

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

MEETING NOTICE: Zoom ONLY

Join by phone: +1 669 900 9128

Phone Conference ID: 857 6329 6818

Join on your computer or mobile app:

<https://us02web.zoom.us/j/85763296818>

**September 14, 2022
9:30 a.m. to 11:30 a.m.**

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| AGENDA |
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| 9:30 - 9:31 | 1. Call to Order |
| 9:31 - 9:33 | 2. Action Item: Authorization of Teleconferencing Meeting Option Pursuant to Government Code Section 54953(e). 1) Find that there is a proclaimed State of Emergency 2) Find that State and local officials have recommended measures to promote social distancing |
| 9:33 - 9:37 | 3. Action Item: Approval of June 8, 2022 Meeting Minutes and July 13, 2022 Meeting Minutes |

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| PUBLIC COMMENTS |
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| 9:37 - 9:47 | 4. <u>Guidelines for Public Comment on Items not listed on the agenda:</u> ➤ Members of the public may request to speak about any issue within the purview of the Board ➤ Each speaker will be limited to three (3) minutes ➤ Board members may not discuss or take action on issues raised during public comment unless the issue is listed in this Agenda |
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| PRESENTATIONS/DISCUSSION ITEMS |
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| 9:47 – 10:45 | 5. Discussion Item: Review of Plan to Implement SSAB Eligibility Task Force (ETF) Recommendations: Dr. Alberto Banuelos, Assistant Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA) and Assmaa Elayyat, Chief, Self-Sufficiency Services, Health and Human Services Agency (HHSA) |
| 10:45 – 11:00 | 6. Action Item: Discuss the Creation of an Ad Hoc Committee of Less Than Quorum to Review and Make Suggested Changes to the County of San Diego Administrative Code for the Social Services Advisory Board Bylaws: Anahid Brakke, Chair, Social Services Advisory Board |

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| 11:00 – 11:10 | 7. | Information Item: Update on SSAB Ad Hoc Public Charge Subcommittee: Vino Pajanor, Vice Chair, Social Services Advisory Board |
| 11:10 – 11:25 | 8. | Information Item: Update on Local Response to COVID19 Emergency for all Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data: Assmaa Elayyat, Chief, Self-Sufficiency Services, Health and Human Services Agency (HHSA) |
| 11:25 – 11:30 | 9. | Action Item: October SSAB Meeting: Social Services Advisory Board (SSAB) Members |

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| ADJOURNMENT/ NEXT MEETING |
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Next regular meeting will be held on October 12, 2022.

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

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**SSAB Meeting Minutes
June 8, 2022**

Members Present

Jan Spencley
Anahid Brakke
Robin Maxson
Vino Pajanor
Phil Thalheimer
Keara O'Laughlin
Rachel Morineau

Members Absent

Carol Lewis
Buck Martin
Greg Anglea

Staff Present

Rick Wanne, Director Self-Sufficiency Services
Albert Banuelos, HHSA
Adriana Ramirez, HHSA
Allison Boyer, HHSA
Assmaa Elayyat, HHSA
Jeannie Hufford, HHSA
Ida Bell, HHSA
Albert Garcia, HHSA
Michael Schmidt, HHSA
Eric Rubio, HHSA
Darlene Beltran, HHSA
Brenda Vargas, HHSA
Roxanne Hernandez, HHSA
David Hopkins, HHSA
Nanette Hartley, HHSA
Patty Baker, HHSA
Kelly Motadel, HHSA
Amanda Berry, Board/Supervisors District 3
Joshua Bohannon, Board/Supervisors District 4
Kyle Sand, San Diego County Counsel

Guests

Amanda Schultz Brochu, San Diego Hunger Coalition
Devin Ton, San Diego Hunger Coalition
Ashley Jeznach, San Diego Hunger Coalition
Britney Lowery, San Diego Hunger Coalition
Mauricio Medina, San Diego Hunger Coalition
Joseph Kendrick, San Diego Hunger Coalition
Jen Keyes, San Diego Hunger Coalition
Nancy Saavedra, San Diego Hunger Coalition
Amanda Mascia, San Diego Hunger Coalition
Araceli Mondragon, San Diego Hunger Coalition
Nicole Marquel, San Diego Hunger Coalition
Jack Dailey, Legal Aid Society of San Diego
Karla Samayoa, 2-1-1 San Diego
Luis Monteagudo, 2-1-1 San Diego
LaKiesha Wilks, MAAC Project
Ralph Enriquez, Catholic Charities Diocese of San Diego
Dennis Crosby, Catholic Charities Diocese of San Diego

1. Meeting called to order via Zoom at 9:31 by Chair, Anahid Brakke.
2. Authorization of Teleconferencing Meeting Option Pursuant to Government Code Section 54953(e), was approved with all Board Members present voting yes.
3. The May 11, 2022 Meeting Minutes were approved, with all Board Members present voting yes.

4. Public Comments:

- Amanda Berry of District 3: Supervisor Terra Lawson-Remer's office shared the upcoming the County of San Diego Budget Hearings for FY 22/23 and public participation opportunities, as well as the timeline to when the budget voting and when it will take effect.
5. Information Item: Update on Local Response to COVID19 Emergency for all Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data: Assmaa Elayyat, Chief, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ms. Elayyat provided updates on CalFresh, Medi-Cal, CalWORKs and General Relief flexibilities, waiver expirations and extensions and the recently budgeted CFAP program expansion.
6. Discussion Item: Baby Formula Shortage: All SSAB Members. Dr. Kelly Motadel of the County of San Diego's Medical Care Services Department shared a California Health Alert Network (CAHAN) Memo on the nationwide shortage of infant formulas and its increased risk for inadequate nutrition in infants. This information included the situation/background of the shortage, requested actions of provider and resources for families.
7. Information Item: National Refugee Month: Albert Garcia, Chief, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ralph Enriquez, Director, Refugee and Immigrant Services, Catholic Charities Diocese of San Diego and Dennis Crosby, Program Manager, Afghan Support Investment Program (ASIP), Catholic Charities Diocese of San Diego. Mr. Ismael Lopez shared the County's opportunity to provide support for the Afghan Evacuees, seeing a total of over 600 individuals over the 2-week event in May. Mr. Dennis Crosby shared the background of the Afghan Support and Investment Project (ASIP) and their main function of providing eligible clients with funding housing assistance for Afghan families transitioning to the United States. Mr. Enriquez shared the San Diego Newcomers Project (SDNP) and the services provided to promote economic and social self-sufficiency among refugees and asylees.
8. Presentation Item: First Quarterly Report on Plan to Implement SSAB Eligibility Task Force (ETF) Recommendations: Dr. Alberto Banuelos, Assistant Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA) and Assmaa Elayyat, Chief, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Dr. Banuelos and Ms. Elayyat presented the Board Letter draft memo that will be shared with the Board of Supervisors on June 15, 2022 where the department is highlighting a very high-level implementation plan with projected implementation dates, following the initial Board Letter presented on March 15, 2022. The SSAB requested detailed information on the high-level implementation plans, with Self-Sufficiency Services agreeing to return with more information as requested in their Board Letter. The SSAB also requested to discuss metrics to be tracked. For example, for under reasons for denial due to failure to provide, that Self-Sufficiency Services to explore the possibility to look at the denial rate by race and ethnicity.

ADJOURNMENT/SET NEXT MEETING:

The meeting was adjourned at 11:28 a.m. Next regular meeting will be held on July 13, 2022.

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**SSAB Meeting Minutes
July 13, 2022**

Members Present

Jan Spencley
Anahid Brakke
Robin Maxson
Phil Thalheimer
Keara O'Laughlin
Rachel Morineau
Carol Lewis
Buck Martin
Greg Anglea

Members Absent

Vino Pajanor

Staff Present

Rick Wanne, Director Self-Sufficiency Services
Albert Banuelos, HHSA
Adriana Ramirez, HHSA
Allison Boyer, HHSA
Assmaa Elayyat, HHSA
Jeannie Hufford, HHSA
Ida Bell, HHSA
Yvonne Hose, HHSA
Albert Garcia, HHSA
Michael Schmidt, HHSA
Eric Rubio, HHSA
Brenda Vargas, HHSA
David Hopkins, HHSA
Patty Baker, HHSA
Claudia Gurrola, HHSA
Amy Klock, HHSA
Patty Kay Danon, HHSA
Ruth Martin, Board/Supervisors District 1
Amanda Berry, Board/Supervisors District 3
Joshua Bohannon, Board/Supervisors District 4

Guests

Devin Ton, San Diego Hunger Coalition
Joseph Kendrick, San Diego Hunger Coalition
Jen Keyes, San Diego Hunger Coalition
Amanda Mascia, San Diego Hunger Coalition
Nancy Saavedra, San Diego Hunger Coalition
Shelly Dieu, San Diego Hunger Coalition
Luis Monteagudo, 2-1-1 San Diego
Sandra D'Alonzo, Family Health Centers of San Diego

1. Meeting called to order via Zoom at 9:33 by Chair, Anahid Brakke.
2. Authorization of Teleconferencing Meeting Option Pursuant to Government Code Section 54953(e), was approved with all Board Members present voting yes.
3. The June 8, 2022 Meeting Minutes were not approved. Revised meeting minutes will be presented during August 10, 2022 meeting.
4. Public Comments:
 - No Public Comment

5. Presentation Item: The Challenges on Providing Verifications: Anahid Brakke, Chair, Social Services Advisory Board and San Diego Hunger Coalition. Mr. Devin Ton of San Diego Hunger Coalition presented an excerpt from the Kone Final Report, 38% of the application denials in FY 20/21 were due to failure to provide information. Mr. Ton provided possible solutions such as including an instructional cover letter on the CW2200 form, training eligibility workers to introduce themselves before asking customer for personal identifiable information, encourage eligibility workers and Access staff to offer and accept verbal attestations in every call during telephonic signature waivers and collaboration with CBOs to gather information from undeserved eligible populations.
6. Discussion Item: Review of Plan to Implement SSAB Eligibility Task Force (ETF) Recommendations: Dr. Alberto Banuelos, Assistant Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA) and Assmaa Elayyat, Chief, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Dr. Banuelos and Ms. Elayyat presented the Board Letter final memo that will be presented to the Board of Supervisors. The SSAB provided feedback on the wording structure and requested additional details for the separate SSAB ETF and Kone Recommendations Tracking Log, such as quantitative measurable outcomes of success for baseline comparison in addition to the strong actions identified in the current column, equity indicators and possibly establishing work groups for the high priority items.
7. Information Item: Update on Local Response to COVID19 Emergency for all Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data: Assmaa Elayyat, Chief, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ms. Elayyat provided updates on CalFresh, Medi-Cal, CalWORKs and General Relief flexibilities, waiver expirations and extensions. Ms. Elayyat also shared federally approved policy changes and metrics tracked from the on-set of the pandemic February 2020 to June 2022 (end of FY 21/22).

ADJOURNMENT/SET NEXT MEETING:

The meeting was adjourned at 11:29 a.m. Next regular meeting will be held on September 14, 2022.



ITEM #5 REVIEW OF PLAN TO IMPLEMENT SSAB ELIGIBILITY TASK FORCE (ETF) RECOMMENDATIONS

Dr. Alberto Banuelos, Assistant Director, Self-Sufficiency Services
Assmaa Elayyat, Chief, Self-Sufficiency Services



| ITEM | SSAB/TASK FORCE RECOMMENDATIONS | ACTION PLANS | MEASUREMENTS OF SUCCESS | EXPECTED DATE OF COMPLETION |
|------|--|---|---|-----------------------------|
| 1 | Establish County and Community Based Organization (CBO) initiative to reduce denied applications – with an emphasis on denials related to failure to provide verification. The initiative should include the following activities, as well as any other priorities identified by the County and CBOs during planning and implementation. | <ul style="list-style-type: none"> •When waivers expire, consider expanding focus to include denials due to failure to interview. •Create additional two-way communication channels (text, chat and video conferencing) so customers can easily ask follow-up questions about their case and check the status of their application. | <ul style="list-style-type: none"> •Analyze data and conduct analysis on application denials due to failure to provide and establish a tracking report that is produced once per month and monitored. •Conduct three refresher trainings for staff on alternatives to paper for verification and create desk guides. • Community forum was held on August 30th with CBOs to provide overview of CalFresh requirements and discuss failure to provide denials and discontinuances for CalFresh. | 11/1/2022 |
| 2 | Simplify eligibility and redetermination processes and paperwork, including a focus on cash programs (eg, General Relief (GR), Cash Assistance Program for Immigrants (CAPI), County Medical Services (CMS), etc.). | •Conduct a complete analysis of all GR, CAPI, and CMS program policies and procedures and State laws and regulations, identify opportunities for simplification of eligibility and redetermination. | •Implement one or more identified eligibility simplification for redetermination procedures for GR, CAPI, and CMS. | 2/1/2023 |
| 3 | Benchmark staff workload levels with other counties and states; consider emerging best practices; and monitor, report and balance workload ratios across Family Resource Centers (FRCs) and other County sites. Continue to monitor and increase “first contact resolution.” | •Research and identify other California County and other State staff workload and performance levels, and best practices. | <ul style="list-style-type: none"> •Continue to produce and distribute 163 daily, weekly, and monthly tracking and monitoring reports for staff work assignments across all offices and balance workload across FRCs. •Revised multiple reports to include additional data which helps staff better track work and workloads across FRCs. | Complete |
| 4 | Increase equity of access to County Self-Sufficiency Services by (1) hiring and recruiting more bilingual staff so they are consistently accessible and (2) by improving wait times and quality of third-party translation services to better serve clients in threshold and other languages and to lessen the impact on worker performance. | •Create tracking, monitoring, and performance reports of current baseline staff languages, and create tracking, monitoring, and performance report of County contracted service translation and interpreter providers, in order to better serve customers in their threshold language and increase staff performance. | •Increase the current number of bilingual Human Services Specialist (HSS) staff, currently 792 individuals which represents 54% of HSS staff overall. | 9/1/2022 |

