego's (County) 2023-2028 Strategic Plan Initiatives of Sustainability (Resiliency), Equity (Health and Housing), Empower (Innovation) and Community (Engagement), and the regional *Live Well San Diego* vision by ensuring County policies are transparent, efficient, inclusive, data-informed, outcome- and evidence-based, equitable, sustainable, and culturally responsive to support the health and social services provided to the residents of San Diego County.

Respectfully submitted,



HELEN N. ROBBINS-MEYER
Interim Chief Administrative Officer

ATTACHMENT(S)

Attachment A – ORDINANCE NO. – CLEAN

Attachment B – ORDINANCE NO. – INFORMATIONAL COPY

Attachment C – Board Policy A-128, Comprehensive Homeless Policy – CLEAN

Attachment D – Board Policy A-128, Comprehensive Homeless Policy – INFORMATIONAL COPY

ORDINANCE NO. _____(N.S.)

AN ORDINANCE AMENDING THE SAN DIEGO COUNTY ADMINISTRATIVE CODE
RELATING TO THE SAN DIEGO COUNTY GENERAL RELIEF PROGRAM

The Board of Supervisors of the County of San Diego ordains as follows:

Section 1. Section 264 of the San Diego County Administrative Code is amended as follows:

SEC. 264. SPONSORSHIP ~~REPORTING OF INDIGENT ALIENS~~

Whenever any application for General Relief is approved on behalf of any ~~alien~~ sponsored person who is not a citizen or national of the United States who is or has been a recipient of General Relief during the three-year sponsorship period, the Director shall report such facts and the sponsor's information to the Citizenship and Immigration Services of the United States Department of Homeland Security and request that further investigation and action be taken by that office.

Section 2. Section 265 of the San Diego County Administrative Code is amended as follows:

SEC. 265. RESIDENT ~~CITIZENSHIP AND LAWFUL ALIEN~~ STATUS

No General Relief shall be granted to an applicant or recipient household unless the applicant or recipient is (1) a United States citizen, (2) if not a citizen, lawfully admitted to permanent residence-in the United States. This does not apply to dependent children of the court.

Section 3. INTENT. The intent of this ordinance is to align the San Diego County Administrative Code with the State's removal of the word "alien" from all California code sections. The changes in this Ordinance are intended to be non-substantive and shall not expand or reduce eligibility criteria or requirements.

Section 4. EFFECTIVE DATE. This ordinance shall take effect thirty (30) days after its adoption. Before the expiration of fifteen (15) days after its passage it shall be published once with the names of the members voting for and against the same in the San Diego Daily Transcript, a newspaper of general circulation published in the County of San Diego.

ITEM #5: LEAVE NO VETERANS HOMELESS INITIATIVE

*Mathew Brown, Chief, Homeless Solutions and Equitable Communities
Health and Human Services Agency (HHSA)*



Leave No Veteran Homeless

County of San Diego
Health & Human Services Agency
Department of Homeless Solutions & Equitable Communities



LIVE WELL
SAN DIEGO



Department of Homeless Solutions and Equitable Communities

Barbara Jiménez,
Community Operations Officer



Office of Homeless Solutions

Dijana Beck, Director



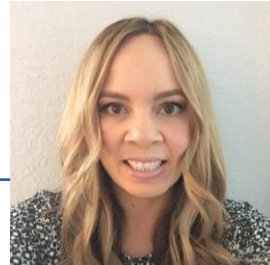
Office of Equitable Communities

Jennifer Bransford-Koons, Director



Office of Immigrant and Refugee Affairs

Lucero Chavez Basilio,
Director



**HSEC
Administration**
Liberty Donnelly
Deputy Director

Department Focus: To achieve better coordination of existing and new County homeless and equitable community efforts and serve as a central point of collaboration for outside partners to ensure equity among all San Diegans and reduce homelessness in the region.



LIVE WELL
SAN DIEGO

Framework For Ending Homelessness

KEY DRIVERS

Person-Centered






Data

Collaboration

Sustainability

Equity

STRATEGIC DOMAINS

	ROOT CAUSE AND UPSTREAM PREVENTION	<ul style="list-style-type: none">■ Employment programs and income supports■ Access to basic social services■ Community empowerment activities
	DIVERSION AND MITIGATION	<ul style="list-style-type: none">■ Short-term rent and housing search assistance■ Mediation and legal assistance■ Creating alternatives to incarceration
	SERVICES, TREATMENT AND OUTREACH	<ul style="list-style-type: none">■ Street outreach and harm reduction■ Clinical and social support services■ Housing service coordination
	EMERGENCY/INTERIM HOUSING AND RESOURCES	<ul style="list-style-type: none">■ Assessment and coordination sites■ Housing navigation and transitional housing■ Housing vouchers
	PERMANENT HOUSING AND SUPPORT	<ul style="list-style-type: none">■ Affordable, subsidized housing■ Ongoing physical and behavioral health support■ Linkages to healthcare



LIVE WELL
SAN DIEGO

Office of Homeless Solutions

OHS Team

- Systems & Integration Branch
- Services & Outreach Branch

Key Services

- Housing Navigation, Assistance, and Prevention Programs
- Outreach and Engagement
- Specialized Programs for Vulnerable Populations
- Compassionate Housing Solutions Projects



HSEC-OHS



Leave No Veteran Homeless

Led by the County of San Diego,
Supported by dozens of
organizations



Founding Partners



Courage to Call

A PROGRAM OF
mhs MENTAL HEALTH SYSTEMS



SAN DIEGO
HOUSING
COMMISSION



VA



U.S. Department of Veterans Affairs

Veterans Health Administration
VA San Diego Healthcare System





ENDING VETERAN HOMELESSNESS

Achieving Functional Zero

LEAVE NO VETERAN HOMELESS

Lines of Effort



COMMUNITY PARTNERSHIPS



DATA COLLECTION ANALYSIS AND REPORTING



HOUSING SOLUTIONS



SUPPORTIVE SERVICES



VETERAN HOMELESS OUTREACH



FUNDING



PREVENTION AND SUSTAINMENT

DESIRED OUTCOMES

Increase community awareness of Veteran Homelessness

Create greater opportunities for community involvement

Develop public facing website

Leverage existing Veteran homeless By Name List

Practice data-informed decision making

Track progress and outcomes

Unhoused Veterans provided Emergency/Temporary Shelter and Transitional Services

Veteran Homeless population connected with permanent housing resources

Veteran homeless population placed into permanent housing solution using existing housing stock

Ensure all supportive services are coordinated

Ensure streamlined access to VA benefits

Increase education and employment opportunities

Increase training for outreach staff on Veteran resources

Increase provider coordination of outreach to Veterans

Engage Veterans with lived experience in outreach efforts

Complete funding analysis

Identify funding priorities and identify gaps

Engage State and Federal partners in solution focused approach

Leverage knowledge gained from current effort to develop a prevention and sustainment plan

Create long-term coordinated system based on best practices

Promote equitable services for most vulnerable populations

END STATE

Functional Zero achieved for the County's Veteran homeless population

Functional Zero for Veteran homeless sustained over time

Successes and lessons learned applied to other homeless populations within and outside the region

Identified Needs

- Affordable Housing – Landlords
- Employers
- Community Outreach
- Contribute to the Flexible Housing Pool
- Share: NoVeteranHomeless.Org



LIVE WELL
SAN DIEGO

LNVH Outcomes



Two Paid Ad Campaigns

 **155,000+**  **30,000+**

*Impressions



201*
Veterans housed since July 2023
*Number indicates each housing instance

16 Social Media Posts
11,700+ Impressions

As of 10/26/23



Will You Join Us?



LIVE WELL
SAN DIEGO

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

*Assmaa Elayyat, Deputy Director, Self-Sufficiency Services
Health and Human Services Agency (HHSA)*



ITEM #7: UPDATE ON PHE LIFT FOR PUBLIC ASSISTANCE PROGRAMS, WAIVERS, ENROLLMENT, SERVICE DELIVERY, DATA

*Assmaa Elayyat, Deputy Director, Self-Sufficiency Services
Health and Human Services Agency (HHSA)*



CalFresh Overview

Program Flexibilities & Waivers

- 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



CalFresh Overview

Additional Updates

- New EBT phone application, ebtEDGE, is launching on November 10th
- The app helps facilitate self-service and includes security features:
 - Biometric access
 - Freeze & unfreeze card
 - Block transactions
 - Card replacement
 - Change pin





California EBT Card Security and Technology Upgrade

Community Based Organizations Informational Notice

The California EBT Project, in partnership with the California Department of Social Services (CDSS) and our EBT Vendor, Fidelity Information Services, Inc. (FIS), will be providing new tools to allow our cardholders self-service features that will assist in protecting the benefits on their CA EBT Card from fraudulent use. There are three major efforts occurring, deployment of new and upgraded tools for our cardholders, upgrades to the Interactive Voice Response (IVR) and upgraded features on the CA EBT Card that will use magnetic chip and tap pay features when using the card.

The first upgrade is coming in the 4th quarter of this year and will provide our cardholders with expanded access and features to protect the benefits on their CA EBT cards. CA will be deploying the FIS ebtEDGE Mobile Application and Web-enabled Cardholder portal. These tools will allow Cardholders to access their card information, and modify access using new features.

For more information on the FIS National Cardholder Portal, you can visit

<https://www.fisglobal.com/en-gb/ebtedgemobile>

The ebtEDGE Cardholder Portal will be accessed using the existing CA URL using the same login username/password that are used today.

More information will be coming to our partners and cardholders over the next few weeks via flyers, public links, press releases and social media campaigns.

NEW FEATURES



Biometric Access

Touch ID, fingerprint or facial recognition on your mobile device



Block Transactions

Internet and out-of-state transactions, either temporarily or permanently



Freeze and Unfreeze Card

Turn "on"/"off" your card, when you want, and as often as you like



Card Replacement

A replacement card can be requested if card is lost or damaged



Change PIN

Ability to change your PIN when you want, and as often as you like, to keep it secure



Medi-Cal Overview

New PHE Unwinding Flexibilities

- Suspension of requirement to apply for unconditionally available income (unemployment, disability, veterans, etc.)
- Suspension of Medical Support Enforcement requirements (absent parent)
- Stable income waiver – eliminates the need to verify stable income sources during renewal (Social Security, retirement, disability, etc.)



