

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

MEETING NOTICE: WebEx ONLY
[WebEx:](#) (470) 238-5742 US Toll Free
Meeting number (access code): 133 856 1579
Meeting password: M2SscpNhX54

**October 14, 2020
9:30 a.m. to 11:30 a.m.**

AGENDA

- | | |
|-------------|--|
| 9:30 - 9:31 | 1. Call to Order |
| 9:32 - 9:33 | 2. Approval of August 12, 2020 Meeting Minutes |

PUBLIC COMMENTS

- | | |
|-------------|--|
| 9:34 - 9:45 | 3. <u>Guidelines for Public Comment on Items not listed on the agenda:</u> <ul style="list-style-type: none">➤ Public input will be heard within the Board's purview at the beginning of the agenda.➤ Persons requesting to provide public comments must state their request.➤ Each speaker will be limited to three (3) minutes for items not appearing on the agenda.➤ The Ralph M. Brown Act prohibits discussion or action on matters that are not part of the posted agenda.➤ Public input may not relate to pending litigation or personnel matters involving the County of San Diego, its officers, or employees. |
|-------------|--|

PRESENTATIONS/DISCUSSION ITEMS

- | | |
|--------------|---|
| 9:45-10:00 | 4. Information Item: COVID 19 Local Status Update: Nick Yphantides, MD, MPH, Chief Medical Officer, Health and Human Services Agency (HHSA) |
| 10:00-10:30 | 5. Information Item: Live Well Mobile Office, Local Assistance Center: Albert Garcia, Chief, Eligibility Operations, Health and Human Services Agency (HHSA) |
| 10:30-11:15 | 6. Information Item: Update on Local Response to COVID19 Emergency for all Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data: Assmaa Elayyat, Chief, Eligibility Operations, Health and Human Services Agency (HHSA) |
| 11:15- 11:30 | 7. Information Item: Updates on Eligibility/Public Assistance Programs and Planning: Rick Wanne, Director, Eligibility Operations, Health and Human Services Agency (HHSA) |

ADJOURNMENT/ NEXT MEETING

Next regular meeting will be held on November 11, 2020 at Via WebEx

ASSISTANCE FOR THE DISABLED:

Agendas and records are available in alternative formats upon request. Contact the Social Services Advisory Board staff contact at 619-338-2932 with questions or to request a disability-related accommodation. To the extent reasonably possible, requests for accommodation or assistance should be submitted at least 24 hours in advance of the meeting so that arrangements may be made. An area in the front of the room is designated for individuals requiring the use of wheelchair or other accessible devices.

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

**Held Via WebEx
(415) 655-0001 US Toll
Meeting number (access code): 133 395 6103
Meeting password: PHmMAWnu778**

**SSAB Meeting Minutes
August 12, 2020**

Members Present

Philip L. Thalheimer
Gary Knight
Anahid Brakke
Omar Calleros
Buck Martin
Carol Lewis
Paul Downey
James Floros

Members Absent

Jan Spencley

Staff Present

Rick Wanne, Director Eligibility Operations
Albert Banuelos, HHSA
Adriana Ramirez, HHSA
Allison Boyer, HHSA
Ida Bell, HHSA
Assma Elayyat, HHSA
Albert Garcia, HHSA
Claudia Gurrola, HHSA
Patty Baker, HHSA
Darlene Beltran, HHSA

Guests

Jaqueline Hess, San Diego Hunger Coalition
Amanda Schuktz Brochu,
Sou Yeon, United Way of San Diego

1. Meeting called to order via conference call at 9:35AM by Chair, James Floros.
2. The July 08, 2020 meeting minutes were approved, with all Board Members present voting yes.
3. Public Comments on Items not listed on the Agenda:
 - No public comment

ACTION/INFORMATION ITEMS:

4.	Presentation Item Overview of Community Action Partnership (CAP) and CARES Act Funding: Maggie Fenn, Human Services Program Manager, Eligibility Operations, Health and Human Services Agency (HHSA). Ms. Fenn presented an overview on the Community Action Partnership (CAP) and CARES act Funding.
5.	Information Item: Update on Local Response to COVID19 Emergency for all Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data: Assmaa Elayyat, Chief, Eligibility Operations, Health and Human Services Agency (HHSA). Ms. Elayyat provided an overview of actions being taken for the COVID19 response.
6.	Action Item Legislative Advocacy Options For Medi-Cal: Assmaa Elayyat, Chief, Eligibility Operations, Health and Human Services Agency (HHSA). Social Services Advisory Board voted to approve a letter of support to the County Board of Supervisors regarding AB2282. The item was approved by all Board Members except one, voting yes.
7.	Information Item: Updates on Eligibility/Public Assistance Programs: Planning for Future Under COVID19: Rick Wanne, Director, Eligibility Operations, Health and Human Services Agency (HHSA). Mr. Wanne presented COVID19 Updates Related to Eligibility/Public Assistance Program.

ADJOURNMENT/SET NEXT MEETING:

The meeting was adjourned at 10:31 a.m. Next regular meeting will be held on September 09, 2020 Via WebEx.



