

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

MEETING NOTICE: Microsoft Teams ONLY

Join by phone: +1 619-343-2539

Phone Conference ID: 511 766 066#

Join on your computer or mobile app:

[Click here to join the meeting](#)

**September 8, 2021
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 11, 2021 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">➤ 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 |
|---------------------------------------|

- | | |
|-------------|---|
| 9:45-10:15 | 4. 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) |
| 10:15-10:45 | 5. Overview of Access Call Center and Rescheduling Process: Michael Schmidt, Human Services Operations Manager, Health and Human Services Agency (HHSA) |
| 10:45-11:10 | 6. Review of 2021 SSAB Goals and Objectives: Anahid Brakke, Chair, Social Services Advisory Board |
| 11:10-11:30 | 7. Update on SSAB Ad Hoc Enrollment Task Force Subcommittee: Anahid Brakke, Chair, Social Services Advisory Board. Karen Ellis and Oswaldo Urdapilleta, Kone Consulting |

| |
|----------------------------------|
| ADJOURNMENT/ NEXT MEETING |
|----------------------------------|

Next regular meeting will be held on October 13, 2021

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
August 11, 2021**

Members Present

Jan Spencley
Anahid Brakke
Buck Martin
Vino Pajanor
Carol Lewis
Rachel Morineau
Keara Pina
Greg Anglea

Members Absent

Gary Knight

Staff Present

Rick Wanne, Director Self-Sufficiency Services
Albert Banuelos, HHSA
Allison Boyer, HHSA
Adriana Ramirez, HHSA
Assmaa Elayyat, HHSA
Ida Bell, HHSA
Albert Garcia, HHSA
Claudia Gurrola, HHSA
Nanette Hartley, HHSA
Patty Baker, HHSA
Eric Rubio, HHSA
Amanda Berry, Board/Supervisors District 3
Paola Martinez-Montes, Board/Supervisors District 4
Kyle Sand, San Diego County Counsel
Andrew Strong, HHSA

Guests

Ivonne Velazquez, Hospital Association of San Diego
Lindsey Wade, Hospital Association of San Diego
Amanda Schultz Brochu, San Diego Hunger Coalition
Mauricio Medina, San Diego Hunger Coalition
Lauren Manalo, San Diego Hunger Coalition
Luis Monteagudo, 2-1-1 San Diego
Karla Samayoa, 2-1-1 San Diego
Devin Ton, Feeding San Diego
Amy Nantkes, Point Loma Nazarene University

1. Meeting called to order via WebEx at 9:31 by Chair, Anahid Brakke.
2. The July 14, 2021 Meeting Minutes were approved, with all Board Members present voting yes.
3. Public Comments:
 - No Public Comment
4. San Diego County Public Charge Communications: Ms. Brakke revisited the establishment of an additional Ad Hoc Subcommittee that will be tasked with a short-term project regarding Public Charge language with Immigration Rights community organizations. SSAB members Vino Pajanor, Carol Lewis and Rachel Morineau volunteered to join and a vote to confirm the additional Ad Hoc Committee was taken, with all Board Members present voting yes.

5. Presentation & Discussion: County of San Diego Office of Equity and Racial Justice: Andrew Strong, Director, Office of Equity and Racial Justice. Mr. Strong presented an overview on the creation of the County of San Diego Office of Equity and Racial Justice and their goals on laying a foundation for structural and systemic change through engaging community voice, an equity and racial justice lens on all County operations as well as data analysis to find disparities and root out systemic racism.
6. 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, CAIWORKs and General Relief flexibilities and waivers.
7. SSAB Ad Hoc Enrollment Task Force Subcommittee: Anahid Brakke, Chair, Social Services Advisory Board: The Ad Hoc Subcommittee members provided the update on the current phase of key stakeholder interviews with the consulting group, along with a discussion to streamline the distribution of surveys to the different populations by utilizing technology for data collection and reports.

ADJOURNMENT/SET NEXT MEETING:

The meeting was adjourned at 11:34 a.m. Next regular meeting will be held on September 8, 2021.



