



# SSAB CALFRESH WORK GROUP RECOMMENDATIONS UPDATE

March 14, 2013

**Rick Wanne, Director**

**Eligibility Operation**

**Health & Human Services Agency**



# INTRODUCTION

- In December 2010, the Social Services Advisory Board (SSAB) submitted its recommendations to improve the overall performance of the CalFresh Program to the Board of Supervisors
- HHSA's commitment to improvement and program integrity continues to be strong
- Improvements to CalFresh are driven by HHSA's *Live Well, San Diego!* initiative
- SSAB's goals and recommendations continue to assist in the administration of CalFresh

# ALIGNMENT TO *LIVE WELL, SAN DIEGO!*

- Building a Better Service Delivery System

- 46 recommendations

- Supporting Positive, Healthy Choices

- 3 recommendations



- Pursuing Policy and Environmental Changes

- 10 recommendations

- Improving the Culture from Within County Government

- 9 recommendations

## RECENT STEPS TAKEN

- Over the past two years HHS A has made significant progress to establish the recommendations
  - 43 recommendations implemented
  - 10 items implemented with an ongoing process
  - 13 items currently in progress
  - 2 items alternative process
  - 1 item pending



# PROJECTS IMPACTING CHANGES

- Tiger Teams
  - Ten workgroups were formed to identify necessary improvements in the eligibility operations system
- SNAP Participation Grant
  - The Customer Relations Management (CRM) tool is under development and is designed to implement CalFresh tracking efficiencies and is anticipated to be implemented later in 2013
- SNAP Education (SNAP-Ed) Grant Project
  - Additional SNAP-Ed funding was secured beginning October 2012 with 12.8M for Public Health Services and \$350,000 funding for Social Services



# HIGHLIGHTS ON PROGRESS MADE IN 2012

# BUILDING A BETTER SYSTEM

2012 Highlights include:

- Total of 46 new fulltime call agents reported to ACCESS
- Document Processing Center (DPC) has imaged 1,645,203 documents since its inception
- Targeted recruitment for bi-lingual HSSs led to:
  - 1,119 applicants Spanish option
  - 73 applicants for Somali option
  - 227 applicants for the Arabic option

# BUILDING A BETTER SYSTEM



- December 2012, the average ACCESS wait time was 15:38 a reduction of more than half from October 2011 (38:54)
- New pre-hearing case review procedures improved and alleviated the hearing process for customers
- HHSA's The Knowledge Center (TKC) delivered numerous CalFresh Trainings
- FRCs implemented ambassadors (Human Service Specialists) in the lobby to act as a customer service agent



# SUPPORTING POSITIVE, HEALTHY CHOICES



2012 Highlights include:

- Farmers Market Workshop helped increase the number of Farmers Markets accepting EBT from 4 to 10
- HHSA staff have provided thousands of flyers with nutrition information and CalFresh in a variety of venues
- HHSA worked with community partners to assist with application assistance activities at community events
- Expanded use of video interviewing to conduct interactive interviews

# PURSuing POLICY AND ENVIRONMENTAL CHANGES

2012 Highlights include:

- Conducted customer service surveys at all 10 Family Resource Centers (FRCs)
- Legal Aid Society of San Diego (LASSD) assisted San Diego's CalFresh Program in reviewing its local policies and procedures and 141 sections of the Program Guide have been reviewed and are now updated
- The following FRCs had upgrades to their Lobbies and facilities
  - North Inland
  - El Cajon
  - South Region
  - Southeast

# IMPROVING THE CULTURE FROM WITHIN COUNTY GOVERNMENT



2012 Highlights include:

- The Agency launched *A Look at Poverty* training to 1,626 staff on the issue of poverty from an individual perspective
- New online training coming in 2013, *Our Aging Population and Poverty*
- *Live Well San Diego! Living Safely* training reached out to all HHSA employees on how we can better serve individuals, families and communities

HHSA would like to thank the following community organizations for their participation and contributions to the CalFresh Workgroup and the formation of the 69 Recommendations

- San Diego Hunger Coalition (SDHC)
- Supportive Parent Information Network (SPIN)
- Caring Council
- 211 San Diego
- San Diego Food Bank
- Legal Aid Society of San Diego (LASSD)

# QUESTIONS?