

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

MEETING NOTICE: In Person

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

**Public Video Viewing/Comment Option:
<https://sdcounty-ca-gov.zoom.us/j/87487044586>**

**December 11, 2024
9:30 a.m. to 11:30 a.m.**

AGENDA

- | | |
|-------------|---|
| 9:30 - 9:31 | 1. Call to Order |
| 9:31 - 9:36 | 2. Carol Lewis, Recognition of Service, Social Services Advisory Board (SSAB) |
| 9:36 - 9:38 | 3. Action Item: Approval of November 13, 2024 Meeting Minutes |

PUBLIC COMMENTS

- | | |
|-------------|---|
| 9:38 - 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 – 9:50 | 4. Discussion Item: SSAB Member Sharing, Comments, and Topics of Interest: All Social Services Advisory Board Members |
| 9:50 – 10:20 | 5. Presentation Item: Legal Aid Society of San Diego: Joanne L. Franciscus, CEO/Executive Director/Chief Counsel, Legal Aid Society of San Diego |
| 10:20 – 10:50 | 6. Presentation Item: Inter-County Transfers (ICTs): Adriana Ramirez, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA) |
| 10:50 – 11:30 | 7. Information Item: Update on Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data: Assmaa Elayyat, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA) |

ADJOURNMENT/ NEXT MEETING

Next regular meeting will be held on January 8, 2025 at 5055 Ruffin Road, 2nd Floor Conference Room, San Diego, CA 92123.

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

ITEM #2: CAROL LEWIS, RECOGNITION OF SERVICE

All Social Services Advisory Board Members



**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/85964627015>

**SSAB Meeting Minutes
November 13, 2024**

Members Present

Vino Pajanor
Jan Spencley
Robin Maxson
Phil Thalheimer
Daniela Murphy

Members Absent

Rachel Morineau
Greg Anglea
Carol Lewis
Andrea Gonzalez

Staff Present

Rick Wanne, Director, Self-Sufficiency Services
Alberto Banuelos, HHSA
Assmaa Elayyat, HHSA
Adriana Ramirez, HHSA
Allison Boyer, HHSA
Jeannie Hufford, HHSA
Yenissa Salgado, HHSA
Alberto Garcia, HHSA
Eric Rubio, HHSA
Claudia Gurrola, HHSA
Bianca Graciano, HHSA
Patty Baker, HHSA
Ricardo Hernandez, HHSA
Waleed Polus, HHSA
Nanette Hartley, HHSA
Alexandra Talaro, HHSA

Guests

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
Cierra Williams, SEIU
Dan Castillo, SEIU
Gerrell Howard, HHSA Staff
Leticia Diazdeleon, HHSA Staff
Kimberly Smith, HHSA Staff

1. Meeting called to order at 9:31 by Chair, Vino Pajanor.
2. The September 11, 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. Vice Chair Vino Pajanor recognized Rick Wanne, Director of Self-Sufficiency Services for an award he received at the California Welfare Directors Association (CWDA) Conference in October 2024.
5. **Action Item:** CalWORKs System Improvement Plan Board of Supervisors Letter: Patty Baker, Human Services Program Manager, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ms. Baker shared a brief overview on the CalWORKs Outcomes and Accountability Review (Cal-OAR) and its components. The Board Letter will be presented at the December 10th, 2024, Board of Supervisors meeting, for the approval of the CalWORKs System Improvement Plan (Cal-SIP) and authorize the Clerk of the Board to execute any amendments thereto that do not materially impact or alter its substance. All SSAB Members present voted yes in support of this letter.
6. **Action Item:** Contract with San Diego Workforce Partnership Board of Supervisors Letter: Jeannie Hufford, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ms. Hufford presented a brief overview of CalWORKs Expanded Subsidized Employment, CalFresh Employment & Training and San Diego Workforce Partnership. The Board Letter will be presented at the December 10th, 2024, Board of Supervisors meeting, for the approval and authorization for the Director of the Department of Purchasing and Contracting to enter negotiations with San Diego Workforce Partnership and subject to successful negotiations and a determination of a fair and reasonable price, award a contract for California Work Opportunity and Responsibility to Kids Expanded Subsidized Employment and CalFresh Employment and Training programs. All SSAB Members present voted yes in support of this letter.
7. **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 shared with the Members that the Department of Homeless Solutions and Equitable Communities will be restructuring, and their Office of Immigrant and Refugee Affairs (OIRA) will be joining the Self-Sufficiency Services team resulting from this change. She also mentioned an update regarding the new administration coming in January 2025, in which we will keep a close eye on any executive orders or regulatory changes that can impact our County programs. Ms. Elayyat also shared various data points from the department's monthly reports.

ADJOURNMENT/SET NEXT MEETING:

The meeting was adjourned at 10:46 a.m. Next regular meeting will be held on January 8, 2025.

ITEM #4: SSAB MEMBER SHARING, COMMENTS, AND TOPICS OF INTEREST

All Social Services Advisory Board Members



ITEM #5: LEGAL AID SOCIETY OF SAN DIEGO

Joanne L. Franciscus, CEO/Executive Director/Chief Counsel

Legal Aid Society of San Diego





LEGAL AID SOCIETY
OF SAN DIEGO

Self Sufficiency Advisory Board

December 11, 2024

By Joanne L. Franciscus
CEO/Executive Director

MEET OUR BOARD

Executive Officers

Gwendolyn Hanley-Pamplin
Chairperson
Community Representative

Joanna Fox, Esq.
Chairperson-elect
Attorney
Fox Law APC

Michael W. Battin, Esq.
Treasurer
Partner
Navigato & Battin LLP

Frances D. Bumpus
Secretary
Client Eligible Board Member

Board Members

Peter Adams, Esq.
Partner a
Cooley LLP

Ryan Caplan, Esq.
Attorney
Buchater

James Cekola, Esq.
Corporate Counsel
Jazz Pharmaceuticals

Amina A. Dauood
Client Eligible Board
Member

David Hackathorn
Client Eligible Board
Member

Dr. Phyllis Jones
Client Eligible Board
Member

Brian Kramer, Esq.
Partner
Morrison & Foerster LLP

Linda L. Lane, Esq.
Professor
University of San Diego Law
School

Lindsay Mertens, Esq.
Attorney
Hahn Loeser & Parks LLP

Stanley J. Panikowski, Esq.
Attorney
DLA Piper

Mark G. Rackers, Esq.
Partner
Sheppard Mulin Richter &
Hampton LLP

Bill Sailer, Esq.
Former Senior Vice President,
legal Counsel
Qualcomm Inc. - Retired

Craig Singleton
Client Eligible Board Member

Anthony Stiegler, Esq.
Former Partner
Cooley LLP - Retired

Corrie Taylor
Client Eligible Board Member

Lina Tostado
Client Eligible Board Member

Barry J. Tucker, Esq.
Chief Legal Counsel
Phillips

Thomas J. Warwick, Jr., Esq.
Attorney
Grimes & Warwick

MISSION STATEMENT

The mission of the Legal Aid Society of San Diego is to improve lives by advancing justice through effective, efficient vigorous legal advocacy, outreach and education.



THE NEED

Access to Justice

- In U.S. there is **no right to counsel** in most civil legal matters
- Low-income Americans did not receive any or enough legal help for **92%** of their civil legal problems.
- Nearly **1 in 10 (~11%)** people living in San Diego are living in Poverty
 - **\$24,860** or less annually for a family of four
- **335,000** San Diegans living in poverty, including **86,000** children

OUR SPECIALIZED TEAMS

Case
Management

Community
Response Team
(CRT)

Consumer Center
For Health
Education &
Advocacy

Consumer
Protection

Education Rights

Family

Fair Housing

Housing

Immigration

Income
Maintenance

Intake

Pro Bono

Shriver Housing

SSI

Tax &
Unemployment
Insurance

LEGAL SERVICES WE PROVIDE

Housing and Fair Housing

Tenant assistance with evictions/unlawful detainers, notices, subsidized housing, mobile homes, fair housing discrimination, reasonable accommodation requests, foreclosure, etc.

Health Care Access

Patient rights, healthcare coverage, Medicare and Medi-Cal eligibility, behavioral health grievances, CARE Act, etc.

LEGAL SERVICES WE PROVIDE (CONT'D)

Supplemental Security Income (SSI)

SSI applications for adults and children, reconsiderations, hearings, appeals, reviews

Public Benefits

CalWorks, CalFresh, General Relief, CAPI, KinGap, etc.

LEGAL SERVICES WE PROVIDE (CONT'D)

Immigration

Family-based petitions, asylum, adjustment of status, naturalization and citizenship, waivers, public charge info, immigration court, VAWA, U and T Visas

Consumer Protection

Debt collection or lawsuits, solar scams, bankruptcy, auto loans, medical debt, student loans, pay day loans, storage unit sales, etc.

LEGAL SERVICES WE PROVIDE (CONT'D)

Family

Services for custodial parents and survivors of domestic violence including divorce, custody, parentage, visitation, etc.

Special Education Issues

IEPs, 504 services, IEEs, due process, mediations, suspension and expulsion issues for students with disabilities

LEGAL SERVICES WE PROVIDE (CONT'D)

Federal Taxpayer Rights

Audits, missing tax refunds, payment plans, and collection alternatives, representation before the US Tax Court

Unemployment Insurance

Benefits

UIB applications, appeals, notices of overpayment, benefits collection, installment agreements

SUPPORTIVE SERVICES (CONT'D)

Case Management

Holistic, wraparound social services that complement our legal services, address root causes of poverty, and link clients to additional resources

Flex Funds

Direct, one-time financial assistance for clients that acts as a safety net and provides long-term stability.