COVID-19 LOCAL STATUS UPDATE

Nick Yphantides, MD, MPH
Chief Medical Officer, HHSA





*LIVE WELL SAN DIEGO IS NOW **MOBILE***

Social Services Advisory Board Meeting

October 14th, 2020



LIVE WELL
SAN DIEGO

A DECADE OF HEALTHY, SAFE AND THRIVING COMMUNITIES



LIVEWELLSD.ORG



BUILDING BETTER HEALTH

Improving the health of residents and supporting healthy choices

LIVING SAFELY

Ensuring residents are protected from crime and abuse, neighborhoods are safe, and communities are resilient to disasters and emergencies

THRIVING

Cultivating opportunities for all people and communities to grow, connect and enjoy the highest quality of life


As we look toward the future, our focused efforts will continue to serve our communities and help individuals take charge of their health and wellness to create a region that is **Building Better Health, Living Safely and Thriving.**

BACKGROUND



On January 8, 2019 Board Letter:

- Countywide disaster response
- Public assistance
- Outreach
- Veterans Services
- Public Health Services
- Behavioral Health Services
- Housing Services
- Aging Services
- Homeless Services
- Training

 COUNTY OF SAN DIEGO BOARD OF SUPERVISORS <small>1600 PACIFIC HIGHWAY, ROOM 335, SAN DIEGO, CALIFORNIA 92101-2470</small>		<small>COUNTY OF SAN DIEGO</small> 2018 DEC 28 AM 11: 07 <small>CLERK OF THE BOARD OF SUPERVISORS</small>
AGENDA ITEM		
DATE:	January 8, 2019	09
TO:	Board of Supervisors	
SUBJECT:	LIVE WELL MOBILE OFFICE VEHICLE (DISTRICTS: ALL)	
OVERVIEW		
<p>In 2010, the San Diego County Board of Supervisors adopted the <i>Live Well San Diego</i> vision of a region that is Building Better Health, Living Safely and Thriving. As part of this vision, the County has made a collective effort with its over 400 recognized <i>Live Well San Diego</i> community partners to help all 3.3 million San Diego County residents live well and thrive. These efforts include the establishment of four Live Well Centers across San Diego County, in addition to a fifth center anticipated in Southeastern San Diego and a sixth anticipated in Oceanside.</p>		
<p>As part of the County's effort to reach all San Diego county residents, today's action would approve and authorize the Chief Administrative Officer to acquire a Mobile Office vehicle. This unit would be capable of providing countywide disaster response, public assistance, outreach, veterans services, public health services, behavioral health services, housing services, aging services, homeless services, and training. Providing these services in a mobile capacity will allow the County to have a presence at scheduled events throughout the county as well as quickly deploy to areas in need, ranging from neighborhood street fairs in underserved areas to crisis management for events of catastrophic proportions.</p>		
<p>With the creation of a Live Well mobile office vehicle, more residents will be able to improve their health, safety and economic status, providing more of our region with opportunities to grow, connect and thrive.</p>		

DESIGN



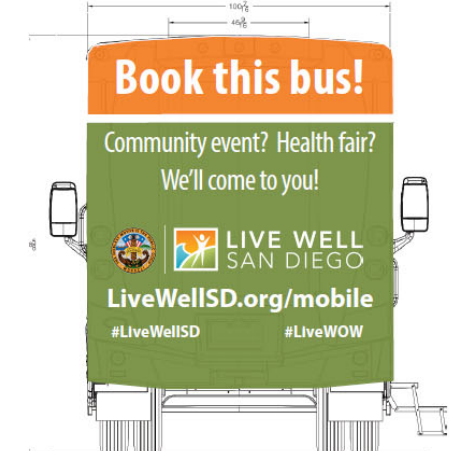
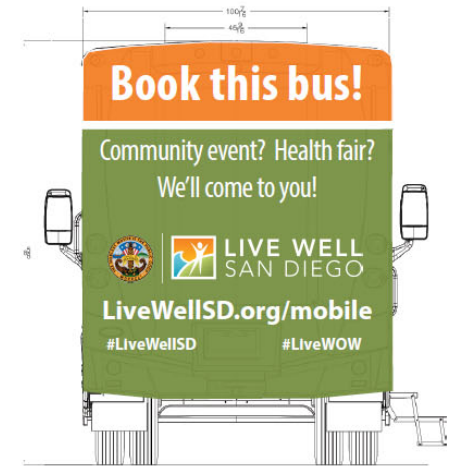
WELCOME TO SAN DIEGO!



MOBILE OFFICE EQUIPMENT



FUTURE DESIGN IDEAS



COMMUNITY INPUT



Community Input

&

Name Campaign

Total Responses: 4,695

Top Names:

- Live Well on Wheels (LiveWoW)
- Wellness on Wheels (WoW)

COMING SOON



The *Live Well San Diego* mobile office vehicle will provide San Diego County residents access to a variety of health and community services – *on the go!* Apply for CalFresh, CalWORKs or Medi-Cal, get a health screening and learn about resources...right in your neighborhood. The mobile office will bring wellness where you are!

Stay updated and tell us your ideas online at:
LiveWellSD.org/mobile



Live Well San Diego @livewell_sd · 3h

What should we name our mobile bus? Last chance to vote!
livewellsd.org/mobile

The [#LiveWellSD](https://twitter.com/livewell_sd) mobile office vehicle will provide San Diego County residents access to a variety of health and community services – on the go!