ITEM #4

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

Assmaa Elayyat
Chief, Self-Sufficiency Services





COMMUNITY PARTNER RESOURCE TOOLKIT

- New resource [toolkit](#) for Community Partners is now live on the HHSA Self-Sufficiency website
- Includes customer informing and outreach materials in several languages that community partners can use
- Information regarding the Live Well Mobile Bus and link to online reservation request form



Health & Human Services Agency

MENU ▾ PROGRAMS ALL SERVICES A-Z FACILITIES ADVISORY BOARDS CONTACT

Community Partner Resource Toolkit

Click on the links below for informational flyers:

- [Have You Moved](#) (Spanish, Arabic, Vietnamese, Tagalog)
- [Lifeline](#) (Spanish, Arabic, Vietnamese, Tagalog)
- [Did You Know](#) (Spanish, Arabic, Vietnamese)

For information regarding the *Live Well* Mobile Bus – including outreach schedule and online request form- please click on the following link: [Live Well Mobile Office \(livewellsd.org\)](http://livewellsd.org)





PROGRAM FLEXIBILITIES & WAIVERS

Current Flexibilities & Options

- The Food and Nutrition Services (FNS) extended the following waivers until **December 31, 2021**:
 - Initial application and recertification interview waivers
 - Telephonic and verbal signatures/attestation
- Emergency Allotment – Approved for **August & September**, to be issued **September 11th & October 24th**
- Pandemic EBT 2.0 (October – May benefit period)
 - Cards were issued to kids ages 0 – 6 in **July**
 - Cards will be issued to school aged kids in **September**
 - **CDSS' summer P-EBT plan approved by FNS**



PROGRAM FLEXIBILITIES & WAIVERS

- Consolidated Appropriations Act of 2021
 - Temporary student rule exemptions
 - California Student Aid Commission outreach e-mails to students who applied for FAFSA for new school year
 - Pandemic Unemployment Compensation – **ends in September 2021**
 - **HHSA customer outreach on applying for CalFresh & website messaging**
- Able Bodied Adults Without Dependents – CA waiver extended through **June 30, 2022**
- All CalFresh households receive a minimum allotment of \$95 monthly as of April

CALFRESH OVERVIEW



CALFRESH BENEFIT AMOUNTS

- Temporary 15% benefit increase **ends in September 2021**
- FNS has announced that SNAP (CalFresh) benefit allotments are increasing by 21%, new amounts effective October 1, 2021:

Maximum SNAP Allotments for 48 States and D.C.

| Household Size | 48 States and DC |
|------------------------|------------------|
| 1 | \$250 |
| 2 | \$459 |
| 3 | \$658 |
| 4 | \$835 |
| 5 | \$992 |
| 6 | \$1,190 |
| 7 | \$1,316 |
| 8 | \$1,504 |
| Each additional person | \$188 |

MINIMUM SNAP ALLOTMENTS OCTOBER 1, 2021 TO SEPTEMBER 30, 2022

| Household Size | 48 States and DC | Guam | U.S. Virgin Islands | Alaska | | | Hawaii |
|----------------|------------------|------|---------------------|--------|---------|---------|--------|
| | | | | Urban | Rural 1 | Rural 2 | |
| 1 – 2 | \$20 | \$30 | \$26 | \$26 | \$33 | \$40 | \$38 |



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 – **extended permanently**
 - Flexibilities on identity and pregnancy verifications – **extended permanently**
- Time on Aid exemption for expiring time-clocks – **extended until further notice**
- Pandemic Unemployment Compensation – **ends in September**
- End of P100 program
- **5.3% Maximum Aid Payment Increase effective October 2021**



GRANT INCREASES

General Relief grant payments will increase by 5.3% effective October 1, 2021

- New maximum payment amount for individuals = **\$472** per month
- New maximum payment amount for married couples = **\$646** per month



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 renewed throughout 2021 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**



ITEM #5

OVERVIEW OF ACCESS CALL CENTER AND RESCHEDULING PROCESS

Michael Schmidt

Human Services Operations Manager

Self-Sufficiency Services



LIVE WELL
SAN DIEGO



ITEM #6

REVIEW OF 2021 SSAB GOALS AND OBJECTIVES

Anahid Brakke, Chair, SSAB





SSAB ADVISORY BOARD PRIORITIES

- Address and review communications around Public Charge
- Ensure SSAB meeting accessibility and language accommodations for all audiences
- Review and discuss potential revisions to the SSAB bylaws

