

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

**Held In Person
North Central Live Well Center
5055 Ruffin Road, 2nd Floor Conference Room, San Diego CA 92123
Phone (619) 338-2932 * * Fax (619) 338-2972**

Public Video Viewing/Comment Option:
<https://sdcounty-ca-gov.zoom.us/j/82598442305>

**SSAB Meeting Minutes
August 14, 2024**

Members Present

Vino Pajanor
Jan Spencley
Greg Anglea
Robin Maxson
Andrea Gonzalez
Phil Thalheimer
Rachel Morineau
Daniela Murphy

Members Absent

Carol Lewis

Staff Present

Rick Wanne, Director, Self-Sufficiency Services
Alberto Banuelos, HHSA
Assmaa Elayyat, HHSA
Jeannie Hufford, HHSA
Yenissa Salgado, HHSA
Janelle Jones-Phillips, HHSA
Claudia Gurrola, HHSA
Ismael Lopez, HHSA
Bianca Sosa-Graciano, HHSA
David Sagaz, HHSA
Patty Baker, HHSA
Ricardo Hernandez, HHSA
Emmanuel Molina, HHSA
Nina Olivas, HHSA

Guests

Kristen Golden Testa, The Children's Partnership
Jack Dailey, Legal Aid Society of San Diego
Adrian Carstens, 2-1-1 San Diego
Jessica Peter, 2-1-1 San Diego
Anae Evangelista, San Diego Hunger Coalition
Mauricio Medina, San Diego Hunger Coalition
Dawn Schultheis-Musselman, HHSA Staff
Mamie Alston-McCall, HHSA Staff
Eduardo Gaeta, HHSA Staff
Alexondria Harris, HHSA Staff
Kimberly Smith, HHSA Staff

1. Meeting called to order at 9:32 by Chair, Vino Pajanor.
2. The July 10, 2024 Meeting Minutes were approved, with all Board Members present voting yes.
3. Public Comments:
 - No public comment

4. **Discussion Item:** SSAB Member Sharing, Comments, and Topics of Interest: All Social Services Advisory Board Members. The Members engaged in conversations regarding topics and presentations they would like to hear more of, such as the homeless encampment ban, death rates and causes, and staffing issues at the County. They ultimately decided that for future meetings, this agenda item will remain at the top of the agenda for 5 minutes max.

A public comment was made by Mauricio Medina from the San Diego Hunger Coalition, expressing his concern that an open discussion might not lend itself to just full transparency, if an item is just brought up by a Board Member that leads to discussion. He also stated that he would want it to be agendaized, so it gives an opportunity for Community Based Organizations and members of the public to be aware of it, and then have the opportunity to review and gather thoughts ahead of time. Mr. Medina also added that there is a good opportunity to exercise the comments or discussions from Board Members in the non-agenda public comment section.

5. **Presentation Item:** Medi-Cal Call Center Wait Times, Statewide Survey: Kristen Golden Testa, Health Policy Director, The Children's Partnership. Ms. Testa provided an overview of The Children's Partnership advocacy organization and their objective to make the Medi-Cal program work for families, by commissioning WestGroup Research to survey county Medi-Cal call lines to understand enrollees' experience. She went over the steps of the Phase 1 Audits and Phase 2 Data Collection and displayed the findings of the top 10 high enrollment counties. The hold times of the Access Call Center in San Diego County were the shortest of all counties, at an average hold time of just under 1 minute.

A public comment was made by Jack Dailey from Legal Aid Society of San Diego, expressing that he is grateful to Kristen Golden Testa for coming to share this wonderful data that her group prepared, this monumental effort really to coordinate this in a way that is credible and can be shared and really modeled out across the State. He also shared that the push with DHCS is so important to make sure that all counties can benefit from the lessons that San Diego has implemented. Mr. Dailey also thanked Rick and the Self-Sufficiency team for their leadership, and for also sharing the monthly Eligibility by the Numbers Report for the past 12-13 years. He also stated that it's through that public sharing of information and the discussions that followed that, many of those discussions happened right here in this Advisory body in SSAB as well, expressing kudos to this group.

6. **Information Item:** Update on Medi-Cal Renewals, PHE Lift for Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data: Assmaa Elayyat, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ms. Elayyat primarily focused on the various data reports, as there were no new program updates to share. From the Eligibility by the Numbers Report, she shared the County's record-breaking number over 400,000 CalFresh recipients, as well as the increasing number for CalWORKs recipients and slight decrease of Medi-Cal recipients compared to last year. Total recipients are reported at 1.4 million residents County wide, which is a third of our County's population.

ADJOURNMENT/SET NEXT MEETING:

The meeting was adjourned at 11:28 a.m. Next regular meeting will be held on September 11, 2024.