

**San Diego County Access and Enrollment Assessment
Enrollment Task Force Meeting Notes
August 10, 2021 4:00 PM PT**

Attendees:

Koné Consulting/Urban Institute Team:
Claudia Page, Lucy Streett, Amelia Coffey

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

Guests:

Rick Wanne, Dr. Alberto Banuelos, Assmaa Elayyat, Amanda Berry, Mauricio Medina, Amanda Schultz Brochu, Jack Dailey, Karla Samayoa, Lindsey Wade, Lauren Abrams, Greg Anglea, Paola Martinez-Montes

Notes:

1. Review Research Approach - Extant Data	
Notes	Decision/Action
<ul style="list-style-type: none"> Extant data that will be reviewed by the project team includes available datasets provided by project stakeholders, findings from the County listening sessions, the upcoming SEIU survey (scheduled to drop on August 26), and potentially additional listening sessions conducted by other organizations. Only three organizations have submitted data to date. The project team needs assistance gathering data on immigrants/immigration status and additional sources of non-county data that stakeholders would like to have inform the assessment. 	<p>211 will add data to Box this week and Karla will send a DUA to Koné.</p> <p>Migration Policy Institute has some immigrant data, but Anahid would like more detail about what we need.</p> <p>The county has Medi-Cal data on undocumented children. Jan or Assmaa can provide.</p>
2. Review Research Approach - New Data Collection	
Notes	Decision/Action
<ul style="list-style-type: none"> <u>Stakeholder Interviews</u>: Nine of 35 planned interviews have been conducted to date. Input will be sought from ETF on prioritization for remaining interviews. <u>Survey</u>: Original plan was to conduct one survey targeted to three audiences; revised plan is to conduct two surveys (one for county staff, providers & partners, and a second for clients). Survey will be available online and on paper in English and Spanish. Input will be sought from ETF on survey questions and distribution. Assmaa volunteered that HHSA can help with translation of the paper survey into additional languages. <u>Client Focus Groups</u>: The Koné/Urban team will conduct three focus groups (at least one in Spanish). Input will be sought from ETF on participant recruitment and compensation, hosting, and prioritization of groups to target. Initial feedback from Greg, Anahid and others is that a \$10-\$25 level of compensation may be sufficient, and ideas for gift cards are Starbucks, Subway, and transportation/gas (if focus groups are in-person). Anahid suggested that if we do decide on an amount less than the budgeted amount of \$75 the excess could go to support translation of the survey into additional languages. <u>Site Visits</u>: A 4-person Koné team will conduct site visits over a 2.5 day period the week of September 13. Input will be sought from ETF on site selection. Initial suggestions are to include the document processing center and the 211 and county call centers. The group cautioned that many sites may still be operating remotely due to COVID. <u>Data Walks</u>: Originally planned for early in the project, now will be shifted to conduct after the preliminary report submission. Input will be sought from ETF on participant recruitment. 	<p>The Koné team will come back to the ETF at subsequent meetings and/or offline for feedback on identified items for each of these activities.</p>

3. Stakeholder Interview Input	
Notes	Decision/Action
<ul style="list-style-type: none"> • Nine of 35 interviews have been conducted so far. • Input is needed on the second round of 8 interviews. • Meeting participants identified the following key constituencies as first priorities: <ul style="list-style-type: none"> – Legal Aid (Jack Dailey and staff) – Health Center Partners of Southern California - HCP (Lauren Abrams) – Jewish Family Services - they support immigrants, refugees, unsheltered, behavioral health (Greg will send a contact) – Catholic Charities (SSRB member, serves CAPI recipients unsheltered, immigrants) – Hospitals - Hospital Association of San Diego and Imperial Counties (Lindsey Wade) – College students - can do one session with these groups: <ul style="list-style-type: none"> ○ UCSD - Alicia Magallanes (a1magallanes@ucsd.edu) ○ MiraCosta College - Bea Palmer at MiraCosta College (bpalmer@miracosta.edu) – Rural <ul style="list-style-type: none"> ○ San Ysidro Health Center – Seniors - Sharing Seniors (Greg will send a request to them, would like a blurb about the project with an overview of the interview questions) • Meeting participants also identified additional constituencies as high priorities: <ul style="list-style-type: none"> – Housing/Homelessness <ul style="list-style-type: none"> ○ Housing Coalition - Mehrsa Imani ○ Home Start (assist with Medi-Cal, CalFresh, CalWORKS; highly recommended by the group) ○ Homeless Regional Task Force (Greg will send a contact) – Tribal organization(s) <ul style="list-style-type: none"> ○ Southern Indian Health Center ○ See HCP above - they serve a large tribal population; they will be doing a listening session with their enrollment group and will share findings – FRC Managers (Rick will provide contacts) – Refugees <ul style="list-style-type: none"> ○ International Rescue Committee - IRC (Ross Fackrell - Resettlement Supervisor at IRC, ross.fackrell@rescue.org, 619-200-7914) ○ Somali Family Services (also CalFresh and an ethnic-based organization) – CAPI recipients (see Catholic Charities and IRC above, both serve CAPI recipients) – Food banks (out-stationed EWs) - combined interview with: <ul style="list-style-type: none"> ○ San Diego Food Bank (Vanessa Ruiz and Shelly Parks) ○ Feeding San Diego (Dana Henderson and team) – People with Disabilities <ul style="list-style-type: none"> ○ Disability Rights Center - DRC ○ Legal Aid can also speak to this population – State Agencies - CDSS and DHCS – Undocumented immigrants 	<p>Greg will provide recommended contacts at Jewish Family Services and Sharing Seniors. Koné will send Greg a project blurb with overview of interview questions.</p> <p>Rick will provide recommended FRC manager contacts.</p>
4. Review Enrollment Channels	
Notes	Decision/Action
<ul style="list-style-type: none"> • The Koné team presented an initial overview of the enrollment channels clients can use to access and enroll in public benefits in San Diego County and asked for ETF review and input. • Input included: <ul style="list-style-type: none"> – During COVID, a lot of application assistance has been over the phone vs. in-person and stakeholders hope that will be able to continue. – The county's mobile enrollment van was only used for enrollment a few times before it was temporarily repurposed to support COVID services. A second van will be launched in October. 	

<ul style="list-style-type: none">- There is an out-stationed EW at SEIU.- CAPI applications require a wet signature, so must be submitted on paper in person or by mail.	
Next meeting	Tuesday, August 24th, 4:00PM PT