

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

MEETING NOTICE: WebEx ONLY

WebEx: (470) 238-5742 US Toll Free

Meeting number (access code): 133 405 8378

Meeting password: ZVjMp6kM36E

April 14, 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 March 10, 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 |
|-------------|---|

PRESENTATIONS/DISCUSSION ITEMS

- | | |
|-------------|--|
| 9:45-9:55 | 4. Discussion Item: Review of Public Posting and Distribution of SSAB Agenda: Rick Wanne, Director, Self-Sufficiency Services Health and Human Services Agency (HHSa) |
| 9:55-10:10 | 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) |
| 10:10-10:20 | 6. Discussion Item: Review of Public Charge Status and Stakeholder Communication Opportunities: Assmaa Elayyat, Chief, Self-Sufficiency Services, Health and Human Services Agency (HHSa) |
| 10:20-10:35 | 7. Discussion Item: SSAB Enrollment Ad Hoc Subcommittee: Anahid Brakke, Chair, Social Services Advisory Board |
| 10:35-11:20 | 8. Action Item: Draft 2021 Strategic Goals for Discussion: Social Services Advisory Board Members |

- 11:20-11:30 9. **Discussion Item:** Agenda Topics for the SSAB May 2021 meeting: Social Services Advisory Board Members

ADJOURNMENT/ NEXT MEETING

Next regular meeting will be held on May 12, 2021 at Via WebEx

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

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

**Held Via WebEx
(470) 238-5742 US Toll
Meeting number (access code): 133 881 2484
Meeting password: zwRim6ZUA84**

**SSAB Meeting Minutes
March 10, 2021**

<p><u>Members Present</u> Jan Spencley Anahid Brakke Buck Martin James Floros Gary Knight Rachel Morineau Vino Pajanor Keara Pina Greg Anglea</p> <p><u>Members Absent</u> None</p>	<p><u>Staff Present</u> Rick Wanne, Director Self-Sufficiency Services Albert Banuelos, HHSA Adriana Ramirez, HHSA Allison Boyer, HHSA Assmaa Elayyat, HHSA Ida Bell, HHSA Claudia Gurrola, HHSA David Hopkins, HHSA Kyle Sand, County Counsel</p> <p><u>Guests</u> Brittany Boiko, Legal Aid Society Julie Lewin, Legal Aid Society Devin Ton, Feeding San Diego Ivonne Velazquez, Hospital Association of San Diego Lindsey Wade, Hospital Association of San Diego Joseph Shumate, San Diego Hunger Coalition Amanda Schulz Brochu, San Diego Hunger Coalition</p>
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1. Meeting called to order via WebEx at 9:34 by Chair, James Floros.
2. The December 9, 2020 meeting minutes were approved, with all Board Members present voting yes.
3. Public Comments on Items not listed on the Agenda:
 - No public comment

ACTION/INFORMATION ITEMS:	
4.	Action Item: Nomination and Selection of the 2021 SSAB Chair and Vice Chair. Anahid Brakke was elected as 2021 Chair (7 yes, 1 no, 1 abstain) against 1 st candidate nomination James Floros. Vino Pajanor was elected as 2021 Vice-Chair (6 yes, 1 no, 1 abstain) against 1 st candidate nomination Gary Knight.
5.	Information Item: Overview and Training on the Ralph M. Brown Act: San Diego County Counsel. Mr. Kyle Sand provided information on the Ralph M. Brown Act's history, how the Act accomplishes its purpose, and answered questions from the Board members pertaining to public comment, Social Media use, and a future bill to loosen the teleconference rules.
6.	Information Item: Update on Local Response to COVID19 Emergency for all Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data: Assmaa Elayyat, Chief, Eligibility Operations, Health and Human Services Agency (HHSA). Ms. Elayyat provided program flexibilities/waiver updates including permanent online applications via MyBenefits CalWIN and the removal of the General Relief lien. Self-sufficiency program data and performance summary for February 2021 were also shared.

7. Action Item: Review of 2020 Strategic Goals, Strategic Goals for 2021, and Annual Report to the Board of Supervisors. Mr. Rick Wanne provided a brief overview of the upcoming Report to the Board of Supervisors to be submitted for 2020. Strategic Goals for 2021 will be discussed during the next meeting on April 14, 2021.

ADJOURNMENT/SET NEXT MEETING:

The meeting was adjourned at 11:30 a.m. Next regular meeting will be held on April 14, 2021 Via WebEx.

DRAFT



ITEM #4 REVIEW OF PUBLIC POSTING AND DISTRIBUTION OF SSAB AGENDA

Rick Wanne, Director, Self-Sufficiency Services





ITEM #5

UPDATE ON LOCAL RESPONSE TO COVID19 FOR ALL PUBLIC ASSISTANCE PROGRAMS, WAIVERS, ENROLLMENT, AND SERVICE DELIVERY

Assmaa Elayyat, Chief, Self-Sufficiency Services





PROGRAM FLEXIBILITIES & WAIVERS

Current Flexibilities & Options

- House Resolution (HR) 8337 signed on **October 1st** extends the following flexibilities through **June 30, 2021**:
 - Initial application and recertification interview waivers
 - Telephonic and verbal signatures/attestation
 - Pandemic EBT
- Emergency Allotment – Approved for March, to be issued **April 18th**
- Allotments after April will be disbursed differently, all households will now receive a minimum allotment of \$95 monthly



PROGRAM FLEXIBILITIES & WAIVERS

- Consolidated Appropriations Act of 2021
 - Temporary student rule exemptions
 - Temporary 15% benefit increase for **January – September 2021**
 - Pandemic Unemployment Compensation (now exempt for CalFresh) – extended through **September 2021**
- Able Bodied Adults Without Dependents – CA waiver extended through **June 30, 2021**
 - CDSS submitting new waiver request to extend provisions through June 2022
- CDSS moving forward with CalFresh Quality Control (QC) efforts effective **July 2021**



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
 - Flexibilities on identity and pregnancy verifications
- Time on Aid exemption for expiring time-clocks – through **June 30, 2021**
- Pandemic Unemployment Compensation (now exempt for CalWORKs)
- Golden State Grant Program
- End of P100 program
- Home Visiting Program Outreach



EXPANDED SERVICES FOR FAMILIES

During the COVID-19 pandemic, many families have not been able to fully take advantage of the various services and supports offered through Employment Services. To better deliver essential supportive services to CalWORKs families, the following activities have been implemented:

- . Computer program
- . Housing Support Program expansion & outreach
- . Family Stabilization outreach



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 extended through **April 21, 2021** by DHCS

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



PROGRAM FLEXIBILITIES

- Quarterly reports have been eliminated for the unemployable population
- Monthly reports have been eliminated for employable population
- Intake interviews scheduled via phone
- New program revisions per Board of Supervisor approval:
 - Permanent online applications via My Benefits CalWIN
 - Removal of General Relief lien

SELF-SUFFICIENCY SERVICES



TELEWORK PERFORMANCE SUMMARY MARCH 2021

- Staff Telework
 - Feb 2020 – 30
 - March 2021 – 1,578
 - Permanent Telework – 1,102
- Daily Attendance
 - Feb 2020 – 85% of Staff Attendance
 - March 2021 – 90% of Staff Attendance
 - 5% Improvement in attendance
- Access Call Center
 - Feb 2020 – 140,000
 - March 2021 – 141,150
 - 0.01% increase in calls received
- Access Average Speed of Answer
 - Feb 2020 – 8 Minutes
 - March 2021 – :17 Seconds
 - 97% improvement in Average Speed of Answer
- Access Calls Abandoned
 - Feb 2020 – 13,430
 - March 2021 – 777
 - 96% Decrease in Abandoned Calls
- Applications Received
 - Feb 2020 – 30,310
 - March 2021 – 28,296
 - Total Apps Feb 2020 – March 2021: 465,715
- Applications Processed
 - Feb 2020 – 43,000
 - March 2021 – 42,082
 - All applications processed timely
- Increase in Total Recipients
 - Feb 2020 – March 2021 : 207,048
 - 20% increase in total recipients
- Benefits Issued Feb 2020 – March 2021:
 - All Programs: \$982,338,736
 - CalFresh: \$734,024,128
- Performance
 - CalFresh Accuracy Rate – 95%
- Customer Service Satisfaction Rate : 92%



ITEM #6

REVIEW OF PUBLIC CHARGE STATUS AND STAKEHOLDER COMMUNICATION OPPORTUNITIES

Assmaa Elayyat, Chief, Self-Sufficiency Services





WHAT IS PUBLIC CHARGE?