SSAB GOALS & OBJECTIVES FOR 2021



LEGISLATIVE

- Actively support key pieces of legislation
- State:
 - SB 464 – Food for all bill that expands CalFresh to all Californian's regardless of immigration status
 - SB 20 – Requires proactive CalFresh outreach by the Student Aid Commission for college students
 - AB 543 – Requires UC campuses to provide information about CalFresh as part of student campus orientation
 - SB 56/AB 4 – Expands full-scope Medi-Cal to Californians over the age of 25 regardless of immigration status



LEGISLATIVE CONTINUED

- AB 470 – Eliminates asset test from the Medi-Cal program
- SB 65 – Expands postpartum Medi-Cal eligibility from 60-days to a 12-month period
- AB 1338 – Excludes financial assistance provided to tax-payers enrolled in safety net programs from taxation
- SB 739 – Provides universal basic income of \$1,000/monthly for up to 3 years for individuals exiting foster care at the age of 21
- Federal:
 - S. 313 – Expands online benefit redemption for SNAP



LEGISLATIVE ADVOCACY IDEAS

Advocate to eliminate the following state and federal legislative barriers:

- Semi-annual reporting
- Work requirement rules for Able Bodied Adults Without Dependents (ABAWDs)
- College student exemption rules
- Simplify complex application forms
- Streamline and expand electronic verification capacity



ADVOCACY

- Actively lobby the state and federal government to make permanent several of the program flexibilities and waivers that have been made available during the COVID-19 pandemic:
 - Intake interview waiver for CalFresh & CalWORKs
 - Recertification interview waiver for CalFresh & CalWORKs
 - Telephonic and verbal signature flexibilities for all programs
 - Minimum benefit allotment increase for CalFresh



OUTREACH

Closely work with community members and partners to strengthen outreach for hard to serve vulnerable populations including:

- Elderly, Disabled, College students, Immigrants, and Homeless individuals
- Expanding Mobile Office capacity and outreach efforts
- Utilize additional out stationed staff to assist with college students at UCSD
- Work with colleges and universities to utilize online school platforms to provide students with information about CalFresh
- Leverage department resources to create informational videos and materials for community and partner education
- Expand partnership with UCSD on SNAPed text messaging campaigns



OUTREACH CONTINUED

- Increase direct certification agreements with elementary school districts, currently 30 schools are actively participating
- Continue utilizing robo-call and text message reminders for applicants and recipients
- Develop outreach strategies to target senior population and partner with senior service providers
- Identify target areas to provide additional support to seniors and disabled individuals
- Increase benefit enrollment at food distribution sites
- Coordinate with CDSS and locally funded CalFresh outreach contractors on synthesizing outreach efforts and activities
- Identify funding opportunities to implement marketing and media strategies for increasing enrollment



ITEM #7

SSAB ENROLLMENT AD HOC SUBCOMMITTEE

Anahid Brakke, Chair, SSAB





MONTHLY UPDATES



ELIGIBILITY SERVICES BY THE NUMBERS...

September 2021 (Data Month: August 2021)

PARTICIPANTS

- **CalFresh:** 340,888 recipients, down 1.36% from last year.
 - 122,567 child recipients (0-18), down 3.52% from last year.
 - 65,958 senior recipients (60+), up 11.78% from last year.
- **CalWORKs:** 36,801 recipients, down 12.98% from last year.
 - 28,872 child recipients (0-18), down 14.51% from last year.
 - Welfare-to-Work: 7,641 participants, up 0.59% from last year.
- **CMS:** 24 CMS recipients, up 4.35% from last year.
- **General Relief:** 2,541 recipients, down 44.53% from last year.
- **Medi-Cal:** 904,581 recipients, up 13.66% from last year.
 - 315,883 child recipients (0-18), up 7.33% from last year.

| Program | Cases | Recipients | % Change in Recipients | | Unduplicated Number of Recipients (August 2020-August 2021) |
|----------------|----------------|------------------|------------------------|---------------|---|
| | | | Previous Month | Previous Year | |
| CalFresh | 193,007 | 340,888 | 1.19% | -1.36% | 494,527 |
| CalWORKs | 13,901 | 36,801 | -0.12% | -12.98% | 54,944 |
| CMS | 24 | 24 | -4.00% | 4.35% | 86 |
| General Relief | 2,536 | 2,541 | 3.76% | -44.53% | 8,131 |
| Medi-Cal | 489,673 | 904,581 | 0.85% | 13.66% | 947,425 |
| Total | 699,141 | 1,284,835 | 0.92% | 8.12% | 1,052,644 |

*Recipients include 318,119 under ACA Medicaid Coverage Expansion.