2 TYPES OF MOBILE OFFICE ACTIVITIES

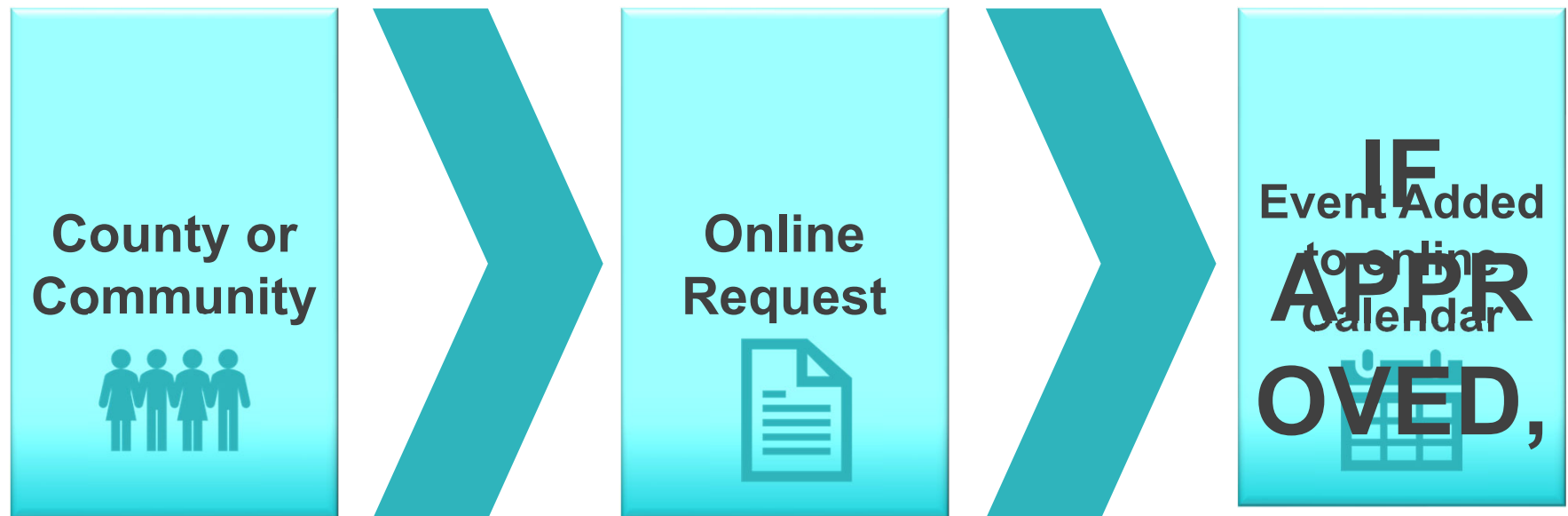
1. Events



2. Regional Sites








REQUESTING & SCHEDULING



MONITOR & EVALUATE

REQUESTING AND SCHEDULING



		Description	Role
Requesting Department		Team Captain	Point of Contact for event
		Staff	Job duties as assigned
		Resources	
LWSD Support Team & Eligibility Ops		Scheduler	Approve events, add to calendar
		Driver	Drive MOV, set-up, care & cleaning

PRIORITIZATION OF REQUESTS



COVID-19 RESPONSE



COVID-19 RESPONSE 2020



TESTING SITES





County Deploys Mobile Health Office for COVID-19 Response

April 6, 2020 • by GF Staff



San Diego County, Calif., has deployed its Live Well Mobile Office to respond to the COVID-19 pandemic. The mobile office is equipped to offer a variety of resources, but its kickoff project will be to serve as a medical and public health command center to respond to the pandemic.

Fleet management worked with Health & Human Services Agency (HHS) as subject-matter experts for the chassis and powertrain. Fleet staff conducted a virtual inspection of the vehicle and a physical walk-through once delivered, and was involved with operations training, according to John Manning, fleet manager.

The chassis was built by Winnebago/Freightliner and is powered by a front-mounted Freightliner engine with an Allison automatic transmission. Interior features consist of six isolated work stations for doctors and nurses, with one wheelchair lift, Manning said. There are six dedicated phones for the doctors to use as well as six laptop stations with WiFi and internet capability. There is a restroom, a medical refrigerator, and a food service refrigerator. A large-screen TV is mounted on the outside to help with providing public service messages to those outside of the unit, Manning said.

DISASTER RESPONSE 2020



VALLEY FIRE LOCAL ASSISTANCE CENTER (LAC) 9/12/2020





LIVEWELLSD.ORG/MOBILE

Albert Garcia

Chief, Agency Operations

County of San Diego
Health & Human Services Agency
Eligibility Operations

Alberto.Garcia@sdcounty.ca.gov

(619) 405-9944



UPDATE ON LOCAL RESPONSE TO COVID19 FOR ALL PUBLIC ASSISTANCE PROGRAMS, WAIVERS, ENROLLMENT, AND SERVICE DELIVERY

Assmaa Elayyat, Chief, Eligibility Operations





PROGRAM FLEXIBILITIES & WAIVERS

Current Flexibilities & Options

- House Resolution (HR) 8337 signed on **October 1st** extends the following flexibilities through **June 30, 2021**:
 - Initial application and recertification interview waivers
 - Telephonic and verbal signatures/attestation
 - Pandemic EBT provisions
 - Renewal provisions
- P-EBT – CDSS working on implementing a second round for August & September benefit months
- Emergency Allotment – Approved for September, to be issued **October 18th**
- Able Bodied Adults Without Dependents – CA waiver extended through **June 30, 2021**
- Double volume renewals for October