Includes rent, deposits, utilities, moving costs, transportation, hotel stays, groceries, etc.

PRO PER WALK-IN CLINICS

Unlawful Detainer
(Eviction) Clinic

Domestic Violence
Restraining Order
Clinic

Civil Harassment
and Elder Abuse
Restraining Order
Clinic

CARE Act Clinic

Name & Gender
Marker
Change Clinic

Homeowners' Rights
Clinic

Conservatorship
Clinic

Tax &
Unemployment
Insurance Benefits
(UIB) Clinic

Bankruptcy Clinic

Civil Appeals

COMMUNITY OUTREACH & EDUCATION



COLLABORATIONS WE LEAD

Health Consumer Alliance (HCA)

Statewide coalition of legal service providers and support centers that help Californians apply for coverage, find the appropriate doctor or provider, dispute denials of health services that prevent disruption in care, and address and resolve billing problems.

Also serves as the Medicare Medi-Cal Ombuds Program (MMOP) for the Department of Health Care Services (DHCS).

Housing Justice Collaborative (HJC)

County-wide network of tenant-serving community organizations and legal service provider partners working together to efficiently respond to and prevent avoidable evictions through sharing information, streamlining referrals, and maximizing resources.

OUR HISTORY

100+ Years In the Making

- 1919: First Public Attorney, P.A. Whitace
- 1953: Legal Aid Society of San Diego Incorporated
- 1953-58: Arthur A. Lennard, Chief Counsel
- 1958-62: Andrew P. Smirnoff, Chief Counsel
- 1962-63: Willian F. Gavin, Chief Counsel
- 1963-64: Leland F. Seid, Chief Counsel
- 1964-66: Dennis P. Schmidt, Chief Counsel
- 1966 : LASSD granted funds to establish two neighborhood branches (Logan Heights & Oceanside)
- 1966: Elmer M. Ensterom , Jr., Chief Counsel
- 1974-2023: Gregory E. Knoll, CEO/Executive Director/Chief Counsel
- 2023: Joanne Franciscus , CEO/Executive Director
- 2024: LASSD grows to over 230, including over 80 attorneys

December 2018

Former LASSD
CEO Greg Knoll
received the
SSAB
Community
Recognition
Award



WHO WE ARE

BY THE NUMBERS

3 Offices

Gregory E. Knoll Midtown | Southeast San Diego | San Marcos

15 Teams

10+ Clinics Across the County

230+ Staff

400+ Volunteers

1 Mission

OUR IMPACT

BY THE NUMBERS

FY23

70,000+ Phone Calls Received

7,600+ Cases Opened

16,626 Clients and Household Members Assisted through Legal
Cases

17,428 Pro Per Litigants Assisted at Our Clinics

34,000+ People Benefited

OUR IMPACT

BY THE NUMBERS

FY23 (Cont'd)

200+ Volunteers

25,000+ Volunteer Hours

\$6,300,000+ Income Benefits Obtained/Safeguarded for Clients

250 Capacity to Provide Services in Other Languages

100+ Years of Service

Questions?



JUSTICE **BEGIN** SHERE

ITEM #6: INTER-COUNTY TRANSFERS (ICTs)

*Adriana Ramirez, Deputy Director, Self-Sufficiency Services
Health and Human Services Agency (HHS)*



Inter-County Transfer (ICT)

An ICT is a transfer of the customer's benefits from one California County to another without a break in aid.

- Occurs when a customer reports to have permanently moved from one county to another within the state.
- Customers can report changes in residency to their previous county or the new county of residence.
- Customers will continue to receive benefits from their previous county of residency until the new county is ready to pick up their benefits.



Inter-County Transfer (ICT)

When a customer visits an FRC reporting they have moved to San Diego County from another county, the following steps are taken:

- ICT will be initiated electronically.
- Upon receipt of necessary documents, benefits will be activated in San Diego the month after discontinuance in the previous county ensuring there is no break in benefits.



Inter-County Transfer (ICT)

When a customer calls the Access call center and reports they have moved to San Diego County, the following steps are taken:

- ICT will be initiated electronically.
- ICT will be assigned to the FRC for processing.



Inter-County Transfer (ICT)

ICTs received through Hospital and Community Support Services (HCSS) are addressed as follows:

- Medi-Cal applications for patients in a San Diego hospital who reside outside of San Diego County and have an emergency are processed by San Diego County staff and approved, if eligible and not already active.
- An ICT is then initiated to the patient's county of residency. Customers requesting additional programs will be referred to their county of residency to apply.
- For non-urgent situations, hospitals submit the Medi-Cal application directly to the patients' home county via [BenefitsCal](#).



Inter-County Transfer (ICT)

When a customer reports they have moved out of San Diego County to another California County, staff take the following steps:

- An outgoing ICT will be initiated electronically.
- San Diego County will maintain benefits until the new county is ready to pick up the ICT.



Inter-County Transfer (ICT)

San Diego County will work closely with the previous or new county of residence to ensure there is no break in aid for the customer during the process

- ICTs are monitored using daily reports.
- If no response is received from the other county within 10-days, San Diego will reach out to the other county through ICT coordinators to follow up.



Inter-County Transfer (ICT)

Outgoing ICTs by Receiving County (1/1/2024-12/3/2024)

Receiving County	CW	FS	MC	(blank)	Grand Total
Riverside	80	804	2,128	7	3,019
Los Angeles	49	682	1,586	6	2,323
Orange	28	380	879	11	1,298
San Bernardino	31	228	506	4	769
Imperial	14	134	347		495
Sacramento	9	86	232		327
Kern	5	70	194		269
Alameda	5	80	176		261
Santa Clara		56	168		224
San Francisco	2	64	142	1	209
Fresno	4	57	131		192
Santa Barbara	1	35	114	2	152
Ventura	3	36	99		138
Contra Costa	1	39	91	1	132
Tulare	3	34	67		104
San Joaquin	1	30	72	1	104
San Luis Obispo	2	22	74		98
San Mateo	2	25	68		95
Stanislaus	3	30	51		84

Receiving County	CW	FS	MC	(blank)	Grand Total
Humboldt	1	23	58	1	83
Monterey		26	55	2	83
Placer	1	19	59		79
Sonoma	2	15	57	1	75
Santa Cruz		15	59		74
Solano	1	16	43		60
Kings	2	16	34		52
Shasta		14	37	1	52
Merced	1	12	37		50
Butte		16	28		44
El Dorado		12	30		42
Yolo	2	7	30		39
Marin	1	9	24		34
Madera	1	8	19		28
Napa		7	17		24
Mendocino	1	8	14		23
Nevada		3	19		22
Siskiyou		7	14		21
San Benito		7	13	1	21

Receiving County	CW	FS	MC	(blank)	Grand Total
Yuba	2	5	12		19
Sutter	2	5	9		16
Tuolumne		6	9		15
Inyo		5	9		14
Lake		4	10		14
Tehama		3	9		12
Mono		2	7	1	10
Del Norte		3	7		10
Mariposa		4	5		9
Calaveras		4	4		8
Lassen		2	3		5
Trinity		1	4		5
Glenn		1	3		4
Colusa		1	1		2
Amador			2		2
Modoc			2		2
Sierra			1		1
Plumas			1		1
Grand Total	260	3,178	7,870	40	11,348



LIVE WELL
SAN DIEGO

Inter-County Transfer (ICT)

Incoming ICTs by Sending County (1/1/2024-12/3/2024)

Sending County	CW	FS	MC	(blank)	Grand Total
Los Angeles	79	896	1,721	166	2,862
Riverside	82	568	1,295	12	1,957
Orange	21	381	938	280	1,620
San Bernardino	39	214	522	111	886
Imperial	18	188	345	20	571
Santa Clara	5	65	215	44	329
Sacramento	10	75	186	31	302
Kern	8	85	170	5	268
Alameda	4	61	147	55	267
Fresno	10	63	106	30	209
San Francisco	3	54	112	31	200
Santa Barbara	5	58	109	19	191
Contra Costa	4	32	88	41	165
Ventura		37	114	2	153
San Joaquin	2	30	66	10	108
Tulare	4	23	73	2	102
Santa Cruz		28	48	23	99
Stanislaus	3	26	55	5	89
San Luis Obispo	1	32	56		89

Sending County	CW	FS	MC	(blank)	Grand Total
Monterey	1	17	61	9	88
Humboldt	1	29	48	6	84
Butte	3	24	49	2	78
San Mateo		11	58	2	71
Placer	1	20	48	1	70
Solano	1	14	35	9	59
Sonoma		11	43		54
Shasta	2	15	32		49
Marin		14	33		47
Yolo	1	21	19	3	44
Nevada		11	28	1	40
Madera	4	9	25	1	39
Merced	1	10	27		38
Mendocino		10	21	1	32
Kings		10	15	5	30
Napa	1	5	15		21
El Dorado		4	16	1	21
Yuba	1	8	11		20
Sutter	1	4	11		16

Sending County	CW	FS	MC	(blank)	Grand Total
Siskiyou	1	3	8	1	13
Lake		3	7		10
San Benito		1	8		9
Trinity		1	6		7
Inyo		2	5		7
Mariposa		2	5		7
Plumas		4	3		7
Del Norte		2	4		6
Calaveras		2	4		6
Tehama		1	5		6
Mono			5		5
Glenn		1	2		3
Tuolumne		1	2		3
Modoc			3		3
Amador		1	1		2
Lassen		1	1		2
Colusa		1	1		2
Grand Total	317	3,189	7,031	929	11,466