Medi-Cal Overview

Upcoming Changes

- **26-49 Adult Expansion**

- Effective January 1, 2024, Medi-Cal applicants and beneficiaries who are ages 26 to 49 regardless of immigration status will be eligible to Full Scope benefits
- With this expansion, all Medi-Cal applicants and beneficiaries will be approved for Full scope benefits regardless of age and immigration status if otherwise eligible
- The Department of Health Care Services (DHCS) will mail out the Managed Care Plan Enrollment Notice to customers at least 30 days prior to implementation date. This notice explains what a Managed Care Plan is, the requirement of enrolling in a Health Plan and how to enroll
- CalSAWS began transitioning existing customers and sending advance notices beginning November 1, 2023, for the January 1, 2024, month of eligibility



Medi-Cal Overview

Asset Test Elimination

- Effective January 1, 2024, the elimination of assets (property) becomes effective for **all** Non-MAGI Medi-Cal programs including:
 - Medically Needy
 - Aged & Disabled
 - Medicare Savings Programs
 - Long-Term Care
- Income producing assets such as Annuities, Retirement Plans/Pensions, Rental Property, will no longer be considered when determining Medi-Cal eligibility
 - Any income from these assets will continue to count as Unearned income



Medi-Cal Overview

Medi-Cal Managed Care Plans

- Effective January 1, 2024, Aetna Better Health of CA and Health Net Community Solutions Inc. will no longer be part of the San Diego Medi-Cal Managed Care Plans
 - Customers currently enrolled in these plans will be Automatically transitioned to Blue Shield or Community Health Group if no other plan is selected by December 31, 2023
- Aetna and Health Net plans stopped accepting new members as of October 1, 2023



MONTHLY UPDATES



<div><div>Legend</div><div>Approved/Chartered</div><div>Advocacy Support</div><div>Support</div><div>Support, if Amended or Watch</div></div>		<div>Self-Sufficiency Services Legislative Tracking Log</div> <div>Revised: 11/3/2023</div>			
Bill Number and Name	Date Introduced	Description	Affected Programs	Support/Oppose/Watch/Concerns	Status
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	7/21/2023: Approved by Governor - Chartered by Secretary of State. Chapter 110, Statutes of 2023.
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	Support	7/27/2023: Approved by Governor - Chartered by Secretary of State - Chapter 121, Statutes of 2023.
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/CAPI/GR/CalFresh /Medi-Cal	Support	9/19/2023: Approved by the Governor - Enrolled and presented to the Governor at 4 p.m.
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	10/8/2023: Vetoed by Governor.
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	9/8/2023: Approved by the Governor - Chartered by Secretary of State - Chapter 168, Statutes of 2023.
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	10/13/2023: Approved by the Governor - Chartered by Secretary of State. Chapter 879, Statutes of 2023.
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	10/8/2023: Vetoed by Governor.
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	9/30/2023: Approved by Governor - Chartered by Secretary of State - Chapter 279, Statutes of 2023.
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	10/13/2023: Approved by the Governor - Chartered by Secretary of State - Chapter 814, Statutes of 2023.

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	10/8/2023: Approved by the Governor - Chaptered by Secretary of State. Chapter 615, Statutes of 2023.
SB 770 - Health Care: Unified Health Care Financing	2/17/2023	This bill requires the Secretary of the California HHSA 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	10/7/2023: Approved by the Governor - Chaptered by Secretary of State. Chapter 412, Statutes of 2023.
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	10/7/2023: Approved by the Governor - Chaptered by Secretary of State. Chapter 412, Statutes of 2023.
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	10/10/2023: Approved by the Governor - Chaptered by Secretary of State. Chapter 707, Statutes of 2023.
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	Support	9/12/2023: Active Bill - In floor process. Ordered to inactive file at the request of Senator Ashby.
SB 600 - California CalFresh Minimum Benefit Adequacy Act of 2023	2/15/2023	This bill would, by January 1, 2025, require the department to establish the CalFresh Minimum Nutrition Benefit (MNB) Program to provide a household with a monthly CalFresh allotment of less than a minimum monthly benefit, established by the bill to be \$50, with an additional state-funded monthly MNB that is equal to the difference between their monthly CalFresh allotment and \$50. The bill would require the department to annually adjust the minimum monthly benefit amount, as prescribed, and would require these benefits to be delivered through the EBT system. By imposing additional duties on counties administering the program, the bill would impose a state-mandated local program	CalFresh	Support	7/11/2023: Active Bill - July 11 set for first hearing canceled at the request of author.
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/CAP/GR/CalFresh /Medi-Cal	Active Support	5/18/2023: Active Bill - In committee: Held under submission.
AB 46 - Personal Income Taxes: Exclusion: Military Services Retirement and Surviving Spouse Benefit Payment Act.	12/5/2022	This bill excludes from gross income, under the Personal Income Tax (PIT) Law, uniformed services retirement pay and annuity payments from a United States Department of Defense Survivor Benefit Plan received by qualified taxpayers, as specified. California compared to other states: A significant number of states exclude military retirement pay from being taxed in the state, and California appears to be an outlier. Twenty-seven states do not tax military retirement pay and fourteen states tax military retirement income partially through income exemptions and exclusions.	OMVA	Support	9/1/2023: Active Bill - In committee: Held under submission.
AB 311 - An act to amend Section 18930 of the Welfare and Institutions Code, relating to public social services.	1/26/2023	This bill would remove the age limitation of 55 years of age or older for the program if the individual's immigration status is the sole basis for their ineligibility for CalFresh benefits 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	6/15/2023: Active Bill - In committee: Set, first hearing. Hearing canceled at the request of author.

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	6/20/2023: Active Bill - June 20 set for first hearing canceled at the request of author.
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	Active Support	9/1/2023: Active Bill - September 1 hearing: Held in committee and under submission.
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	5/18/2023: Active Bill - May 18 hearing: Held in committee and under submission.
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/CAP/CalFresh/Medi-Cal	Support	9/1/2023: Active Bill - In committee: Held under submission.
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	5/18/2023: Active Bill - In committee: Held under submission.
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	5/18/2023: Active Bill - In committee: Held under submission.
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	9/1/2023: Active Bill - In committee: Held under submission.
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	9/14/2023: Active Bill - In Senate. Held at Desk.
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	Support	9/1/2023: Active Bill - In committee: Held under submission.
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	9/13/2023: Active Bill - In Senate. Held at Desk.
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	5/18/2023: Active Bill - In committee: Held under submission.

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	8/28/2023: Active Bill - Ordered to inactive file on request of Assembly Member Bryan.
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	5/18/2023: Active Bill - May 18 hearing: Held in committee and under submission.
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 repopulate 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	5/18/2023: Active Bill - In committee: Held under submission.
H.R. 3520: The Veteran Care Improvement Act	5/18/2023	This bill will improve the provision of care and services under the Veterans Community Care Program of the Department of Veterans Affairs, and for other purposes.	OMVA	Support	7/18/2023: Active Bill - Subcommittee Consideration and Mark-up Session Held (Amended) by Voice Vote.
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	6/27/2023: Active Bill - From committee: Do pass and re-refer to Com. on APPR. with recommendation: To consent calendar. (Ayes 11. Noes 0.) (June 27). Re-referred to Com. on APPR.
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	5/18/2023: Active Bill - In committee: Held under submission.
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	5/18/2023: Active Bill - May 18 hearing: Held in committee and under submission.
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	6/8/2023: Active Bill - Referred to Com. on HUM. S.
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	6/27/2023: Active Bill - In committee: Set, first hearing. Hearing canceled at the request of author.
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	5/18/2023: Active Bill - In committee: Held under submission.
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	7/3/2023: Active Bill - From committee with author's amendments. Read second time and amended. 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	6/14/2023: Active Bill - Referred to Com. on HEALTH.

AB 596 - Early Learning and Care: Rate Reform	2/9/2023		CalWORKs	No Analysis Attached	9/1/2023: Active Bill - In committee: Held under submission.
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/CAP/GR/CalFresh /Medi-Cal	Watch	9/1/2023: Active Bill - September 1 hearing: Held in committee and under submission.
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	10/7/2023: Active Bill - In Senate. Consideration of Governor's veto pending.



ELIGIBILITY SERVICES BY THE NUMBERS...

November 2023 (Data Month: October 2023)

PARTICIPANTS

- **CalFresh:** 384,057 recipients, up 4.20% from last year.
 - 127,825 child recipients (0-18), up 0.61% from last year.
 - 91,060 senior recipients (60+), up 11.34% from last year.
- **CalWORKs:** 48,892 recipients, up 8.10% from last year.
 - 34,986 child recipients (0-18), up 8.94% from last year.
 - Welfare-to-Work: 14,699 participants, up 14.28% from last year.
- **CMS:** 12 CMS recipients, up 50.00% from last year.
- **General Relief:** 4,648 recipients, up 25.18% from last year.
- **Medi-Cal:** 981,162 recipients, down 1.83% from last year.
 - 324,565 child recipients (0-18), down 1.85% from last year.
 - 16,560 Medi-Cal Expansion Over 50 Years.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (October 2022–October 2023)
			Previous Month	Previous Year	
CalFresh	225,767	384,057	1.17%	4.20%	525,508
CalWORKs	16,944	48,892	1.37%	8.10%	66,602
CMS	12	12	0.00%	50.00%	40
General Relief	4,635	4,648	2.92%	25.18%	12,519
Medi-Cal	558,150	981,162	-0.45%	-1.83%	1,088,061
Total	805,508	1,418,771	0.06%	0.12%	1,199,437**

*Recipients include 377,080 under ACA Medicaid Coverage Expansion.