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| 5 | Give trained CBO assisters access to private, universalized customer and case manager dashboards or databases and data sharing agreements, so CBOs can check on application status themselves and assist their customers with paperwork, appointments, and due dates. Pursue and advocate for this feature in the California Statewide Automated Welfare System (CalSAWS) platform. | <ul style="list-style-type: none"> •Advocate for necessary privacy, confidentiality, and legal reforms required in order for CalSAWS to provide CBO assisters the ability to directly access customer application and case information.. | <ul style="list-style-type: none"> •CalSAWS to implement CBO access for assisters to directly access customer and case information. | 3/1/2023 |
| 6 | With a clear statement from the County and through outreach with trusted community partners, address fears among customers living in immigrant, refugee and mixed status households about the use of public benefits affecting their pathways to citizenship (ie, concerns about the Public Charge rule). | <ul style="list-style-type: none"> •Identify additional opportunities to educate the public about Public Charge and accessing public assistance benefits. •Advocate for local, State, and Federal officials to take official actions and communications regarding Public Charge information. | <ul style="list-style-type: none"> •Increase by 25% the number of available resources on County Self-Sufficiency Services Public Charge webpage. •Increase by 25% the number of visits to County Self-Sufficiency Services Public Charge webpage, currently the page averages 183 hits per month. •Self-Sufficiency Services (SSS) and the Department of Homeless Solutions and Equitable Communities (HSEC) are collaborating to provide outreach and awareness on Public Charge resources to customers and CBO's. SSS provided a Public Charge overview training to HSEC staff on August 18, 2022. | 10/1/2022 |
| 7 | Assess and adjust the training model to ensure HSS' are empowered and equipped to provide excellent customer service. Include intermittent on-the-job training between program trainings to give trainees experience in an FRC earlier. Create desk guides for difficult forms HHSA cannot fix with examples of completed forms. | <ul style="list-style-type: none"> •Review and assess all current training and desk guide materials and identify and eliminate obsolete information, and institute any required new material, and review on a regular basis. | <ul style="list-style-type: none"> •Implement immediate on the job training for new staff hired to provide experience in FRC's and call center as soon as possible. Hired 723 HSS staff since 2020 who are located at their respective FRC or call center location upon hire. •3,926 training modules were completed by HHSA staff for the 2022/23 Fiscal Year so far. | Complete |

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| 8 | Expand availability of County application assistance by increasing outstationed eligibility workers in high-impact locations. | <ul style="list-style-type: none"> •Identify, seek, and invite additional outstationed opportunities for HSS' from CBOs. •Continue to measure success of outstationed staff by tracking number of persons contacted and number of applications received and submitted through outstationed sites. | <ul style="list-style-type: none"> •Assess and identify the number of outstationed HSS' currently throughout the County including tracking pre and post outstation statistics. Outstationed HSS' are placed onsite within the community and work closely with CBO's. Currently, a total of 73 outstationed staff support 79 locations across the County and have received and processed a total of 167,657 applications for the 2021/22 Fiscal Year through May. •Completed over 75 community outstation outreach and enrollment assistance events so far for the new 2022/23 Fiscal Year. | Complete |
| 9 | Review the compensation study for eligibility staff to make sure pay is commensurate with neighboring counties and the County of San Diego's cost of living. | | <ul style="list-style-type: none"> •The County and Service Employees International Union (SEIU) 221 have agreed upon a 3-year contract including wage, benefit, and equity cost of living adjustment increases. | Complete |
| 10 | The study team and SSAB encourage HHSA and the County Board of Supervisors to embrace the County's deserved leadership role by advocating for meaningful program improvements at the State and Federal level that will enable local systems improvements. In particular, HHSA should advocate for continuing with the positive changes in service delivery created by the pandemic (e.g. eliminating interviews). | <ul style="list-style-type: none"> •Work with County (County Office of Strategy and Intergovernmental Affairs (OSIA)), State and Federal legislative advocates, lobbyists, statewide organizations (County Welfare Directors Association) and policymakers to maintain and advance the benefits of COVID-19 related business process waivers and rules related to eligibility. | <ul style="list-style-type: none"> •Work with SSAB to submit four or more advocacy letters of support to continue waivers over the next year. •HHSA participated in a Congressional committee hearing on July 11th to discuss CalFresh enrollment barriers for Veteran population. HHSA met with community and federal partners on July 17th to discuss CalFresh enrollment barriers for Veteran and Military populations. •HHSA met with federal partners on July 18th & 19th and provided an overview of operations and processes, HHSA also advocated with federal partners the need to further simplify program requirements and continue permanently the various CalFresh (SNAP) COVID related waivers in place including the interview waiver. | 9/1/2022, and ongoing |

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| 11 | Leverage and expand partnerships with CBOs that serve prioritized subgroups and are trusted messengers in those communities. | <ul style="list-style-type: none"> •Partner with the County Health and Human Services Agency, Department of Homeless Solutions and Equitable Communities (HSEC), to facilitate access and ease of enrollment into all programs and identify future opportunities for collaboration. | <ul style="list-style-type: none"> •Increase number of customers assisted in partnership with HSEC with a focus on homeless and disadvantaged subgroups. •Digital outreach flyers posted for community partners on HHSA website, including flyer translations, several orders of printed flyers also arrived that were provided to community members during the 2022/23 Fiscal Year. •32,745 application referrals from CBO's were received by HHSA so far for the 2022/23 Fiscal Year. | 1/1/2023 |
| 12 | Create digestible fact sheets and ensure availability in multiple languages. | <ul style="list-style-type: none"> •Seek trusted CBOs to assist with reaching hard to serve customers within their respective communities. •Seek and retain community input on fact sheet content and language context. •Provide distribute and deliver fact sheets using multiple platforms including: flyers, social media, County website, text campaigns, etc. in order to maximize community distribution. | <ul style="list-style-type: none"> •Draft six Self-Sufficiency Services fact sheets for all programs in all threshold languages. | 10/1/2022 |
| 13 | Align County and CBO approaches to outreach with customer preferences. | <ul style="list-style-type: none"> •Participate in existing and newly created CBO monthly and recurring meetings, forums, and convenings to align County and CBO approaches to outreach for customers. •Implement strategies and recommendations from community meetings and convenings in order to maximize reducing barriers to enrollment.. | <ul style="list-style-type: none"> •Participate in at least twelve County and CBO collaboration meetings over the next year. | 3/1/2023 |

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| 14 | Conduct cross-program outreach using electronic communication channels. | <ul style="list-style-type: none"> •Identify outreach, promotional, educational, and enrollment opportunities across all programs (complete). •Combine specific program outreach and educational materials in order to deliver multi-program messaging for enrollment (complete). | <ul style="list-style-type: none"> •Utilize, provide, distribute, and deliver information using multiple platforms including flyers, social media, County website, text campaigns, etc. in order to maximize community distribution. During the 2021/2022 Fiscal Year through May, 142,495 robo calls and 647,867 texts were sent to customers. The Goal is to increase this number by 10%. •Digital outreach flyers posted for community partners on HHSA website, including flyer translations. | 12/1/2022 |
| 15 | Leverage and expand mobile outreach unit and inter-disciplinary street outreach teams that include HHSA, CBOs, and other agencies. | <ul style="list-style-type: none"> •Partner and plan continuous interdisciplinary outreach and enrollment opportunities with the County HHSA HSEC. •Identify new opportunities with CBOs to reach those hardest to serve, including persons experiencing homelessness. | <ul style="list-style-type: none"> •Create a tracking and monitoring monthly dashboard report to measure impact. | Complete |
| 16 | Streamline phone applications by replicating 211's abbreviated rights and responsibilities approach. | <ul style="list-style-type: none"> •Abbreviated rights & responsibilities by the County not allowable under State/Federal regulations, 211 is a contractor and is able to use this method because a telephonic signature is captured, but full Rights & Responsibilities must be provided by the County. The County will identify opportunities to streamline CBO application submission best practices. | <ul style="list-style-type: none"> •Additional research to be conducted to identify measurement of success, if feasible. | Contingent upon research findings |
| 17 | Continue the positive trend related to program churn in CalWORKs, CalFresh, and Medi-Cal. | <ul style="list-style-type: none"> •Continue to monitor monthly churn data report for all programs. •Identify any positive trends and opportunities to reduce churn, in order to maintain continuous enrollment. | <ul style="list-style-type: none"> •Reduce overall 90-day churn re-application rate of 30%. | Complete, and ongoing |

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| 18 | Create an HHSA welcome packet with all of the information customers need to successfully continue their benefits. | <ul style="list-style-type: none"> •Work with CBOs and <i>Live Well San Diego</i> partners to gather input on a benefits enrollment welcome packet. •Partner with the County HHSA HSEC to facilitate access and ease of enrollment into all programs. | •Finalize and implement welcome packet. | 9/1/2022 |
| 19 | Leverage best practices using behavioral economics principles for renewal reminders like HHSA's text reminders and robocalls. | <ul style="list-style-type: none"> •Analyze, review, and identify opportunities for improvement to existing Self-Sufficiency Services text and robocall messages. •Work with CBOs and other community partners to identify new opportunities for text and robocall messaging in order to support continuous program eligibility. | <ul style="list-style-type: none"> •Increase number of robocall and text messages by 10%. During the 2021/2022 Fiscal Year through May, 142,495 robo calls and 647,867 texts were sent to customers. •12,247 robo calls and 214,121 texts were sent to customers so far for the 2022/23 Fiscal Year. | 3/1/2023 |
| 20 | Explore new ways to motivate staff and create incentives for high performers. | <ul style="list-style-type: none"> •Continue focusing on opportunities to identify and uplift exceptional customer service delivery by staff. •Continue Self-Sufficiency Services leadership initiative including management mentor program, leadership book club, leadership training opportunities, etc. | •The County and Service Employees International Union (SEIU) 221 have agreed upon a 3-year contract including wage, benefit, and equity cost of living adjustment increases. Continue utilizing San Diego County employee recognition program for monetary reward and time off. | Complete, and ongoing |
| 21 | HHSA should continue collaboration and building trust with community partners through a lens of equity and inclusion. | •Work with County Office of Equity and Racial Justice to identify strategies to engage with community, customers, staff, and partners through a lens of equity and inclusion. | •Identifying 5 new entities to engage with who help underserved communities. | 9/1/2022 |
| 22 | HHSA should begin involving customers as advisors when improving the system. | <ul style="list-style-type: none"> •Continue to utilize customer satisfaction survey data to improve system performance. •Seek input from customers, CBOs, and community partners on policy and procedure changes when appropriate on an ongoing basis. | •Increase number of surveys returned by 10%. During the 2021/2022 Fiscal Year through May, 9,595 surveys were submitted. | 1/1/2023 |

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| 23 | HHSA would benefit from procuring organizational development support to help leadership promote the culture and procedural changes throughout the organization. | <ul style="list-style-type: none"> •Work with County Department of Human Resources and HHSA Training and Development Department to increase organizational development and leadership development for staff. •Continue to utilize and enhance organizational and leadership development services from the University of California Davis to support and promote continued positive cultural change throughout the organization. | <ul style="list-style-type: none"> •Identify and implement at least 1 organizational leadership level training to help support and promote organizational changes. •HHSA began 2 new leadership classes for supervisory and management level staff with the University of California Davis starting in the 2022/23 Fiscal Year. | 10/1/2022 |
| 24 | Pursue with California Department of Social Services (CDSS) a demonstration of a simplified universal application paper packet that uses plain talk in multiple languages, gives applicants a clear explanation of what to expect in the process, and is supported by a mobile-friendly online application with easy-to-understand instructions. | <ul style="list-style-type: none"> •Work with County OSIA, State and Federal legislative advocates, lobbyists, statewide organizations (County Welfare Directors Association) and policymakers to pursue a demonstration pilot of a simplified universal application. •Communicate directly with CDSS leadership on creating an opportunity for a demonstration of a simplified application in multiple languages and supported by mobile friendly application with easy to understand instructions. •Advocate and request CalSAWS to identify any and all opportunities for a simplified application in multiple languages that is mobile friendly and easy to understand. | <ul style="list-style-type: none"> •Identify and submit advocacy request for simplified universal application to CDSS. •Implement changes if approved. | 11/1/2022 |

Aggregated Denied / Discontinued Cases* by Program for FY 21/22

Denials

| Program | Total Applications | Applications Approved | Applications Denied | % of Total Applications Denied |
|----------|--------------------|-----------------------|---------------------|--------------------------------|
| CalFresh | 210,869 | 133,871 | 76,998 | 36.51% |
| Total | 210,869 | 133,871 | 76,998 | 36.51% |

Discontinuances

| Program | Total Cases | Discontinued Cases | % of Case Discontinuances |
|----------|-------------|--------------------|---------------------------|
| CalFresh | 286,254 | 78,303 | 27.35% |
| Total | 286,254 | 78,303 | 27.35% |

*Cases unduplicated by program (multiple apps in the period for the program & case are only counted once)

of Selected Reasons for each Case by Disposition

CalFresh

| Distinct Case Count | | | |
|-------------------------|----------------|----------------|----------------|
| Reason Count by Case | Denied | Discontinued | Distinct Total |
| 1 | 54,251 | 10,038 | 64,289 |
| 2 | 13,294 | 46,203 | 59,497 |
| 3 | 4,807 | 19,578 | 24,385 |
| 4 | 3,509 | 2,276 | 5,785 |
| 5 | 956 | 199 | 1,155 |
| 6 | 178 | 6 | 184 |
| 7 | 3 | 3 | 6 |
| Distinct Total | 76,998 | 78,303 | 155,301 |
| Duplicated Total | 115,165 | 171,334 | 286,499 |

Note: The distinct total of sent out notices contain the duplicated total of reasons