Adriana Ramirez, Deputy Director
Self-Sufficiency Services, County of San Diego, HHSA
Email: Adriana.Ramirez@sdcounty.ca.gov



ITEM #7: UPDATE ON PUBLIC ASSISTANCE PROGRAMS, WAIVERS, ENROLLMENT, SERVICE DELIVERY, DATA

*Assmaa Elayyat, Deputy Director, Self-Sufficiency Services
Health and Human Services Agency (HHSA)*



CalFresh Overview

Program Updates

- Self-Sufficiency Services continues to see rampant EBT skimming and scamming theft occurring and is working closely with the California State Department of Social Services and the Bureau of Public Assistance Investigations
- Update on the following waivers granted by the Food and Nutrition Services (FNS):
 - Able Bodied Adults Without Dependents – CA waiver extended through **October 31, 2025**
 - Reinstatement waiver extended from July 1, 2022 through June 30, 2027



Medi-Cal Overview

PHE Unwinding Waivers

- Stable income waiver – eliminates the need to verify stable income sources during renewal (Social Security, retirement, disability, etc.)
- Zero income waiver – redetermination can be completed when no income information is available/verified so long as customer is reporting zero income and no income inconsistencies are flagged on the case
- 100% Federal Poverty Level (FPL) income waiver – redetermination can be completed without verification if income is below 100% FPL and no income inconsistencies are flagged on the case



Office of Immigrant and Refugee Affairs

Upcoming Changes

- The Department of Homeless Solutions and Equitable Communities which encompasses several departments including The Office of Immigrant and Refugee Affairs (OIRA) will be restructuring by the end of the calendar year
- The Office of Immigrant and Refugee Affairs (OIRA) will be joining the Self-Sufficiency Services team as part of this change



MONTHLY UPDATES



Legend	Self-Sufficiency Services Legislative Tracking Log
Approved/Chaptered	
Advocacy Support	
Support	
Support, if Amended or Watch	
Revised: 12/3/2024	

Bill Number and Name	Date Introduced	Description	Affected Programs	Support/Oppose/Watch/Concerns	Status
SB 773 - CalWORKS: Homeless Assistance	2/17/2023	This bill would require benefit calculation for the PHA program to include benefits received from other government and nonprofit housing and homeless subsidy programs and any regularly received private support intended or designed to help the family with housing. This would not benefit customers because currently any housing subsidies received are deducted from the customer's housing obligation.	CalWORKS	Support, if amended	01/25/2024: Inactive Bill - Veto sustained.
AB 991 - Public Social Services: Reporting and Verifications	2/17/2023	This bill has no impact on current policy and procedure as it would, to the extent permitted under federal law, require state and county agencies to accept the reporting by an applicant or recipient of public social services of any lawfully required information, changes, and verification required by law that affect eligibility and benefit amounts, by any means available to the applicant or recipient, including, but not limited to, in person, by telephone, through fax, by email, or by any other electronic means.	CalWORKS/CAPI/GR/CalFresh /Medi-Cal	Active Support	02/01/2024: Inactive Bill - Died. Pursuant to Article IV, Section 10 (c) of the Constitution. From Committee: Filed with the Chief Clerk to Joint Rule 56.
SB 262 - California Farmworkers Drought Resilience Pilot Project	1/30/2023	This bill would require the California Drought Resilience Pilot project to provide monthly supplemental cash payments to households (HH's) in which one member of the HH is a farmworker. This payment would be exempt for CalFresh and CalWORKs. The bill would benefit customers, as the provisions would allow for less income to be counted when determining CalWORKs and CalFresh eligibility.	CalWORKs/CalFresh	Support	02/01/2024: Inactive Bill - Died. Returned to Secretary of Senate pursuant to Joint Rule 56.
AB 605 - CalFresh Fruit and Vegetable Supplemental Benefits Expansion Program	2/9/2023	This bill requires to include within the EBT system a supplemental benefits mechanism that allows an authorized retailer to deliver and redeem supplemental benefits, additional funds delivered to a CalFresh recipient's EBT card upon purchase of California-grown fresh fruits and vegetables using CalFresh benefits. This bill would provide a minimum of 3 grants to nonprofit organizations or governmental agencies for pilot projects to implement and test the supplemental benefits mechanism	CalFresh	Support	02/01/2024: Inactive Bill - Died. Pursuant to Article IV, Section 10 (c) of the Constitution. From Committee: Filed with the Chief Clerk to Joint Rule 56.
AB 870 - Public Social Services: Benefits for Students	2/14/2023	This bill will have the California Department of Social Services (CDSS) create a workgroup comprised of CDSS staff and relevant stakeholders that meets quarterly to share best practices, updates, challenges, or other topics related to programs and services offered to students. The workgroup must submit a report to the legislature with findings and recommendations relating to increasing enrollment in programs and services offered by the department that may be available to students, as specified, on or before June 30, 2024, and every 3 years thereafter.	CalWORKs/CalFresh	Support	02/01/2024: Inactive Bill - Died. Pursuant to Article IV, Section 10 (c) of the Constitution. From Committee: Filed with the Chief Clerk to Joint Rule 56
AB 1644 - Medi-Cal: medically supportive food and nutrition services.	2/17/2023	This bill does not impact county operations. This bill is regarding establishing a medically supportive food benefit for Medi-Cal customers.	Medi-Cal	Support	02/01/2024: Inactive Bill - Died. Pursuant to Article IV, Section 10 (c) of the Constitution. From Committee: Filed with the Chief Clerk to Joint Rule 56
SB 870 - Medi-Cal: Managed Care Organization Provider Tax	2/17/2023	This bill does not impact county operations. This bill extends the tax on managed care organizations which is used to fund the non-federal share of provider reimbursement.	Medi-Cal	Support	02/01/2024: Inactive Bill - Died. Returned to Secretary of Senate pursuant to Joint Rule 56.
AB 1514: Public Social Services: Student Eligibility	2/17/2023	This bill would require that a workgroup is created to provide recommendations for data usage from Free Application for Federal Student Aid (FAFSA) by county welfare departments. The data will then be used to prepopulate applications for students to receive public social services. The workgroup would be comprised of members of County Welfare Directors Association of California. The bill would require those recommendations to be submitted to the Legislature by December 31, 2024.	CalWORKs/CAPI/GR/CalFresh /Medi-Cal	Support	02/01/2024: Inactive Bill - Died. Pursuant to Article IV, Section 10 (c) of the Constitution. From Committee: Filed with the Chief Clerk to Joint Rule 56
AB 94 - Administration of Public Social Services-Blocked Telephone Calls	1/9/2023	This bill would prohibit outgoing calls from displaying a blocked phone number. The bill would impose a state mandated local program.	CalFresh	Watch	02/01/2024: Inactive Bill - Died. Pursuant to Article IV, Section 10 (c) of the Constitution. From Committee: Filed with the Chief Clerk to Joint Rule 56
AB 435 - Public Social Services: Automated Application Process	2/6/2023	This bill would require CalSAWS to accept and process electronic applications for additional cash assistance programs including the Cash Assistance Program for Immigrants (CAPI), the Trafficking and Crime Victims Assistance Program (TCVAP) and Refugee Cash Assistance (RCA). This bill would require that customers have access to apply for these cash assistance programs online by December 1, 2024. This bill would require that automation activities to be prioritized over county initiatives.	CalWORKs/CAPI	Support, if amended	02/01/2024: Inactive Bill - Died. Pursuant to Article IV, Section 10 (c) of the Constitution. From Committee: Filed with the Chief Clerk to Joint Rule 56
AB 274 - CalWORKs: CalFresh: eligibility: income exclusions	1/23/2023	This bill would exempt as income any grant, award, scholarship, loan, or fellowship benefit provided to any CalWORKs assistance unit member and/or CalFresh household for educational purposes. The bill will eliminate the verification requirement of financial aid, expediting the availability of benefits, and may increase student eligibility for CalFresh.	CalFresh	Support	09/30/2024-Inactive Bill - Vetoed by Governor.