Public Charge is a concept used in immigration which defines non-citizens as a “public charge” if they are likely to become “primarily dependent on the government for subsistence, as demonstrated by either the receipt of public cash assistance for income maintenance or institutionalization for Long Term Care (LTC) at government expense”

Public Charge has no impact on whether a non-citizen is eligible to public assistance, however receipt of certain public assistance programs may factor into the public charge “test”

The prior federal administration changed regulations to expand public charge to programs besides cash-aid and LTC, however this has now been reversed



PUBLIC CHARGE IMPACT

The following programs are considered as part of the public charge test: CalWORKs, General Relief, Cash Assistance Program for Immigrants, and Supplemental Security Income, LTC

Receipt of CalFresh, housing assistance, and non-LTC Medi-Cal is not considered in the public charge test

The public charge test is used for immigrants seeking admission to the United States, or those residing in the U.S. who are seeking a change in immigration status (for example application to become a Legal Permanent Resident)

Public charge does not impact naturalized U.S. citizens at all, or LPR's (unless they leave the country for over 180 days and re-enter)

The following non-citizen categories are exempt from the public charge test: refugees, asylees, temporary protected status applicants, special immigrant juveniles, asylum applicants, and certain victims of crimes



County of San Diego

NICK MACCHIONE, FACHE
AGENCY DIRECTOR

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1255 IMPERIAL AVENUE, MAIL STOP W-414
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RICK WANNE, MA, MFT
DIRECTOR, SELF-SUFFICIENCY SERVICES

April 8, 2021

TO: All Self-Sufficiency Services Staff

FROM: Assmaa Elayyat, Chief *A.E.*
Self-Sufficiency Services

Subject: Public Charge Rule Update

Self-Sufficiency Program Memo 21-01

The purpose of this memo is to provide staff with information regarding recent updates impacting the federal Public Charge rule. Public charge is defined as a non-citizen who is likely to become “primarily dependent on the government for subsistence, as demonstrated by either the receipt of public cash assistance for income maintenance or institutionalization for long-term care (LTC) at government expense.”

Immigrants seeking admission to the United States (U.S), or those already residing in the U.S. seeking a change in immigration status could potentially be denied entry to the U.S. or Lawful Permanent Residence (LPR) status if they are determined a public charge.

The United States Citizen and Immigration Services does not consider receipt of Medi-Cal (except for LTC), public housing, or CalFresh to be a public charge. Cash assistance for income maintenance, however, can be considered in the public charge determination. The following programs meet the criteria for cash assistance for income maintenance: CalWORKs (cash grant portion), Supplemental Security Income (SSI), Cash Assistance Program for Immigrants (CAPI), and General Relief (GR). Receipt of public assistance alone does not necessarily deem an individual a public charge as the overall circumstances are considered in this determination.

Certain groups of individuals are exempt from the public charge determination or test, including Asylees, Temporary Protected Status Applicants, Special Immigrant Juveniles, asylum applicants, and certain victims of crime, including domestic violence and trafficking among others. Public charge also does not apply to most LPRs unless they leave the U.S. for over 180 days and seek to reenter.

If customers have questions about public charge, staff may refer them to the attached informational flyer which contains resources to discuss immigration matters with qualified legal professionals.

Staff should not give legal advice to customers about the effect receiving public benefits may have on their immigration status.

All staff should advise customers to apply for benefits, regardless of their immigration status.

Please see the attached Public Charge Resource List for more information.



CALIFORNIA HEALTH AND HUMAN SERVICES AGENCY PUBLIC CHARGE GUIDE

March 2021

You should keep all appointments, including any doctor's appointments. You should also continue to seek and access public services to ensure you and your family can thrive and be healthy.

FEDERAL GOVERNMENT WILL NOT ENFORCE 2019 PUBLIC CHARGE FINAL RULE.

The U.S. Department of Homeland Security (DHS) and U.S. Citizenship and Immigration Services (USCIS) will no longer consider participation in Medi-Cal (except for long-term care), public housing, or CalFresh as part of the public charge determination.

Additionally, a reminder that medical testing, treatment and preventative services for COVID-19, including vaccines, are not considered for public charge purposes.

EVERY FAMILY IS DIFFERENT, REACH OUT FOR QUALIFIED LEGAL ADVICE.

It is important for concerned individuals and families to know their rights and empower themselves with accurate information to understand whether public charge affects them or not. If you have questions, an immigration or public benefits attorney can give you advice based on the specific facts of your individual situation. A list of nonprofit organizations qualified to provide assistance to individuals is available on the [California Department of Social Services website](#).

WHO IS SUBJECT TO PUBLIC CHARGE?

Only some immigrants are subject to public charge. Public charge is applied to people seeking admission (Visa) into the United States or applying to adjust their status (green card) with some exceptions. It does not apply to Refugees; Asylees; Temporary Protected Status applicants; Special Immigrant Juveniles; asylum applicants; and certain victims of crime, including domestic violence and trafficking, among others. It also does not apply to most lawful permanent residents, unless they leave the United States for over 180 days and seek to reenter.

WHAT IS PUBLIC CHARGE?

As a result of federal policy change, the [1999 interim field guidance](#) on the public charge inadmissibility provision (i.e., the policy that was in place before the 2019 Public Charge Final Rule) will apply now.

Public charge is defined as a non-citizen who is likely to become "primarily dependent on the government for subsistence, as demonstrated by either (i) the receipt of public cash assistance for income maintenance or (ii) institutionalization for long-term care at government expense." For additional details visit, [U.S. Citizenship and Immigration Services website](#).





CALIFORNIA HEALTH AND HUMAN SERVICES AGENCY

GUÍA SOBRE LA CARGA PÚBLICA

Marzo de 2021

Debería asistir a todas sus citas (médicas, etc.). Además, siga solicitando y usando beneficios públicos para que usted y su familia sean saludables y tengan éxito.

EL GOBIERNO FEDERAL NO APLICARÁ LA REGLA FINAL DE CARGA PÚBLICA DEL 2019.

A la hora de tomar una decisión sobre la carga pública, el Departamento de Seguridad Nacional (DHS) y el Servicio de Ciudadanía e Inmigración de Estados Unidos (USCIS) ya no tomarán en cuenta la participación en Medi-Cal (excepto en los casos de cuidado de largo plazo), CalFresh o vivienda pública.

No olvide: las pruebas médicas, los tratamientos y los servicios de prevención (como vacunas) relacionados con COVID-19 tampoco se considerarán en el momento de hacer una determinación de carga pública.

CADA FAMILIA ES DIFERENTE. BUSQUE ASESORAMIENTO LEGAL CUALIFICADO.

Es importante que cada persona o familia que se preocupe por este asunto conozca sus derechos y se familiarice con información acertada para saber si esta regla la afecta o no. Si usted tiene preguntas, un abogado de inmigración o de beneficios públicos puede revisar los hechos de su situación específica para mejor aconsejarle. El Departamento de Servicios Sociales de California tiene una [página web \(en inglés\) con una lista de organizaciones sin ánimo a lucro que pueden brindar asesoramiento cualificado](#).

¿QUIÉN ESTÁ SUJETO A LAS LEYES DE CARGA PÚBLICA?

Las leyes de carga pública solamente aplican a los inmigrantes que soliciten un visado para entrar en los Estados Unidos o una *green card* para cambiar su estatus, aunque hay algunas excepciones. No aplican a los refugiados; los asilados; las personas que solicitan el asilo o el estatus de protección temporal; los inmigrantes menores de edad en situación especial (*special immigrant juveniles*); y las víctimas de ciertos delitos, entre ellos, la violencia doméstica y la trata de personas. Tampoco aplican a la mayoría de las personas no ciudadanas con residencia permanente legal, a menos que pasen más de 180 días fuera de los Estados Unidos e intenten reingresar.

¿CÓMO SE DEFINE «CARGA PÚBLICA»?

Debido a un cambio en la política federal, ahora tienen vigor las [directrices interinas de 1999 \(inglés\)](#) sobre la disposición de inadmisibilidad de carga pública (es decir, la política que estaba en vigor antes de la aplicación de la regla final de carga pública del 2019).

Se aplica el término «carga pública» a una persona no ciudadana si es probable que llegue a depender principalmente del gobierno para subsistir, ya sea por medio de (i) el recibo de asistencia monetaria pública para mantener sus ingresos o (ii) su institucionalización, pagada por el gobierno, para recibir cuidado de largo plazo. Si desea más información, [visite esta página web del USCIS](#).