Duplicated Case Count by Denial Reason

| CalFresh Denial Reason | Duplicated Count |
|--|------------------|
| Deny Food Stamps because of a failure to provide verification | 31,097 |
| Household's Gross Income exceeds Gross Income limit | 17,451 |
| The client failed to provide verification. | 15,606 |
| Income Received is not Verified. | 6,986 |
| The individual's income verification is not received | 6,170 |
| FS AG failed because of pending verification. | 4,557 |
| CalFresh MCE elderly/disabled Household above the gross income limit. | 4,033 |
| Net Non-Exempt Income exceeds Net Income Limit | 3,832 |
| The individual failed to sign Statement Of Facts | 3,297 |
| Student does not meet student work requirements | 3,268 |
| Other | 2,963 |
| Withdrawal of Food Stamps because the applicant requests withdrawal | 2,815 |
| Worker requests a cancellation of Food Stamps | 2,478 |
| Food Stamps case failed because one or more household members receive aid in another case. | 1,852 |
| The case failed because the benefit amount is zero. | 1,849 |
| Head of household is either not a resident of the county or the residency is not verified. | 1,688 |
| Food Stamps Household does not qualify for Separate Household. | 1,395 |
| Identity of Applicant/ head of household is not verified in the SFU | 1,176 |
| County of Residence is not the same as the county of application for all the individuals in the case | 922 |
| Everyone in household failed to provide residency verification | 904 |
| Citizenship is not verified. | 536 |
| Denial of Food Stamps because the applicant failed to complete necessary paperwork | 136 |
| Food Stamps denial due to client's non-cooperation with the EFDP/Home visit worker | 49 |
| CalFresh ESAP Household failed eligibility | 34 |
| Denial of Food Stamps because the applicant has died before completing the determination | 24 |
| Denial of Food Stamps because the client did not keep the appointment | 21 |
| Denial of Food Stamps because the client was a No Show to the Application Appointment | 8 |
| The client refused to provide required verification for eligibility determination - FS (Compliance). | 8 |
| Denial of Food Stamps when an applicant is no longer living in a recovery center | 6 |
| SNB/TNB Program Request has been denied as there are no eligible SSI/SSP recipients | 3 |
| SNB Program Request has been denied as SNB was previously evaluated on the case. | 1 |
| TOTAL | 115,165 |

Duplicated Case Count by Discontinuance Reason

| CalFresh Discontinued Reason | Duplicated Count |
|--|------------------|
| Ongoing CalFresh MCE Households who are ineligible for non-financial reasons. | 63,787 |
| Discontinue Food Stamps case for Non-compliance of SAR 7 | 33,940 |
| Non-compliance with Redetermination process and for other eligibility requirements not met. | 12,165 |
| Failure to complete RRR process | 12,162 |
| CalFresh ESAP Household failed eligibility | 7,741 |
| Household's Gross Income exceeds Gross Income limit | 7,520 |
| Discontinue Food Stamps case for incompleteness of SAR 7 | 4,958 |
| Food Stamps is discontinued because the recipient verbally requested discontinuance | 3,596 |
| Discontinue Food Stamps because of a failure to provide verification | 2,995 |
| The client failed to provide verification. | 2,399 |
| Head of household is either not a resident of the county or the residency is not verified. | 2,031 |
| CalFresh MCE elderly/disabled Household above the gross income limit. | 1,887 |
| Income Received is not Verified. | 1,795 |
| Net Non-Exempt Income exceeds Net Income Limit | 1,794 |
| The individual's income verification is not received | 1,542 |
| County of Residence is not the same as the county of application for all the individuals in the case | 1,332 |
| The case failed because the benefit amount is zero. | 1,117 |
| ICT to another county for CalFresh | 1,108 |
| Inter-County Transfer. | 956 |
| Discontinue CalFresh - ICT | 916 |
| FS AG failed because of pending verification. | 832 |
| CalFresh case has 130% IRT Reporting | 747 |
| FS Restoration has been Denied. | 619 |
| The client requests for Termination/Discontinuance of Food Stamps | 547 |
| Restoration of Aid - Household's Gross Income exceeds Gross Income limit | 398 |
| The individual failed to sign Statement Of Facts | 362 |
| Disc CalFresh - No Longer Cnty Resident. | 310 |
| Food Stamps case failed because one or more household members receive aid in another case. | 241 |
| Food Stamps Household does not qualify for Separate Household | 213 |
| SNB is discontinued as the household is no longer receiving CalFresh | 199 |
| Inter-County Transfer and for other eligibility requirements not met. | 157 |
| CalFresh started after TCF certification period. | 146 |
| Other | 151 |
| CalFresh case is between 131 - 200% of the FPL | 111 |
| The individual is deceased. | 95 |
| Food Stamps failed because expense verification that was pending while on EXFS is still pending after the due date | 84 |
| Restoration of Aid - Net Non-Exempt Income exceeds Net Income Limit | 79 |
| Restoration of Aid - The case failed because the benefit amount is zero. | 72 |
| CalFresh household has moved out of the state of California | 54 |
| Identity of Applicant/ head of household is not verified in the SFU | 49 |
| Citizenship is not verified. | 27 |
| SNB/TNB Program Request has been denied as there are no eligible SSI/SSP recipients | 16 |
| The client refused to provide required verification for eligibility determination - FS (Compliance). | 15 |
| Inter County Transfer sent for CalFresh | 13 |
| The FS benefit changed because gross income is different from the prior gross income. | 9 |
| Discontinuance of Food Stamps due to fair hearing/court order | 7 |
| The eligibility was determined based on COLA request. | 6 |
| Discontinuance of Food Stamps because the client did not keep the appointment | 5 |
| ICT to another county for CalFresh - TCF | 5 |
| Failure to comply with RRR process | 3 |

| | |
|---|----------------|
| Housing amount has changed, causing the Total Gross Income to change | 3 |
| Terminate TFS because client reapplies for Regular Food Stamps/ CalWORKs. | 3 |
| TFS case failed because all the individuals are receiving aid in another Food Stamp case. | 3 |
| The client signs a disqualification hearing waiver that they have committed 1st or 2nd IPV and the remaining FS H | 3 |
| Disc. TFS because client reapplied for CalWORKs | 2 |
| A change in the utility cost amount caused a change in the gross benefit amount | 1 |
| SNB is discontinued as the household is now approved for TNB | 1 |
| SNB Program request has been denied as CalFresh failed eligibility when the previously excluded SSI/SSP recipien | 1 |
| Student does not meet student work requirements | 1 |
| TCF terminated because a new CalWORKs application has been approved on the case. | 1 |
| The individual did not sign SAWS 2 or other form | 1 |
| The State hearing decision finds that client committed 1st or 2nd IPV and the remaining FS HH member's income | 1 |
| TOTAL | 171,334 |



ITEM #6 DISCUSS THE CREATION OF AN AD HOC COMMITTEE OF LESS THAN A QUORUM TO REVIEW AND MAKE SUGGESTED CHANGES TO THE COUNTY OF SAN DIEGO ADMINISTRATIVE CODE FOR THE SSAB BYLAWS

Anahid Brakke, Chair, SSAB



ITEM #7 UPDATE ON SSAB AD HOC PUBLIC CHARGE SUBCOMMITTEE

Vino Pajanor, Vice Chair, SSAB





ITEM #8

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

Assmaa Elayyat
Chief, Self-Sufficiency Services





PROGRAM FLEXIBILITIES & WAIVERS

Current Flexibilities & Options

- The following waivers granted by the Food and Nutrition Services (FNS) **have been extended:**
 - Initial application and recertification interviews **September 30th 2022**
 - Telephonic signature **September 30th 2022**
 - Quality control face to face interviews **September 30th 2022**
 - Able Bodied Adults Without Dependents – CA waiver extended through **June 30, 2023**
 - **Reinstatement waiver extended from July 1, 2022 through June 30, 2027**
- The California State Department of Social Services (CDSS) is **requesting additional extensions from FNS on the following waivers:**
 - Initial and recertification interviews (through December 2022)
 - Telephonic signature (through October 2022)
 - Quality Control face to face interviews (through December 2022)



ADDITIONAL UPDATES

- Emergency Allotments
 - **Approved for August, benefits were issued September 10th**
 - **Approved for September, benefits will be issued October 16th**
 - All CalFresh households receive a minimum allotment of \$95 monthly as of April
- Pandemic EBT (P-EBT)
 - All P-EBT cards have been mailed to young children under 6
 - P-EBT cards for school age children are currently being mailed
 - CDSS is currently drafting the P-EBT 3.0 plan which covers the 2021–22 school year
 - **Requires FNS approval**
- **CFAP expansion to 55+ regardless of immigration status, implementation date TBD**



BENEFIT ALLOTMENT UPDATES

- The Food and Nutrition Service (FNS) will apply [Cost of Living Adjustments](#) (COLAs) to SNAP maximum allotment amounts, income eligibility standards, and deductions.
- All COLAs are effective October 1, 2022

**SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM
MAXIMUM MONTHLY ALLOTMENTS
OCTOBER 1, 2022 TO SEPTEMBER 30, 2023**

Maximum SNAP Allotments for 48 States and D.C.

| Household Size | 48 States and DC |
|------------------------|------------------|
| 1 | \$281 |
| 2 | \$516 |
| 3 | \$740 |
| 4 | \$939 |
| 5 | \$1,116 |
| 6 | \$1,339 |
| 7 | \$1,480 |
| 8 | \$1,691 |
| Each additional person | \$211 |



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:
 - Telephonic/verbal signature on application – **extended permanently**
 - Flexibilities on identity and pregnancy verifications – **extended permanently**
- Initial application interview waiver has expired, interviews for new applications resumed effective December 1, 2021
- **Pregnancy Special Need amount increased from \$47 to \$100**
- **Pregnant applicants can now qualify for CalWORKs during any trimester**
- **Time on Aid increased from 48 to 60 months**



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

Extended program flexibilities that remain in place permanently:

- Telephonic and verbal attestation and signature
- Flexible verification requirements

Public Health Emergency renewed through October 2022 by Federal Administration, DHCS will provide a 60-day notice prior to ending it

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



POLICY CHANGES

- . Postpartum Care Expansion:
 - . Effective April 1, 2022
 - . Expands Postpartum Care from 60 days to 1 year from the end of pregnancy

 - . Medi-Cal Older Adult Expansion:
 - . Effective May 1, 2022
 - . Expands full scope Medi-Cal to adults aged 50+ regardless of immigration status

 - . Property Limit Increase for Non-MAGI programs:
 - . Effective July 1, 2022
 - . Property limit for one person increases from \$2,000 to \$130,000
 - . Property limit for two people increases from \$3,000 to \$195,000
 - . Increase for each additional person goes from \$150 per person to \$65,000 per person
- Note: State plan to eliminate the asset limit for Non-MAGI programs effective January 1, 2024 is still pending federal approval



MONTHLY UPDATES



ELIGIBILITY SERVICES BY THE NUMBERS...

September 2022 (Data Month: August 2022)

PARTICIPANTS

- **CalFresh:** 364,894 recipients, up 7.04% from last year.
 - 125,957 child recipients (0-18), up 2.77% from last year.
 - 79,451 senior recipients (60+), up 20.46% from last year.
- **CalWORKs:** 44,940 recipients, up 22.12% from last year.
 - 31,877 child recipients (0-18), up 10.41% from last year.
 - Welfare-to-Work: 12,573 participants, up 64.55% from last year.
- **CMS:** 23 CMS recipients, down 4.17% from last year.
- **General Relief:** 3,898 recipients, up 53.40% from last year.
- **Medi-Cal:** 986,541 recipients, up 9.06% from last year.
 - 329,131 child recipients (0-18), up 4.19% from last year.
 - 12,875 Medi-Cal Expansion Over 50 Years.

| Program | Cases | Recipients | % Change in Recipients | | Unduplicated Number of Recipients (August 2021–August 2022) |
|----------------|----------------|------------------|------------------------|---------------|---|
| | | | Previous Month | Previous Year | |
| CalFresh | 210,387 | 364,894 | 0.70% | 7.04% | 507,585 |
| CalWORKs | 15,404 | 44,940 | 0.91% | 22.12% | 59,704 |
| CMS | 23 | 23 | 4.55% | -4.17% | 77 |
| General Relief | 3,885 | 3,898 | 3.26% | 53.40% | 10,588 |
| Medi-Cal | 534,984 | 986,541 | 0.68% | 9.06% | 1,024,453 |
| Total | 764,683 | 1,400,296 | 0.70% | 8.99% | 1,131,127** |

*Recipients include 357,195 under ACA Medicaid Coverage Expansion.

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

PROCESSING

| Applications Registered | | |
|-------------------------|---------------|---------------|
| Program | August 2022 | FYTD |
| CalFresh | 20,463 | 37,938 |
| CalWORKs | 2,408 | 4,572 |
| CMS | 40 | 82 |
| General Relief | 2,427 | 4,587 |
| Medi-Cal | 10,413 | 19,205 |
| Total | 35,751 | 66,384 |

| Renewals Generated | | |
|--------------------|---------------|----------------|
| Program | August 2022 | FYTD |
| CalFresh | 10,830 | 21,253 |
| CalWORKs | 1,341 | 2,606 |
| CMS | 3 | 7 |
| General Relief | 138 | 207 |
| Medi-Cal | 40,947 | 83,925 |
| Total | 53,259 | 107,998 |

| Periodic Reports Generated | | |
|----------------------------|---------------|---------------|
| Program | August 2022 | FYTD |
| CalFresh | 13,452 | 26,014 |
| CalWORKs | 960 | 1,852 |
| General Relief | 2 | 4 |
| Medi-Cal | 22 | 47 |
| Total | 14,436 | 27,917 |

| Documents Imaged | |
|------------------|---------|
| August 2022 | FYTD |
| 450,567 | 856,912 |

| Tasks Created | |
|---------------|---------|
| August 2022 | FYTD |
| 392,439 | 768,715 |

ACCESS CUSTOMER SERVICE CENTER

| Customer Service | | | | |
|-------------------|-------------|-------------|--------|---------|
| Month | August 2021 | August 2022 | Change | FYTD |
| Total Calls | 130,958 | 168,851 | 37,893 | 323,987 |
| Abandoned | 824 | 2,975 | 2,151 | 5,991 |
| Average Wait Time | 0:17 | 1:25 | 1:08 | 1:29 |

| Community Based Organization (CBO) | | | | |
|------------------------------------|-------------|-------------|--------|-------|
| Month | August 2021 | August 2022 | Change | FYTD |
| Total Calls | 4,199 | 5,117 | 918 | 9,923 |
| Abandoned | 51 | 177 | 126 | 375 |
| Average Wait Time | 0:57 | 3:13 | 2:16 | 3:26 |

| Emails Received | |
|-----------------|-------|
| August 2022 | FYTD |
| 5,232 | 9,548 |

FAMILY RESOURCE CENTER VISITS

| Month | August 2021 | August 2022 | Change | FYTD |
|--------------------------|-------------|-------------|--------|--------|
| Total Tickets Issued | 36,551 | 36,588 | 0% | 69,575 |
| Average Wait Time (min.) | (*) | (*) | N/A | |