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

PROCESSING

Applications Registered		
Program	October 2023	FYTD
CalFresh	24,345	89,992
CalWORKs	2,858	11,448
CMS	38	125
General Relief	3,723	13,936
Medi-Cal	12,501	45,238
Total	43,465	160,739

Renewals Generated		
Program	October 2023	FYTD
CalFresh	11,571	44,570
CalWORKs	1,636	5,833
CMS	2	8
General Relief	97	439
Medi-Cal	50,251	193,897
Total	63,557	244,747

Periodic Reports Generated		
Program	October 2023	FYTD
CalFresh	13,525	55,693
CalWORKs	1,100	5,274
General Relief	0	5
Medi-Cal	18	74
Total	14,643	61,046

Documents Imaged	
October 2023	FYTD
414,396	1,365,667

Tasks Created	
October 2023	FYTD
647,765	2,417,854

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	October 2022	October 2023	Change	FYTD
Total Calls	175,782	300,195	124,413	1,123,896
Abandoned	4,011	13,576	9,565	127,414
Average Wait Time	1:39	2:24	0:45	6:52

Community Based Organization (CBO)				
Month	October 2022	October 2023	Change	FYTD
Total Calls	4,760	7,294	2,534	26,642
Abandoned	295	244	-51	1,156
Average Wait Time	4:48	4:00	-0:48	5:40

Emails Received	
October 2023	FYTD
2,463	10,686

FAMILY RESOURCE CENTER VISITS

Month	October 2022	October 2023	Change	FYTD
Total Tickets Issued	36,358	49,770	27%	188,514
Average Wait Time (min.)	(*)	(*)	N/A	

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

Processing Timeliness Applications, Periodic Reports, and Renewals

CalFresh

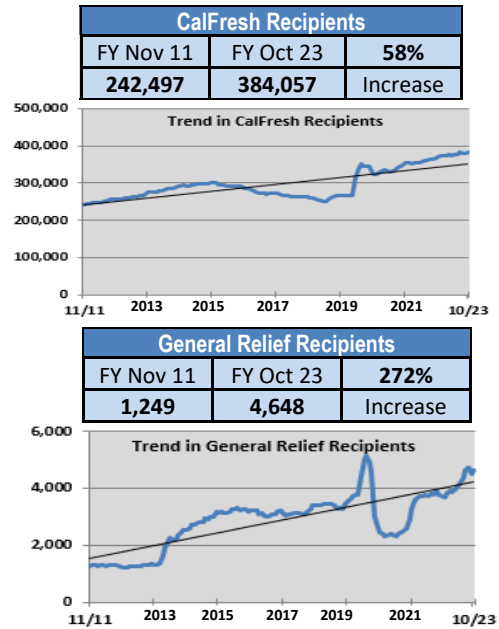
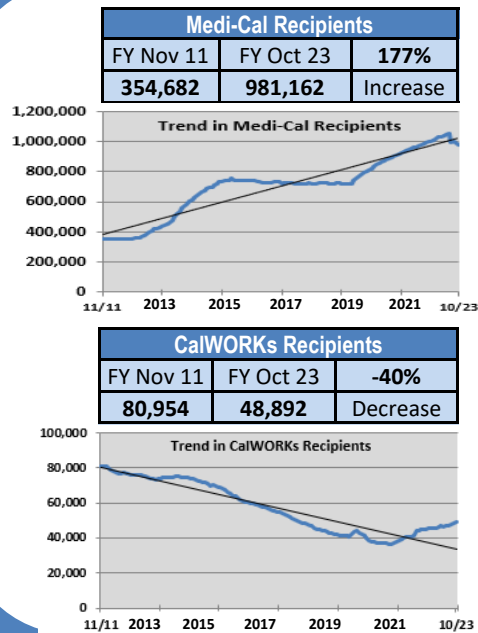
- Regular Applications: State required days to disposition = 30 Days
 - San Diego = 21 Days
- Expedited Applications: State required days to disposition = 3 Days
 - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 96.34%
- Annual Renewal Timeliness = 86.52%

CalWORKs

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 21 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 98.53%
- Annual Renewal Timeliness = 86.06%

Medi-Cal

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 32 Days
- Annual Renewal Timeliness = 68.49%



Office of Military and Veterans Affairs (OMVA) Data Tracker *

OMVA Service Delivery	Monthly Total	FYTD
Calls Received	3,173	7,617
Calls Received- Average Wait Times	0:00:58	0:00:58
In-Person Customer Visits	1,709	3,682
Driver's License Applications	73	639
License Plate Applications	696	715
College Fee Waiver Applications	186	886
VA Claim Appointments Made	144	144
VA Claim Appointments Wait Time (Days)	11	11
Community Events	11	25
Contacts Made at Community Events	288	2,292

* New data metrics as of 10/2023

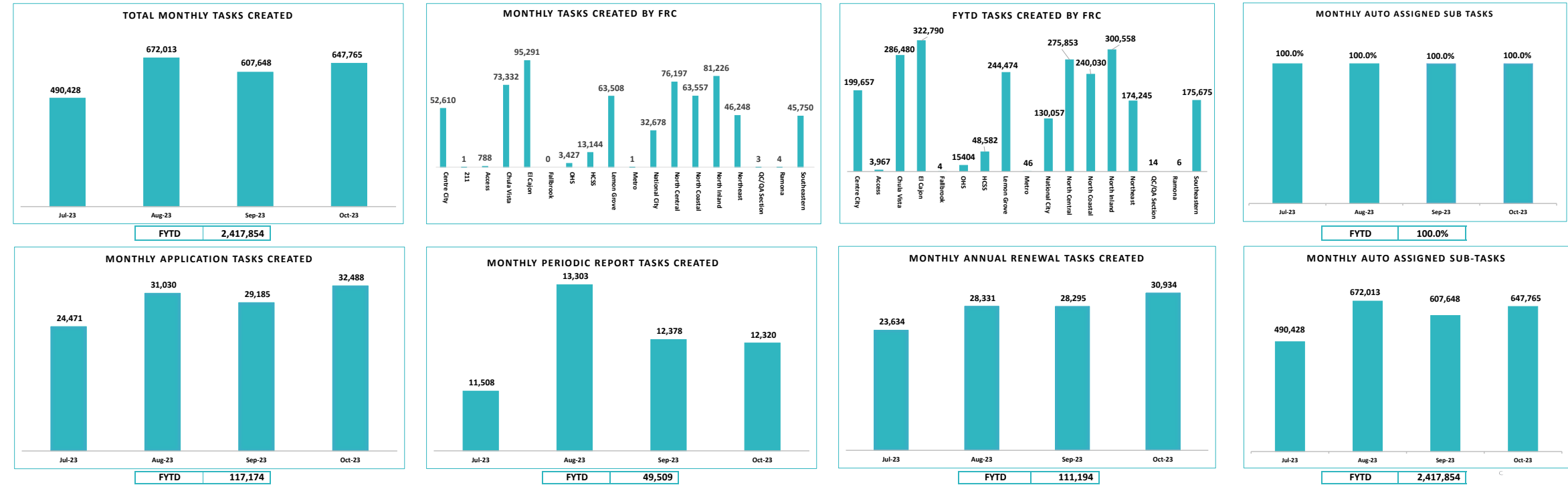


Monthly Self-Sufficiency Services Performance Dashboard (FY 23/24)

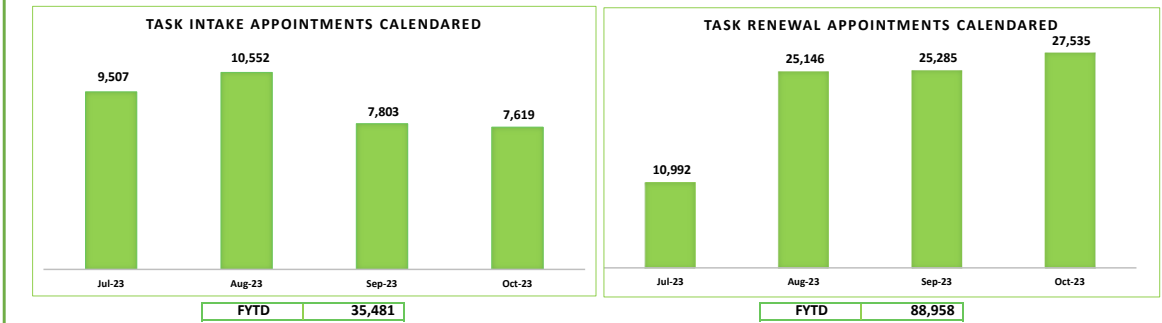
San Diego County

Data Month : October 2023

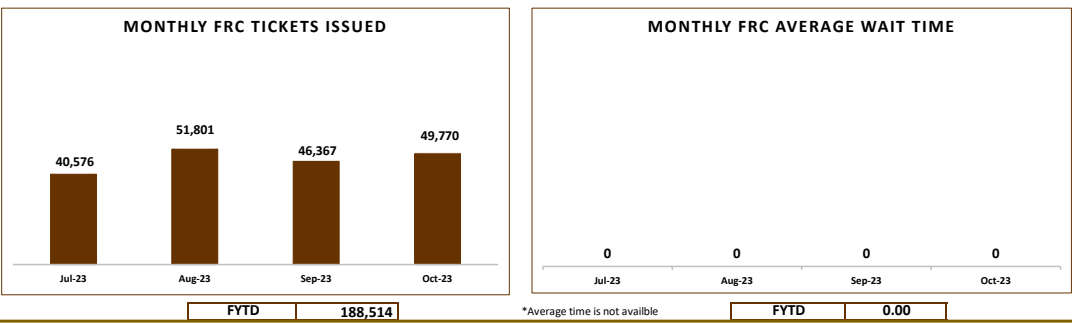
CalSAWS Tasks Created



MONTHLY CALSAWS CALENDARED APPOINTMENTS

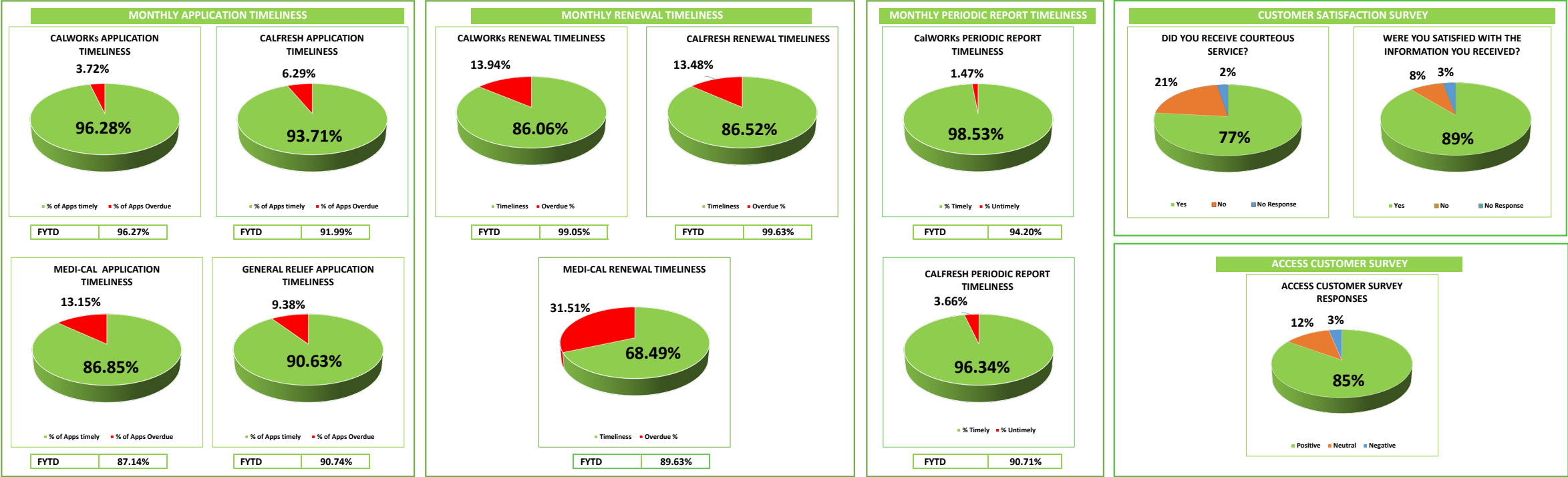


LOBBY MANAGEMENT



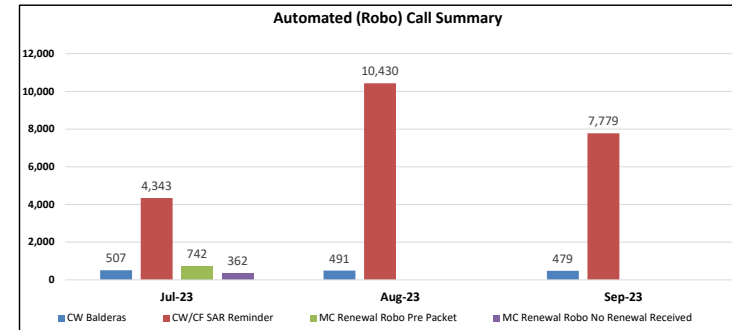
*Average time is not available

CASE PROCESSING PERFORMANCE (CALSAWS)