AB 866 - Food Assistance for Nonminor Dependents	2/14/2023	The name of this Bill is now Juveniles: care and treatment. It does not seem to be related to food assistance.	CalFresh	Support	09/29/2024: Inactive Bill-Chaptered. Chaptered by Secretary of State-Chapter 936, Statutes of 2024.
AB 1239 - Incarcerated persons: Family Planning, Access, Care, and Treatment Program.	2/16/2023	The name of this bill has changed to Worker's Compensation: Disability payments. This bill would extend the authorization to deposit indemnity payments (Worker's compensation/disability payments) in a prepaid card account until January 1, 2027. This bill does not seem to affect any Social Services.	N/A	Support	09/28/2024: Inactive Bill-Chaptered. Chaptered by Secretary of State - Chapter 806, Statutes of 2024.
AB 1470 - Medi-Cal: Behavioral Health Services: Documentation Standards	2/17/2023	This bill does not impact county operations. This bill requires DHCS to standardize forms including intake and assessment forms, relating to medical necessity criteria, mandatory screening and transition of care tools, and documentation requirements pursuant to CalAIM Terms and Conditions. The bill would require the department to consult with representatives of specified associations and programs for purposes of implementing these provisions. The bill would authorize the department to develop and maintain a list of department-approved nonstandard forms.	Medi-Cal	Support	09/14/2024: Inactive Bill-Vetoed. Vetoed by Governor.
SB 819 - Medi-Cal: Certification	2/17/2023	This bill does not impact county operations. This bill would additionally exempt from the Medi-Cal enrollment procedures an intermittent site or mobile health care unit that is operated by the above-described government-run license-exempt clinic if that clinic has notified the department of its separate locations, premises, sites, or units.	Medi-Cal	Support	09/22/2024: Inactive Bill-Chaptered. Chaptered by Secretary of State. Chapter 448, Statutes of 2024.
SB 1016 - Latino and Indigenous Disparities Reduction Act	3/18/2023	This bill will no longer be an impact to the CalFresh program. This amendment removes responsibility from CalFresh in capturing data on Latino and Indigenous people.	CalFresh	Active Support	09/28/2024: Inactive Bill-Chaptered. Chaptered by Secretary of State - Chapter 873, Statutes of 2024.
AB 2033 - Public, Postsecondary Education, EBT Cards, Basic Needs Services and Resources	3/19/2024	This bill would require, on or before September 1, 2025, each campus of the California Community Colleges and each campus of the California State University, and request each University of California campus, to identify and apply for at least one general store or a store that sells food on campus to become an authorized retail food store under SNAP and, if approved, ensure the store or stores accept the use of EBT cards, as specified. To the extent that the bill would impose new duties on community college districts, it would impose a state-mandated local program. This bill contains other related provisions and other existing laws.	CalFresh and CalWORKs	Active Support	09/28/2024: Inactive Bill-Chaptered. Chaptered by Secretary of State - Chapter 913. Statutes of 2024.
AB 3156 Medi-Cal: Managed Care Plans	2/16/2024	This bill would express the intent of the legislature to exempt Medi-Cal eligible or dual Medicare and Medi-Cal eligible customers who use Medi-Cal as a secondary form of health coverage from mandatory enrollment in a managed care plan if they receive services from regional center	Medi-Cal	Active Support	09/20/2024: Inactive Bill-Vetoed. Vetoed by Governor.
SB 1415 - CalWORKs	5/16/2024	This bill would as of 1/1/26 or when automation is in place: <ul style="list-style-type: none"> •For the purposes of determining the family's total monthly household income for permanent housing assistance, require the county human services agency to include any amount that is or will be regularly received from other government and nonprofit housing and homeless subsidy programs and any regularly received private support intended or designed to help the family with housing. •Require the county to refer the assistance unit to any other homeless assistance services provided under the CalWORKs program and would authorize the county to give priority to the assistance unit for those services. •Clarify that the standard payment of \$175 to \$500 per semester or quarter to a CalWORKs eligible individual who is participating full time or part time in an educational activity at a publicly funded or nonprofit postsecondary educational institution, as specified, for the purpose of paying costs associated with attending that institution is considered a standard payment for books, computers, and other college supplies. 	CalWORKs	Active Support	09/27/2024: Inactive Bill-Chaptered. Chaptered by Secretary of State. Chapter 798, Statutes of 2024.
AB 2224 - Human Services: Special Immigrant Juvenile Status	2/7/2024	The bill has been amended to strike out the provision pertaining to human services and eligibility to public social and health care services for individuals who have filed a petition with USCIS for Special Immigrant Juvenile Status (SIJS) or have received a judicial determination enabling them to file the petition for SIJS. The amendment inserts provisions pertaining to court orders and guardianship for individuals with SIJS. The bill no longer has any impact on CalFresh, CalWORKs, or Medi-Cal.	CalFresh/CalWORKs/Medi-Cal	Support	09/29/2024: Inactive Bill-Chaptered. Chaptered by Secretary of State - Chapter 955, Statutes of 2024.
SB 242 - California HOPE for Children Trust Account Program	1/25/2023	The bill would require eligibility workers to not consider California Hope, Opportunity, Perseverance, and Empowerment (HOPE) Trust accounts as property for the purposes of determining eligibility for means tested social services programs such as Medi-Cal, CalWORKs, CalFresh, General Assistance, Medi-Cal, Kinship Guardianship Assistance Payment, Adoption Assistance Program (AAP), and Cash Assistance Program for Immigrants (CAPI).	CalWORKs/CAPI/GR/CalFresh /Medi-Cal	Support, if amended	09/30/2024: Inactive Bill-Chaptered. Chaptered by Secretary of State. Chapter 1010, Statutes of 2024.
AB 310 - State Department of State Hospitals Civil Services Psychiatrists. (Formerly CalWORKs)	1/26/2023	This bill does not relate to CalWORKs anymore. Bill related now to the State Department of State Hospitals.	CalWORKs	Support, if amended	09/14/2024: Inactive Bill-Chaptered. Chaptered by Secretary of State - Chaptered 231, Statutes of 2024.

AB 2263 - The California Guaranteed Income Study and Funding Act	2/8/2024	This bill will establish the Guaranteed Income Study and Funding Act Coordinating Council that will consist of 6 appointees from specific departments. The bill will require the council to attain the following objectives: 1. Determine what administrative capacity, infrastructure and data sharing across state and local agencies are necessary to implement a long term, permanent statewide guaranteed income program. 2. Examine the feasibility and challenges of scaling up permanent guaranteed income programs to reach socially and economically vulnerable populations, focusing on regions with a high cost of living. 3. Explore funding mechanisms and revenue sources that can support the expansion of permanent guaranteed income programs and ultimately redistribute wealth. 4. Establish data driven approach to identify priority populations, taking into consideration social, gender, economic and racial disparities in California to ensure the guaranteed income program targets those most in need and most affected by these disparities. The bill would also require on or before July 1, 2026, the Legislature and the Governor to appoint 11 members to a steering committee to provide technical assistance to and approve recommendations by the Guaranteed Income Study and Funding Act Coordinating Council. The bill would require on or before July 1, 2027, the council to seek to obtain specified goals, including local, state and federal resources, benefits and services that seek to prevent and end poverty in California and create a data sharing partnership.	CalWORKs, CalFresh, Medi-Cal, CAPI, GR	Watch	09/22/2024: Inactive Bill Vetoed. Vetoed by Governor.
AB 2795 - CalWORKs Indian Health Clinic Program	3/21/2024	This bill would amend section 10553.15- Funding the Indian Health Clinic. Designate that funding authorization for Indian health clinics as the CalWORKs Indian Health Clinic Program. Require the department to provide semiannual prospective payments to a grantee under the program equal to no more than 90% of the total grant amount during a 12-month fiscal year. Require the grant payments to be contingent upon a written request for payment from the grantee, and the submission by the grantee, and the approval by the department, of specified progress reports and budget expenditure reports. Require the department to retain the final payment, pending satisfactory submission by the grantee of all progress reports required by the grant, budget expenditure reports, and an annual reconciliation report for the grant year, as specified.	CalWORKs	Watch	09/27/2024: Inactive Bill - Chartered. Chartered by Secretary of State. Chapter 663, Statutes of 2024.
SB 1289 - Medi-Cal County Call Centers Data	2/15/2024	This bill requires The Department of Health Care Services (DHCS) to establish statewide minimum standards for county call center metrics including, but not limited to call volume, average wait times by language, call answer rate, call abandonment rate, maximum wait times, total handle time, disconnects, calls resolved by interactive voice response, callbacks, and calls disconnected during high-call-volume periods. These standards must match regular industry call center standards and be added to regulation by 7/1/2026. Counties would begin collecting and submitting the metrics starting 4/1/2025 (and each quarter thereafter) and the state will compile and publish a report with identified challenges and targets or standards for improvement publicly by 5/15/2025.	Medi-Cal	Watch	09/27/2024: Inactive Bill - Chartered. Chartered by Secretary of State. Chapter 792, Statutes of 2024.
SB 600 - California CalFresh Minimum Benefit Adequacy Act of 2023	2/15/2023	This bill would, by January 1, 2025, require the department to establish the CalFresh Minimum Nutrition Benefit (MNB) Program to provide a household with a monthly CalFresh allotment of less than a minimum monthly benefit, established by the bill to be \$50, with an additional state-funded monthly MNB that is equal to the difference between their monthly CalFresh allotment and \$50. The bill would require the department to annually adjust the minimum monthly benefit amount, as prescribed, and would require these benefits to be delivered through the EBT system. By imposing additional duties on counties administering the program, the bill would impose a state-mandated local program	CalFresh	Support	11/30/2024: Inactive- From Assembly without further action.
AB 2141 - Cash Assistance Programs: Direct Deposit	2/6/2024	This bill would include general assistance benefits amount the cash assistance benefits that may be delivered by direct deposit. It would require for programs providing cash assistance benefits to include information on application regarding the applicant's right to have their funds directly deposited. It would require each county to inform the recipient of that right during their redetermination for eligibility.	CalWORKs, General Relief, and CAPI	Active Support	11/30/2024: Inactive- From committee without further action.
AB 2241 - Public Social Services Reporting and Verification	2/8/2024	This bill would, to the extent permitted under federal law, require state and county agencies to accept the reporting by an applicant or recipient of public social services of any lawfully required information, changes, and verification required by law that affect eligibility and benefit amounts, by any means available to the applicant or recipient, including, but not limited to, in person, by telephone, through fax, by email, or by any other electronic means. This bill would require county agencies to meet the specified software security requirements on or before January 1, 2026. This bill would require county agencies to accept reporting by any means available to an applicant or recipient prior to January 1, 2026, if the county agency uses software that meets those requirements.	CalWORKs, CalFresh, Medi-Cal, County Medical Services (CMS), Cash Assistance Program for Immigrants (CAPI), and General Relief (GR)	Active Support	11/30/2024: Inactive- From committee without further action.
AB 46 - Personal Income Taxes: Exclusion: Military Services Retirement and Surviving Spouse Benefit Payment Act.	12/5/2022	This bill excludes from gross income, under the Personal Income Tax (PIT) Law, uniformed services retirement pay and annuity payments from a United States Department of Defense Survivor Benefit Plan received by qualified taxpayers, as specified. California compared to other states: A significant number of states exclude military retirement pay from being taxed in the state, and California appears to be an outlier. Twenty-seven states do not tax military retirement pay and fourteen states tax military retirement income partially through income exemptions and exclusions.	OMVA	Support	11/30/2024: Inactive- From Senate committee without further action.