PROGRAM FLEXIBILITIES & WAIVERS

- Executive Order N-71-20 signed on **June 30, 2020** extends the following provisions until the EO is rescinded or the state of emergency ends:
 - Initial application interview waiver
 - Telephonic/verbal signature on application
 - Flexibilities on identity and pregnancy verifications
- Time on Aid exemption for expiring time-clocks – through **June 30, 2021**
- Double volume renewals for October



PROGRAM FLEXIBILITIES & WAIVERS

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

- Annual renewal suspension
- Negative action suspension

Additional program flexibilities that remain in place:

- Telephonic and verbal attestation and signature
- Flexible verification requirements

Public Health Emergency extended through **January 21, 2021** by DHCS



PROGRAM FLEXIBILITIES

- Quarterly reports waived for unemployable population effective **July 2020**
- Monthly reports waived for employable population
- Intake interviews scheduled via phone
- Online applications via My Benefits CalWIN



SELF-SUFFICIENCY PROGRAM DATA UPDATES



ELIGIBILITY SERVICES BY THE NUMBERS...

October 2020 (Data Month: September 2020)

PARTICIPANTS

- **CalFresh:** 344,100 recipients, up 29.71% from last year.
 - 126,535 child recipients (0-18), up 17.71% from last year.
 - 59,675 senior recipients (60+), up 38.11% from last year.
- **CalWORKs:** 41,604 recipients, down 1.27% from last year.
 - 33,234 child recipients (0-18), down 3.20% from last year.
 - Welfare-to-Work: 7,572 participants, up 35.82% from last year.
- **CMS:** 24 CMS recipients, down 41.46% from last year.
- **General Relief:** 3,017 recipients, down 8.24% from last year.
- **Medi-Cal:** 805,110 recipients, up 10.10% from last year.
 - 296,482 child recipients (0-18), up 11.78% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (September 2019-September 2020)
			Previous Month	Previous Year	
CalFresh	192,856	344,100	-0.43%	29.71%	446,945
CalWORKs	16,231	41,604	-1.62%	-1.27%	58,929
CMS	24	24	4.35%	-41.46%	20
General Relief	3,011	3,017	-34.14%	-8.24%	9,940
Medi-Cal	433,734	805,110	1.16%	10.10%	915,229
TOTAL	645,856	1,193,855	0.46%	14.57%	1,001,483

*Recipients include 270,891 under ACA Medicaid Coverage Expansion.

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

PROCESSING

Applications Registered		
Program	September 2020	FYTD
CalFresh	13,535	41,896
CalWORKs	1,788	5,190
CMS	83	338
General Relief	1,546	4,681
Medi-Cal	11,430	36,534
Total	28,382	88,639

Renewals Generated		
Program	September 2020	FYTD
CalFresh	11,141	24,394
CalWORKs	2,213	5,267
CMS	6	18
General Relief	194	609
Medi-Cal	34,107	101,670
Total	47,661	131,958

Periodic Reports Generated		
Program	September 2020	FYTD
CalFresh	24,136	53,495
CalWORKs	628	2,169
General Relief	3,320	9,845
Medi-Cal	11	51
Total	28,095	65,560

Documents Imaged	
September 2020	FYTD
404,078	1,157,805

Tasks Created	
September 2020	FYTD
294,234	1,028,333

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	September 2019	September 2020	Change	FYTD
Total Calls	106,477	167,470	60,993	510,091
Abandoned	5,465	5,939	474	16,466
Average Wait Time	6:27	2:57	-3:30	2:44

Community Based Organization (CBO)				
Month	September 2019	September 2020	Change	FYTD
Total Calls	6,025	5,028	-997	15,282
Abandoned	622	94	-528	271
Average Wait Time	9:18	1:52	-7:26	5:44

Emails Received	
September 2020	FYTD
5,206	15,006

FAMILY RESOURCE CENTER VISITS

Month	September 2019	September 2020	Change	FYTD
Total Tickets Issued	82,033	33,470	-145%	99,076
Average Wait Time (min.)	17.70	(*)	N/A	

* Due to COVID-19 Waivers, Avg time is not available for September 2020

Processing Timeliness Applications, Periodic Reports, and Renewals

CalFresh

- Regular Applications: State required days to disposition = 30 Days
 - San Diego = 14 Days
- Expedited Applications: State required days to disposition = 3 Days
 - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 95.31%
- Annual Renewal Timeliness = 99.94%

CalWORKs

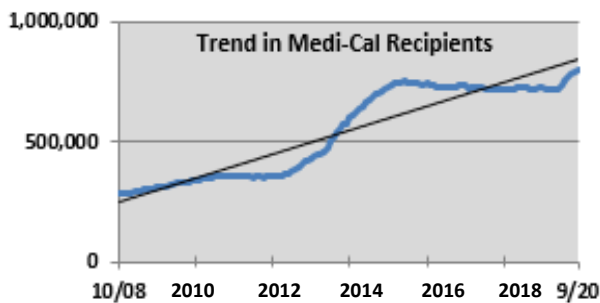
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 21 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Days
- Semi-Annual Reporting Timeliness = 95.03%
- Annual Renewal Timeliness = 99.38%