¿Necesita más
INFORMACIÓN?



<https://immigrantguide.ca.gov/es>



ITEM #7

SSAB ENROLLMENT AD HOC SUBCOMMITTEE

Anahid Brakke, Chair, SSAB



DATE: April 6, 2021
TO: Board of Supervisors
FROM: Supervisor Terra Lawson-Remer

Agenda Item

10

SUBJECT: INCREASING ACCESS AND ENROLLMENT IN COUNTY SELF-SUFFICIENCY PROGRAMS TO SERVE EVERY COMMUNITY MEMBER IN NEED WITHOUT BARRIERS TO ENTRY (DISTRICT: 3)

The errata is being submitted to note revisions/changes to the following document(s) related to the subject agenda item:

- Recommendation
- Board Letter Content
- Supporting Documents

SUMMARY OF CHANGES:

CHANGE FISCAL IMPACTS:

There is no fiscal impact to the FY 2020 - 21 CAO Operational Plan with today's recommendation. Costs associated with the consultant will be determined by the Chief Administrative Officer and referred to the FY 2021 – 2022 budget. If approved, Fiscal Year 2021-22 costs and funding are estimated to be up to \$175,000 and will be referred to budget for consideration during the Fiscal Year 2021-22 budget deliberations and adoption. The funding source is a combination of Social Services Administration revenue, Realignment revenue, and General Purpose Revenues.

ADD A RECOMMENDATION 4:

Refer to budget funds sufficient to pay for the contract authorized in Recommendation number 2.

DATE: April 6, 2021

TO: Board of Supervisors

SUBJECT:

INCREASING ACCESS AND ENROLLMENT IN COUNTY SELF- SUFFICIENCY PROGRAMS TO SERVE EVERY COMMUNITY MEMBER IN NEED WITHOUT BARRIERS TO ENTRY (DISTRICT: 3)

OVERVIEW

The pandemic-induced recession pushed San Diegans to use their savings, rely on food banks, and seek economic support from our County's self-sufficiency programs. CalFresh, CalWORKs, Medi-Cal, Cash Assistance Program for Immigrants, and General Relief are five of San Diego County's self-sufficiency programs that support families during difficult economic times. While enrollment in these self-sufficiency programs is at an all-time high, barriers such as generational stigma, underfunded outreach efforts, racial biases, and misperceptions regarding guidance from the previous federal administration may limit optimal enrollment in these programs – especially at a time when families need this support the most.

There is a need to further understand the root causes of under-enrollment and develop a new strategy to target all eligible San Diego County residents given the impacts of the pandemic on the most vulnerable. It is concerning that so many individuals are not accessing the very programs designed to alleviate such problems given the sheer number of San Diego County residents who experience food insecurity, lack access to proper healthcare, and are underemployed or unemployed.

San Diego County is currently far behind in enrolling eligible individuals in its self-sufficiency programs. In 2010, the Rose Institute at Claremont McKenna College found that among the twelve largest counties in California, San Diego County was significantly behind in CalFresh, CalWORKs, and Medi-Cal enrollment. In 2013, San Diego County ranked 44th out of 58 California counties in CalFresh enrollment. In 2015, San Diego County only had a 50.9 percent CalFresh enrollment rate.

The County has an obligation to ensure that accessing CalFresh, CalWORKs, Medi-Cal, CAPI, and General Relief sufficiency programs is easy and consumer-friendly for every County resident

who is eligible. It has been more than a decade since the County thoroughly reviewed this issue. In 2010, the Board of Supervisors sent a memo to the Chief Administrative Officer requesting that the Social Services Advisory Board (SSAB) address the efficiency and effectiveness of the Supplemental Nutrition Assistance Program (SNAP), now known as CalFresh. The SSAB established a time-limited working group comprised of community-based organizations that had experience working with SNAP to provide recommendations for simplifying the eligibility process and removing perceived barriers that impede program participation.

11 years later, it is clear that the County must once again analyze, understand, recommend, and shift our program priorities to ensure every San Diegan in need obtains any benefits for which they may be eligible. The pandemic has highlighted how important it is that we make sure County benefits work for every San Diegan, regardless of their race, ethnicity, national origin, religion, gender identity, and/or sexual orientation.

I recommend that the Chief Administrative Officer convene a new stakeholder group under the SSAB that is dedicated to addressing the efficiency and effectiveness of the County's CalFresh, CalWORKs, Medi-Cal, CAPI, and General Relief enrollment programs.

RECOMMENDATION(S)
SUPERVISOR TERRA LAWSON-REMER

1. Request that the Chair of the Board of Supervisors send, on behalf of the Board, a letter requesting that the Social Services Advisory Board (SSAB) take the following actions:
 - a. Establish a temporary ad hoc subcommittee called the 'Outreach, Accessibility, and Enrollment Task Force' (Task Force) comprised solely of less than a quorum of the SSAB's members.
 - b. Request the Task Force to undertake a comprehensive review of enrollment barriers and plans to overcome these barriers for CalFresh, CalWORKs, Medi-Cal, Cash Assistance Program for Immigrants, and General Relief in an effort to increase outreach, accessibility, and enrollment for qualifying individuals in San Diego County.
 - c. Request that the Task Force obtain the input of local experts and advocates with knowledge of health and human services in outreach, analyzing, and increasing enrollment in self-sufficiency programs in California.
 - d. Request that the SSAB provide a monthly status report to the Board describing the Task Force's progress.
 - e. Request that the SSAB report the Task Force's initial findings to the Board, along with any interim recommendations no later than October 4, 2021, and to provide a final report and recommendations no later than December 7, 2021.
2. Authorize the Director, Department of Purchasing and Contracting, to procure an agreement in accordance with Board Policy A-87, Competitive Procurement, and upon successful negotiations and a determination of a fair and reasonable price, enter into an agreement for a comprehensive assessment of the County's outreach, enrollment, and

accessibility for the CalFresh, CalWORKs, Medi-Cal, Cash Assistance Program for Immigrants, and General Relief programs, examining issues including, but not limited to, application requirements and processes, state and federal regulations, language barriers, technology barriers, customer-centered culture, case management, outreach strategies and tactics, community partner opportunities and staffing levels of eligibility workers, and to provide the Task Force support, as requested.

3. Direct the CAO to return to the Board with consultant-provided initial recommendations no later than October 4, 2021, and final recommendations no later than December 7, 2021.

~~3.4. Refer to budget funds sufficient to pay for the contract authorized in Recommendation number 2.~~

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FISCAL IMPACT

~~There is no fiscal impact to the FY 2020 - 21 CAO Operational Plan with today's recommendation. Costs associated with the consultant will be determined by the Chief Administrative Officer and referred to the FY 2021 – 2022 budget. If approved, Fiscal Year 2021-22 costs and funding are estimated to be up to \$175,000 and will be referred to budget for consideration during the Fiscal Year 2021-22 budget deliberations and adoption. The funding source is a combination of Social Services Administration revenue, Realignment revenue, and General Purpose Revenues. Funds for this request are included in the Fiscal Year 2020 – 2021 operational plan.~~

BUSINESS IMPACT STATEMENT

N/A

ADVISORY BOARD STATEMENT

N/A

BACKGROUND

Food insecurity and hunger have serious adverse effects on both children and adults. Hunger due to food insufficiency is associated decreased school readiness and success including lower grades, higher rates of absenteeism, repeating a grade, and an inability to focus in the classroom (Kleinman et al. 2002). Research has also shown that food hardship and hunger, even while controlling for other indicators of poverty, is also generally associated with behavioral problems in children. For adults, food insecurity is associated with an elevated risk of developing a myriad of health issues such as diabetes, high blood pressure, and other chronic illnesses (*Hunger in America*, 2014).

CalFresh provides financial assistance to those who need to purchase food, reducing food insecurity and hunger within our communities. Currently, 332,597 individuals are enrolled in the program. CalFresh recipients must be San Diego County residents, have a Social Security number, and have a total household gross monthly income that is less than or equal to 200

percent of the federal poverty level. Based on their income and household information, beneficiaries receive a monthly allotment in the form of an EBT card to cover basic food expenses.

CalWORKs is designed to help our community members transition from social welfare to attaining work opportunities by providing temporary cash assistance to eligible families with minor children. 37,458 individuals rely on CalWORKs. This program is integral to help families attain self-sufficiency, while still providing a social safety net. This program is income-sensitive as it factors other assistance such as unemployment.