AB 311 - An act to amend Section 18930 of the Welfare and Institutions Code, relating to public social services.	1/26/2023	This bill would remove the age limitation of 55 years of age or older for the program if the individual's immigration status is the sole basis for their ineligibility for CalFresh benefits and make any individual eligible for the program if the individual's immigration status is the sole basis for their ineligibility for CalFresh benefits. By extending eligibility for CFAP, which is administered by the counties, this bill would impose a state-mandated local program.	CalFresh	Support	11/30/2024: Inactive-From Senate committee without further action.
SB 245 - California Food Assistance Program: Eligibility and Benefits	1/26/2023	This bill would remove the age limitation of 55 years of age or older and make any individual eligible for the program if the individual's immigration status is the sole basis for their ineligibility for CalFresh benefits. By extending eligibility for CFAP, which is administered by the counties, this bill would impose a state-mandated local program.	CalFresh	Support	11/30/2024: Inactive-From Assembly without further action.
SB 260 - CalWORKs: Supportive Services	1/30/2023	This bill would include menstrual product costs as a necessary supportive service, and, on and after April 1, 2025, would make a member of an authorized assistance unit who is between 10 and 55 years of age, inclusive, eligible for an unspecified allocation per month to assist with menstrual product costs if they are documented in the case file as female or the county has received verification that a nonfemale member of the household is menstruating.	CalWORKs	Active Support	11/30/2024: Inactive-From Assembly without further action.
AB 325 - Human Services: Noncitizen Victims	1/30/2023	This bill would prohibit the discontinuance of benefits due to a denial of a T or U Visa if the customer is eligible for these benefits on another basis. This bill expands services to noncitizen victims of parental maltreatment, noncitizen children who have been abused, neglected, or abandoned and noncitizens who fear persecution. The bill would add to the categories of eligible customers for the benefits to include individuals who have filed a formal application or petition with the appropriate federal agency for status or relief under the federal Violence Against Women Act. This bill will increase participation for CalFresh and remove barriers to eligibility for noncitizen population.	CalWORKs/CAPI/CalFresh/Medi-Cal	Support	11/30/2024: Inactive-From Senate without further action.
AB 1393 - Student Aid Commission: California Dream Act applicants: Food Support Pilot Program	2/17/2023	The Student Aid Commission establishing the Food Support Program to issue grants to students who meet the eligibility criteria for the California Dream Act. These are students who are non-immigrants, such as DACA, TPS, or U Visa holders who normally would not be eligible to CF to receive a quarterly grant for food, while attending school.	CalFresh	Support	11/30/2024: Inactive-From Senate without further action.
AB 2452 - CalWORKs- Supportive Services	2/13/2024	This bill will remove the regional market rate and set a standard allotment of \$100 to be issued in advanced for the current month and months thereafter if they are participating in an assigned WTW activity. If the actual cost of transportation for a month exceeds \$100, the customer shall be issued a supplemental payment for the amount over \$100 within 10 days. In addition, transportation cost, include cost for transportation of children if needed for the participant to participate in work activities.	CalWORKs	Active Support	11/30/2024: Inactive-From Senate without further action.
SB 1396 - CalWORKs Home Visiting Program	2/16/2024	This amendment would: Extend high-quality, evidenced-based, culturally competent home visiting services to pregnant people, parents or caretaker relatives, tribal families, and children, for at least 24 months, and not to exceed the duration of the applicable home visiting program model. Change previous language to "extend those provisions to apply to children for at least 24 months and not to exceed the duration of the applicable home visiting program". The previous language regarding "apply to children from 24 months and not to exceed the child's 5th birthday" has been removed. Authorize a voluntary participant whose participation would otherwise be terminated because the participant no longer meets CalWORKs income, eligibility, or need criteria to continue through the duration of the home visiting program or for up to an additional 12 months, whichever is longer.	CalWORKs	Active Support	11/30/2024: Inactive-From Assembly without further action.
SB 1355 - Medi-Cal: In-Home Supportive Services: Redetermination	2/16/2024	This bill would change the Medi-Cal redetermination period for In-Home Supportive Services recipients from one year to three. IHSS recipients would be continually eligible for Medi-Cal for three years unless deceased, out of state, or the original eligibility was in error or based on fraud. The implementation would be dependent on federal approval and financial participation, appropriation of funding by the legislature, and system programming.	Medi-Cal	Active Support	11/30/2024: Inactive-From Senate without further action.
SB 333 - Homeless Pupils: California Success, Opportunity, and Academic Resilience (SOAR) Guaranteed Income Program	2/7/2023 (Amended 04/01/2024)	This bill would require the State (California) Department of Social Services (CDSS) to establish the SOAR GIP. SOAR would provide homeless youth enrolled in public schools that are in grade 12 to receive \$1,000 per month for 5 months from April 1, 2025, to August 1, 2025, if they choose to enroll in SOAR. SOAR GIP income would be exempt as income and resources for determining eligibility to CalWORKs, Cash Assistance Program for Immigrants (CAPI), General Relief, and CalFresh. The bill would require the state department or agency that administers the programs to approve an exemption or waiver or to seek one from the federal government. If the state fails to receive the necessary federal exemption or waiver, the bill will authorize the State Department to consider alternatives to prevent adverse consequences for California SOAR GIP participants.	CalWORKs/CAPI/GR/CalFresh /Medi-Cal	Active Support	11/30/2024: Inactive-From Assembly without further action.

SB 9 - Raising the Age for Extended Foster Care Pilot Program Act of 2023	12/5/2022	This bill would expand the dependency and jurisdiction of the juvenile court to the age of 22 years if the court finds that the NMD is experiencing homelessness or is at risk of homelessness (if not under the jurisdiction of the juvenile court). This bill would also expand the age limit for NMDs to be eligible for cash aid to the age of 22. The provisions of this bill would increase the number of customers who qualify for NMD CalWORKs aid.	CalWORKs	Support, if amended	11/30/2024: Inactive Bill-From Assembly without further action.
SB 85 - Immigration – Case Management and Social Services	1/13/2023	This bill would reallocate state funds in order to expand the Reception and Placement Program (commonly known as R&P in California) for refugees and asylees. The reallocated funding would allow recipients of the funding to provide an additional 90 days of state funded R&P case management services to refugees and asylees. Because San Diego is a refugee impacted county, San Diego RAs are likely to be eligible for the reallocation of funds from nonimpacted counties. There will be no additional funding allocated for this program extension and the funding will only be available subject to appropriation. As such, this bill would not impact Self-Sufficiency Services staffing or workload.	Self-Sufficiency Services HHS	Watch	11/30/2024: Inactive Bill-Vetoed by Governor.
AB 564 - Medi-Cal Enrollment	2/8/2023	The bill requires the Department of Health Care Services to allow applicants and providers to submit to submit electronic signatures for all enrollment forms, including, but not limited to, claims and remit forms, in the Medi-Cal program.	Medi-Cal	Watch	11/30/2024: Inactive-From Senate without further action.
AB 596 - Early Learning and Care: Rate Reform	2/9/2023	The bill would require the Department of Social Services, in collaboration with the California Department of Education, to develop alternative methodology to calculate subsidy payment rates for child care and development programs and services.	CalWORKs	No Analysis Attached	11/30/2024: Inactive-From Senate without further action.
SB 491 - Public Social Services: County Departments	2/14/2023	This bill would require counties to develop and implement a program to ensure residents without a permanent mailing address have a place to receive and pick-up all government related (includes city, county, state, federal, and contracted agencies) mail. The bill does not provide detail on how it should be implemented.	CalWORKs/CAPI/GR/CalFresh /Medi-Cal	Watch	11/30/2024: Inactive Bill-From Assembly without further action.
AB 2150 - Public Social Services: Higher Education	2/6/2024	This bill would require for the county Human Services agency to receive input from the basic needs director and coordinators from public institutions of higher education, and stakeholders to develop protocols for	CalFresh/CalWORKs/Medi-Cal/CAPI/General Relief	Support, if amended	11/30/2024: Inactive-From committee without further action.
SB 1107 - Public Social Services: County Departments: Mail Programs	2/13/2024	This bill would require county human services agencies that administer public benefits to develop and implement a program that allows residents experiencing homelessness, if they opt in, to receive and pick-up all government related (city, county, state, federal, tribal government, and contracted agencies) mail at a place designated by the county. The county would be required to provide program participants with information regarding the pick-up location including the hours of operation. Counties would be encouraged to expand upon these standards by holding all types of mail for customers experiencing homelessness, providing various mail pick-up points, and informing them when they have mail.	CalWORKs, CalFresh, CAPI, GR, CMS, and Med-Cal	Support, if amended	11/30/2024: Inactive-From committee without further action.
AB 1968 - CalFresh: enrollment for senior citizens	1/30/2024	This bill would require the California Department of Social Services (CDSS) to create a system to automatically enroll qualifying individuals who meet the eligibility requirements to Supplemental Security Income/State Supplementary Payment (SSI/SSP) or Cash Assistance Program for Immigrants (CAPI), in CalFresh or California Food Assistance Program (CFAP). Eligibility workers would be required to contact qualifying individuals and notify them of their estimated potential CalFresh/CFAP benefit amount and assist them in applying for the benefits to establish eligibility. CDSS would be required to seek a waiver from the United States Department of Agriculture in order to implement the requirements of the bill. The bill would take effect January 1, 2026, or after the automatic enrollment process takes effect, whichever is sooner.	CalFresh	Support, if amended	11/30/2024: Inactive-From committee without further action.
AB 2654 - Disbursements: Fraud	3/21/2024	This bill was amended on 04/18/2024; under new name Political Reform Act of 1974: nondisclosure agreements. This bill would prohibit lobbyist and certain public officials and employees from entering into a nondisclosure agreement relating to the drafting, negotiation, discussion or creation of legislation. The bill does not seem to affect Social Services		Watch	11/30/2024: Inactive-From committee without further action.
AB 2415 - Cash Assistance for Aged, Blind, and Disabled Immigrants	3/19/2024	This bill would extend eligibility to aged, blind, and disabled customers regardless of immigration status, provided they meet program criteria. It also exempts certain individuals from having to apply for SSI benefits to receive assistance. The bill's enactment is subject to funding, and it would increase county responsibilities, constituting a state-mandated local program.	CAPI	Support, if amended	11/30/2024: Inactive-From committee without further action.
H.R. 3520: The Veteran Care Improvement Act	5/18/2023	This bill will improve the provision of care and services under the Veterans Community Care Program of the Department of Veterans Affairs, and for other purposes.	OMVA	Support	07/18/2023: Active Bill - Forwarded by Subcommittee to Full Committee (Amended) by Voice Vote.