Medi-Cal

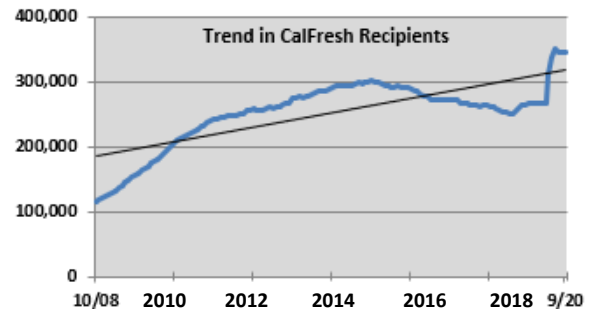
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 19 Days
- Annual Renewal Timeliness = 99.32%

Program Recipients Trend

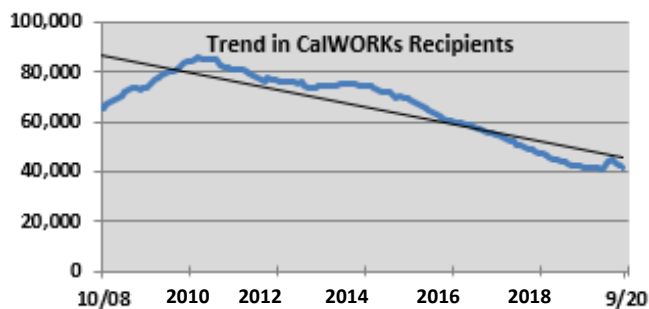
Medi-Cal Recipients		
FY Oct 08	FY Sep 20	182%
285,141	805,110	Increase



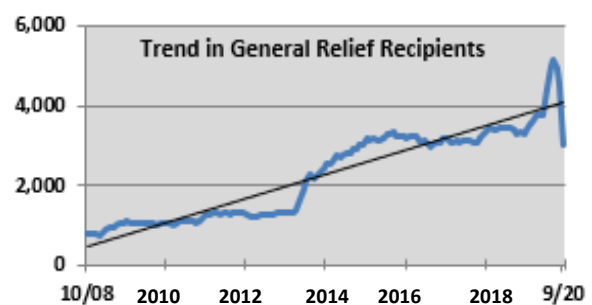
CalFresh Recipients		
FY Oct 08	FY Sep 20	196%
116,093	344,100	Increase



CalWORKs Recipients		
FY Oct 08	FY Sep 20	-36%
65,274	41,604	Decrease



General Relief Recipients		
FY Oct 08	FY Sep 20	296%
761	3,017	Increase

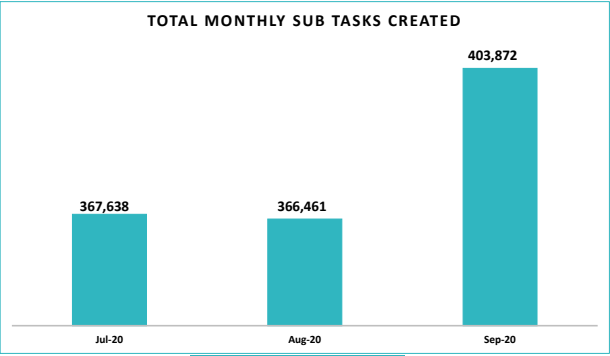


Monthly Eligibility Performance Dashboard (FY 20/21)

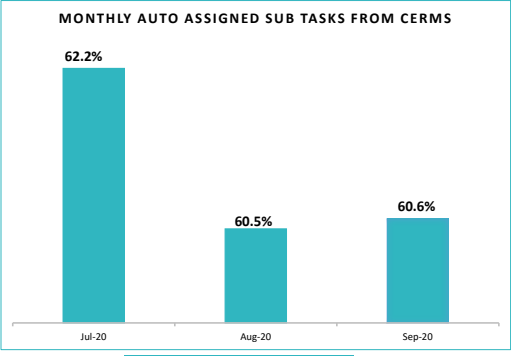
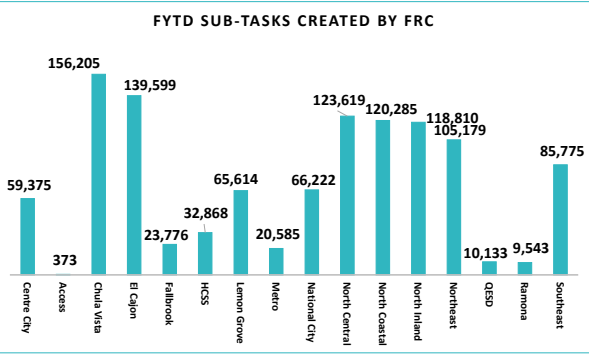
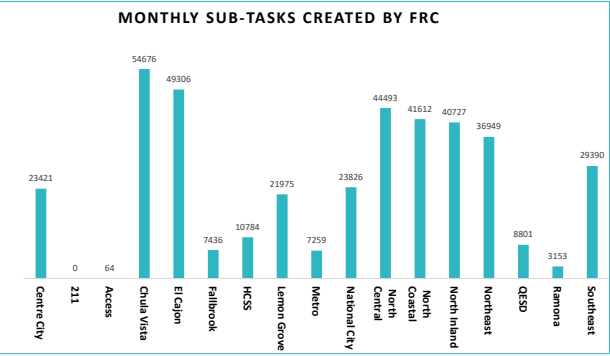
San Diego County