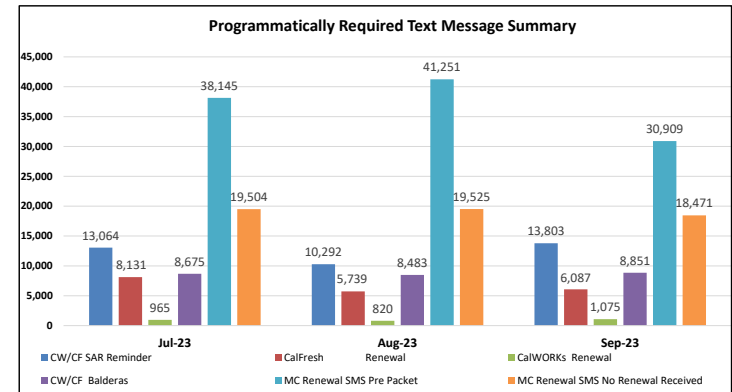


Monthly Robo-Calls & Text Messaging Report FY 2023/2024

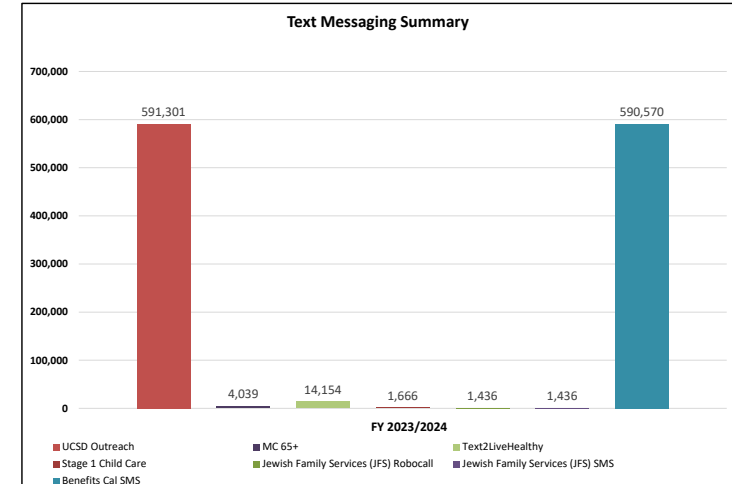
Automated (Robo) Call Summary	Program				
Month	CW/CF SAR Reminder	CW Balderas	MC Renewal Robo Pre Packet	MC Renewal Robo No Renewal Received	Grand Total
July 2023	4,343	507	742	362	5,954
August 2023	10,430	491			10,921
September 2023	7,779	479			8,258
October 2023					
November 2023					
December 2023					
January 2024					
February 2024					
March 2024					
April 2024					
May 2024					
June 2024					
Grand Total	22,552	1,477	742	362	25,133



Text Messaging Summary	Program						
Month	CW/CF SAR Reminder	CW/CF Balderas	CalFresh Renewal	CalWORKs Renewal	MC Renewal SMS Pre Packet	MC Renewal SMS No Renewal Received	Grand Total
July 2023	13,064	8,675	8,131	965	38,145	19,504	88,484
August 2023	10,292	8,483	5,739	820	41,251	19,525	86,110
September 2023	13,803	8,851	6,087	1,075	30,909	18,471	79,196
October 2023							
November 2023							
December 2023							
January 2024							
February 2024							
March 2024							
April 2024							
May 2024							
June 2024							
Grand Total	37,159	26,009	19,957	2,860	110,305	57,500	253,790



Text Messaging Summary	Special Campaign							
Month	UCSD Outreach	MC 65+	Text2LiveHealthy	Stage 1 Child Care	Jewish Family Services (JFS) Robocall	Jewish Family Services (JFS) SMS	Benefits Cal SMS	Grand Total
July 2023	196,100	1,375	6,398	1,666				205,539
August 2023	191,165	1,320	7,756		785	785		201,811
September 2023	204,036	1,344			651	651	590,570	797,252
October 2023								
November 2023								
December 2023								
January 2024								
February 2024								
March 2024								
April 2024								
May 2024								
June 2024								
Grand Total	591,301	4,039	14,154	1,666	1,436	1,436	590,570	1,204,602



*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.

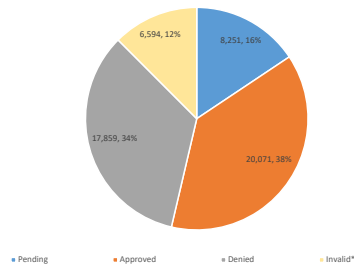


Community Based Organizations CalFresh Referrals

07/2023-10/2023

CalFresh Application Referrals by Application Status							
CBO	HCSS Outstation Staff Y/N	Pending	Approved	Denied	Invalid*	Total	
Code for America		7,369 16%	17,429 37%	16,371 35%	6,053 13%	47,222	
211 San Diego		542 17%	1,560 48%	846 26%	282 9%	3,230	
Family Health Centers of San Diego		89 17%	245 45%	147 27%	58 11%	539	
La Maestra Community Health Centers		70 14%	240 47%	147 29%	58 11%	515	
Scripps Health	Y	25 11%	108 48%	60 26%	34 15%	227	
San Ysidro Health	Y	29 14%	106 51%	50 24%	22 11%	207	
Vista Community Clinic		33 17%	76 40%	59 31%	21 11%	189	
Sharp Health	Y	8 7%	61 50%	37 30%	16 13%	122	
Bonita Family Resource Center		14 19%	35 49%	15 21%	8 11%	72	
Casa Familiar		10 15%	31 47%	21 32%	4 6%	66	
Jewish Family Service		7 13%	28 52%	13 24%	6 11%	54	
TrueCare		6 15%	11 27%	19 46%	5 12%	41	
Neighborhood Health Care		9 26%	19 54%	5 14%	2 6%	35	
Chula Vista Community Collaborative		4 12%	17 50%	12 35%	1 3%	34	
Indian Health Council Inc		4 17%	16 70%	3 13%	0 2%	23	
Home Start CalFresh Grant		7 33%	12 57%	2 10%	0 2%	21	
South bay Community Services		0 0%	10 59%	5 29%	2 12%	17	
Southern Indian Health Council Inc		2 12%	12 71%	3 18%	0 0%	17	
UCSD Medical Center	Y	0 0%	6 43%	2 14%	6 43%	14	
San Diego Food Bank	Y	0 0%	5 50%	4 40%	1 10%	10	
Interfaith Community Services		0 0%	2 22%	6 67%	1 11%	9	
Union of Pan Asian Communities		3 38%	3 38%	2 25%	0 0%	8	
Rady Childrens Hospital	Y	2 29%	2 29%	2 29%	1 14%	7	
San Ysidro Health Center		1 14%	4 57%	2 29%	0 0%	7	
Borrego Health		0 0%	2 33%	2 33%	2 33%	6	
Catholic Charities San Diego		3 60%	0 0%	1 20%	1 20%	5	
Catholic Charities Diocese of San Diego		2 40%	1 20%	1 20%	1 20%	5	
Catholic Charities Diocese of San Diego - Homeless Services		4 80%	0 0%	1 20%	0 0%	5	
Aid Finders		1 25%	1 25%	2 50%	0 0%	4	
Feeding San Diego	Y	0 0%	3 75%	0 0%	1 25%	4	
Julian Pathways Inc		2 50%	2 50%	0 0%	0 0%	4	
San Diegans for Healthcare Coverage	Y	1 25%	2 50%	0 0%	1 25%	4	
San Diego Family Care		0 0%	1 25%	2 50%	1 25%	4	
San Diego Unified School District		1 25%	1 25%	1 25%	1 25%	4	
Tri City Medical Center	Y	0 0%	3 75%	0 0%	1 25%	4	
Capalina Comprehensive Treatment Center		0 0%	3 100%	0 0%	0 0%	3	
Community Resource Center		0 0%	0 0%	3 100%	0 0%	3	
Metro Community Ministries Inc		0 0%	2 67%	0 0%	1 33%	3	
Safe Connections		0 0%	2 67%	1 33%	0 0%	3	
Bayside Community Center		0 0%	0 0%	2 100%	0 0%	2	
Escondido Comprehensive Treatment Center		0 0%	0 0%	2 100%	0 0%	2	
Gary and Mary West Pace		0 0%	1 50%	1 50%	0 0%	2	
MedData		0 0%	2 100%	0 0%	0 0%	2	
Somali Bantu Association of America		0 0%	0 0%	1 50%	1 50%	2	
TERI Inc		0 0%	0 0%	2 100%	0 0%	2	
UC San Diego	Y	0 0%	1 50%	1 50%	0 0%	2	
Urban Street Angels		1 50%	0 0%	0 0%	1 50%	2	
211 Orange County		0 0%	0 0%	1 100%	0 0%	1	
Center Star ACT		0 0%	1 100%	0 0%	0 0%	1	
Change Lanes Youth Support Services		0 0%	1 100%	0 0%	0 0%	1	
Community Research Foundation		0 0%	1 100%	0 0%	0 0%	1	
Community Research Foundation Senior Impact		0 0%	0 0%	0 0%	1 100%	1	
Jackson House Temecula		0 0%	1 100%	0 0%	0 0%	1	
Los Angeles County CSC 8		0 0%	0 0%	1 100%	0 0%	1	
Marin City Health and Wellness		1 100%	0 0%	0 0%	0 0%	1	
Neighborhood Healthcare		0 0%	0 0%	1 100%	0 0%	1	
Palomar Health	Y	0 0%	1 100%	0 0%	0 0%	1	
St. Paul's PACE		1 100%	0 0%	0 0%	0 0%	1	
Stepping Stone of San Diego		0 0%	1 100%	0 0%	0 0%	1	
El Sol NEC		0 0%	0 0%	0 0%	0 0%	0	
Alvarado Hospital LLC	Y	0 0%	0 0%	0 0%	0 0%	0	
Avlara Healthcare Center		0 0%	0 0%	0 0%	0 0%	0	
Borrego Community Health Foundation		0 0%	0 0%	0 0%	0 0%	0	
Castle Manor Nursing and Rehabilitation Center		0 0%	0 0%	0 0%	0 0%	0	
CCC Health Services Department		0 0%	0 0%	0 0%	0 0%	0	
Community Health Systems, Inc. - Moreno Valley		0 0%	0 0%	0 0%	0 0%	0	
Deaf Community Services of San Diego		0 0%	0 0%	0 0%	0 0%	0	
DMH - Office of the Public Guardian		0 0%	0 0%	0 0%	0 0%	0	
Elevate Patient Financial Solutions		0 0%	0 0%	0 0%	0 0%	0	
Golden Valley Health Center		0 0%	0 0%	0 0%	0 0%	0	
HAS		0 0%	0 0%	0 0%	0 0%	0	
HERALD CHRISTIAN HEALTH CENTER		0 0%	0 0%	0 0%	0 0%	0	
Mountain Shadows		0 0%	0 0%	0 0%	0 0%	0	
Neighborhood Health Insurance Center		0 0%	0 0%	0 0%	0 0%	0	
Packard Senior Services		0 0%	0 0%	0 0%	0 0%	0	
Paradise Valley Health	Y	0 0%	0 0%	0 0%	0 0%	0	
Paradise Valley Healthcare Center		0 0%	0 0%	0 0%	0 0%	0	
Park Avenue Healthcare Center		0 0%	0 0%	0 0%	0 0%	0	
Pineridge Healthcare Center		0 0%	0 0%	0 0%	0 0%	0	
Revive Pathway		0 0%	0 0%	0 0%	0 0%	0	
San Diego Freedom Ranch		0 0%	0 0%	0 0%	0 0%	0	
San Diego Regional Center		0 0%	0 0%	0 0%	0 0%	0	
Santa Barbara County Education Office		0 0%	0 0%	0 0%	0 0%	0	
Vista Community Clinic The Gary Center		0 0%	0 0%	0 0%	0 0%	0	
Vista Knoll Specialized Care		0 0%	0 0%	0 0%	0 0%	0	
Windsor Health Care SNF Management Company LLC		0 0%	0 0%	0 0%	0 0%	0	
Total		8,251 16%	20,071 38%	17,859 34%	6,594 12%	52,775	