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

PROCESSING

| Applications Registered | | |
|-------------------------|---------------|---------------|
| Program | August 2021 | FYTD |
| CalFresh | 18,697 | 35,791 |
| CalWORKs | 1,902 | 3,698 |
| CMS | 75 | 136 |
| General Relief | 1,621 | 3,285 |
| Medi-Cal | 10,397 | 20,203 |
| Total | 32,692 | 63,113 |

| Renewals Generated | | |
|--------------------|---------------|---------------|
| Program | August 2021 | FYTD |
| CalFresh | 7,879 | 16,330 |
| CalWORKs | 1,178 | 2,417 |
| CMS | 8 | 12 |
| General Relief | 115 | 204 |
| Medi-Cal | 36,936 | 75,483 |
| Total | 46,116 | 94,446 |

| Periodic Reports Generated | | |
|----------------------------|---------------|---------------|
| Program | August 2021 | FYTD |
| CalFresh | 15,821 | 31,054 |
| CalWORKs | 723 | 1,363 |
| General Relief | 2 | 3 |
| Medi-Cal | 18 | 38 |
| Total | 16,564 | 32,458 |

| Documents Imaged | |
|------------------|---------|
| August 2021 | FYTD |
| 377,962 | 731,387 |

| Tasks Created | |
|---------------|---------|
| August 2021 | FYTD |
| 355,050 | 708,003 |

ACCESS CUSTOMER SERVICE CENTER

| Customer Service | | | | |
|-------------------|-------------|-------------|---------|---------|
| Month | August 2020 | August 2021 | Change | FYTD |
| Total Calls | 169,760 | 130,958 | -38,802 | 258,944 |
| Abandoned | 6,586 | 824 | -5,762 | 1,631 |
| Average Wait Time | 3:25 | 0:17 | -3:08 | 0:18 |

| Community Based Organization (CBO) | | | | |
|------------------------------------|-------------|-------------|--------|-------|
| Month | August 2020 | August 2021 | Change | FYTD |
| Total Calls | 4,996 | 4,199 | -797 | 8,347 |
| Abandoned | 94 | 51 | -43 | 74 |
| Average Wait Time | 2:05 | 0:57 | -1:08 | 0:48 |

| Emails Received | |
|-----------------|-------|
| August 2021 | FYTD |
| 3,840 | 7,376 |

FAMILY RESOURCE CENTER VISITS

| Month | August 2020 | August 2021 | Change | FYTD |
|--------------------------|-------------|-------------|--------|--------|
| Total Tickets Issued | 31,403 | 36,551 | 14% | 71,575 |
| Average Wait Time (min.) | (*) | (*) | N/A | |

* Due to COVID-19 Waivers, Avg time is not available for August 2021

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 = 97.41%
- Annual Renewal Timeliness = 99.95%

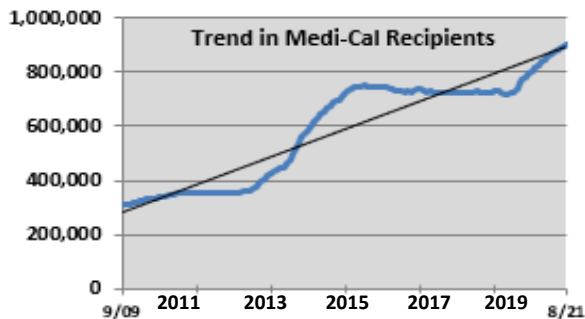
CalWORKs

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 18 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Days
- Semi-Annual Reporting Timeliness = 96.80%
- Annual Renewal Timeliness = 99.71%

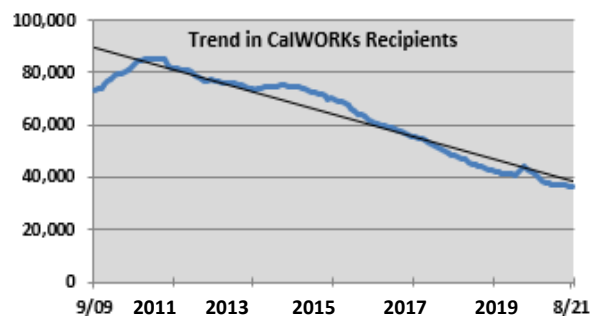
Medi-Cal

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 18 Days
- Annual Renewal Timeliness = 99.84%