ELIGIBILITY SERVICES BY THE NUMBERS...

December 2024 (Data Month: November 2024)

PARTICIPANTS

- **CalFresh:** 404,828 recipients, up 4.85% from last year.
 - 132,151 child recipients (0-18), up 3.04% from last year.
 - 98,212 senior recipients (60+), up 6.71% from last year.
- **CalWORKs:** 52,462 recipients, up 6.37% from last year.
 - 38,255 child recipients (0-18), up 8.42% from last year.
 - Welfare-to-Work: 13,394 participants, down 9.83% from last year.
- **CMS:** 8 CMS recipients, no change from last year.
- **General Relief:** 6,080 recipients, up 29.17% from last year.
- **Medi-Cal:** 913,996 recipients, down 6.20% from last year.
 - 304,184 child recipients (0-18), down 6.04% from last year.
 - 19,198 Medi-Cal Expansion Over 50 Years.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (November 2023–November 2024)
			Previous Month	Previous Year	
CalFresh	240,785	404,828	-0.24%	4.85%	548,488
CalWORKs	18,366	52,462	0.01%	6.37%	73,079
CMS	8	8	-11.11%	0.00%	42
General Relief	6,059	6,080	-1.78%	29.17%	16,109
Medi-Cal	530,596	913,996	-1.27%	-6.20%	1,133,576
Total	795,814	1,377,374	-0.92%	-2.63%	1,244,806**

*Recipients include 352,060 under ACA Medicaid Coverage Expansion.

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

PROCESSING

Applications Registered		
Program	November 2024	FYTD
CalFresh	18,825	108,270
CalWORKs	2,340	13,796
CMS	26	153
General Relief	3,528	19,503
Medi-Cal	14,038	73,861
Total	38,757	215,583

Renewals Generated		
Program	November 2024	FYTD
CalFresh	12,320	65,371
CalWORKs	1,684	8,074
CMS	2	13
General Relief	114	661
Medi-Cal	39,673	183,695
Total	53,793	257,814

Periodic Reports Generated		
Program	November 2024	FYTD
CalFresh	12,913	71,583
CalWORKs	1,254	6,948
General Relief	0	0
Medi-Cal	74	305
Total	14,241	78,836

Documents Imaged	
November 2024	FYTD
323,126	2,109,103

Tasks Created	
November 2024	FYTD
320,925	2,713,092

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	November 2023	November 2024	Change	FYTD
Total Calls	258,846	219,968	-38,878	1,050,721
Abandoned	14,046	4,944	-9,102	20,323
Average Wait Time	2:57	0:56	-2:01	0:53

Community Based Organization (CBO)				
Month	November 2023	November 2024	Change	FYTD
Total Calls	6,428	5,810	-618	33,965
Abandoned	210	59	-151	498
Average Wait Time	4:10	1:18	-2:52	1:28

Emails Received	
November 2024	FYTD
2,107	13,330

FAMILY RESOURCE CENTER VISITS

Month	November 2023	November 2024	Change	FYTD
Total Tickets Issued	47,309	48,878	3%	255,300
Average Wait Time (min.)	(* -)	(* -)	N/A	

* Due to COVID-19 Waivers, Avg time is not available for November 2024

Processing Timeliness Applications, Periodic Reports, and Renewals

CalFresh

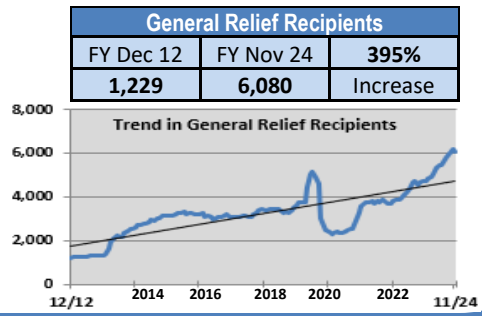
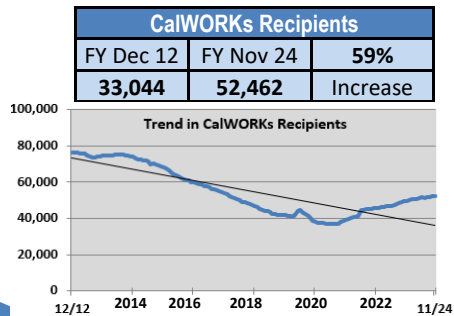
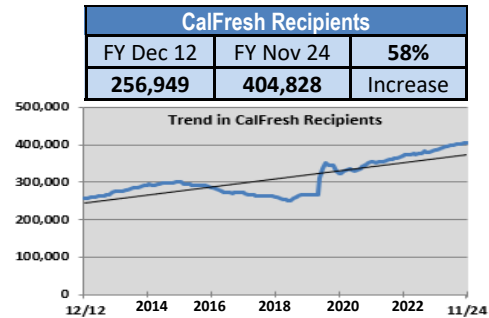
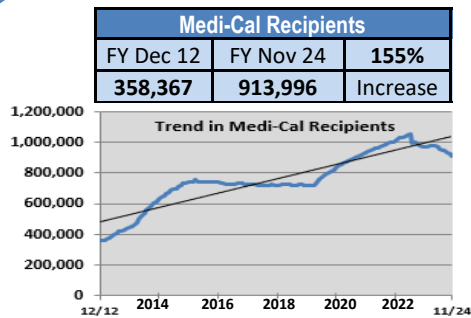
- Regular Applications: State required days to disposition = 30 Days
 - San Diego = 20 Days
- Expedited Applications: State required days to disposition = 3 Days
 - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 92%
- Annual Renewal Timeliness = 89%

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 Day
- Semi-Annual Reporting Timeliness = 96%
- Annual Renewal Timeliness = 89%

Medi-Cal

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 21 Days
- Annual Renewal Timeliness = 96%



Office of Military and Veterans Affairs (OMVA) Data Tracker

OMVA Service Delivery	November 2024	FYTD
Calls Received	2,524	22,022
Calls Received– Average Wait Times	1:51	3:27
In-Person Customer Visits	1,422	11,047
Driver's License Applications	17	45
License Plate Applications	242	1,397
College Fee Waiver Applications	150	3,906
VA Claim Appointments Made	511	2,998
VA Claim Appointments Wait Time (Business Days)	12	9
Community Events	8	27
Contacts Made at Community Events	346	915