CalFresh Percentage of Referrals



* Invalid applications received for a CalFresh program already in Pending or Approved status.

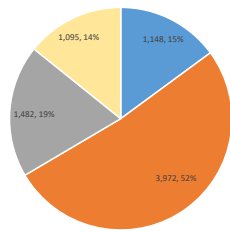


Community Based Organizations Medi-Cal Referrals

07/2023-10/2023

Medi-Cal Application Referrals by Application Status										
CBO	HCSS Outstation Staff Y/N	Pending	Approved	Denied	Invalid*	Total				
211 San Diego		226	18%	429	35%	304	25%	264	22%	1,223
Scripta Health	Y	74	6%	647	56%	280	24%	161	14%	1,162
Family Health Centers of San Diego		206	20%	513	51%	182	18%	110	11%	1,011
Sharp Health	Y	33	5%	444	67%	109	16%	75	11%	661
UCSD Medical Center	Y	49	8%	403	67%	98	16%	55	9%	605
La Maestra Community Health Centers		102	18%	237	42%	90	16%	133	24%	562
Vista Community Clinic		103	23%	234	52%	67	15%	44	10%	448
TrueCare		77	21%	158	44%	96	27%	29	8%	360
Neighborhood Health Care		39	15%	153	61%	37	15%	23	9%	252
Tri City Medical Center	Y	24	11%	146	65%	42	19%	13	6%	225
Palomar Health	Y	30	17%	89	51%	39	22%	18	10%	176
MedData		23	14%	80	48%	39	24%	23	14%	165
Paradise Valley Health	Y	5	4%	83	73%	7	6%	18	16%	113
Rady Childrens Hospital	Y	14	17%	53	65%	5	6%	9	11%	81
San Diego Family Care		24	30%	37	47%	13	16%	5	6%	79
San Ysidro Health Center		15	21%	40	56%	5	7%	11	15%	71
Borrego Health		10	18%	29	53%	7	13%	9	16%	55
Casa Familiar		12	22%	24	44%	9	16%	10	18%	55
Bonita Family Resource Center		13	27%	26	53%	3	6%	7	14%	49
San Diego Unified School District		10	26%	16	42%	4	11%	8	21%	38
Alvarado Hospital LLC	Y	1	3%	23	64%	7	19%	5	14%	36
Chula Vista Community Collaborative		2	6%	11	35%	9	29%	9	29%	31
San Diegans for Healthcare Coverage	Y	2	7%	18	67%	3	11%	4	15%	27
Indian Health Council Inc.		2	8%	20	83%	1	4%	1	4%	24
Park Avenue Healthcare Center		5	31%	6	38%	2	13%	3	19%	16
Paradise Valley Healthcare Center		4	27%	7	47%	3	20%	1	7%	15
Neighborhood Health Insurance Center		2	17%	1	8%	1	8%	8	67%	12
Borrego Community Health Foundation		0	4	40%	2	20%	4	40%	10	10
San Diego Freedom Ranch		0	9	90%	1	10%	0	0	0	10
Bayside Community Center		3	33%	2	22%	1	11%	3	33%	9
Neighborhood Healthcare		5	56%	3	33%	1	11%	0	9	9
St. Paul's PACE		2	22%	2	22%	3	33%	2	22%	9
Somali Bantu Association of America		0	2	25%	0	6	75%	8		8
Capalina Comprehensive Treatment Center		1	14%	1	14%	2	29%	3	43%	7
Community Health Systems, Inc. - Moreno Valley		4	67%	2	33%	0	0	0	0	6
Packard Senior Services		4	80%	1	20%	0	0	0	5	5
Pinedale Healthcare Center		1	20%	1	20%	0	0	3	60%	5
El Sol NEC		0	0	0	2	50%	2	50%	4	4
Catholic Charities Diocese of San Diego - Homeless Services		3	75%	0	0	0	1	25%	4	4
Metro Community Ministries Inc		0	0	1	25%	0	3	75%	4	4
San Diego Regional Center		1	25%	2	50%	1	25%	0	0	4
Aviara Healthcare Center		3	100%	0	0	0	0	3		3
Castle Manor Nursing and Rehabilitation Center		0	0	0	1	33%	2	67%	3	3
CCC Health Services Department		0	0	1	33%	1	33%	1	33%	3
Community Research Foundation Senior Impact		2	67%	1	33%	0	0	0	0	3
Gary and Mary West Pace		2	67%	0	0	1	33%	0	0	3
Interfaith Community Services		0	0	0	1	33%	2	67%	3	3
Mountain Shadows		0	0	1	33%	0	0	2	67%	3
Catholic Charities San Diego		2	100%	0	0	0	0	0	2	2
Catholic Charities Diocese of San Diego		1	50%	1	50%	0	0	0	0	2
DMH - Office of the Public Guardian		1	50%	1	50%	0	0	0	0	2
Escondido Comprehensive Treatment Center		0	0	0	1	50%	1	50%	2	2
Revive Pathway		0	1	50%	0	0	1	50%	2	2
Southern Indian Health Council Inc		0	2	100%	0	0	0	0	2	2
TERI Inc		0	2	100%	0	0	0	0	2	2
Union of Pan Asian Communities		0	2	100%	0	0	0	0	2	2
Change Lanes Youth Support Services		0	0	0	1	100%	0	0	1	1
Community Research Foundation		0	0	1	100%	0	0	0	1	1
Deaf Community Services of San Diego		1	100%	0	0	0	0	0	1	1
Elevate Patient Financial Solutions		1	100%	0	0	0	0	0	1	1
Golden Valley Health Center		1	100%	0	0	0	0	0	1	1
HAS		0	0	1	100%	0	0	0	1	1
HERALD CHRISTIAN HEALTH CENTER		0	1	100%	0	0	0	0	1	1
Jewish Family Service		0	0	0	0	0	1	100%	1	1
Marin City Health and Wellness		1	100%	0	0	0	0	0	1	1
Santa Barbara County Education Office		1	100%	0	0	0	0	0	1	1
South bay Community Services		0	0	0	1	100%	0	0	1	1
Vista Community Clinic The Gary Center		0	0	0	0	0	1	100%	1	1
Vista Knoll Specialized Care		0	0	0	0	0	1	100%	1	1
Windsor Health Care SNF Management Company LLC		1	100%	0	0	0	0	0	1	1
211 Orange County		0	0	0	0	0	0	0	0	0
Aid Finders		0	0	0	0	0	0	0	0	0
Center Star ACT		0	0	0	0	0	0	0	0	0
Code for America		0	0	0	0	0	0	0	0	0
Community Resource Center		0	0	0	0	0	0	0	0	0
Feeding San Diego	Y	0	0	0	0	0	0	0	0	0
Home Start CalFresh Grant		0	0	0	0	0	0	0	0	0
Jackson House Temecula		0	0	0	0	0	0	0	0	0
Julian Pathways Inc		0	0	0	0	0	0	0	0	0
Los Angeles County CSC 8		0	0	0	0	0	0	0	0	0
Safe Connections		0	0	0	0	0	0	0	0	0
San Diego Food Bank	Y	0	0	0	0	0	0	0	0	0
San Ysidro Health	Y	0	0	0	0	0	0	0	0	0
Stepping Stone of San Diego		0	0	0	0	0	0	0	0	0
UC San Diego	Y	0	0	0	0	0	0	0	0	0
Urban Street Angels		0	0	0	0	0	0	0	0	0
Total		1,148	15%	3,972	52%	1,482	19%	1,095	14%	7,697

Medi-Cal Percentage of Referrals



* Invalid applications received for a Medi-Cal program already in Pending or Approved status.