Data Month : September 2020

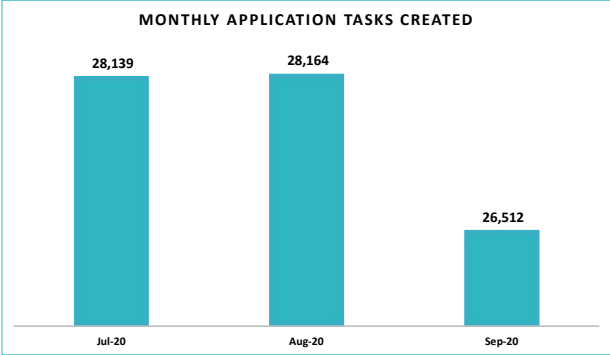
Work Management System (WMS) Subtasks Created



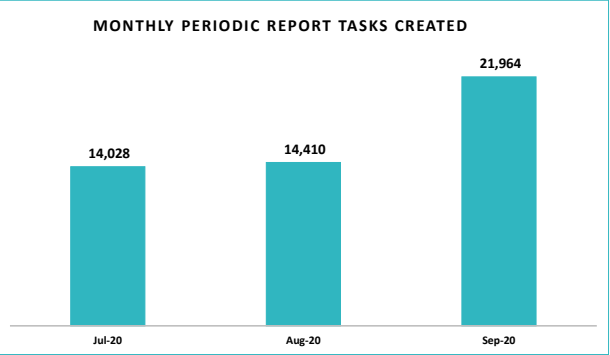
FYTD 1,137,971



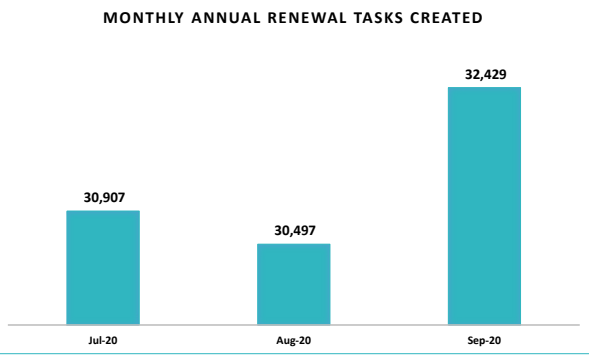
FYTD 61.1%



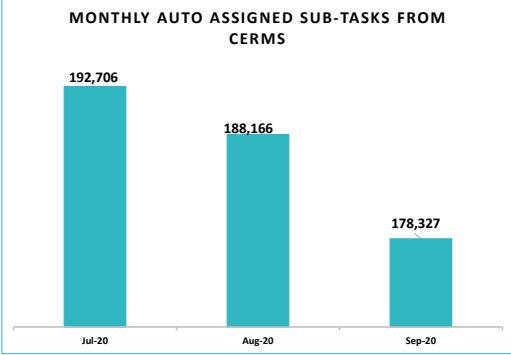
FYTD 82,815



FYTD 50,402

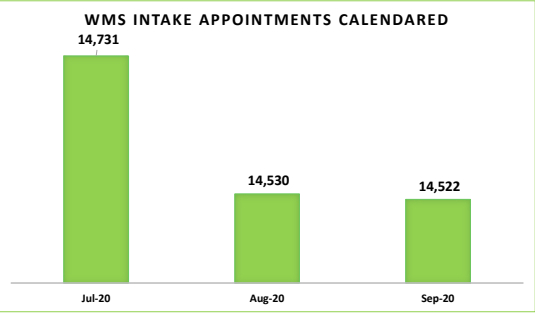


FYTD 93,833

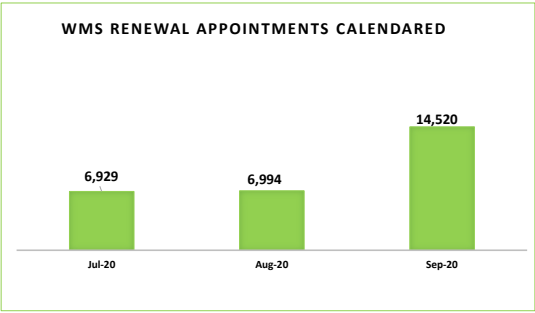