Medi-Cal is California's Medicaid health care program. Over 464,000 San Diegans rely on this program for a variety of medical services. Children and adults with limited income and resources rely upon this program for primary care, dental care and behavioral health services. This program is critical to increasing access to health care among our most vulnerable community members.

Cash Assistance Program for Immigrants (CAPI) is a state-funded cash aid program for certain immigrants who are not eligible for the federally funded Supplemental Security Income/State Supplementary Program (SSI/SSP). CAPI is an essential safety net program for immigrant community members who are not able to access many other welfare programs. To be eligible, applicants must be either aged 65 or older, blind, or disabled and not eligible for SSI/SSP solely due to their immigration status. Based on participants' immigration, marital, and disability status, CAPI provides a monthly payment to help cover living expenses.

General Relief provides temporary cash assistance for eligible county residents who have no other means of support. 2,347 individuals currently use this program. Applicants must be a San Diego County resident for at least 15 days, intend to remain in San Diego County, be a U.S. Citizen, or Legal Permanent Resident with income less than \$449 (for a single person) or \$614 (for a married couple).

San Diego County is currently far behind in enrolling eligible individuals in its self-sufficiency programs. In 2010, the Rose Institute at Claremont McKenna College found that among the twelve largest counties in California, San Diego County was significantly behind in CalFresh, CalWORKs, and Medi-Cal enrollment. In 2013, San Diego County ranked 44th out of 58 California counties in CalFresh enrollment. In 2015, San Diego County improved its rank by two places as it ranked 42nd out of the 58 counties with a 50.9 percent CalFresh enrollment rate.

Under-enrollment of immigrants in self-sufficiency programs may be due to fear of repercussions from proposed changes to the "Public Charge" rule. The change, which was in effect between 2019-2021, expanded the criteria through which immigrants may be denied U.S. admission/residency for having received public benefits or being deemed likely to receive public benefits in the future. A report by The Urban Institute found that 17.7 percent of adult immigrants in California avoided public benefits for fear of risking future green card status.

The San Diego Hunger Coalition estimates that as of November 2020, nearly 1 in 3 San Diegans (31 percent) are experiencing nutrition insecurity, up 25 percent from pre-pandemic levels. A

nutrition insecure household struggles to provide enough healthy food for everyone under the roof, risking hunger and malnutrition. As of November, this nutrition insecurity extends to an estimated 603,882 adults (29 percent), 146,026 seniors (30 percent), and 284,459 children (40 percent). Not knowing where one's next meal will come from has several adverse effects on the physical, emotional, and educational wellbeing of children, according to many studies. The National Center for Chronic Disease Prevention and Health Promotion's Health and Academic Achievement report states that hunger due to insufficient food intake is associated with lower grades, higher rates of absenteeism, repeating a grade, and an inability to focus among students. Professor Kristen S. Slack (et al. 2005) found that food hardship and hunger, even while controlling for other indicators of poverty, is also generally associated with behavioral problems in children.

The negative effects of hunger and food insecurity are not limited to children, but also extend to adults as well. Food insecure adults have an increased risk of developing diabetes, are associated with a variety of chronic illnesses, and may experience higher levels of aggression and anxiety. In addition, a 2014 report by Feeding America and Oxfam titled "From Paycheck to Pantry: Hunger in Working America" found that among the working-class households served by Feeding America, 28 percent reported having at least one member with diabetes and 50 percent having at least one member with high blood pressure. Both numbers are higher than the national percentages of people who suffer from such conditions, suggesting that working-class households have a higher incidence of these health problems. This relation between food insecurity and poor health is especially concerning given San Diego County's under-enrollment in both CalFresh and Medi-Cal.

Many families who are experiencing food insecurity also report having to make financial trade-offs, such as deciding whether to purchase food or pay for necessary health treatments. Over 69 percent of Feeding America working-class households reported choosing between paying for food and medicine or medical care in the past year. This could be alleviated if households had proper access to programs that provide financial assistance to cover both food and health expenses.

Health outcomes also have a unique relationship with employment and job retention. According to a 2018 Kaiser Family Foundation report, poor health was found to be associated with increased risk of job loss, while access to affordable health insurance has a positive effect on individuals' ability to obtain and maintain employment. Unemployment was also found to have a strong association with poor health outcomes. These findings indicate a principle that user-friendly access to healthcare is an integral part of maximizing self-sufficiency among San Diego County residents.

The SSAB established a time-limited working group in 2010 comprised of community-based organizations that had experience working with the Supplemental Nutrition Assistance Program (SNAP) to provide recommendations for simplifying the eligibility process and removing perceived barriers that impede program participation. The recommendations were compiled in a report titled "Recommendations for Improving the San Diego County Supplemental Nutrition Assistance Program" and was received by the Board of Supervisors in December 2010.

While the Board of Supervisors cited a 60 percent increase in SNAP participation due to some of the recommendations outlined by the working group, San Diego County still has some of the lowest enrollment rates among California counties. There is a need to further understand the root causes of our under enrollment and develop a new strategy to target all eligible San Diego County residents to be able to enroll and access CalFresh, CalWORKs, and Medi-Cal benefits.

LINKAGE TO THE COUNTY OF SAN DIEGO STRATEGIC PLAN

Today's proposed request supports the Building Better Health Initiative of the County of San Diego's 2021-2026 Strategic Plan. Creating a stakeholder table to address the issues within our CalFresh, CalWORKs, and Medi-Cal enrollment program and increasing access to such programs achieves the 2021-2026 Strategic Plan's mission of promoting the implementation of a service delivery system that is sensitive to individuals' needs.

Respectfully submitted,



TERRA LAWSON-REMER
Supervisor, Third District

ATTACHMENT(S)

N/A

AGENDA ITEM INFORMATION SHEET

REQUIRES FOUR VOTES: Yes No

WRITTEN DISCLOSURE PER COUNTY CHARTER SECTION 1000.1 REQUIRED

 Yes No

PREVIOUS RELEVANT BOARD ACTIONS:

N/A

BOARD POLICIES APPLICABLE:

N/A

BOARD POLICY STATEMENTS:

N/A

MANDATORY COMPLIANCE:

N/A

**ORACLE AWARD NUMBER(S) AND CONTRACT AND/OR REQUISITION
NUMBER(S):**

N/A

ORIGINATING DEPARTMENT: Supervisor Terra Lawson-Remer, District 3

OTHER CONCURRENCE(S): N/A

CONTACT PERSON(S):

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ITEM #8

DRAFT 2021 STRATEGIC GOALS FOR DISCUSSION





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



- 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 #9

AGENDA TOPICS FOR THE SSAB MAY 2021 MEETING





MONTHLY UPDATES



ELIGIBILITYTIMES

North Coastal Live Well Center	2
El Cajon FRC Gets a "Floor Lift"	4
Customer Corner	5
County Culture in Action	6
Supporting the Community with CalFresh	7



NORTH COASTAL LIVE WELL CENTER LEADING THE WAY IN SERVING THE HOMELESS

HOT TOPICS

North Coastal Live Well Center

The new North Coastal Live Well Center opened its doors in winter 2020 and staff hit the ground running!

El Cajon FRC Gets a "Floor Lift"

Several Family Resource Centers have been remodeled and new Live Well Centers have been built throughout the San Diego region.

Customer Corner

Housing Support Program Helps to End Family Homelessness

NORTH COASTAL LIVE WELL CENTER

▶ Leading the Way in Serving the Homeless

The new North Coastal Live Well Center opened its doors in winter 2020 and staff hit the ground running! There have been many changes because of the COVID-19 pandemic, and the North Coastal team has experienced an increased need for self-sufficiency services in the region. CalFresh cases have increased substantially since February 2020. Homelessness also continues to be a critical issue for local residents. With the Live Well Center in place, several County departments are co-located, including Aging and Independence Services, Public Health, and Child Welfare Services. The FRC team of 183 employees is providing some services on site, but the majority is via phone and computer. In fact, 62% of North Coastal staff now telework from home, which is possible due to the cloud-based software implemented last year. Martha Castillo and Ronda Fikes are Human Services Operations Managers (HSOM) that lead the North Coastal team with a combined 34 years of Eligibility experience between them. This dynamic duo follows the Live Well San Diego philosophy, creating a safe environment where staff and community members are healthy, safe and thriving.

Oceanside is a beautiful spot on the California coastline. However, self-sufficiency needs and concerns for residents of the north coastal region were identified as early as 1922, when a San Diego County Welfare Commission committee was created in Oceanside. Since 1957, the County has housed staff at only two locations, beginning with the Tremont Street location for more than 35 years. The North Coastal Family Resource Center (FRC) was created in 1995 when Eligibility services moved to Union Plaza Court, and the new Live Well Center is only a stone's throw away.