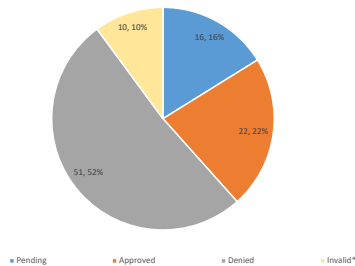


Community Based Organizations CalWORKS Referrals

07/2023-10/2023

CalWORKS Application Referrals by Application Status										
CBO	HCSS Outstation Staff Y/N	Pending	Approved	Denied	Invalid*	Total				
La Maestra Community Health Centers		5	16%	10	31%	11	34%	6	19%	32
Chula Vista Community Collaborative		2	22%	3	33%	4	44%	0		9
Family Health Centers of San Diego		4	44%	0		4	44%	1	11%	9
211 San Diego		1	14%	0		5	71%	1	14%	7
Vista Community Clinic		1	14%	3	43%	3	43%	0		7
Casa Familiar		0		2	40%	3	60%	0		5
Interfaith Community Services		0		0		5	100%	0		5
TrueCare		0		1	20%	3	60%	1	20%	5
Sharp Health	Y	0		1	25%	3	75%	0		4
Aid Finders		1	50%	1	50%	0		0		2
Catholic Charities San Diego		0		0		2	100%	0		2
Catholic Charities Diocese of San Diego - Homeless Services		0		0		2	100%	0		2
Indian Health Council Inc.		1	50%	1	50%	0		0		2
Somali Bantu Association of America		0		0		1	50%	1	50%	2
Capalina Comprehensive Treatment Center		1	100%	0		0		0		1
Jewish Family Service		0		0		1	100%	0		1
Julian Pathways Inc.		0		0		1	100%	0		1
Neighborhood Health Care		0		0		1	100%	0		1
Scripps Health	Y	0		0		1	100%	0		1
South bay Community Services		0		0		1	100%	0		1
El Sol NEC		0		0		0		0		0
211 Orange County		0		0		0		0		0
Alvarado Hospital LLC	Y	0		0		0		0		0
Aviara Healthcare Center		0		0		0		0		0
Bayside Community Center		0		0		0		0		0
Bonita Family Resource Center		0		0		0		0		0
Borrego Community Health Foundation		0		0		0		0		0
Borrego Health		0		0		0		0		0
Castle Manor Nursing and Rehabilitation Center		0		0		0		0		0
Catholic Charities Diocese of San Diego		0		0		0		0		0
CCC Health Services Department		0		0		0		0		0
Center Star ACT		0		0		0		0		0
Change Lanes Youth Support Services		0		0		0		0		0
Code for America		0		0		0		0		0
Community Health Systems, Inc. - Moreno Valley		0		0		0		0		0
Community Research Foundation		0		0		0		0		0
Community Research Foundation Senior Impact		0		0		0		0		0
Community Resource Center		0		0		0		0		0
Deaf Community Services of San Diego		0		0		0		0		0
DMH - Office of the Public Guardian		0		0		0		0		0
Elevate Patient Financial Solutions		0		0		0		0		0
Escondido Comprehensive Treatment Center		0		0		0		0		0
Feeding San Diego	Y	0		0		0		0		0
Gary and Mary West Pace		0		0		0		0		0
Golden Valley Health Center		0		0		0		0		0
HAS		0		0		0		0		0
HERALD CHRISTIAN HEALTH CENTER		0		0		0		0		0
Home Start CalFresh Grant		0		0		0		0		0
Jackson House Temecula		0		0		0		0		0
Los Angeles County CSC 8		0		0		0		0		0
Marin City Health and Wellness		0		0		0		0		0
MedData		0		0		0		0		0
Metro Community Ministries Inc		0		0		0		0		0
Mountain Shadows		0		0		0		0		0
Neighborhood Health Insurance Center		0		0		0		0		0
Neighborhood Healthcare		0		0		0		0		0
Packard Senior Services		0		0		0		0		0
Palomar Health	Y	0		0		0		0		0
Paradise Valley Health	Y	0		0		0		0		0
Paradise Valley Healthcare Center		0		0		0		0		0
Park Avenue Healthcare Center		0		0		0		0		0
Pineridge Healthcare Center		0		0		0		0		0
Rady Childrens Hospital	Y	0		0		0		0		0
Revive Pathway		0		0		0		0		0
Safe Connections		0		0		0		0		0
San Diegans for Healthcare Coverage	Y	0		0		0		0		0
San Diego Family Care		0		0		0		0		0
San Diego Food Bank	Y	0		0		0		0		0
San Diego Freedom Ranch		0		0		0		0		0
San Diego Regional Center		0		0		0		0		0
San Diego Unified School District		0		0		0		0		0
San Ysidro Health	Y	0		0		0		0		0
San Ysidro Health Center		0		0		0		0		0
Santa Barbara County Education Office		0		0		0		0		0
Southern Indian Health Council Inc		0		0		0		0		0
St. Paul's PACE		0		0		0		0		0
Stepping Stone of San Diego		0		0		0		0		0
TERI Inc		0		0		0		0		0
Tri City Medical Center	Y	0		0		0		0		0
UC San Diego	Y	0		0		0		0		0
UCSD Medical Center	Y	0		0		0		0		0
Union of Pan Asian Communities		0		0		0		0		0
Urban Street Angels		0		0		0		0		0
Vista Community Clinic The Gary Center		0		0		0		0		0
Vista Knoll Specialized Care		0		0		0		0		0
Windsor Health Care SNF Management Company LLC		0		0		0		0		0
Total		16	16%	22	22%	51	52%	10	10%	99

CalWORKS Percentage of Referrals



* Invalid applications received for a CalWORKS program already in Pending or Approved status.

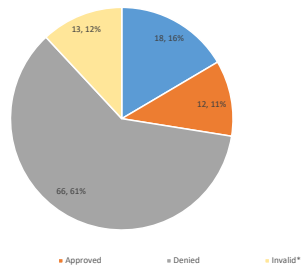


Community Based Organizations General Relief Referrals

07/2023-10/2023

General Relief Application Referrals by Application Status							
CBO	HCSS Outstation Staff Y/N	Pending	Approved	Denied	Invalid*	Total	
211 San Diego		7 18%	6 16%	22 58%	3 8%	38	
Family Health Centers of San Diego		4 33%	1 8%	5 42%	2 17%	12	
La Maestra Community Health Centers		0	0	10 91%	1 9%	11	
Aid Finders		1 20%	2 40%	2 40%	0	5	
Capalina Comprehensive Treatment Center		1 20%	2 40%	1 20%	1 20%	5	
Casa Familiar		2 40%	0	1 20%	2 40%	5	
Escondido Comprehensive Treatment Center		1 20%	1 20%	2 40%	1 20%	5	
Bonita Family Resource Center		0	0	2 50%	2 50%	4	
Chula Vista Community Collaborative		1 33%	0	2 67%	0	3	
Sharp Health	Y	0	0	2 100%	0	2	
Vista Community Clinic		0	0	2 100%	0	2	
Bayside Community Center		1 100%	0	0	0	1	
Catholic Charities San Diego		0	0	1 100%	0	1	
Catholic Charities Diocese of San Diego		0	0	1 100%	0	1	
Center Star ACT		0	0	1 100%	0	1	
Change Lanes Youth Support Services		0	0	1 100%	0	1	
Community Resource Center		0	0	1 100%	0	1	
Indian Health Council Inc		0	0	1 100%	0	1	
Jackson House Temecula		0	0	1 100%	0	1	
MedData		0	0	1 100%	0	1	
Metro Community Ministries Inc		0	0	1 100%	0	1	
Safe Connections		0	0	1 100%	0	1	
San Diego Food Bank	Y	0	0	1 100%	0	1	
San Ysidro Health Center		0	0	1 100%	0	1	
Scripps Health	Y	0	0	1 100%	0	1	
South bay Community Services		0	0	1 100%	0	1	
Tri City Medical Center	Y	0	0	1 100%	0	1	
TrueCare		0	0	0	1 100%	1	
El Sol NEC		0	0	0	0	0	
211 Orange County		0	0	0	0	0	
Alvarado Hospital LLC	Y	0	0	0	0	0	
Aviara Healthcare Center		0	0	0	0	0	
Borrego Community Health Foundation		0	0	0	0	0	
Borrego Health		0	0	0	0	0	
Castle Manor Nursing and Rehabilitation Center		0	0	0	0	0	
Catholic Charities Diocese of San Diego - Homeless Services		0	0	0	0	0	
CCC Health Services Department		0	0	0	0	0	
Code for America		0	0	0	0	0	
Community Health Systems, Inc. - Moreno Valley		0	0	0	0	0	
Community Research Foundation		0	0	0	0	0	
Community Research Foundation Senior Impact		0	0	0	0	0	
Deaf Community Services of San Diego		0	0	0	0	0	
DMH - Office of the Public Guardian		0	0	0	0	0	
Elevate Patient Financial Solutions		0	0	0	0	0	
Feeding San Diego	Y	0	0	0	0	0	
Gary and Mary West Pace		0	0	0	0	0	
Golden Valley Health Center		0	0	0	0	0	
HAS		0	0	0	0	0	
HERALD CHRISTIAN HEALTH CENTER		0	0	0	0	0	
Home Start CalFresh Grant		0	0	0	0	0	
Interfaith Community Services		0	0	0	0	0	
Jewish Family Service		0	0	0	0	0	
Julian Pathways Inc.		0	0	0	0	0	
Los Angeles County CSC 8		0	0	0	0	0	
Marin City Health and Wellness		0	0	0	0	0	
Mountain Shadows		0	0	0	0	0	
Neighborhood Health Care		0	0	0	0	0	
Neighborhood Health Insurance Center		0	0	0	0	0	
Neighborhood Healthcare		0	0	0	0	0	
Packard Senior Services		0	0	0	0	0	
Palomar Health	Y	0	0	0	0	0	
Paradise Valley Health	Y	0	0	0	0	0	
Paradise Valley Healthcare Center		0	0	0	0	0	
Park Avenue Healthcare Center		0	0	0	0	0	
Pineridge Healthcare Center		0	0	0	0	0	
Rady Childrens Hospital	Y	0	0	0	0	0	
Revive Pathway		0	0	0	0	0	
San Diegans for Healthcare Coverage	Y	0	0	0	0	0	
San Diego Family Care		0	0	0	0	0	
San Diego Freedom Ranch		0	0	0	0	0	
San Diego Regional Center		0	0	0	0	0	
San Diego Unified School District		0	0	0	0	0	
San Ysidro Health	Y	0	0	0	0	0	
Santa Barbara County Education Office		0	0	0	0	0	
Somali Bantu Association of America		0	0	0	0	0	
Southern Indian Health Council Inc		0	0	0	0	0	
St. Paul's PACE		0	0	0	0	0	
Stepping Stone of San Diego		0	0	0	0	0	
TERI Inc		0	0	0	0	0	
UC San Diego	Y	0	0	0	0	0	
UCSD Medical Center	Y	0	0	0	0	0	
Union of Pan Asian Communities		0	0	0	0	0	
Urban Street Angels		0	0	0	0	0	
Vista Community Clinic The Gary Center		0	0	0	0	0	
Vista Knoll Specialized Care		0	0	0	0	0	
Windsor Health Care SNF Management Company LLC		0	0	0	0	0	
Total		18 17%	12 11%	66 61%	13 12%	109	

General Relief Percentage of Referrals



* Invalid applications received for a General Relief program already in Pending or Approved status.