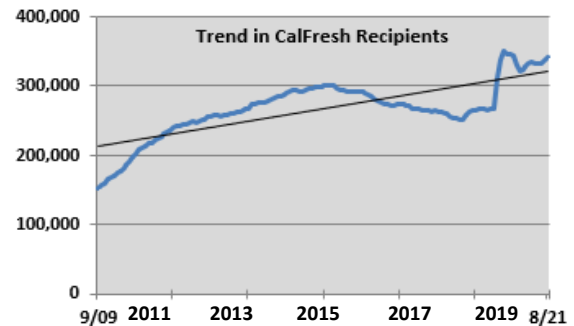
| Medi-Cal Recipients | | |
|---------------------|-----------|----------|
| FY Sep 09 | FY Aug 21 | 193% |
| 308,775 | 904,581 | Increase |



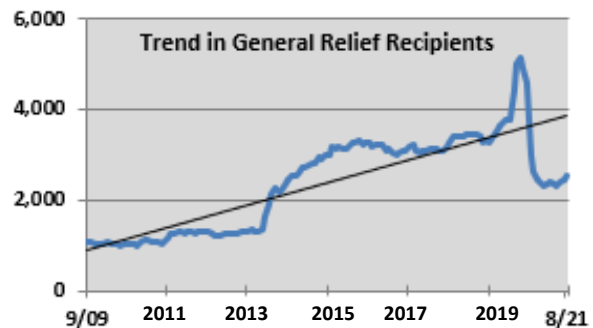
| CalWORKs Recipients | | |
|---------------------|-----------|----------|
| FY Sep 09 | FY Aug 21 | -50% |
| 73,126 | 36,801 | Decrease |



| CalFresh Recipients | | |
|---------------------|-----------|----------|
| FY Sep 09 | FY Aug 21 | 124% |
| 152,193 | 340,888 | Increase |



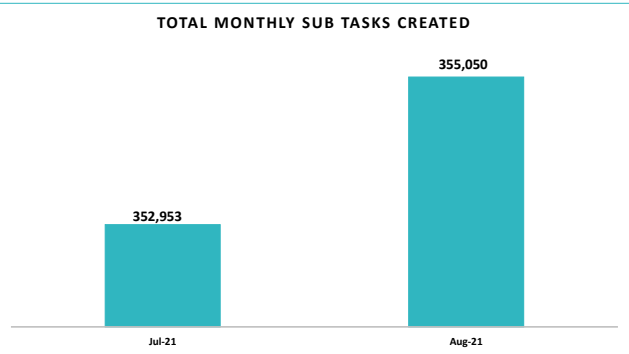
| General Relief Recipients | | |
|---------------------------|-----------|----------|
| FY Sep 09 | FY Aug 21 | 139% |
| 1,062 | 2,541 | Increase |



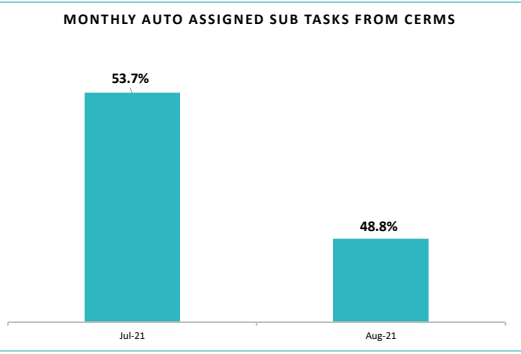
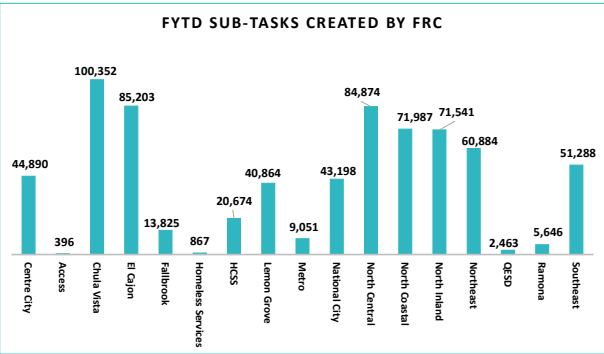
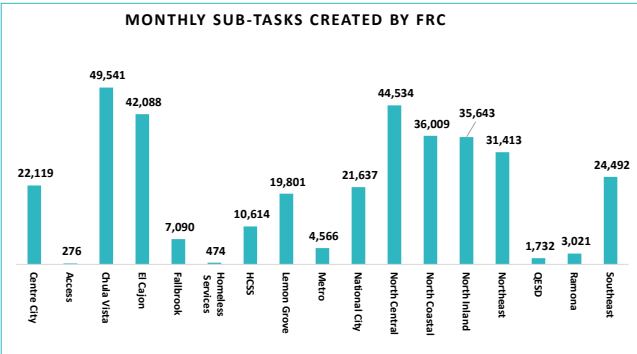
Monthly Self-Sufficiency Services Performance Dashboard (FY 21/22)