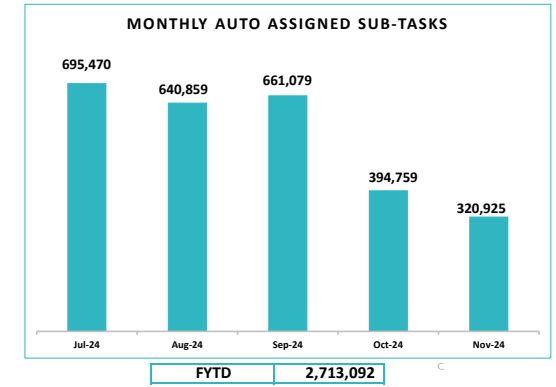
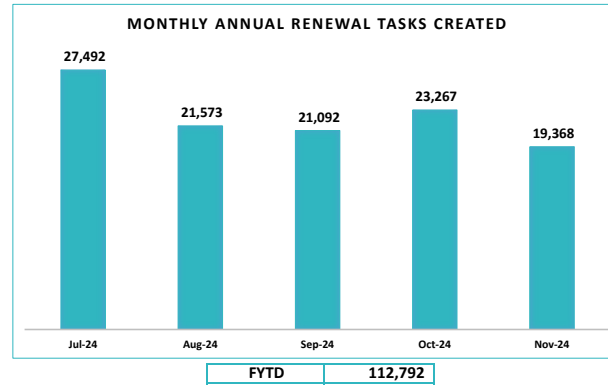
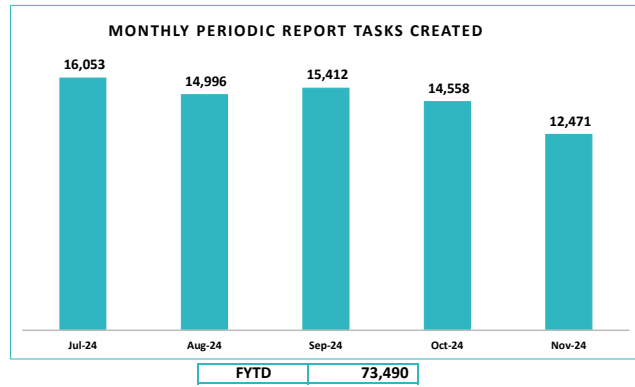
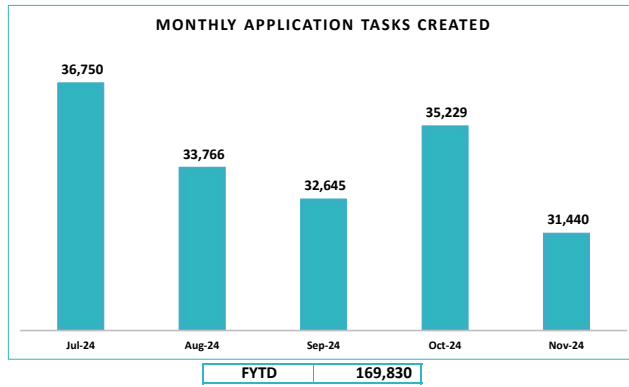
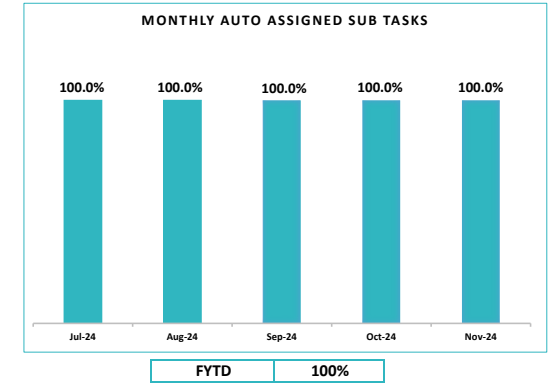
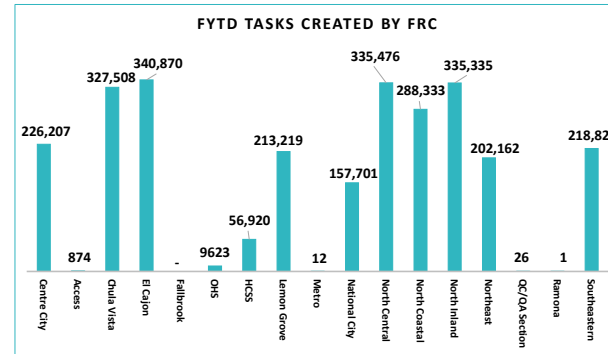
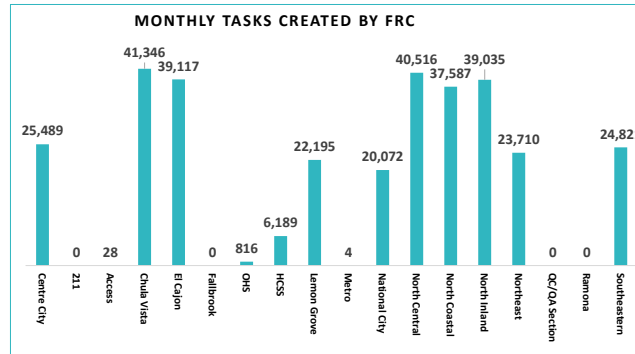
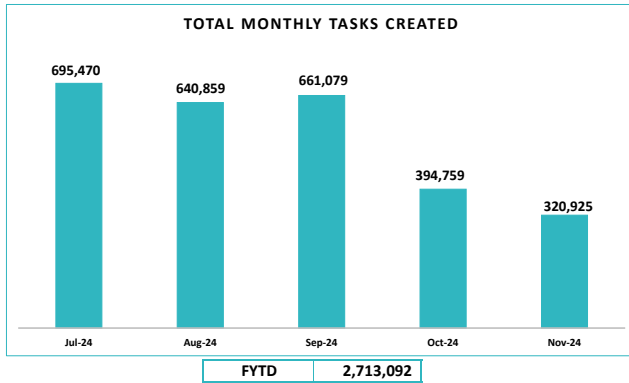


Monthly Self-Sufficiency Services Performance Dashboard (FY 24/25)

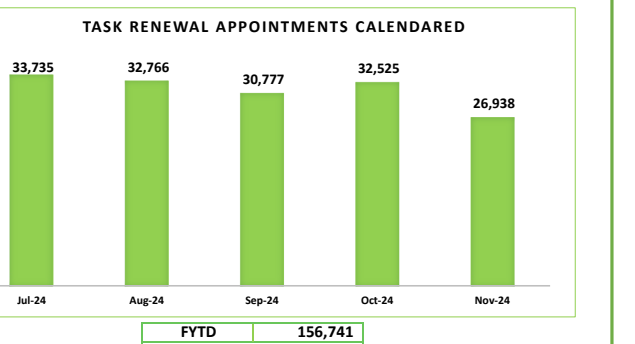
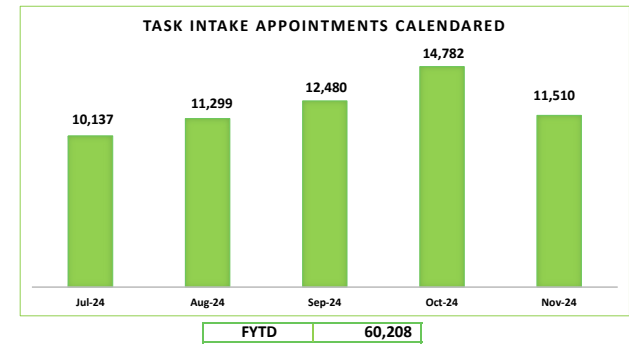
San Diego County

Data Month : November 2024

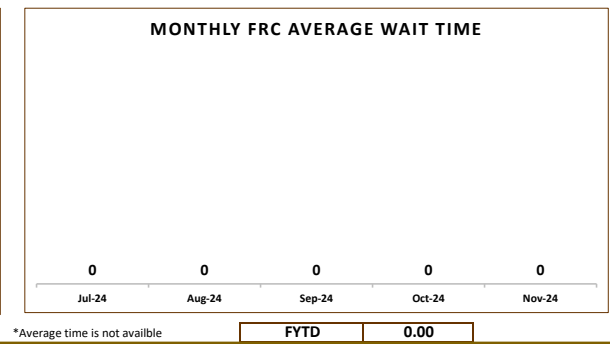
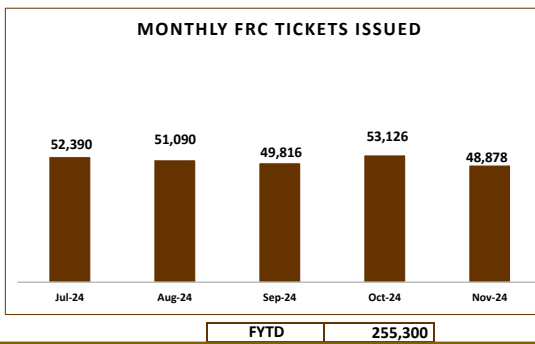
CalSAWS Tasks Created