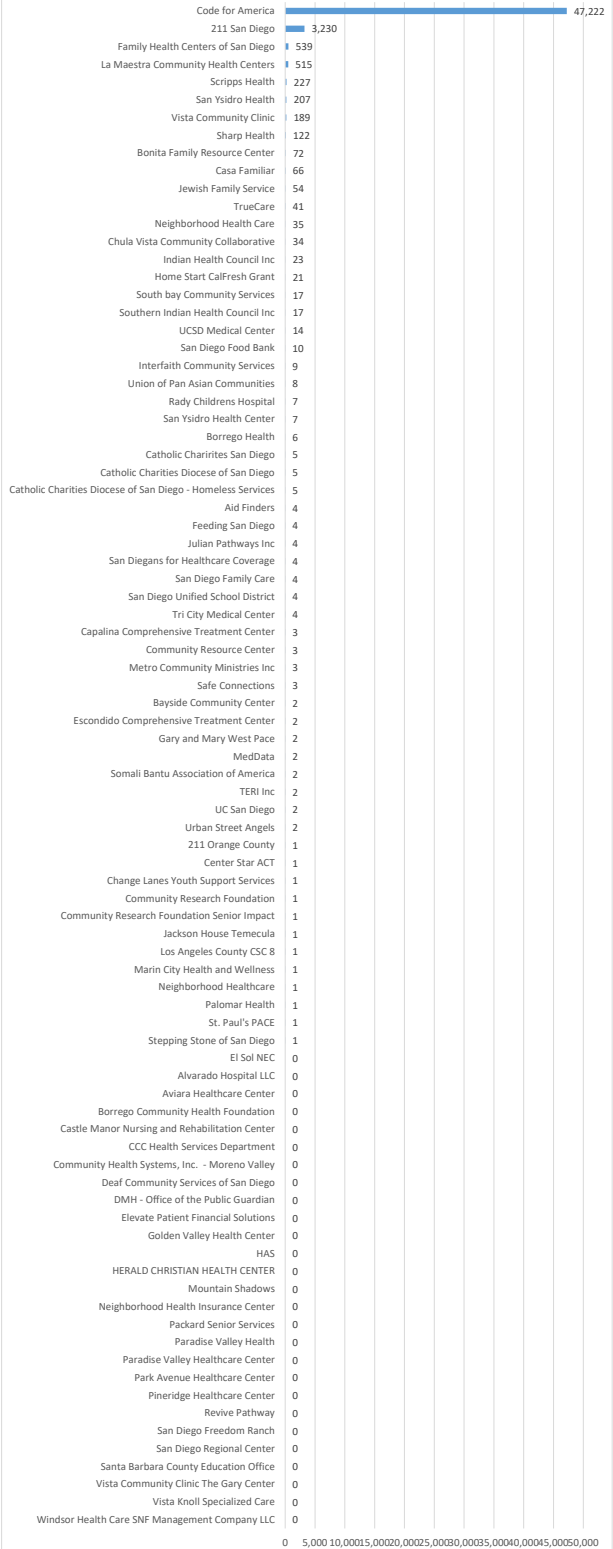
Community Based Organizations CalFresh Referrals

07/2023-10/2023

CalFresh Application Referrals by Application Status

CBO	Total
Code for America	47,222
211 San Diego	3,230
Family Health Centers of San Diego	539
La Maestra Community Health Centers	515
Scripps Health	227
San Ysidro Health	207
Vista Community Clinic	189
Sharp Health	122
Bonita Family Resource Center	72
Casa Familiar	66
Jewish Family Service	54
TrueCare	41
Neighborhood Health Care	35
Chula Vista Community Collaborative	34
Indian Health Council Inc	23
Home Start CalFresh Grant	21
South bay Community Services	17
Southern Indian Health Council Inc	17
UCSD Medical Center	14
San Diego Food Bank	10
Interfaith Community Services	9
Union of Pan Asian Communities	8
Rady Childrens Hospital	7
San Ysidro Health Center	7
Borrego Health	6
Catholic Charities San Diego	5
Catholic Charities Diocese of San Diego	5
Catholic Charities Diocese of San Diego - Homeless Services	5
Aid Finders	4
Feeding San Diego	4
Julian Pathways Inc	4
San Diegans for Healthcare Coverage	4
San Diego Family Care	4
San Diego Unified School District	4
Tri City Medical Center	4
Capalina Comprehensive Treatment Center	3
Community Resource Center	3
Metro Community Ministries Inc	3
Safe Connections	3
Bayside Community Center	2
Escondido Comprehensive Treatment Center	2
Gary and Mary West Pace	2
MedData	2
Somali Bantu Association of America	2
TERI Inc	2
UC San Diego	2
Urban Street Angels	2
211 Orange County	1
Center Star ACT	1
Change Lanes Youth Support Services	1
Community Research Foundation	1
Community Research Foundation Senior Impact	1
Jackson House Temecula	1
Los Angeles County CSC 8	1
Marin City Health and Wellness	1
Neighborhood Healthcare	1
Palomar Health	1
St. Paul's PACE	1
Stepping Stone of San Diego	1
El Sol NEC	0
Alvarado Hospital LLC	0
Aviara Healthcare Center	0
Borrego Community Health Foundation	0
Castle Manor Nursing and Rehabilitation Center	0
CCC Health Services Department	0
Community Health Systems, Inc. - Moreno Valley	0
Deaf Community Services of San Diego	0
DMH - Office of the Public Guardian	0
Elevate Patient Financial Solutions	0
Golden Valley Health Center	0
HAS	0
HERALD CHRISTIAN HEALTH CENTER	0
Mountain Shadows	0
Neighborhood Health Insurance Center	0
Packard Senior Services	0
Paradise Valley Health	0
Paradise Valley Healthcare Center	0
Park Avenue Healthcare Center	0
Pineridge Healthcare Center	0
Revive Pathway	0
San Diego Freedom Ranch	0
San Diego Regional Center	0
Santa Barbara County Education Office	0
Vista Community Clinic The Gary Center	0
Vista Knoll Specialized Care	0
Windsor Health Care SNF Management Company LLC	0
Total	52,775

CF Referrals





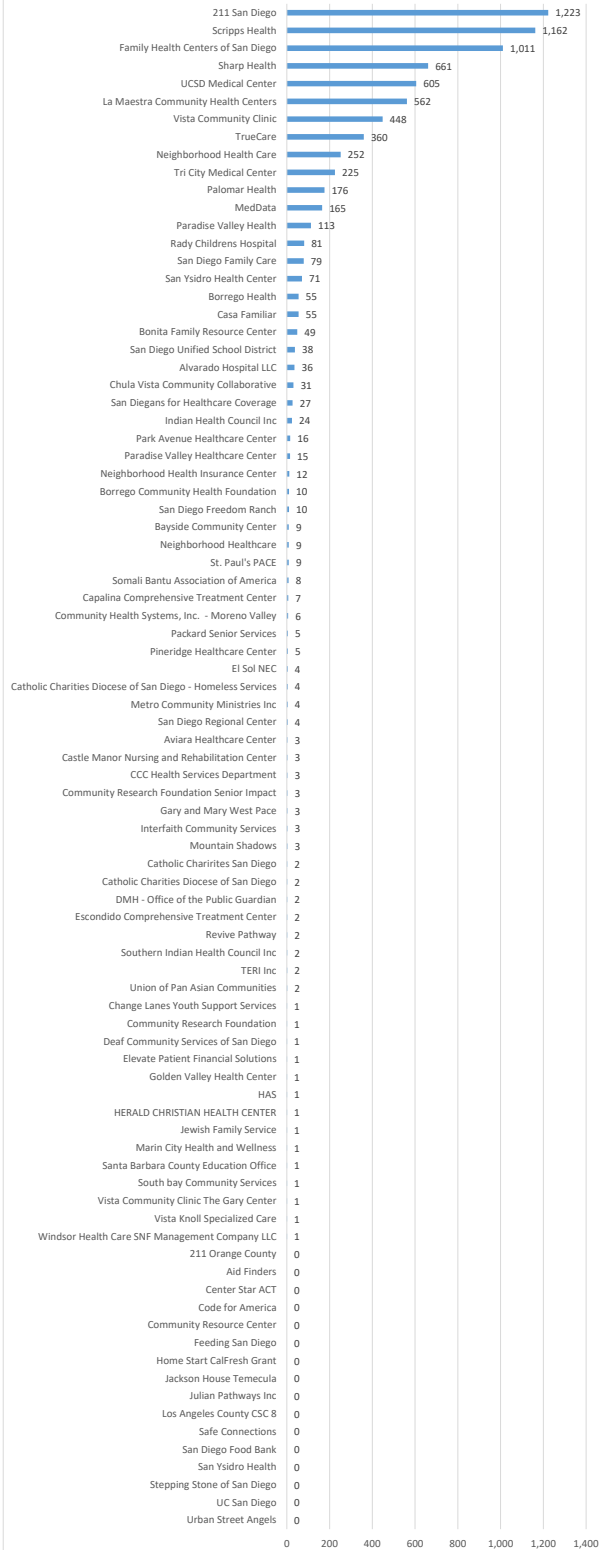
Community Based Organizations Medi-Cal Referrals