San Diego CountyData Month : August 2021

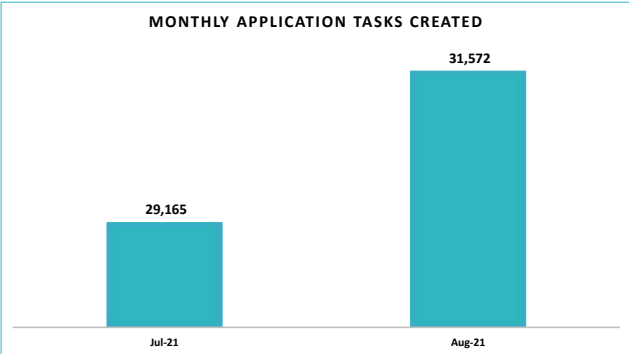
Work Management System (WMS) Subtasks Created



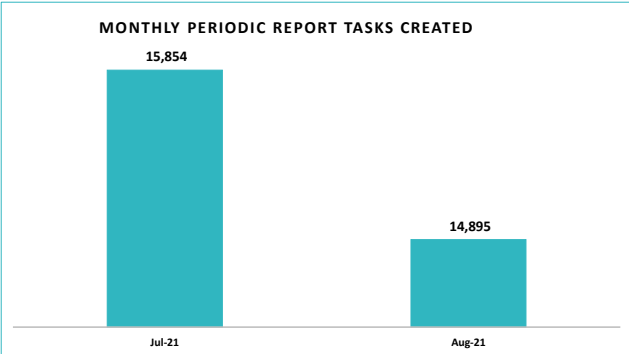
FYTD 708,003



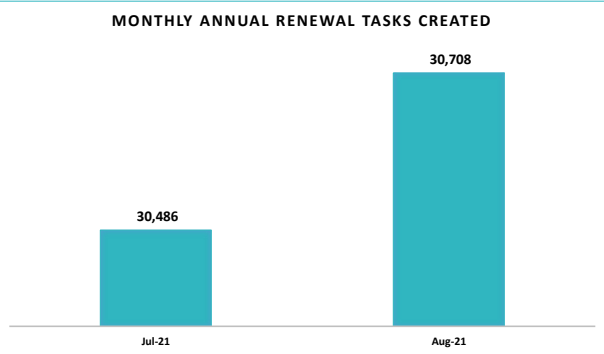
FYTD 51.2%



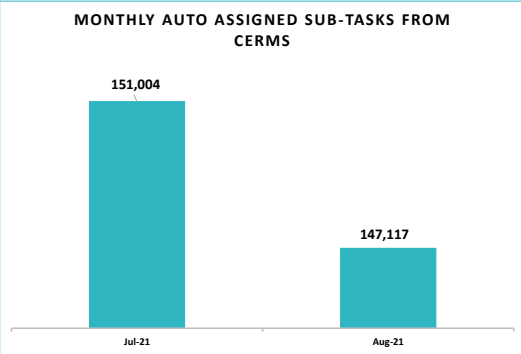