* Due to COVID-19 Waivers, Avg time is not available for August 2022

Processing Timeliness Applications, Periodic Reports, and Renewals

CalFresh

- Regular Applications: State required days to disposition = 30 Days
 - San Diego = 17 Days
- Expedited Applications: State required days to disposition = 3 Days
 - San Diego = 3 Days
- Semi-Annual Reporting Timeliness = 95.10%
- Annual Renewal Timeliness = 99.94%

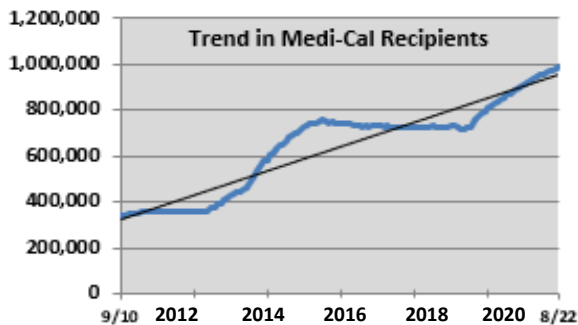
CalWORKs

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 19 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Day
- Semi-Annual Reporting Timeliness = 93.71%
- Annual Renewal Timeliness = 99.57%

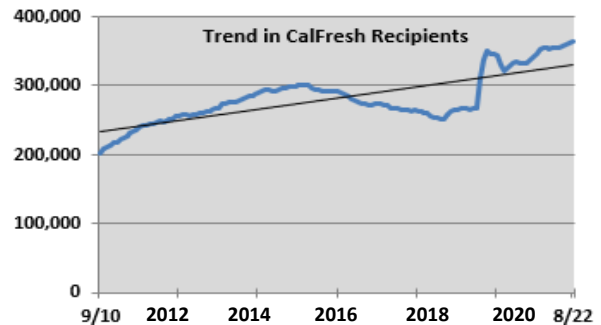
Medi-Cal

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 21 Days
- Annual Renewal Timeliness = 99.99%

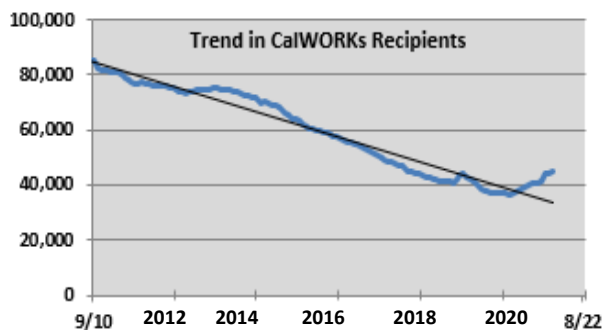
| Medi-Cal Recipients | | |
|---------------------|-----------|----------|
| FY Sep 10 | FY Aug 22 | 192% |
| 338,300 | 986,541 | Increase |



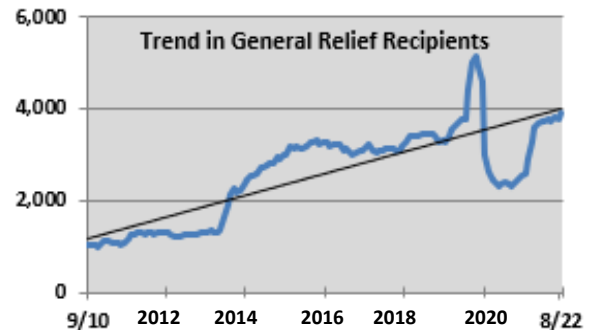
| CalFresh Recipients | | |
|---------------------|-----------|----------|
| FY Sep 10 | FY Aug 22 | 81% |
| 201,831 | 364,894 | Increase |



| CalWORKs Recipients | | |
|---------------------|-----------|----------|
| FY Sep 10 | FY Aug 22 | -46% |
| 83,068 | 44,940 | Decrease |



| General Relief Recipients | | |
|---------------------------|-----------|----------|
| FY Sep 10 | FY Aug 22 | 273% |
| 1,046 | 3,898 | Increase |

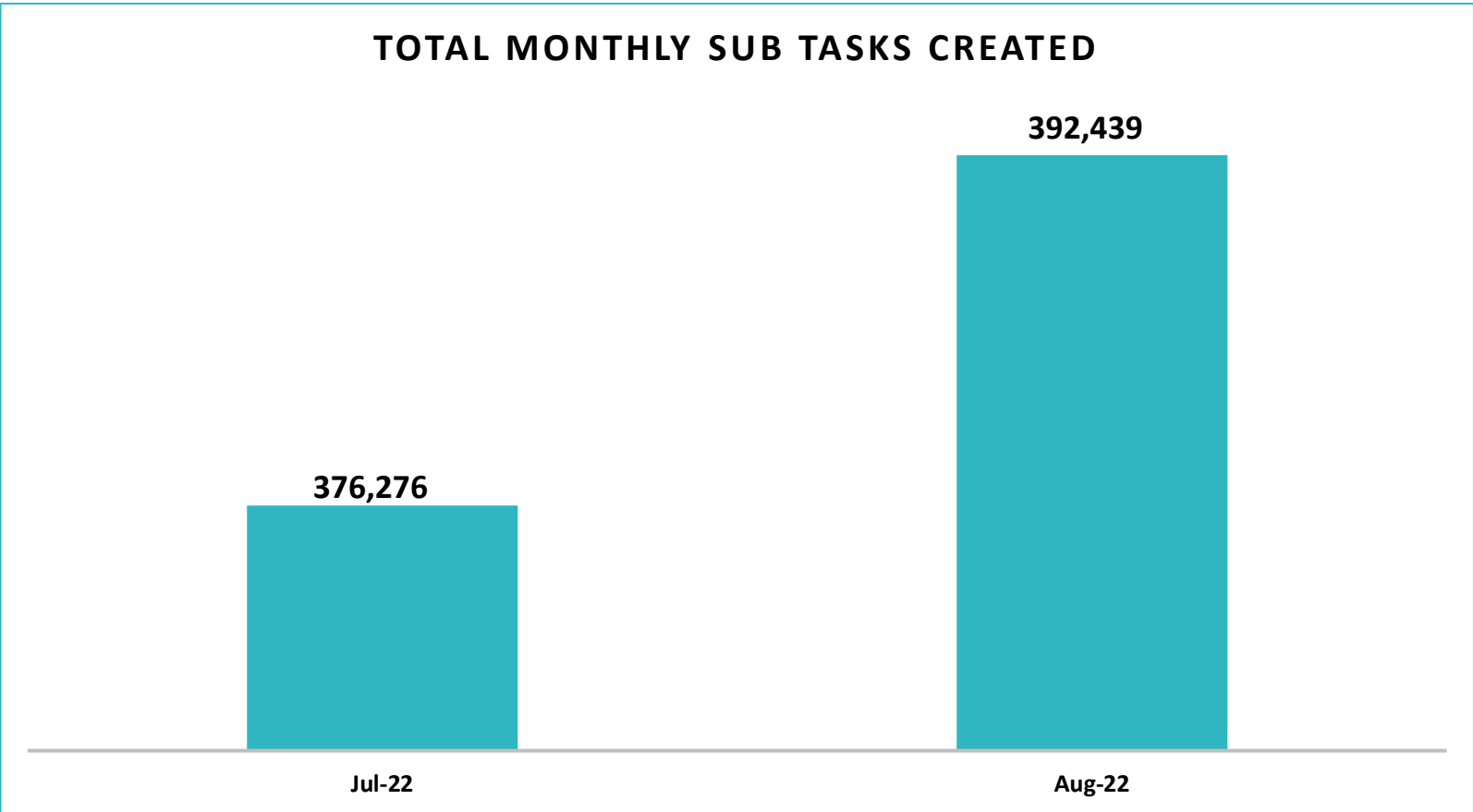


Monthly Self-Sufficiency Services Performance Dashboard (FY 22/23)

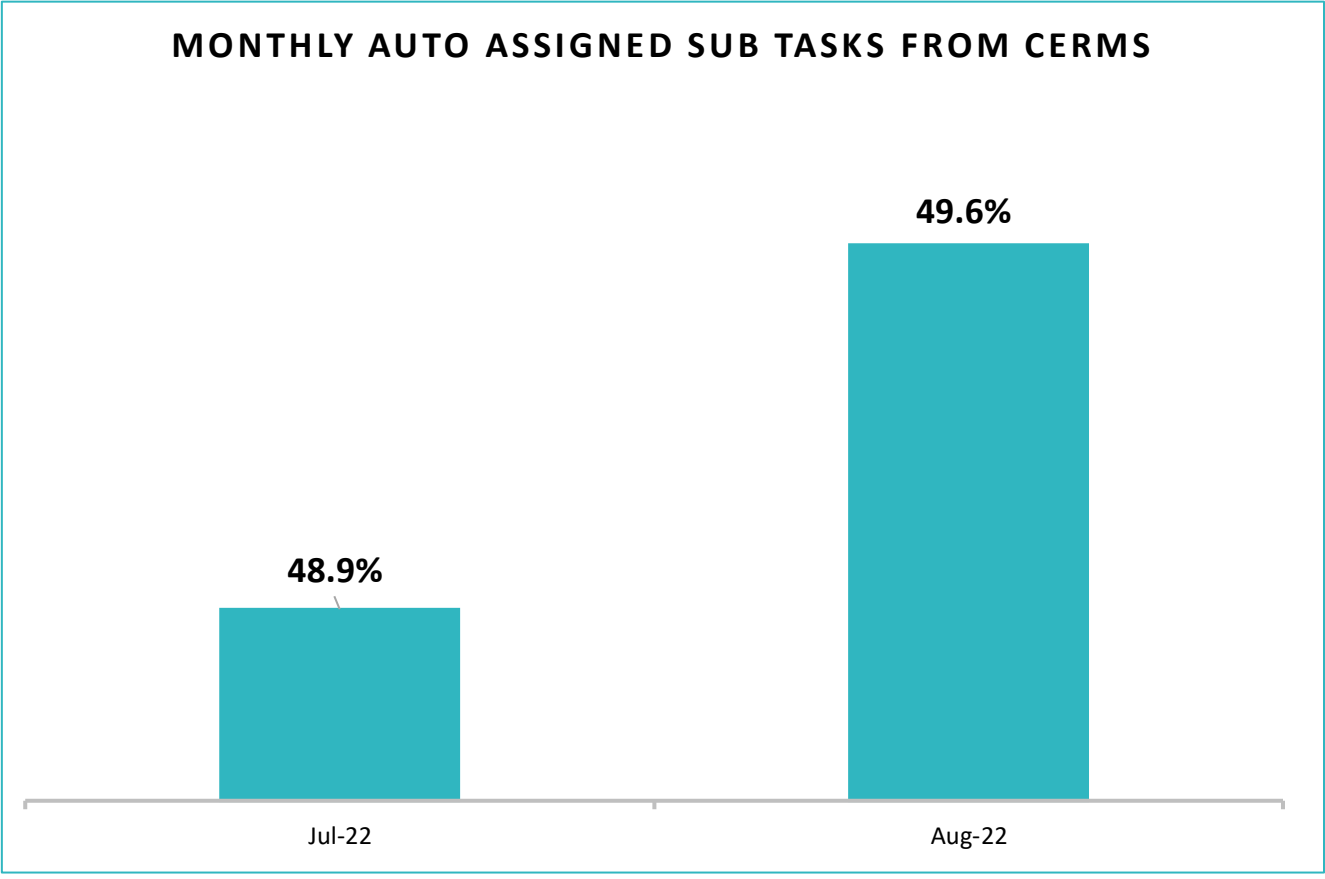
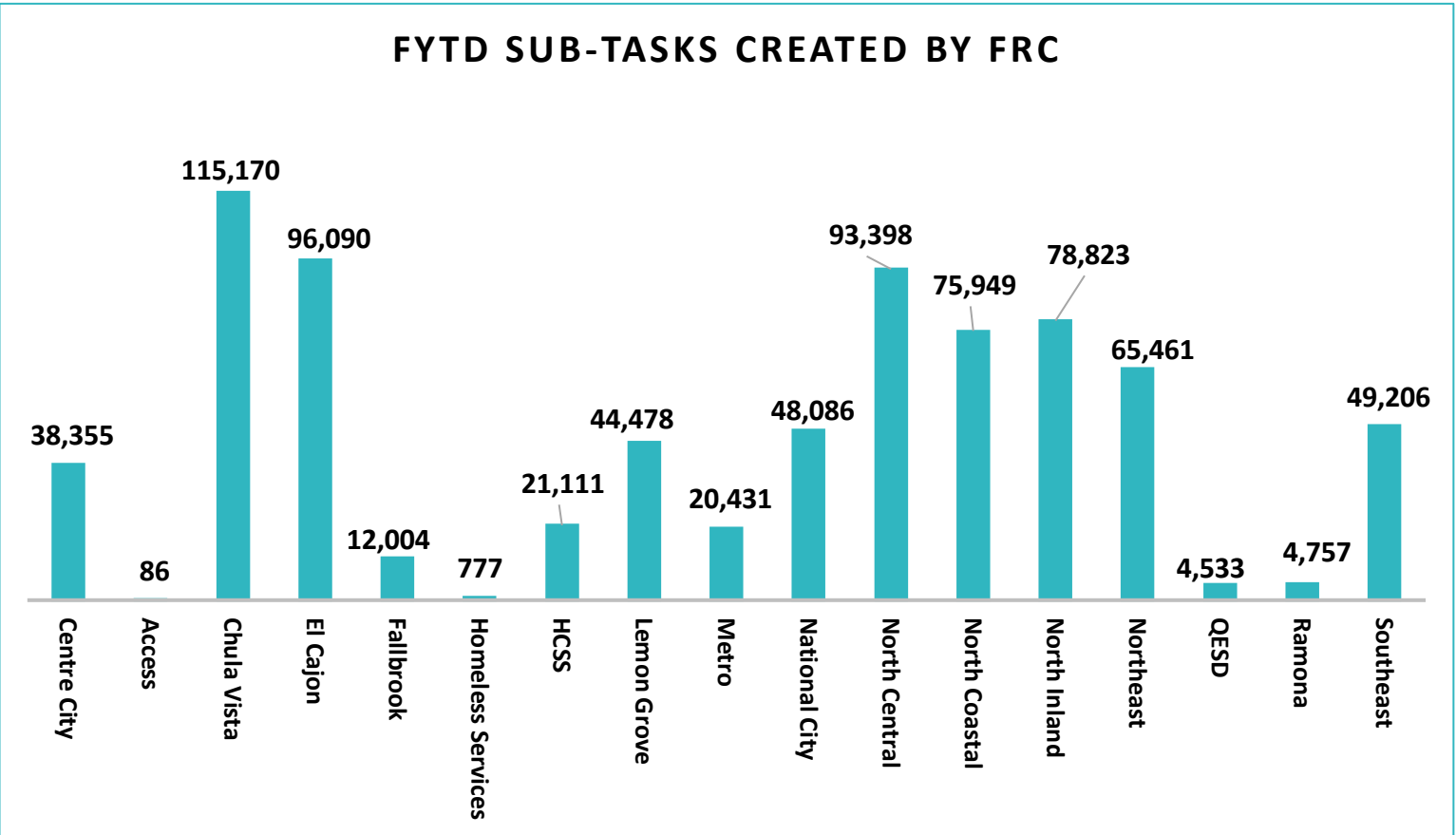
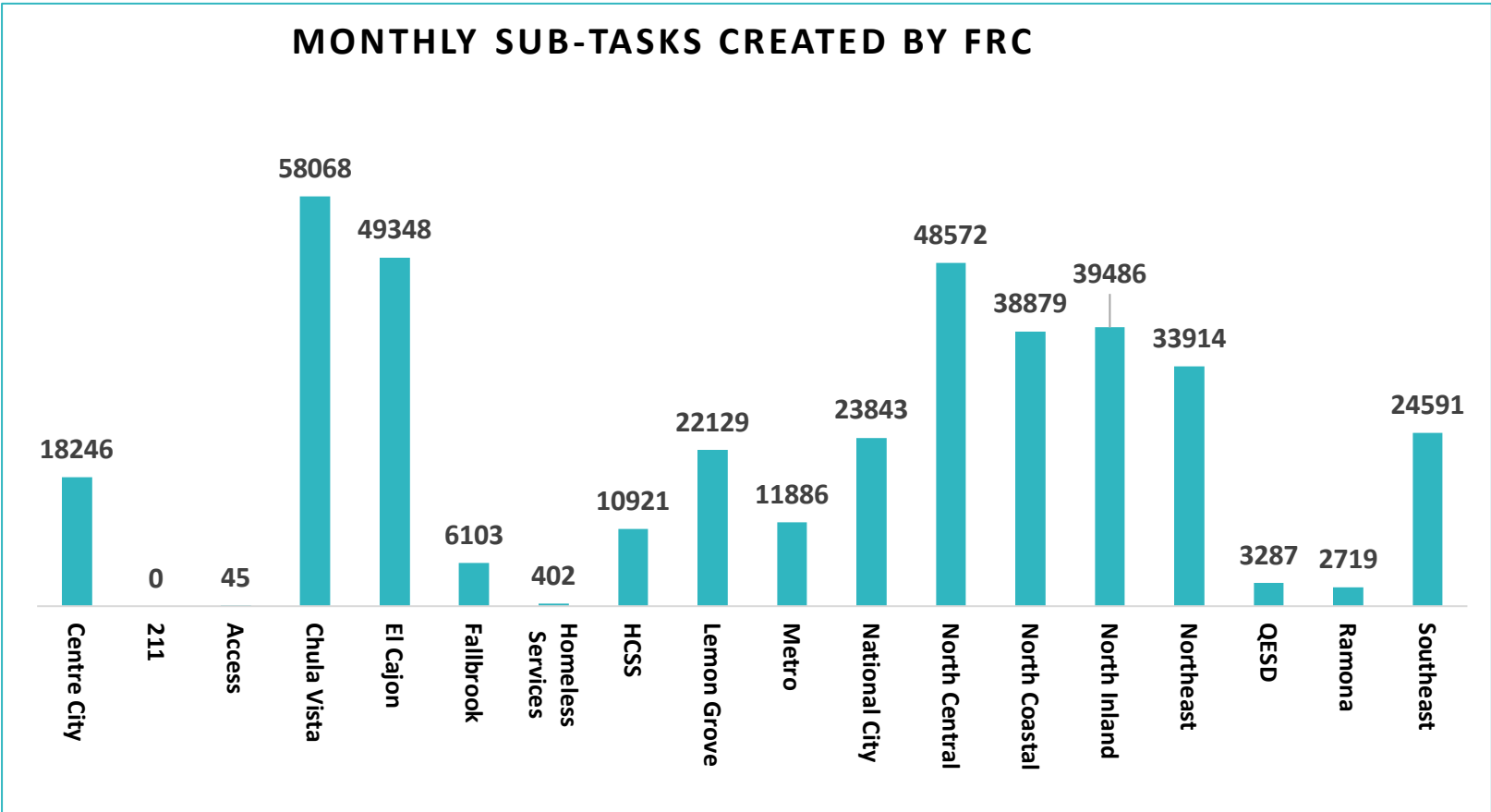
San Diego County