07/2023-10/2023

Medi-Cal Application Referrals by Application Status

CBO	Total
211 San Diego	1,223
Scripps Health	1,162
Family Health Centers of San Diego	1,011
Sharp Health	661
UCSD Medical Center	605
La Maestra Community Health Centers	562
Vista Community Clinic	448
TrueCare	360
Neighborhood Health Care	252
Tri City Medical Center	225
Palomar Health	176
MedData	165
Paradise Valley Health	113
Rady Childrens Hospital	81
San Diego Family Care	79
San Ysidro Health Center	71
Borrego Health	55
Casa Familiar	55
Bonita Family Resource Center	49
San Diego Unified School District	38
Alvarado Hospital LLC	36
Chula Vista Community Collaborative	31
San Diegans for Healthcare Coverage	27
Indian Health Council Inc	24
Park Avenue Healthcare Center	16
Paradise Valley Healthcare Center	15
Neighborhood Health Insurance Center	12
Borrego Community Health Foundation	10
San Diego Freedom Ranch	10
Bayside Community Center	9
Neighborhood Healthcare	9
St. Paul's PACE	9
Somali Bantu Association of America	8
Capalina Comprehensive Treatment Center	7
Community Health Systems, Inc. - Moreno Valley	6
Packard Senior Services	5
Pineridge Healthcare Center	5
El Sol NEC	4
Catholic Charities Diocese of San Diego - Homeless Services	4
Metro Community Ministries Inc	4
San Diego Regional Center	4
Aviara Healthcare Center	3
Castle Manor Nursing and Rehabilitation Center	3
CCC Health Services Department	3
Community Research Foundation Senior Impact	3
Gary and Mary West Pace	3
Interfaith Community Services	3
Mountain Shadows	3
Catholic Charities San Diego	2
Catholic Charities Diocese of San Diego	2
DMH - Office of the Public Guardian	2
Escondido Comprehensive Treatment Center	2
Revive Pathway	2
Southern Indian Health Council Inc	2
TERI Inc	2
Union of Pan Asian Communities	2
Change Lanes Youth Support Services	1
Community Research Foundation	1
Deaf Community Services of San Diego	1
Elevate Patient Financial Solutions	1
Golden Valley Health Center	1
HAS	1
HERALD CHRISTIAN HEALTH CENTER	1
Jewish Family Service	1
Marin City Health and Wellness	1
Santa Barbara County Education Office	1
South bay Community Services	1
Vista Community Clinic The Gary Center	1
Vista Knoll Specialized Care	1
Windsor Health Care SNF Management Company LLC	1
211 Orange County	0
Aid Finders	0
Center Star ACT	0
Code for America	0
Community Resource Center	0
Feeding San Diego	0
Home Start CalFresh Grant	0
Jackson House Temecula	0
Julian Pathways Inc	0
Los Angeles County CSC 8	0
Safe Connections	0
San Diego Food Bank	0
San Ysidro Health	0
Stepping Stone of San Diego	0
UC San Diego	0
Urban Street Angels	0
Total	7,697

MC Referrals





Community Based Organizations CalWORKS Referrals

07/2023-10/2023

CalWORKS Application Referrals by Application Status

CBO	Total
La Maestra Community Health Centers	32
Chula Vista Community Collaborative	9
Family Health Centers of San Diego	9
211 San Diego	7
Vista Community Clinic	7
Casa Familiar	5
Interfaith Community Services	5
TrueCare	5
Sharp Health	4
Aid Finders	2
Catholic Charities San Diego	2
Catholic Charities Diocese of San Diego - Homeless Services	2
Indian Health Council Inc	2
Somali Bantu Association of America	2
Capalina Comprehensive Treatment Center	1
Jewish Family Service	1
Julian Pathways Inc	1
Neighborhood Health Care	1
Scripps Health	1
South bay Community Services	1
El Sol NEC	0
211 Orange County	0
Alvarado Hospital LLC	0
Aviara Healthcare Center	0
Bayside Community Center	0
Bonita Family Resource Center	0
Borrego Community Health Foundation	0
Borrego Health	0
Castle Manor Nursing and Rehabilitation Center	0
Catholic Charities Diocese of San Diego	0
CCC Health Services Department	0
Center Star ACT	0
Change Lanes Youth Support Services	0
Code for America	0
Community Health Systems, Inc. - Moreno Valley	0
Community Research Foundation	0
Community Research Foundation Senior Impact	0
Community Resource Center	0
Deaf Community Services of San Diego	0
DMH - Office of the Public Guardian	0
Elevate Patient Financial Solutions	0
Escondido Comprehensive Treatment Center	0
Feeding San Diego	0
Gary and Mary West Pace	0
Golden Valley Health Center	0
HAS	0
HERALD CHRISTIAN HEALTH CENTER	0
Home Start CalFresh Grant	0
Jackson House Temecula	0
Los Angeles County CSC 8	0
Marin City Health and Wellness	0
MedData	0
Metro Community Ministries Inc	0
Mountain Shadows	0
Neighborhood Health Insurance Center	0
Neighborhood Healthcare	0
Packard Senior Services	0
Palomar Health	0
Paradise Valley Health	0
Paradise Valley Healthcare Center	0
Park Avenue Healthcare Center	0
Pineridge Healthcare Center	0
Rady Childrens Hospital	0
Revive Pathway	0
Safe Connections	0
San Diegans for Healthcare Coverage	0
San Diego Family Care	0
San Diego Food Bank	0
San Diego Freedom Ranch	0
San Diego Regional Center	0
San Diego Unified School District	0
San Ysidro Health	0
San Ysidro Health Center	0
Santa Barbara County Education Office	0
Southern Indian Health Council Inc	0
St. Paul's PACE	0
Stepping Stone of San Diego	0
TERI Inc	0
Tri City Medical Center	0
UC San Diego	0
UCSD Medical Center	0
Union of Pan Asian Communities	0
Urban Street Angels	0
Vista Community Clinic The Gary Center	0
Vista Knoll Specialized Care	0
Windsor Health Care SNF Management Company LLC	0
Total	99

CW Referrals





Community Based Organizations General Relief Referrals

07/2023-10/2023

General Relief Application Referrals by Application Status

CBO	Total
211 San Diego	38
Family Health Centers of San Diego	12
La Maestra Community Health Centers	11
Aid Finders	5
Capalina Comprehensive Treatment Center	5
Casa Familiar	5
Escondido Comprehensive Treatment Center	5
Bonita Family Resource Center	4
Chula Vista Community Collaborative	3
Sharp Health	2
Vista Community Clinic	2
Bayside Community Center	1
Catholic Charities San Diego	1
Catholic Charities Diocese of San Diego	1
Center Star ACT	1
Change Lanes Youth Support Services	1
Community Resource Center	1
Indian Health Council Inc	1
Jackson House Temecula	1
MedData	1
Metro Community Ministries Inc	1
Safe Connections	1
San Diego Food Bank	1
San Ysidro Health Center	1
Scripps Health	1
South bay Community Services	1
Tri City Medical Center	1
TrueCare	1
El Sol NEC	0
211 Orange County	0
Alvarado Hospital LLC	0
Aviara Healthcare Center	0
Borrego Community Health Foundation	0
Borrego Health	0
Castle Manor Nursing and Rehabilitation Center	0
Catholic Charities Diocese of San Diego - Homeless Services	0
CCC Health Services Department	0
Code for America	0
Community Health Systems, Inc. - Moreno Valley	0
Community Research Foundation	0
Community Research Foundation Senior Impact	0
Deaf Community Services of San Diego	0
DMH - Office of the Public Guardian	0
Elevate Patient Financial Solutions	0
Feeding San Diego	0
Gary and Mary West Pace	0
Golden Valley Health Center	0
HAS	0
HERALD CHRISTIAN HEALTH CENTER	0
Home Start CalFresh Grant	0
Interfaith Community Services	0
Jewish Family Service	0
Julian Pathways Inc	0
Los Angeles County CSC 8	0
Marin City Health and Wellness	0
Mountain Shadows	0
Neighborhood Health Care	0
Neighborhood Health Insurance Center	0
Neighborhood Healthcare	0
Packard Senior Services	0
Palomar Health	0
Paradise Valley Health	0
Paradise Valley Healthcare Center	0
Park Avenue Healthcare Center	0
Pineridge Healthcare Center	0
Rady Childrens Hospital	0
Revive Pathway	0
San Diegans for Healthcare Coverage	0
San Diego Family Care	0
San Diego Freedom Ranch	0
San Diego Regional Center	0
San Diego Unified School District	0
San Ysidro Health	0
Santa Barbara County Education Office	0
Somali Bantu Association of America	0
Southern Indian Health Council Inc	0
St. Paul's PACE	0
Stepping Stone of San Diego	0
TERI Inc	0
UC San Diego	0
UCSD Medical Center	0
Union of Pan Asian Communities	0
Urban Street Angels	0
Vista Community Clinic The Gary Center	0
Vista Knoll Specialized Care	0
Windsor Health Care SNF Management Company LLC	0
Total	109

GR Referrals



Monthly Medi-Cal Renewal Report																																
			Data as of 6/30			Data as of 7/31			Data as of 8/31			Data as of 9/30			Data as of 10/31																	
Medi-Cal Renewals	Jun-23	%	Jun-23	%		Jul-23	%	Jul-23	%		Aug-23	%	Aug-23	%		Sep-23	%	Sep-23	%		Oct-23	%	Oct-23	%		Nov-23	%	Nov-23	%		Dec-23	%
Total Medi-Cal Renewals Due	46,900	100%	46,900	100%		47,860	100%	47,860	100%		46,879	100%	46,879	100%		48,907	100%	48,907	100%		50,251	100%	50,251	100%		51,890	100%	51,890	100%		58,313	100%
Total Medi-Cal Renewals Auto Renewed	12,890	27%	12,890	27%		13,110	27%	13,110	27%		13,581	29%	13,581	29%		11,327	23%	11,327	23%		13,208	26%	13,208	26%		14,258	27%	14,258	27%		26,371	45%
Total Medi-Cal Renewals Renewed via Combo Case*	7,364	16%	15,046	32%		7,081	15%	11,359	24%		7,053	15%	18,102	39%		7,440	15%	20,262	41%		7,298	15%	19,715	39%		6,786	13%	7,642	15%		10,415	18%
Total Medi-Cal Renewal Packets Mailed	26,646	57%	26,646	57%		27,669	58%	27,669	58%		25,601	55%	25,601	55%		28,971	59%	28,971	59%		28,508	57%	28,508	57%		29,654	57%	29,654	57%		20,706	36%
Packets Received, Not Yet Processed			5,967	13%		4,691	10%	5,839	12%		10	0%	4,035	9%		326	1%	10,420	21%		507	1%	10,951	22%		414	1%	6,600	13%		1,059	2%
Total Medi-Cal Renewals Completed	20,254	43%	27,936	60%		20,191	42%	24,469	51%		20,634	44%	31,683	68%		18,767	38%	31,589	65%		20,506	41%	32,923	66%		21,044	41%	21,900	42%		36,786	63%
Total Medi-Cal Renewals Pending Receipt	26,646	57%	12,997	28%		22,978	48%	17,552	37%		26,235	56%	11,161	24%		29,814	61%	6,898	14%		29,238	58%	6,377	13%		30,432	59%	23,390	45%		20,468	35%

Source: Daily RRR Status Report
*Combo: Medi-Cal With Active CF/GR/CW
Report Date: 11/01/2023