Homelessness has always been a great concern in the region. North Coastal FRC is a key partner for the Homeless Outreach Teams (HOT), providing self-sufficiency services to individuals directly in the field. Eligibility staff do weekly ride-alongs with both Oceanside and Carlsbad HOT Teams. The North Coastal Live Well Center outreach team is made up of Kelly Heredia, Jonathan Koong and Cinthya Alvizo. They also coordinate with the police departments to transport General Relief customers to the FRC when needed. The partnership is key to supporting this vulnerable population in the community.

There are several additional community partnerships, including those with Mariposa House, Crown Heights and the Joe Balderrama Center. Full self-sufficiency services are established at two of the sites, and are in the planning stages for a third. The North Coastal team hopes to return to working on the ground in the community as soon as it is safe to do so, while continuing to support the health and safety of all residents.



HOT Team in Action



Jonathan Koong with Oceanside Police



Kelly Heredia, North Coastal HOT Team

LEADING THE WAY, CONT'D

The Homeless Outreach Program for Empowerment (HOPE) is also active in the north coastal community. The City of Encinitas identified the need to support persons experiencing homelessness (PEH) in the community. A program was developed and approved by the Encinitas City Council, a partnership program with the City of Encinitas and the San Diego County Sheriff's Department. A collaboration has been created with the County of San Diego's Health and Human Services Agency (HHSA), the Sheriff's Department COPPS Unit, mental health providers, and other local service providers. The project started in June 2020 with the objective to contact PEH individuals in Encinitas and to connect them with various County and community resources to assist them in finding permanent housing.

Steven Gonzalez is the HOPE Social Worker. The Sheriff's COPPS Unit accompanies him during ongoing outreach. He meets customers where they are, whether that be on the street, in an encampment, or literally on the sidewalk. He then assesses their needs with them and helps to create plans for a housing solution. This entails making referrals to HHSA Self-Sufficiency Services; linkage to Behavioral Health Services for mental health and substance use disorder assistance; and providing supportive services for housing. This can include transportation to obtain needed financial documentation or valid ID to complete the housing process; conducting property owner/landlord engagement; and developing financial strategy plans for sustainability once they are housed. This can also mean resume building and interview preparedness, as well as coordinating interviews with local businesses.

Steven currently provides ongoing case management with 183 residents. During this past year, he has helped 47 individuals into permanent housing. He has also successfully engaged local business owners to hire entry-level individuals to help increase the financial stability of PEH living in Encinitas. Every individual is different, and the program is unique in that it does not focus on expectations others may have of PEH. Steven utilizes a trauma-informed approach to deliver solutions for immediate needs and for accomplishing short-term and long-term goals.

The HOPE project continues to take a holistic approach of integrating wrap-around community and County resources for total continuity of care for the Encinitas homeless population - and hopefully set measurable outcomes for other communities within the County - that will ultimately lead to self-sufficiency for PEH.



Steven Gonzalez & Deputy Ken Wells, HOPE Team

The North Coastal FRC, along with HOPE, are committed to supporting people in need in the surrounding communities. Linkage to resources offered through Self-Sufficiency Services is key to helping individuals in Building Better Health, Living Safely and Thriving!

EL CAJON FRC GETS A “FLOOR LIFT”

▶ A safe and comfortable work environment

Having a safe and comfortable work environment is important at the County. Eligibility has worked closely with the Health and Human Services Agency and County Facilities over the past years. Several Family Resource Centers have been remodeled and new Live Well Centers have been built throughout the San Diego region. El Cajon Family Resource Center (FRC) finished its final stage of remodeling in October, installing security cameras and new flooring.

As a result of a flood, the flooring at El Cajon FRC was mismatched in several areas. In May of 2020, vinyl flooring was put in the “bullpen” or staff area. It looked so impressive, a second phase was started in September and the entire FRC, customer and employee areas, now have matching professional flooring.

El Cajon FRC was also the first of many to have security cameras installed inside and outside of the building. The project was completed in October 2020 and includes several safety elements.

One more step towards Living Safely for the El Cajon Self-Sufficiency Services team!



- Security has two TVs to monitor live streams
- Footage can be reviewed in the case of any incidents
- Staff have an extra sense of ease due to a new and enhanced monitoring system



CUSTOMER CORNER

▶ Housing Support Program Helps to End Family Homelessness

Melinda* is enrolled in the CalWORKs Employment Training Program which provides resources and support to individuals on their path to self-sufficiency.

Melinda and her 13-year-old daughter had been struggling to find stable housing and become more self-sufficient. Melinda lives with a long-term disability that limits her range of motion, and she has found it challenging to find employment that can work with her health condition. Melinda was “couch surfing” with friends and family so she and her daughter could bathe, wash clothing, and attend to personal needs regularly.

Melinda had participated in various housing programs, but had difficulty finding anything long term. In January she was referred to the Housing Support Program (HSP), a service benefit of CalWORKs for homeless families. HSP helps homeless families to obtain permanent housing, and it can also provide temporary shelter, help with moving costs, rental subsidies, and wraparound case management. Joining HSP was a game-changer for Melinda and her family.

The Housing Support Program was able to assist Melinda and her daughter with hotel accommodations as she searched for a stable living arrangement. She was approved for an apartment unit within one week, and then HSP helped with the first month’s rent and a deposit. Melinda also has two new roommates that are helping to cover rent costs. Together they are helping each other move towards self-sufficiency.

Melinda is excited to start this new chapter in her life, creating a stable home for her and her daughter. Melinda has new job opportunities that can possibly allow her to work from home, which will help greatly with her mobility issues. Now in their own home, Melinda’s daughter can attend virtual school on a regular basis and get back on track. Melinda admits her journey has been a long and difficult one, but she and her daughter are happy to start this new journey together.

To learn more about the Housing Support Program, go [here](#). HSP is available to all CalWORKs beneficiaries, involvement in the employment training program is not a requirement.

**name has been changed*

The Housing Support Program was able to assist Melinda and her daughter with hotel accommodations as she searched for a stable living arrangement.



COUNTY CULTURE IN ACTION

CULTURAL SPOTLIGHT: EMILY NGUYEN



“The most important Vietnamese holiday that my family and I love to celebrate is the Lunar New Year, which is called Tết. We dress up in traditional clothing and get together with all my relatives to celebrate.”

Emily Nguyen started her County experience as a Contact Tracer for T3.

Q. What is your position at the County?

I am currently an Office Assistant for the North Coastal Family Resource Center.

Q. What is your educational/work background?

I earned a Bachelor of Arts in Psychology from UC Riverside and a Master of Public Health (MPH) with a concentration in Health Management and Policy from San Diego State University.

Q. What is your cultural heritage or ethnicity? What is your family's country of origin?

I am Vietnamese American and was born in San Diego; both of my parents are Vietnamese and were born in Vietnam.

Q. When did your family come to the United States? What brought them here?

Both my mom and dad's families came to the United States from Vietnam in the 1970's to escape the war and communist rule. My dad's side traveled by airplane and my mom's family arrived by boat. They were sheltered at Camp Pendleton when they first arrived before finding sponsors.

Q. What languages do you speak/read/write?

I am most fluent in English since it's my first language. I have basic proficiency in reading, writing, and speaking Vietnamese, and I studied a little bit of Spanish in high school so I would say I'm at a very elementary level.

Q. What cultural traditions do you continue that are most important to you and your family?

The most important Vietnamese holiday that my family and I love to celebrate is the Lunar New Year, which is called Tết. It usually falls during the end of January or beginning of February and the festivities last for a few days. Every year since I can remember (except this year due to COVID-19) we dress up in traditional clothing and get together with all my relatives to celebrate with many delicious foods, usually only eaten during the holiday or for special occasions. I love all the vibrant decorations and other traditions like dragon dances and lighting firecrackers, but my favorite part is getting red envelopes with money inside from my relatives. Since we didn't have a big party this year, my immediate family just threw mini firecracker snaps/poppers on the ground outside our front door and talked to our extended family over Zoom. Tết is my second favorite holiday (after Christmas) and has always felt special to me because not everyone celebrates it and it is one of the best parts of being Vietnamese.