Data Month : August 2022

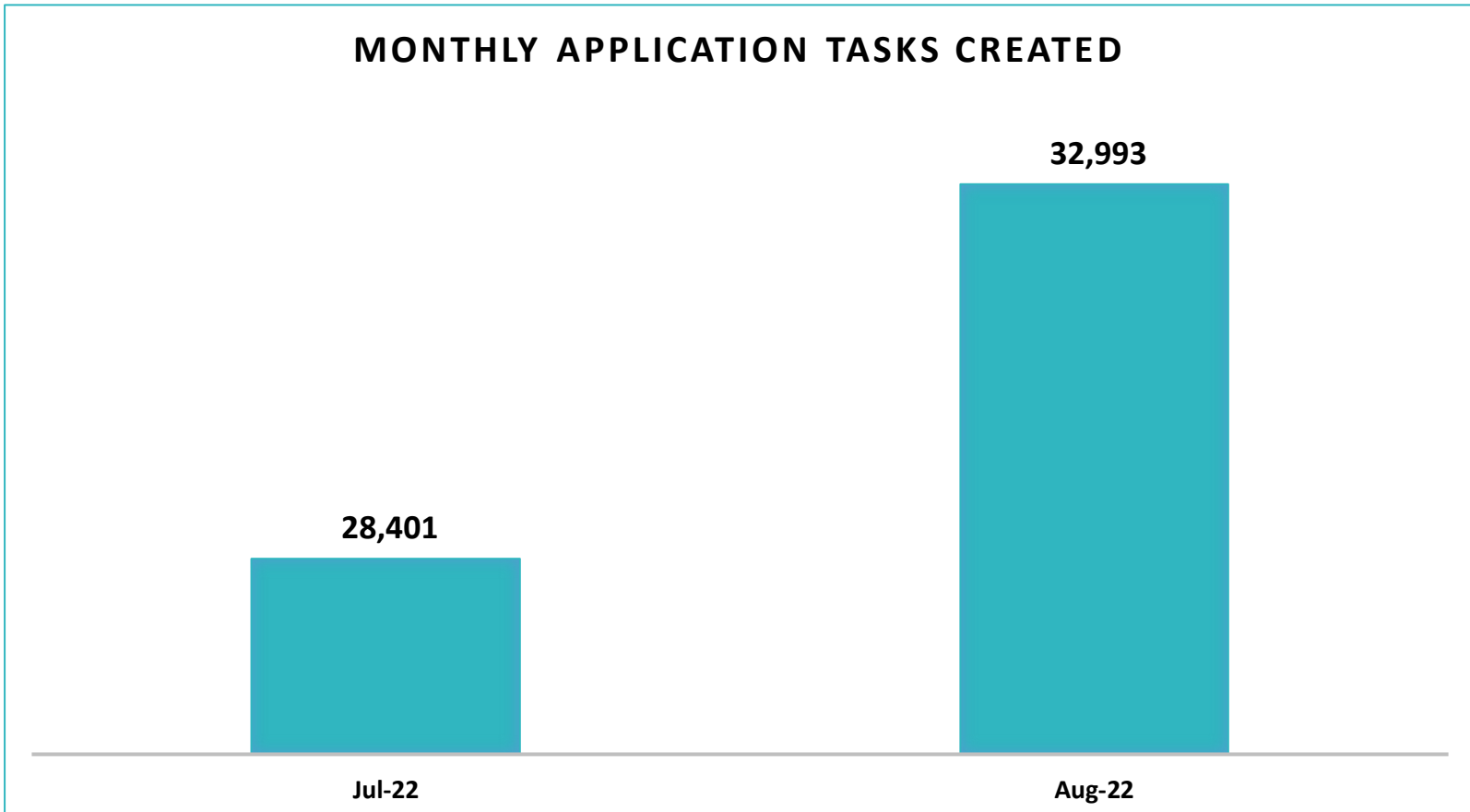
Work Management System (WMS) Subtasks Created



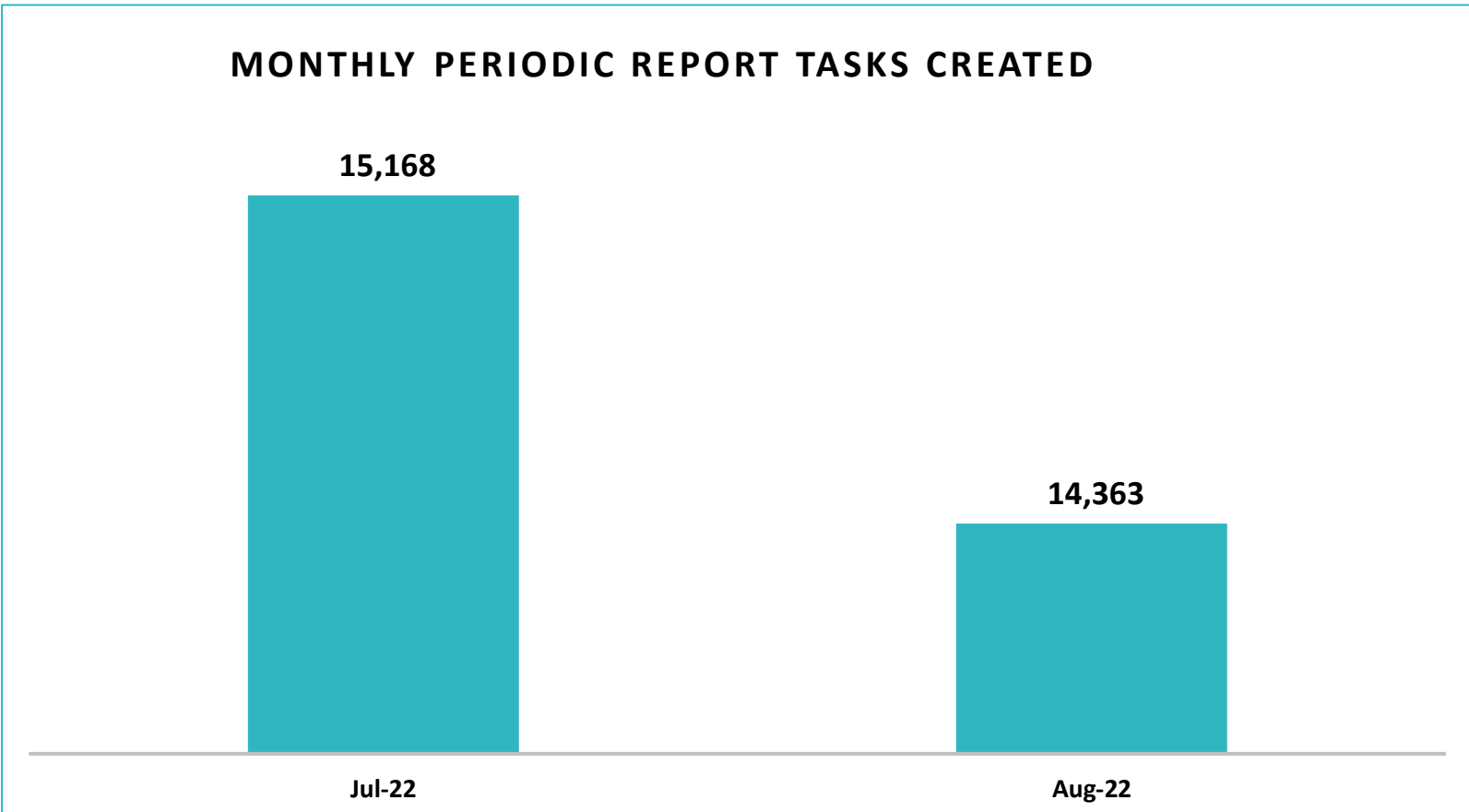
| | |
|------|---------|
| FYTD | 768,715 |
|------|---------|



