

**San Diego County Access and Enrollment Assessment  
Enrollment Task Force Meeting Notes  
August 31, 2021 4:00 PM PT**

**Attendees:**

Koné Consulting/Urban Institute Team:

Alicia Koné, Karin Ellis, Claudia Page, Lucy Streett, Oswaldo Urdapilleta, Tom McQueeny, Mary Connolly, Mahnur Khan, Christina Watson

Task Force Members: Anahid Brakke (Chair), Jan Spencley, Greg Anglea

Guests:

Rick Wanne, Dr. Alberto Banuelos, Assmaa Elayyat, Amanda Berry, Amanda Schultz Brochu, Jack Dailey, Lindsey Wade, Mehrsa Imani, Dave Langstein

**Notes:**

<b>1. Interviews</b>	
<b>Notes</b>	<b>Decision/Action</b>
<ul style="list-style-type: none"> <li>• 22 have been completed; Round 2 should be completed by next week</li> <li>• Next up is round 3; we need additional contacts</li> <li>• Chris Kuntz is the chief policy advisor for Homelessness Regional Task Force; could provide perspective on the policy side and big picture stuff if that's helpful.</li> <li>• They have a listserv for every homeless provider in the region so they might be helpful for survey distribution</li> <li>• Feeding San Diego: Dan Shea (CEO) &lt;dshea@feedingsandiego.org&gt; &amp; Dana Henderson (Director of Programs) <a href="mailto:dhenderson@feedingsandiego.org">dhenderson@feedingsandiego.org</a></li> <li>• San Diego Food Bank: Vanessa Ruiz <a href="mailto:vruiz@sandiegofoodbank.org">vruiz@sandiegofoodbank.org</a></li> <li>• Home Start: Laura Tancredi-Baese (CEO) <a href="mailto:ltancredi-baese@home-start.org">ltancredi-baese@home-start.org</a>; Chris Schilling (Director of Programs): <a href="mailto:cshilling@home-start.org">cshilling@home-start.org</a></li> <li>• Somali Family Services: Ahmed Sahid (CEO) <a href="mailto:ahmed@sfssd.org">ahmed@sfssd.org</a>; Najla Ibrahim (Director of Programs) <a href="mailto:Nlbrahim@sfssd.org">Nlbrahim@sfssd.org</a>; Safiya Abdirahman (Case Manager) <a href="mailto:sabdirahman@sfssd.org">sabdirahman@sfssd.org</a></li> <li>• For IRC, try Mitch Johnson: (Senior Programs Manager) at <a href="mailto:mitch.johnson@rescue.org">mitch.johnson@rescue.org</a>; and Adeem Ismael (Employment Training Supervisor, who interacts with County programs) at <a href="mailto:adeem.ismael@rescue.org">adeem.ismael@rescue.org</a></li> <li>• La Maestra: Cynthia Kaser, Chief Community Development Programs Officer <a href="mailto:ckaser@lamaestra.org">ckaser@lamaestra.org</a></li> </ul>	<p>Greg Anglea will email HRTF contact info to Karin</p>
<b>2. Surveys</b>	
<b>Notes</b>	<b>Decision/Action</b>
<ul style="list-style-type: none"> <li>• Looking for 3 to 5 testers per survey (3 to 5 CBO's/county staff; Assmaa will be point person for count staff) and (3 to 5 clients/Spanish speakers as well; Greg Jan, Anahid will be the point people for clients)</li> <li>• Greg Anglea can work on getting testers if he can be sent the survey; Greg suggested \$10 incentive gift cards to Starbucks, Subway, etc., but it's not a requirement</li> <li>• Survey testing to last from September 7<sup>th</sup> to September 9<sup>th</sup></li> <li>• Launch September 13<sup>th</sup>, close September 30<sup>th</sup></li> <li>• We're happy to receive suggestions for new questions but they have to be accompanied by suggestions on what to cut</li> </ul>	<ul style="list-style-type: none"> <li>• Assmaa will be point person for county staff.</li> <li>• Greg Jan, Anahid will be the point people for clients.</li> <li>• Comments due back September 2nd at 12 PM PT</li> <li>• Jan, Anahid, David Lagstein, and Amanda SB volunteer for the team to review spreadsheet and work with other partners on distribution to CBOs and CBOS to distribute to consumers.</li> </ul>

3. Site Visits	
Notes	Decision/Action
<ul style="list-style-type: none"> <li>2.5 day site visit with 3 person team</li> <li>List is approved with minor adjustments below:               <ul style="list-style-type: none"> <li>Tuesday, Sept 14<sup>th</sup> (Half day)                   <ul style="list-style-type: none"> <li>San Ysidro Health (Mountain Health in Campo)</li> <li>National City FRC</li> <li>El Cajon</li> </ul> </li> <li>Weds, Sept 15<sup>th</sup> (Full day)                   <ul style="list-style-type: none"> <li>Centre City FRC</li> <li>Document Processing Center (Mission Valley)</li> <li>Metro FRC</li> <li>Live Well Center – Chula Vista FRC (South Region)</li> <li>La Maestra Community Health Center (City Heights)</li> <li>Catholic Charities (Homeless Services)</li> </ul> </li> <li>Virtual Visit                   <ul style="list-style-type: none"> <li>Dates are more flexible</li> <li>County HHS Call Center phone observation</li> <li>County HHS eligibility interview and eligibility processing observation</li> <li>County HHS online application observation</li> <li>2-1-1 application assistance observation</li> <li>Food bank virtual application assistance</li> </ul> </li> </ul> </li> <li>Not planning on formal interviews; plan is to do more observation but would appreciate the opportunity to do quick chats after.</li> </ul>	
4. Survey Feedback	
Notes	Decision/Action
<ul style="list-style-type: none"> <li>We want to stress anonymity for clients and that their feedback isn't tied to their case as well</li> <li>We also want to stress caution for the language used with CBOs; we don't want to make them think their honest feedback endangers their relationship with the county</li> <li>We will include a privacy disclaimer (how information will be shared/used)</li> <li>It asks questions about things that the county doesn't do; county doesn't do outreach even if CBO's and nonprofits do, though there are precedents for counties doing proactive outreach elsewhere</li> <li>Questions could imply that counties are supposed to be doing outreach</li> <li>On client side, there's a concern that questions that ask about when a client applied for benefits should filter by the timing of the last experience; not doing so could mean you can get results from people who applied 20 years ago when the culture was much different in the county</li> <li>3 options might include: Within last 2 years, 2-5 years, 5+ years</li> <li>To avoid respondents describing multiple experiences with multiple programs, we could potentially add, "tell us about your most recent experience"</li> <li>We also want to take into consideration recall error (especially around events that occurred pre-Covid as well as renewals)</li> <li>The solution to these problems might include careful wording and a caveat about how to interact with the question</li> <li>Feel free to reach out to Amanda Berry or Dave Lagstein for logistics information about the SEIU town hall; Dave or Amanda to send out invites to Jan and Anahid</li> </ul>	<p>We will include a privacy disclaimer (how information will be shared/used)</p>
<b>Next meeting</b>	<b>Tuesday, September 21<sup>st</sup> at 4:00 PM PT</b>