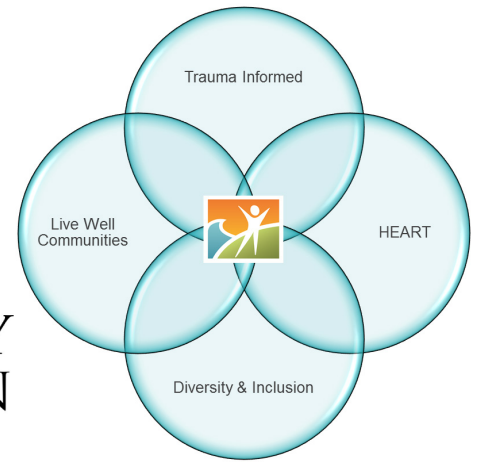
COUNTY CULTURE IN ACTION, CONT'D

Q. What else would you like to share or think it is important for us to know?

How to pronounce my last name. It's not "win" or "new-yen" or "nugget" like my classmates in middle school would say. NG = like the end in sing or bring. UYE = oo-wee like in Lil Wayne's song, *Mrs. Officer*, and 'N' is the regular n sound. Put it all together and hopefully that helps!

Q. Do you have a recipe you would like to share?

One of my favorite Vietnamese dishes is called Bánh Xèo, which is a savory crispy crepe made from rice flour, coconut milk, turmeric, and stuffed with toppings like pork, shrimp, and veggies. It can be eaten by itself or in a wrap. We cheat and use a mix that you just add water to make the batter so I don't have a family recipe but there are plenty online that are great.



SUPPORTING THE COMMUNITY WITH CALFRESH

This past year has been challenging for many San Diego residents. During the current pandemic, some found themselves out of work for months at a time, and many community members had an increased need for self-sufficiency programs and services, including nutrition resources.

CalFresh is a program designed to reduce food insecurity and increase the food budgets of lower income families and individuals, while improving participants' access to fresh and healthy food. When much of the country went into isolation in March 2020, the County of San Diego responded. Working with the State of California, more than \$256 million dollars in Emergency Allotments have been paid since March 2020 in San Diego County alone. Thousands of families and individuals were impacted and CalFresh enrollment has increased by 25%.

To meet the needs of the community during a time of isolation and social distancing, the CalFresh and Hospital and Community Support Services (HCSS) teams have been creative with new outreach strategies related to CalFresh enrollment. Events with universities have been conducted virtually and enrollment of students is increasing. It was so successful, future outreach with local universities will be primarily through online events and enrollment.

May is CalFresh Awareness Month and many such events are planned. The Self-Sufficiency Services team realizes nutrition needs are critical in helping San Diegans Build Better Health, leading to Thriving communities.





Eligibility Times is published monthly by Self-Sufficiency Services, a division of the Health and Human Services Agency, to inform staff and recognize customer service.

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Director, Self-Sufficiency Services

Rick Wanne

Editor

Debra Fitzgerald, HPPS
(619) 338-2993

ELIGIBILITY SERVICES BY THE NUMBERS...

April 2021 (Data Month: March 2021)

PARTICIPANTS

- **CalFresh:** 334,771 recipients, up 25.62% from last year.
 - 121,008 child recipients (0-18), up 18.08% from last year.
 - 63,484 senior recipients (60+), up 30.59% from last year.
- **CalWORKs:** 37,379 recipients, down 8.58% from last year.
 - 29,789 child recipients (0-18), down 11.57% from last year.
 - Welfare-to-Work: 7,153 participants, up 18.37% from last year.
- **CMS:** 13 CMS recipients, down 48.00% from last year.
- **General Relief:** 2,400 recipients, down 36.25% from last year.
- **Medi-Cal:** 865,494 recipients, up 19.99% from last year.
 - 307,797 child recipients (0-18), up 18.43% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (March 2020-March 2021)
			Previous Month	Previous Year	
CalFresh	189,642	334,771	0.65%	25.62%	467,072
CalWORKs	14,223	37,379	-0.21%	-8.58%	55,141
CMS	13	13	-27.78%	-48.00%	84
General Relief	2,398	2,400	2.17%	-36.25%	8,270
Medi-Cal	470,412	865,494	1.14%	19.99%	910,884
Total	676,688	1,240,057	0.97%	20.10%	1,009,075

*Recipients include 301,985 under ACA Medicaid Coverage Expansion.

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

PROCESSING

Applications Registered		
Program	March 2021	FYTD
CalFresh	13,757	130,463
CalWORKs	1,505	16,481
CMS	66	720
General Relief	1,584	14,530
Medi-Cal	11,384	114,389
Total	28,296	276,583

Renewals Generated		
Program	March 2021	FYTD
CalFresh	13,114	83,501
CalWORKs	1,005	14,932
CMS	6	57
General Relief	91	1,463
Medi-Cal	34,961	322,223
Total	49,177	422,176

Periodic Reports Generated		
Program	March 2021	FYTD
CalFresh	18,465	134,615
CalWORKs	905	5,486
General Relief	418	18,110
Medi-Cal	18	168
Total	19,806	158,379

Documents Imaged	
March 2021	FYTD
359,343	3,398,585

Tasks Created	
March 2021	FYTD
368,406	3,319,313

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	March 2020	March 2021	Change	FYTD
Total Calls	189,688	141,150	-48,538	1,441,591
Abandoned	15,910	777	-15,133	39,394
Average Wait Time	7:09	0:17	-6:52	2:18

Community Based Organization (CBO)				
Month	March 2020	March 2021	Change	FYTD
Total Calls	6,584	4,881	-1,703	42,912
Abandoned	172	45	-127	623
Average Wait Time	2:22	0:44	-1:38	1:23

Emails Received	
March 2021	FYTD
4,307	42,633

FAMILY RESOURCE CENTER VISITS

Month	March 2020	March 2021	Change	FYTD
Total Tickets Issued	43,236	28,456	-52%	271,665
Average Wait Time (min.)	14.96	(*-)	N/A	

* Due to COVID-19 Waivers, Avg time is not available for January 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 = 98.06%
- Annual Renewal Timeliness = 99.96%

CalWORKs

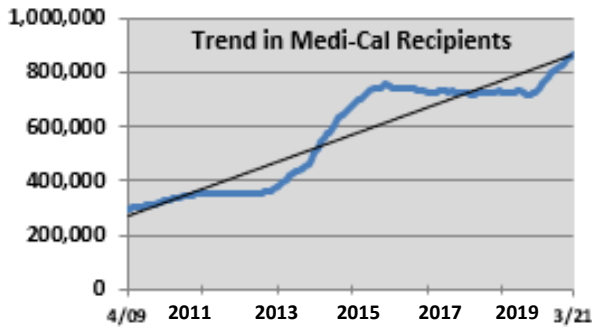
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 18 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Days
- Semi-Annual Reporting Timeliness = 96.56%
- Annual Renewal Timeliness = 99.73%

Medi-Cal

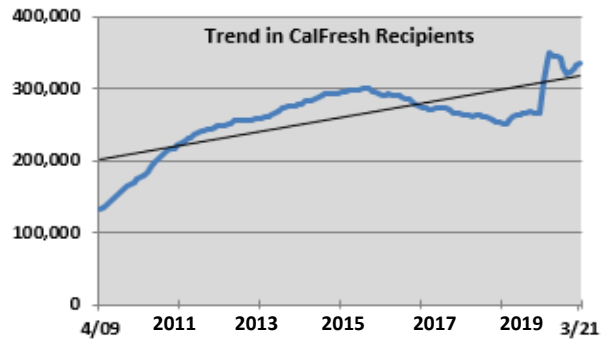
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 18 Days
- Annual Renewal Timeliness = 99.44%

Program Recipients Trend

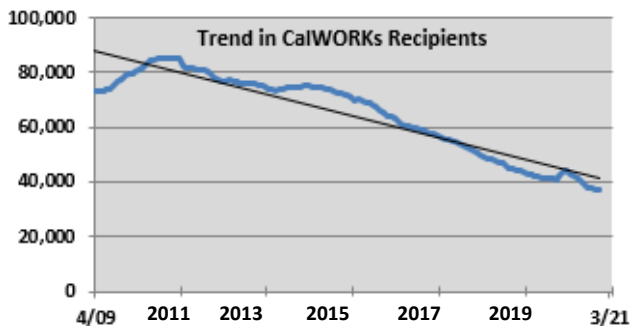
Medi-Cal Recipients		
FY Apr 09	FY Mar 21	193%
294,963	865,494	Increase