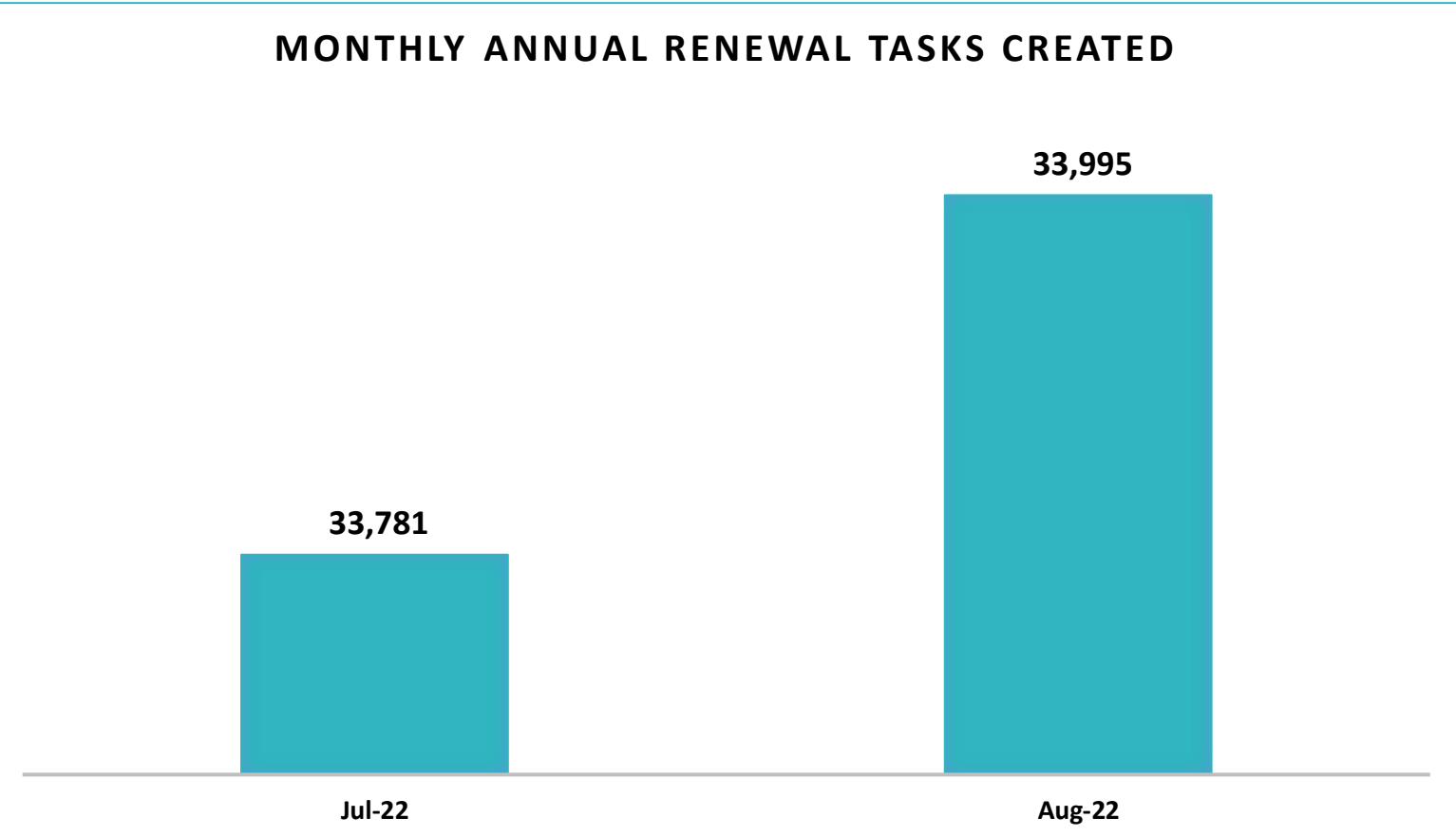
| | |
|------|-------|
| FYTD | 49.3% |
|------|-------|



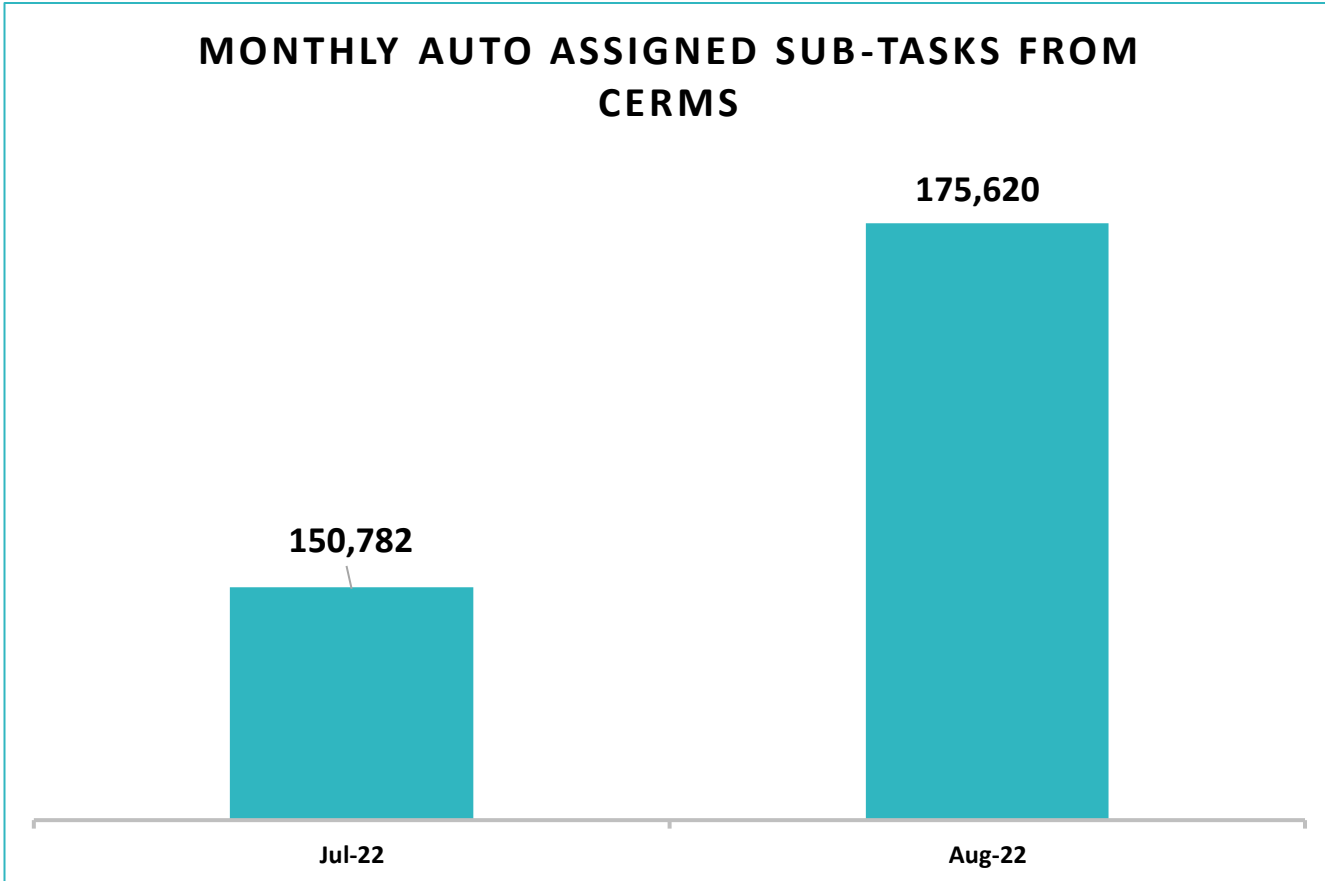
| | |
|------|--------|
| FYTD | 61,394 |
|------|--------|