FYTD 60,737



FYTD 30,749

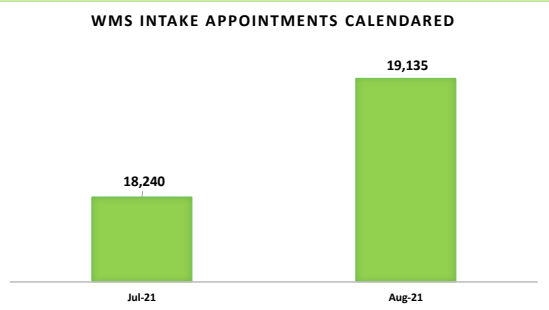


FYTD 61,194

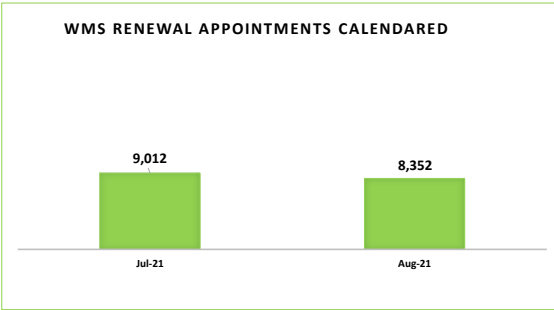


FYTD 298,121

MONTHLY WMS CALENDARED APPOINTMENTS

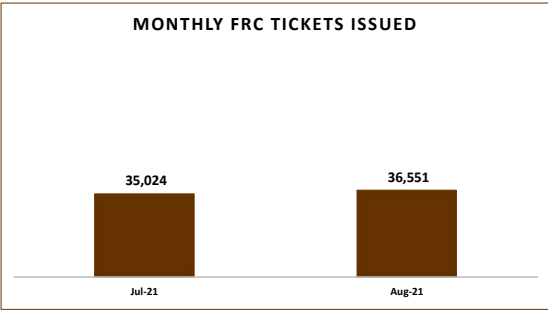


FYTD 37,375

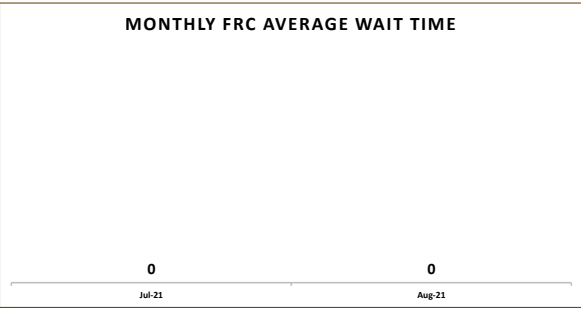


FYTD 17,364