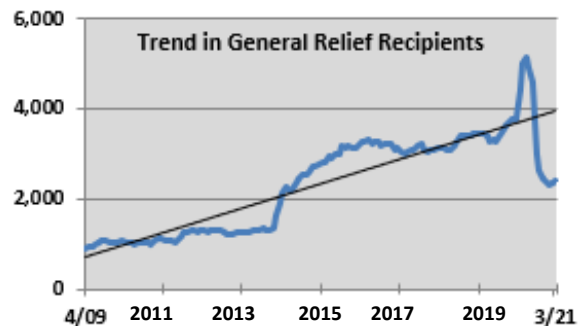
CalFresh Recipients		
FY Apr 09	FY Mar 21	152%
132,654	334,771	Increase



CalWORKs Recipients		
FY Apr 09	FY Mar 21	-47%
70,496	37,379	Decrease



General Relief Recipients		
FY Apr 09	FY Mar 21	168%
897	2,400	Increase

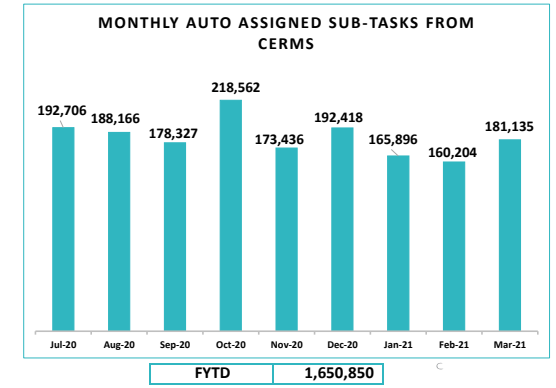
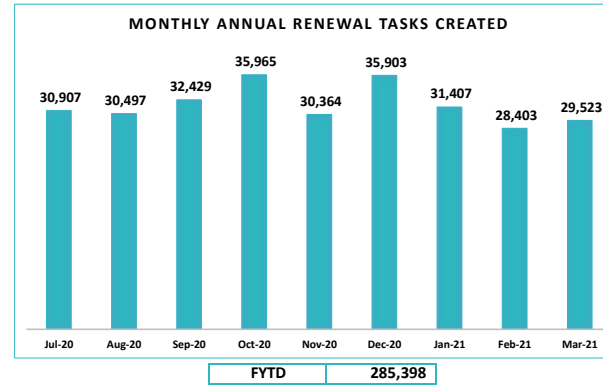
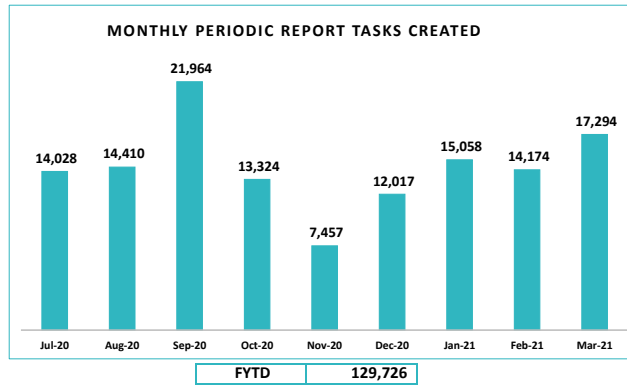
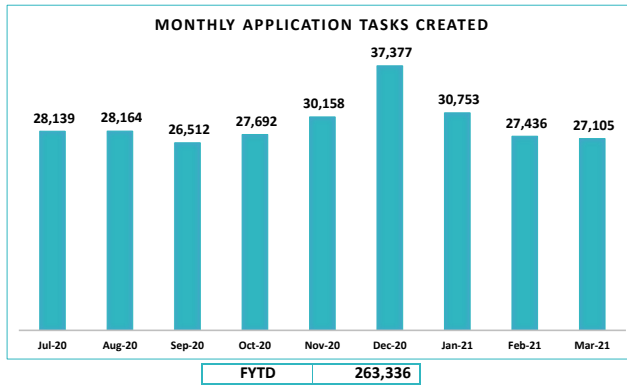
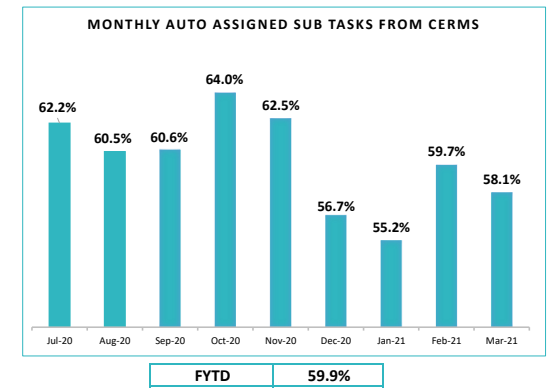
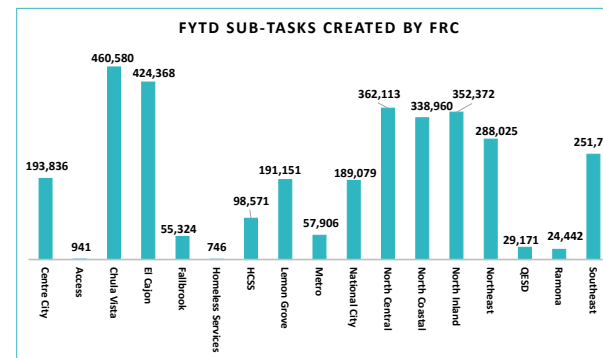
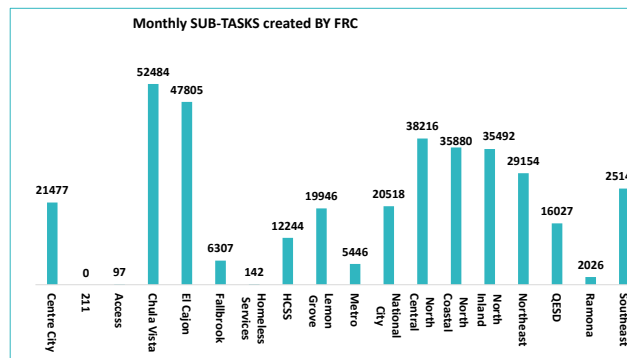
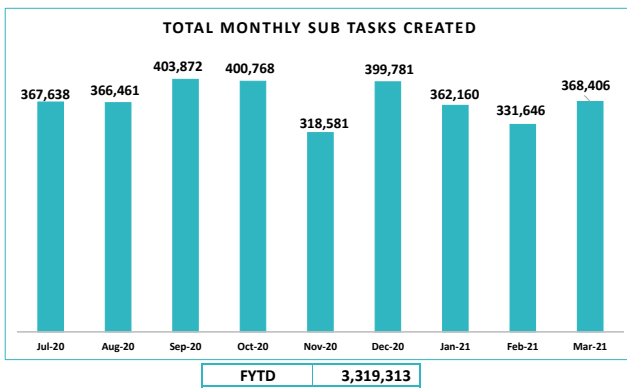


Monthly Self-Sufficiency Services Performance Dashboard (FY 20/21)

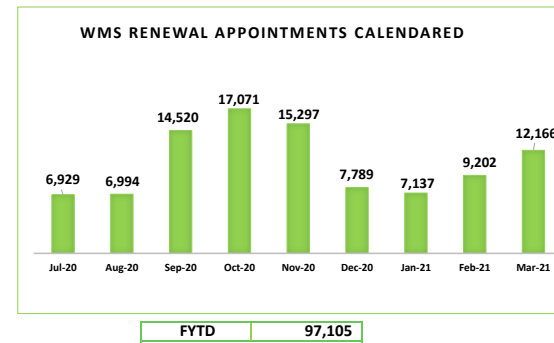
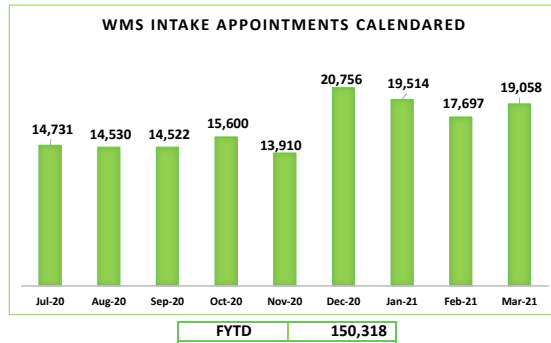
San Diego County