| | |
|------|--------|
| FYTD | 29,531 |
|------|--------|

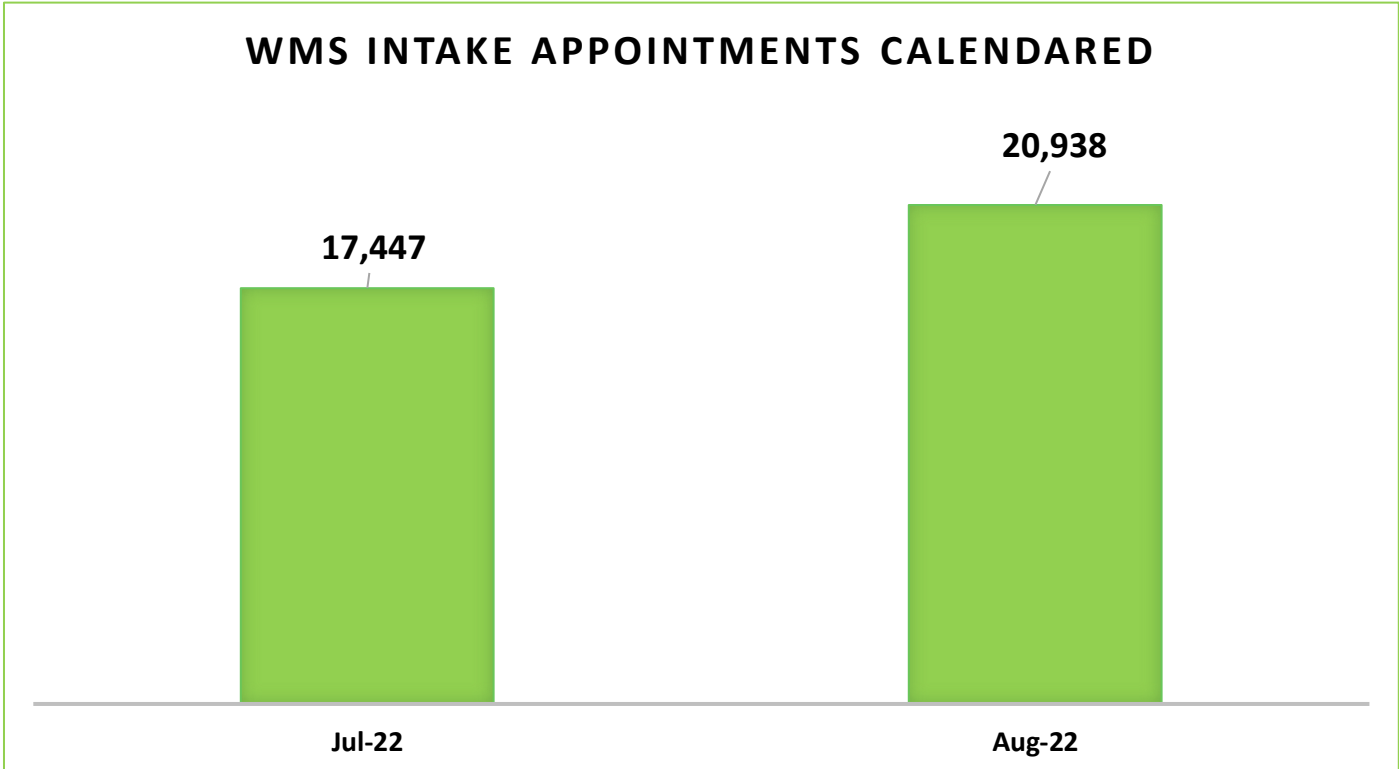


| | |
|------|--------|
| FYTD | 67,776 |
|------|--------|

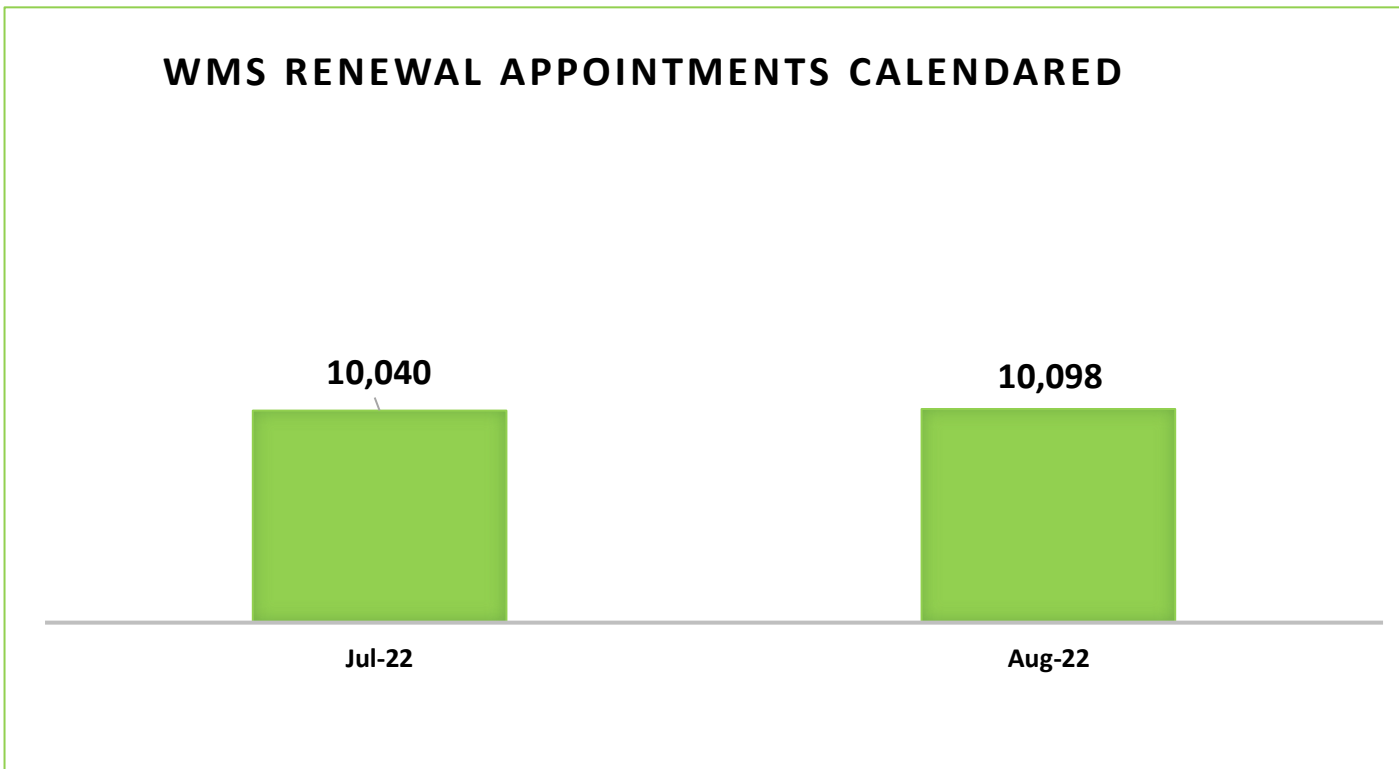


| | |
|------|---------|
| FYTD | 326,402 |
|------|---------|

MONTHLY WMS CALENDARED APPOINTMENTS

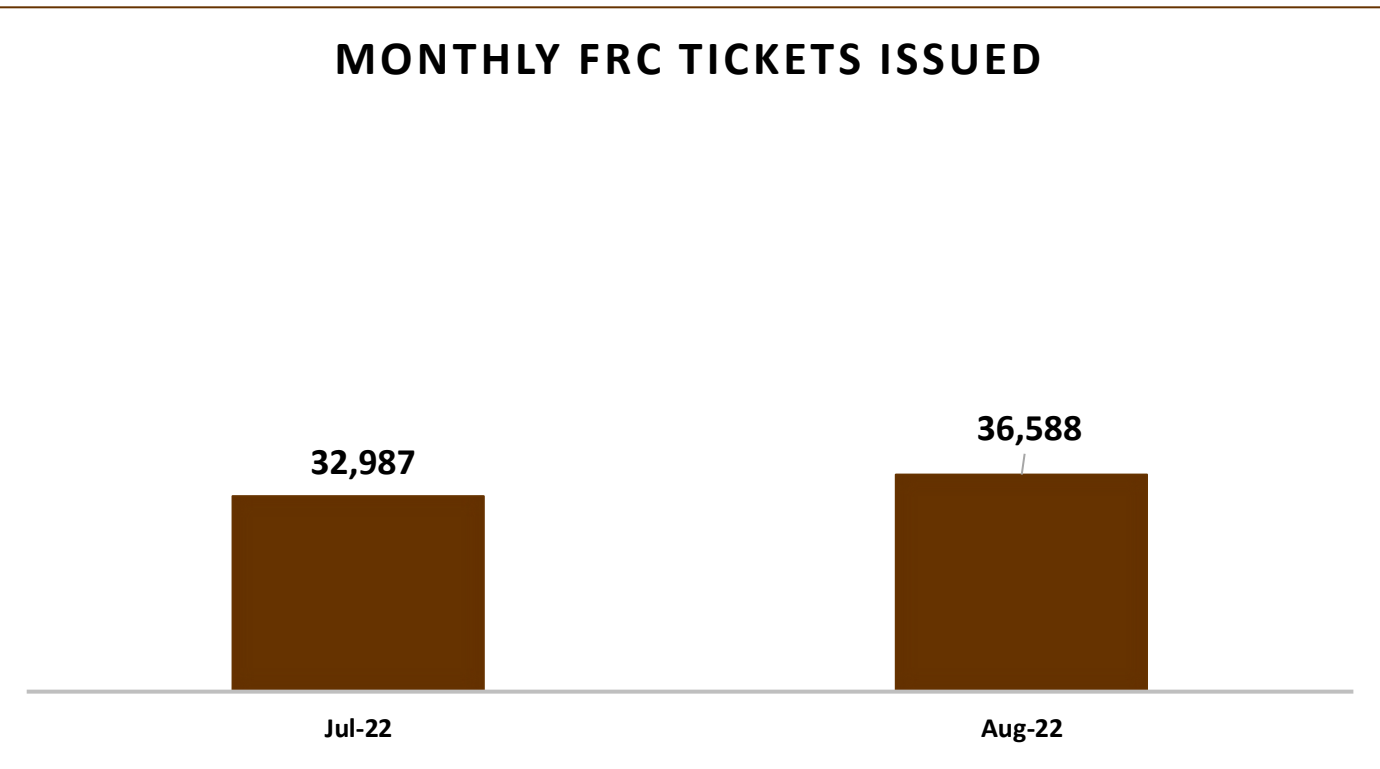


| | |
|------|--------|
| FYTD | 38,385 |
|------|--------|

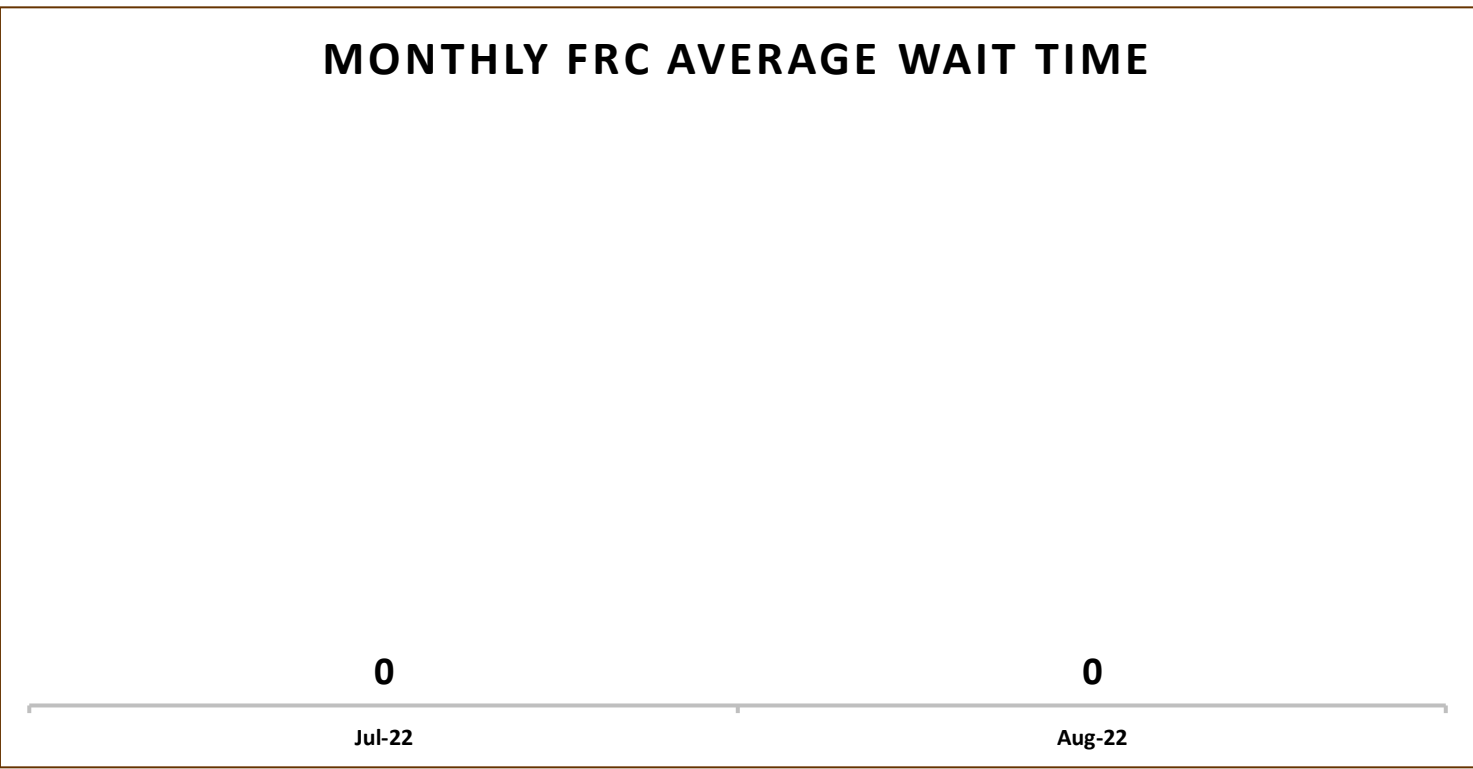


| | |
|------|--------|
| FYTD | 20,138 |
|------|--------|

LOBBY MANAGEMENT

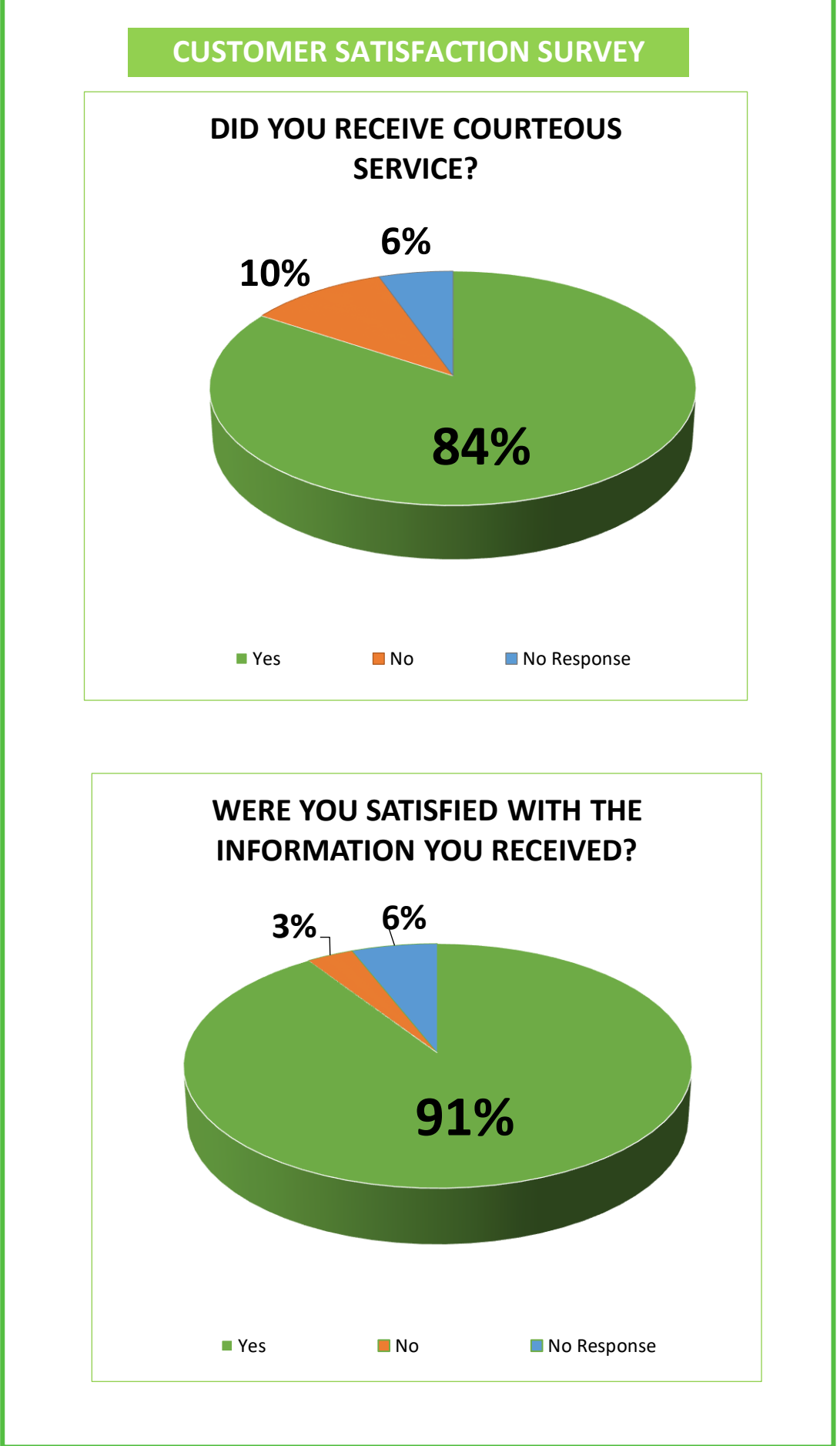
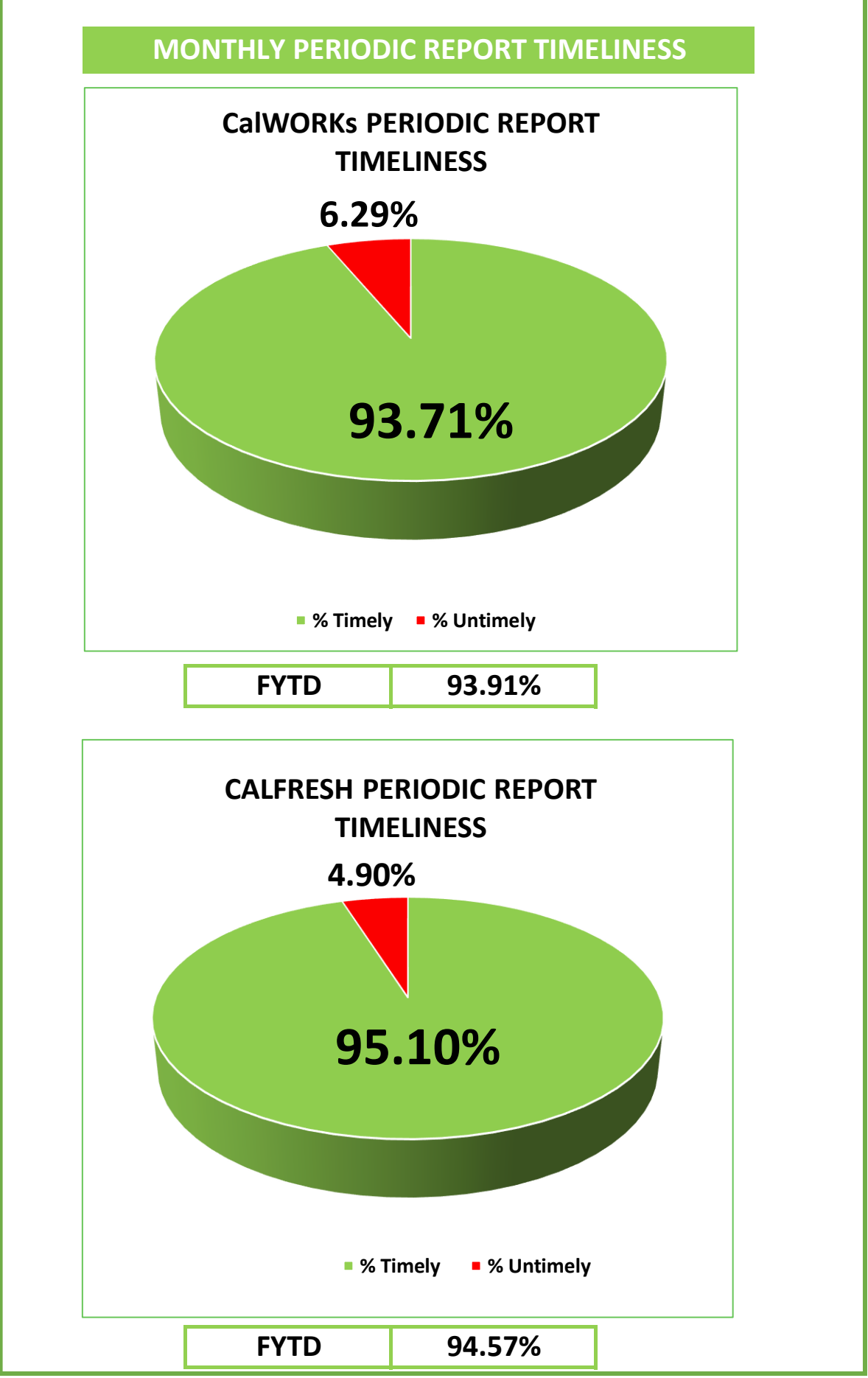
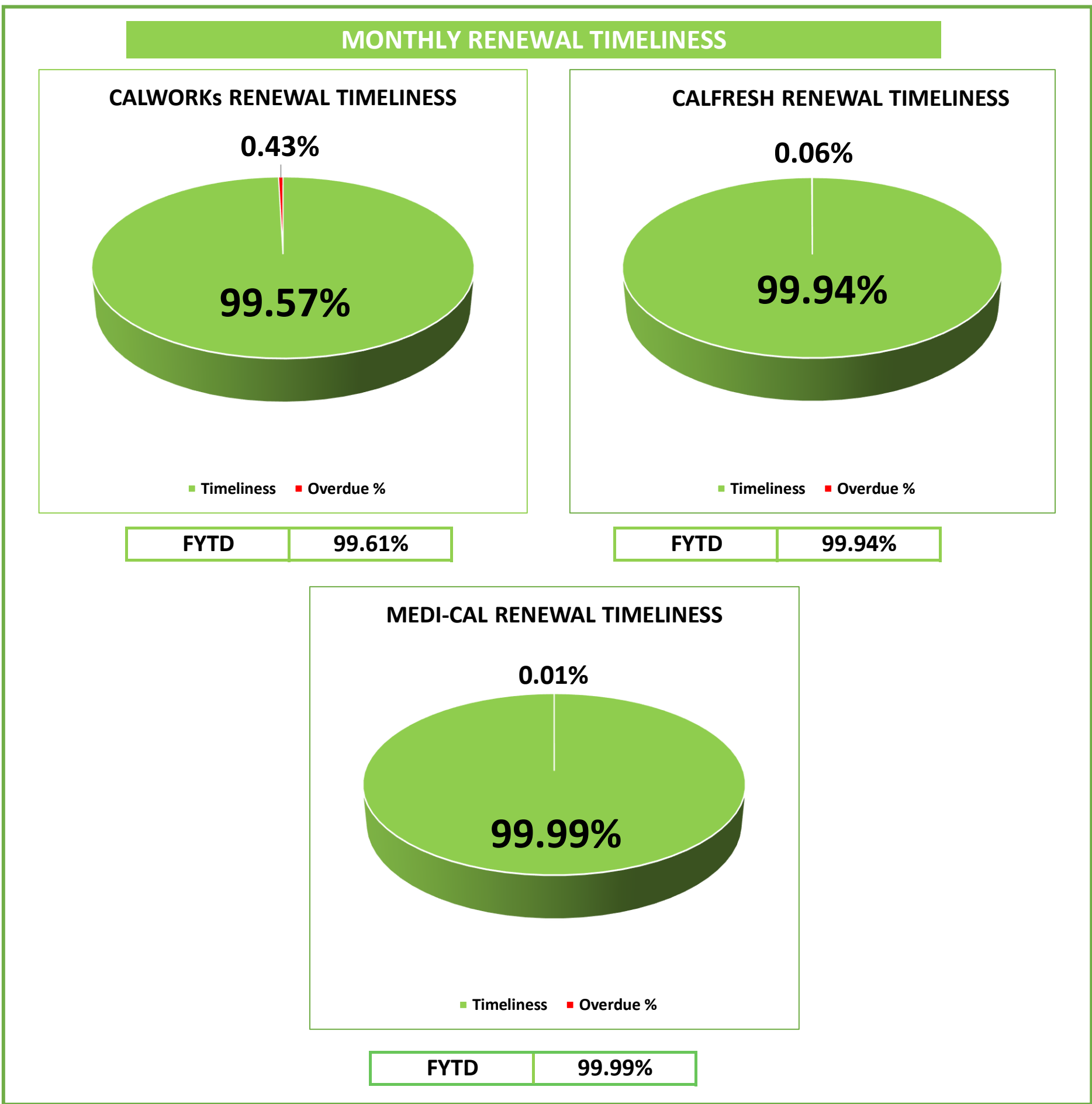
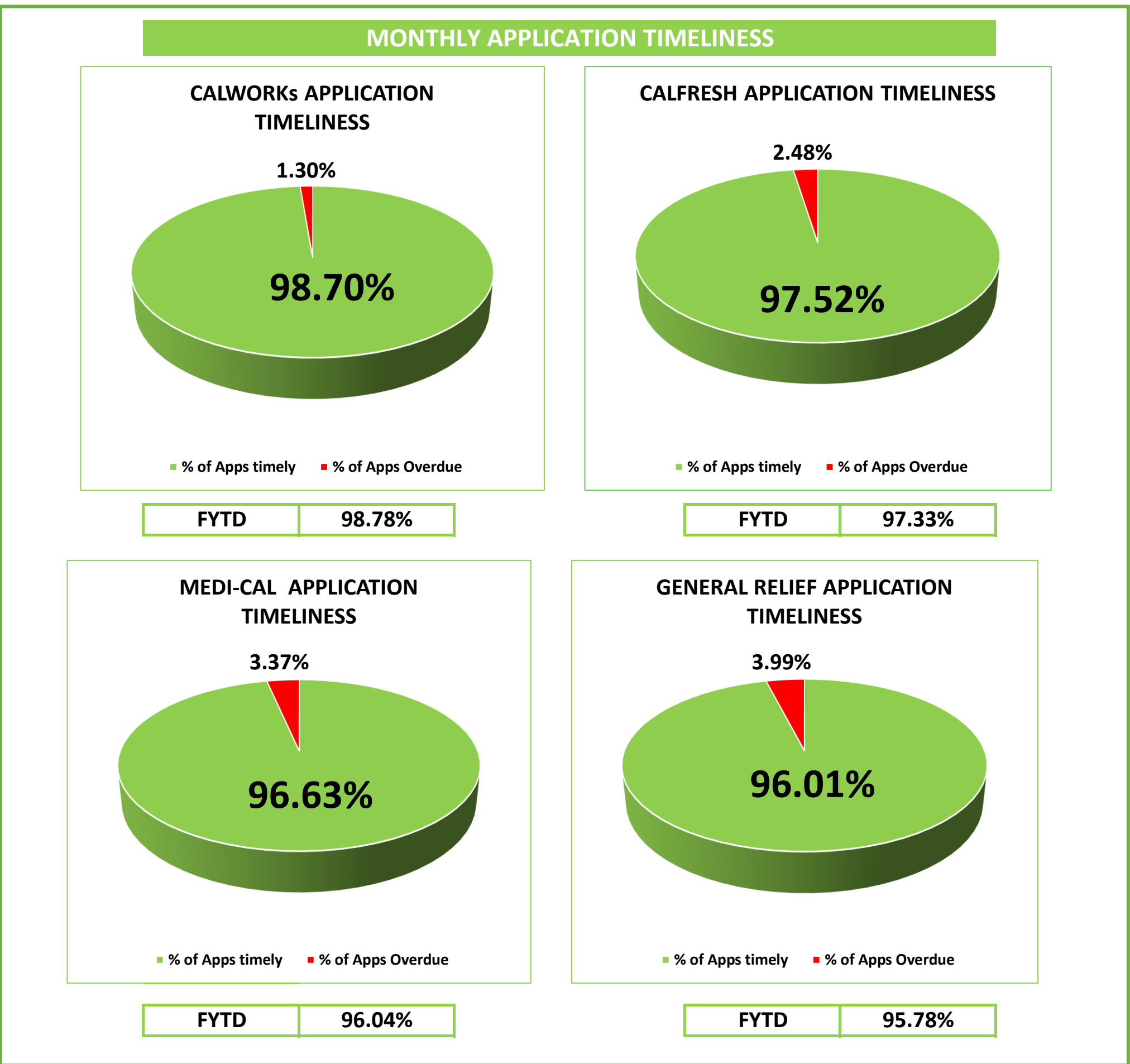