FYTD 559,199

MONTHLY WMS CALENDARED APPOINTMENTS

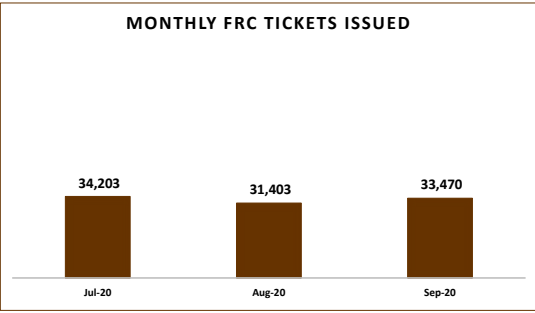


FYTD 43,783

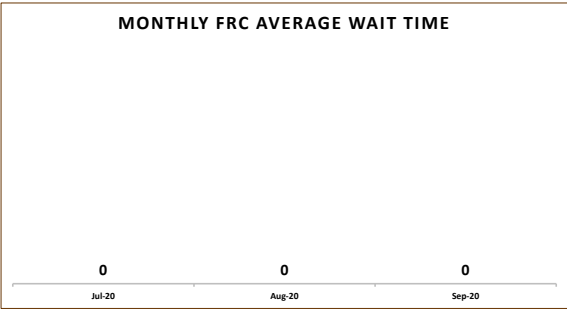


FYTD 28,443

LOBBY MANAGEMENT



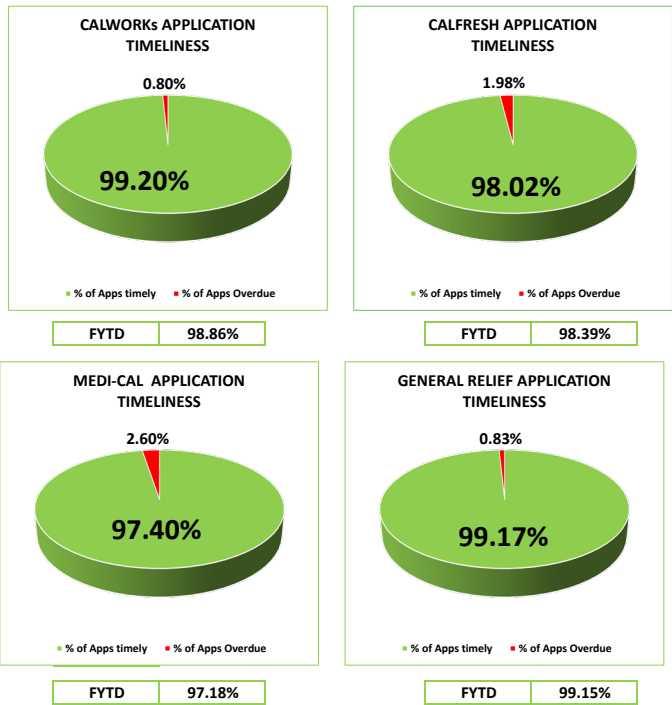
FYTD 99,076



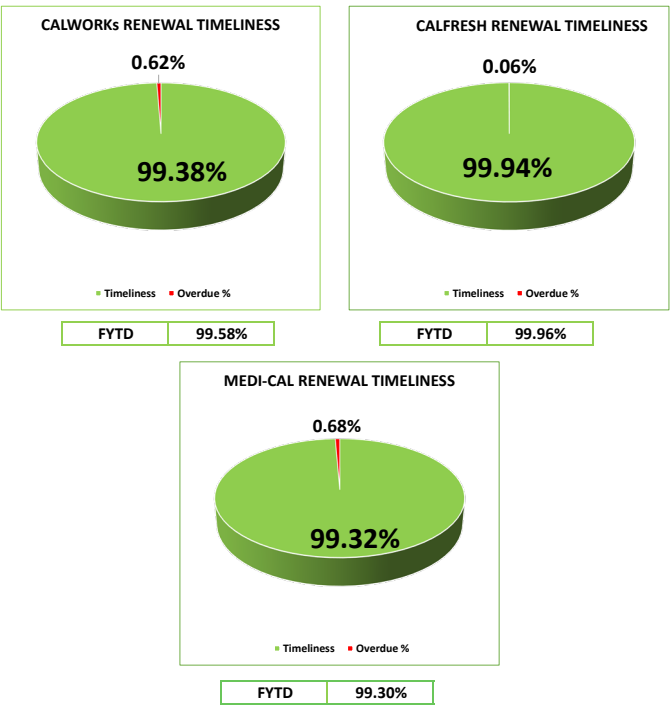
*Average time is not available
FYTD 0.00

CASE PROCESSING PERFORMANCE (CALWIN)