Data Month : March 2021

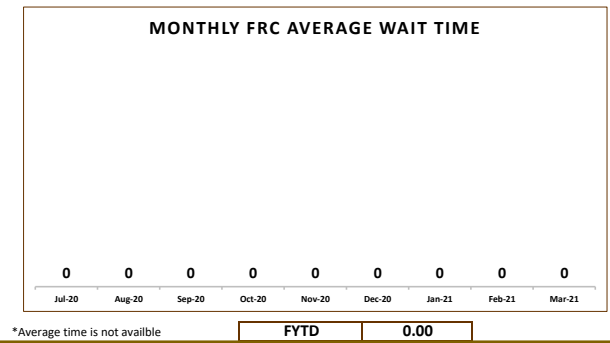
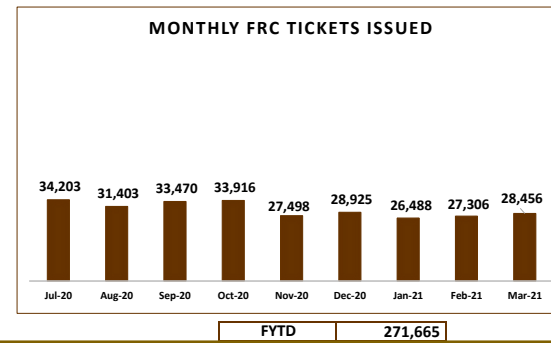
Work Management System (WMS) Subtasks Created



MONTHLY WMS CALENDARED APPOINTMENTS

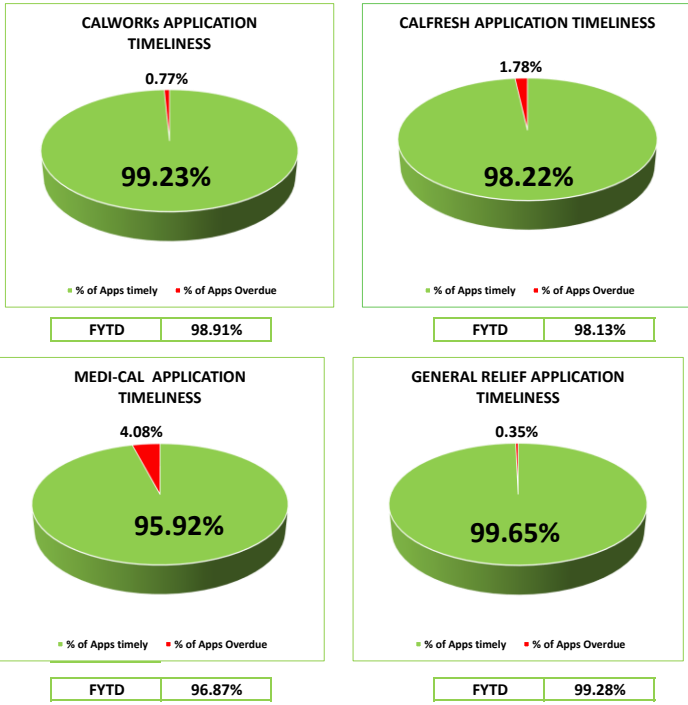


LOBBY MANAGEMENT

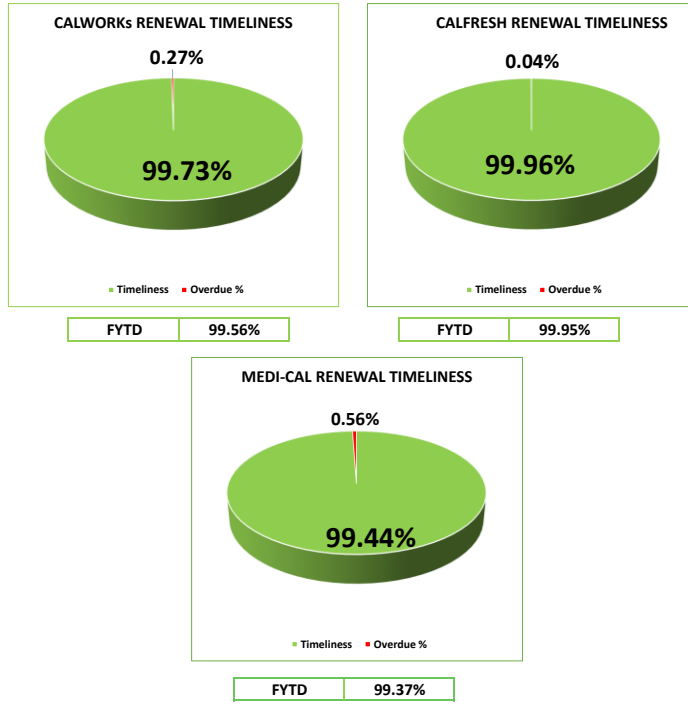


CASE PROCESSING PERFORMANCE (CALWIN)

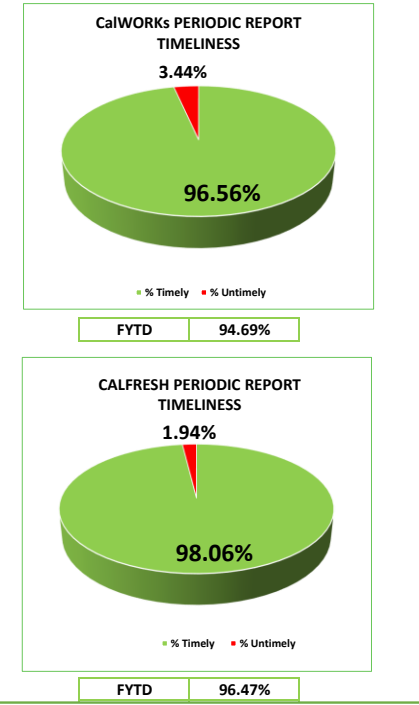
MONTHLY APPLICATION TIMELINESS



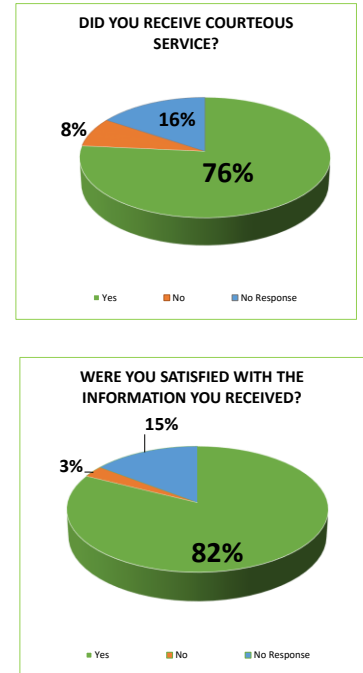
MONTHLY RENEWAL TIMELINESS



MONTHLY PERIODIC REPORT TIMELINESS

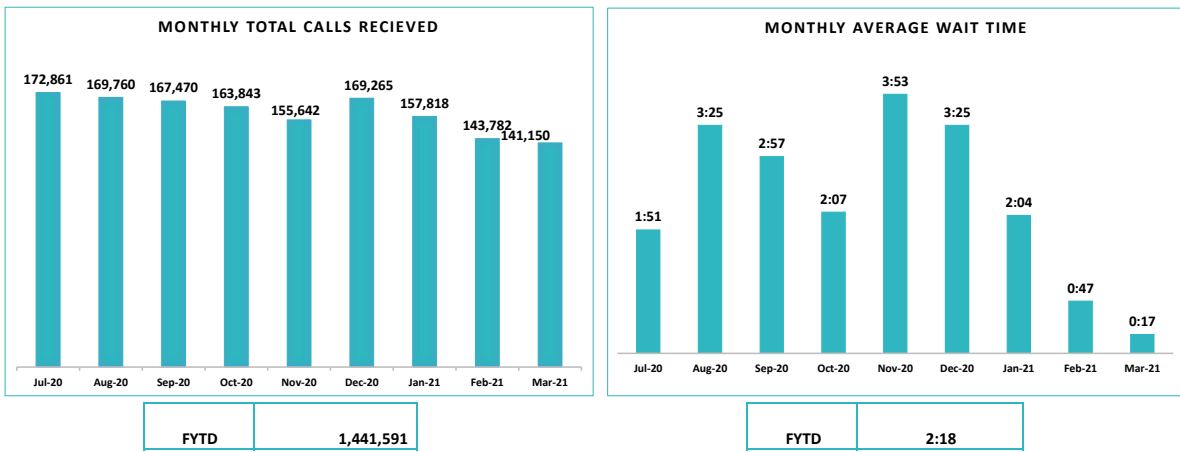


CUSTOMER SATISFACTION SURVEY



ACCESS CALL CENTER

ACCESS CALL CENTER



RESCHEDULE APPOINTMENT CALLS (211)