| | |
|------|--------|
| FYTD | 69,575 |
|------|--------|

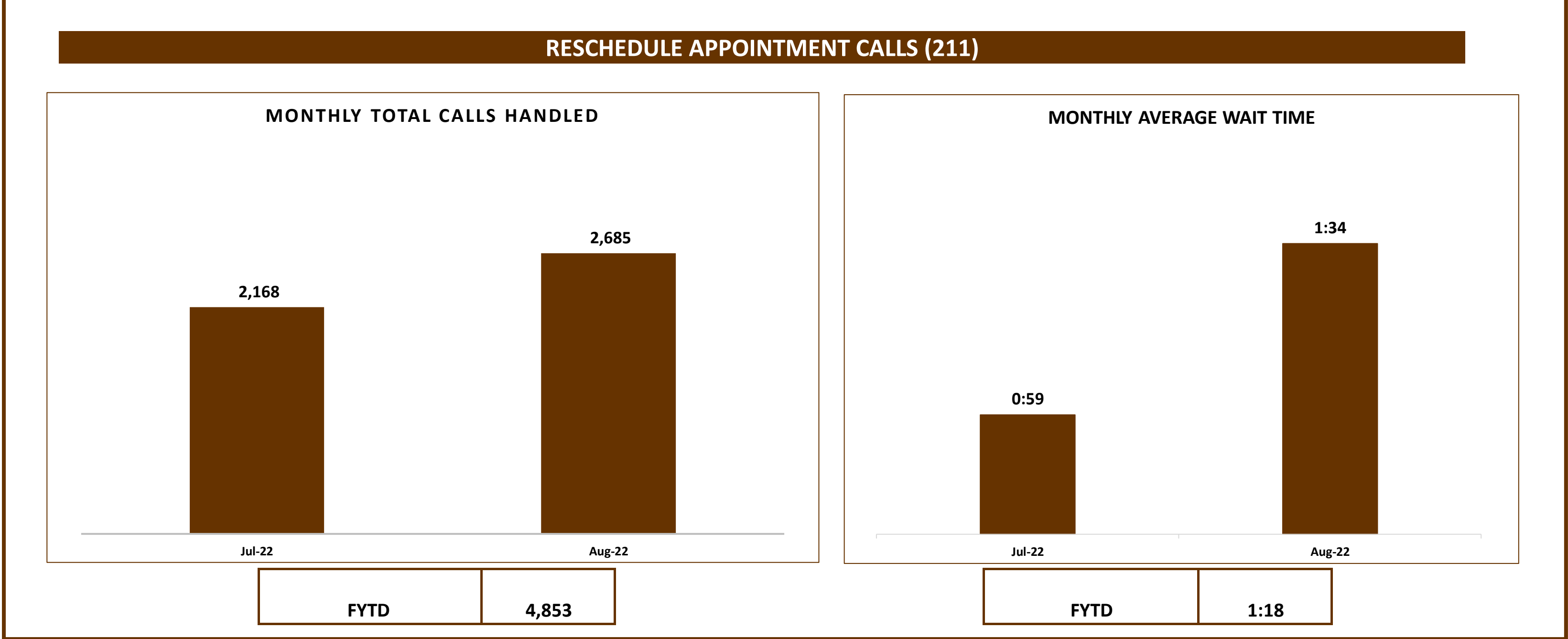
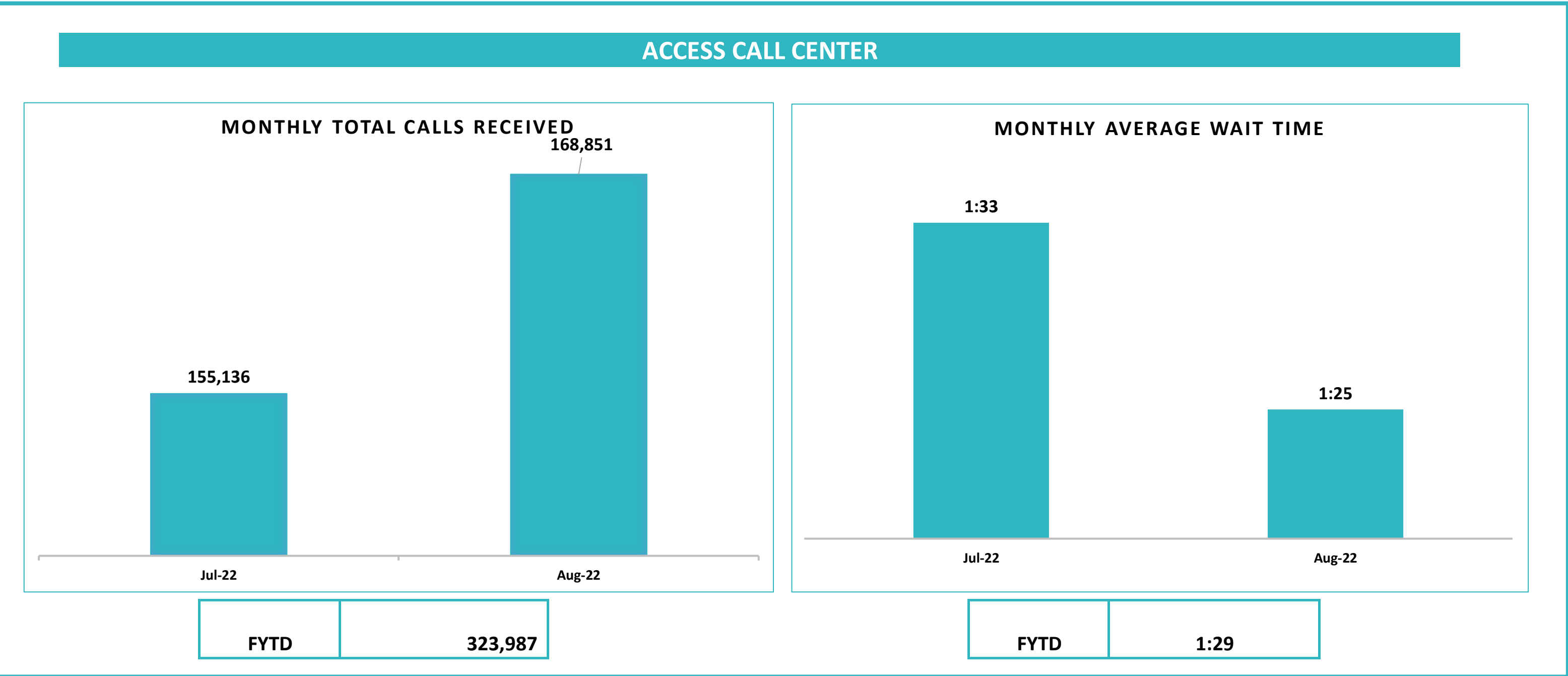


| | | |
|--------------------------------|------|------|
| *Average time is not available | FYTD | 0.00 |
|--------------------------------|------|------|

CASE PROCESSING PERFORMANCE (CALWIN)



ACCESS CALL CENTER





ITEM #9 OCTOBER SSAB MEETING

SSAB Members