LOBBY MANAGEMENT

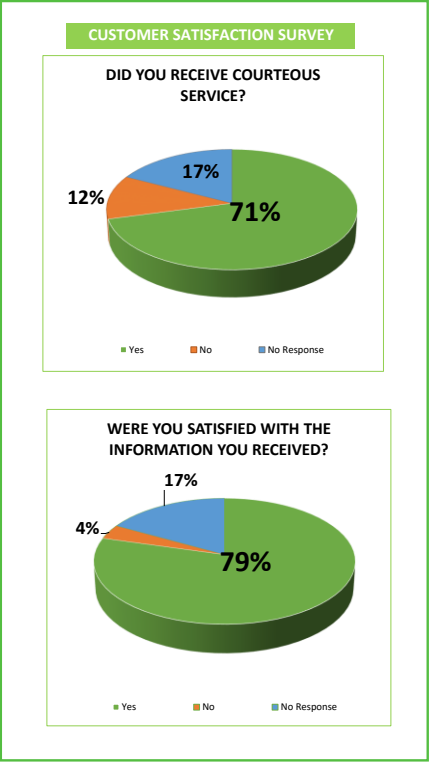
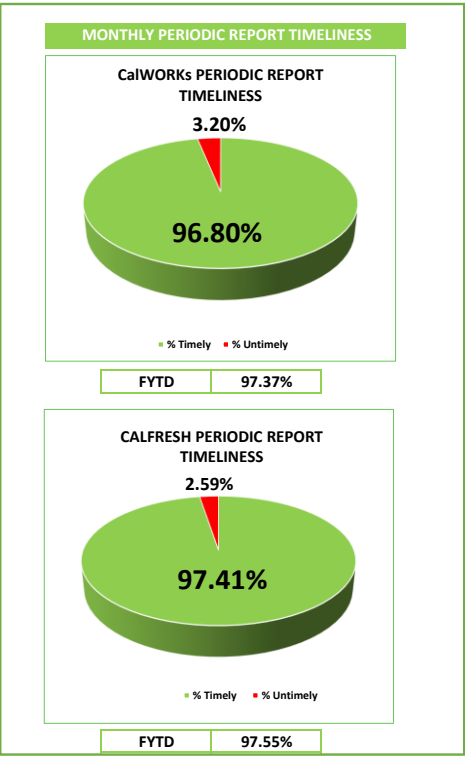
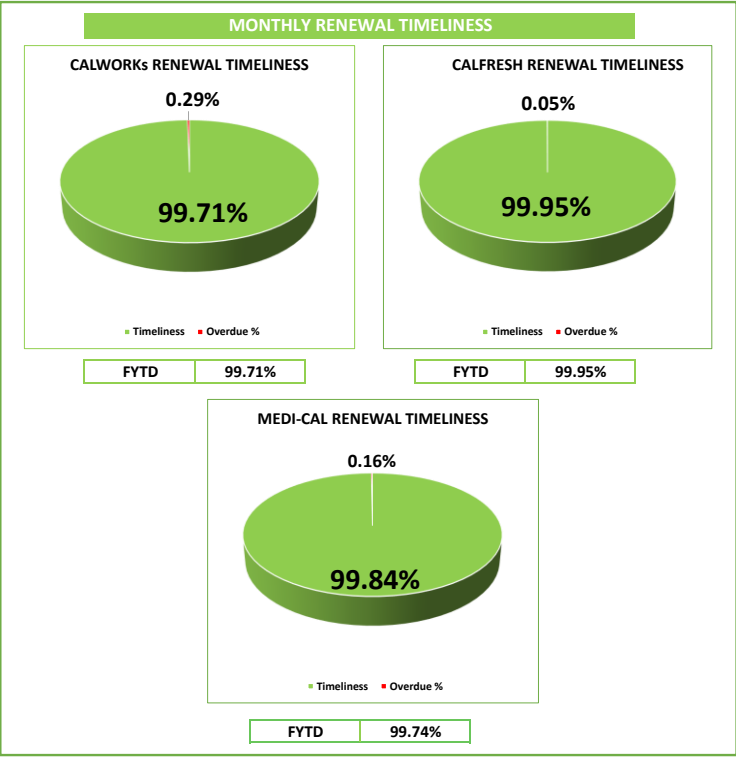
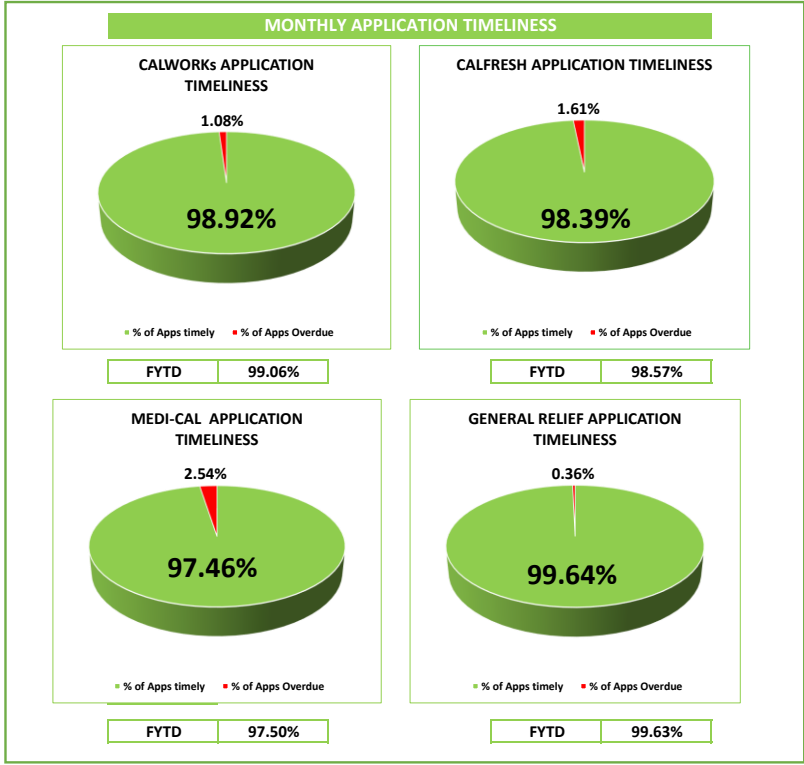


FYTD 71,575



*Average time is not available
FYTD 0.00

CASE PROCESSING PERFORMANCE (CALWIN)



ACCESS CALL CENTER