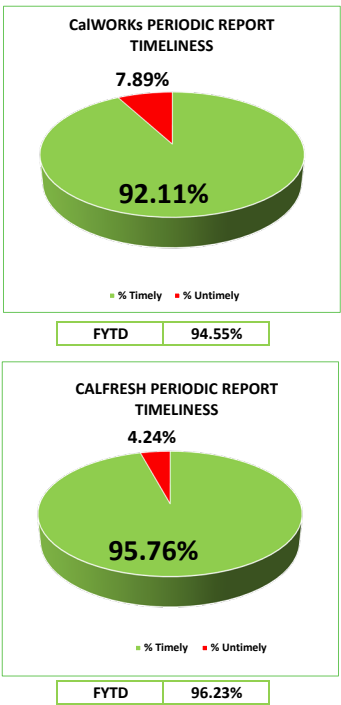
MONTHLY APPLICATION TIMELINESS



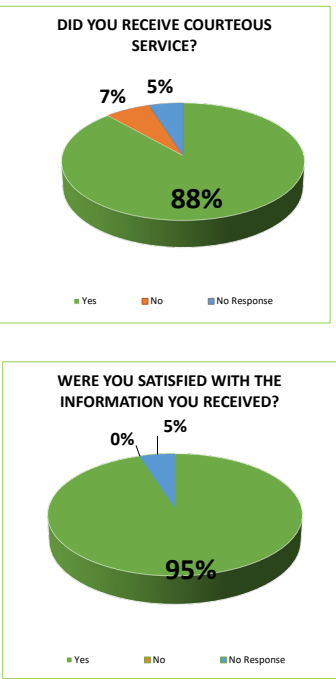
MONTHLY RENEWAL TIMELINESS



MONTHLY PERIODIC REPORT TIMELINESS

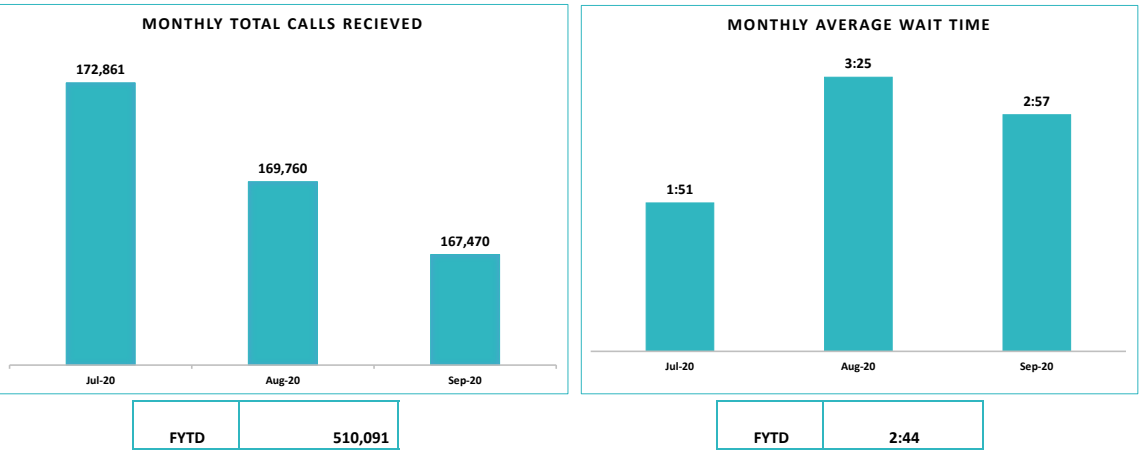


CUSTOMER SATISFACTION SURVEY

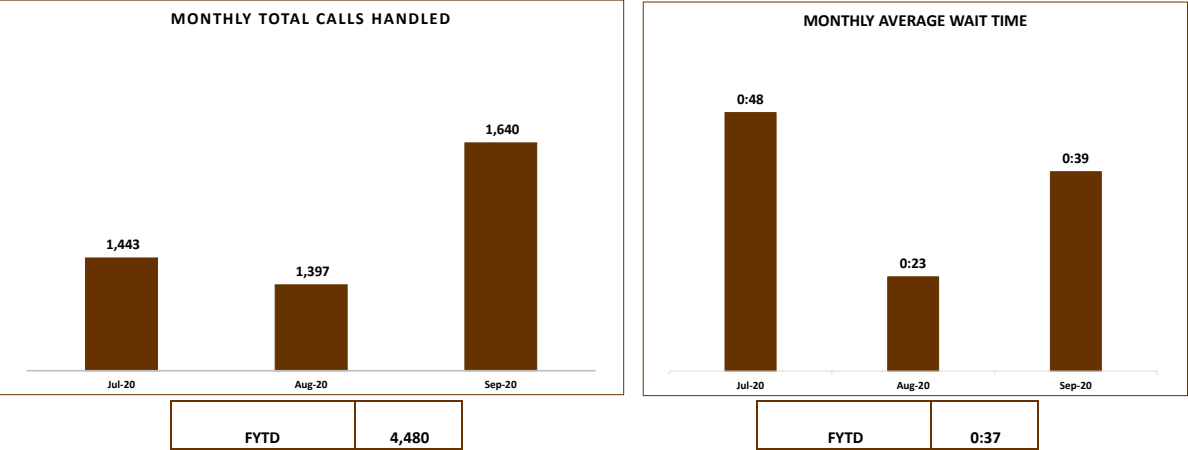


ACCESS CALL CENTER

ACCESS CALL CENTER



RESCHEDULE APPOINTMENT CALLS (211)



CalFresh Applications for SSI Recipients Received and Approved

COSD	May-20	Jun-20	Jul-20	Aug-20	Sep-20
CF Apps Received	1,904	1,564	1,255	1,234	1,156
CF Apps Approved	1,306	953	810	723	686



UPDATES ON ELIGIBILITY & PUBLIC ASSISTANCE PROGRAMS: PLANNING FOR FUTURE UNDER COVID-19

Rick Wanne, Director, Eligibility Operations





TELEWORK PERFORMANCE SUMMARY SEPTEMBER 2020

- Staff Telework
 - Feb 2020 – 30
 - Sept 2020 – 1603
 - Permanent Telework – 1,078
- Daily Attendance
 - Feb 2020 – 85% of Staff Attendance
 - Sept 2020 – 90% of Staff Attendance
 - 5% Improvement in attendance
- Access Call Center
 - Feb 2020 – 140,000
 - Sept 2020 – 167,500
 - 19.6% increase in calls received
- Access Average Speed of Answer
 - Feb 2020 – 8 Minutes
 - Sept 2020 – 2 Minute 57 Seconds
 - 63% improvement in Average Speed of Answer
- Access Calls Abandoned
 - Feb 2020 – 13,430
 - Sept 2020 – 5,939
 - 56% Decrease in Abandoned Calls
- Applications Received
 - Feb 2020 – 30,310
 - Sept 2020 – 28,382
 - Total Apps Feb – Sept: 277,771
- Applications Processed
 - Feb 2020 – 43,000
 - Sept 2020 – 40,353
 - All applications processed timely
- Increase in Total Recipients
 - Feb 2020 – Sept 2020 : 160,835
 - 15.6% increase in total recipients
- Benefits Issued Feb 2020 – Sept 2020:
 - All Programs: \$524,621,239
 - CalFresh: \$414,830,617
- Performance
 - CalFresh Accuracy Rate – 94.7%
- Customer Service Satisfaction Rate : 88%