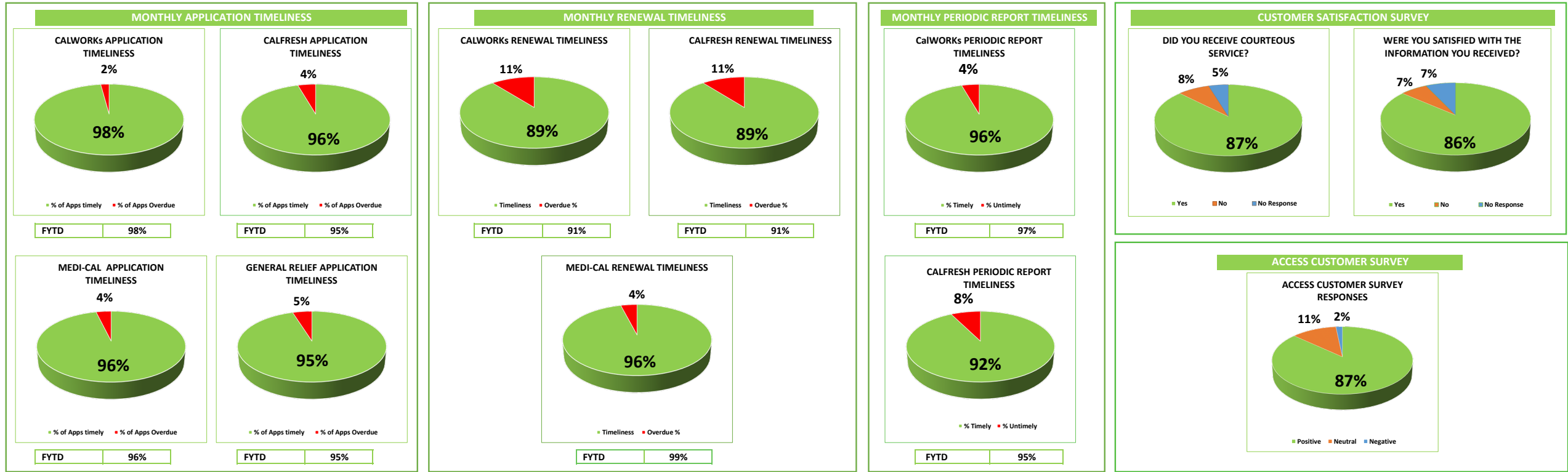
MONTHLY CALSAWS CALENDARED APPOINTMENTS



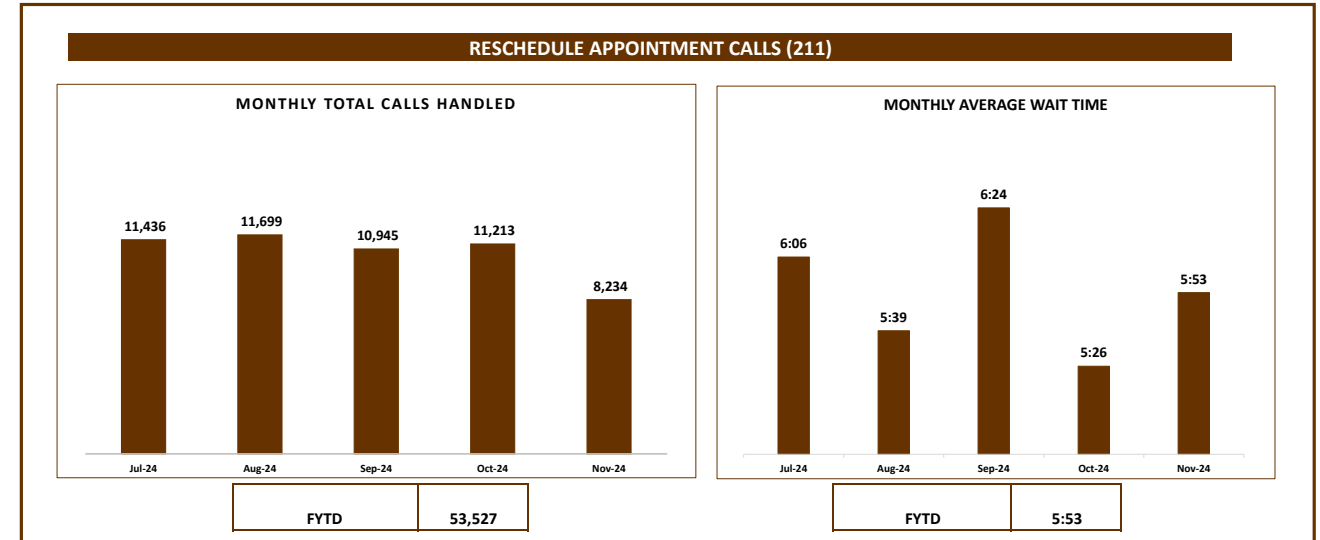
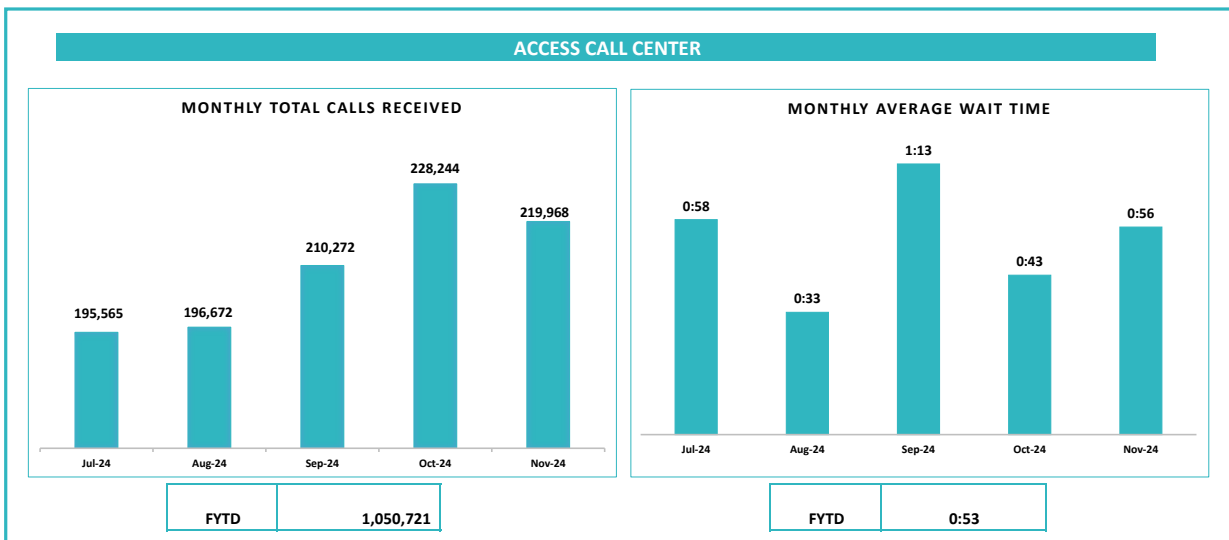
LOBBY MANAGEMENT



CASE PROCESSING PERFORMANCE (CALSAWS)



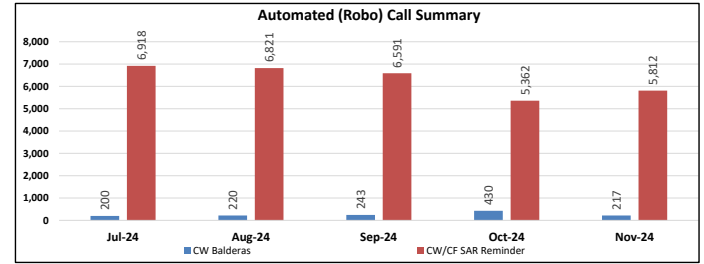
ACCESS CALL CENTER



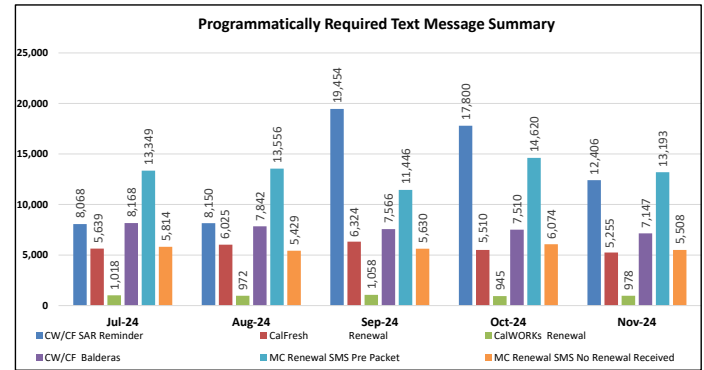


Monthly Robo-Calls & Text Messaging Report FY 2024/2025

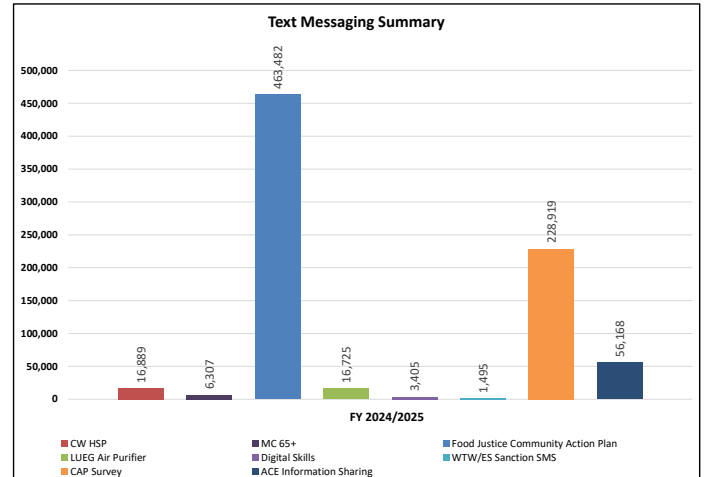
Automated (Robo) Call Summary			
Month	Program		
	CW/CF SAR Reminder	CW Balderas	Grand Total
July 2024	6,918	200	7,118
August 2024	6,821	220	7,041
September 2024	6,591	243	6,834
October 2024	5,362	430	5,792
November 2024	5,812	217	6,029
December 2024			
January 2025			
February 2025			
March 2025			
April 2025			
May 2025			
June 2025			
Grand Total	31,504	1,310	32,814



Text Messaging Summary								
Month	Program							
	CW/CF SAR Reminder	CW/CF Balderas	CalFresh Renewal	CalWORKS Renewal	MC Renewal SMS Pre Packet	MC Renewal SMS No Renewal Received	Other	Grand Total
July 2024	8,068	8,168	5,639	1,018	13,349	5,814	18,205	60,261
August 2024	8,150	7,842	6,025	972	13,556	5,429	478,956	520,930
September 2024	19,454	7,566	6,324	1,058	11,446	5,630	1,698	53,176
October 2024	17,800	7,510	5,510	945	14,620	6,074	2,151	54,610
November 2024	12,406	7,147	5,255	978	13,193	5,508	292,380	336,867
December 2024								
January 2025								
February 2025								
March 2025								
April 2025								
May 2025								
June 2025								
Grand Total	65,878	38,233	28,753	4,971	66,164	28,455	793,390	1,025,844



Text Messaging Summary									
Month	Special Campaign								
	CW HSP	MC 65+	Food Justice Community Action Plan	LUEG Air Purifier	Digital Skills	WTW/ES Sanction SMS	CAP Survey	ACE Information Sharing	Grand Total
July 2024	16,889	1,316							18,205
August 2024		1,254	463,482	10,815	3,405				478,956
September 2024		1,230		468					1,698
October 2024		1,289				862			2,151
November 2024		1,218		5,442		633	228,919	56,168	292,380
December 2024									
January 2025									
February 2025									
March 2025									
April 2025									
May 2025									
June 2025									
Grand Total	16,889	6,307	463,482	16,725	3,405	1,495	228,919	56,168	793,390



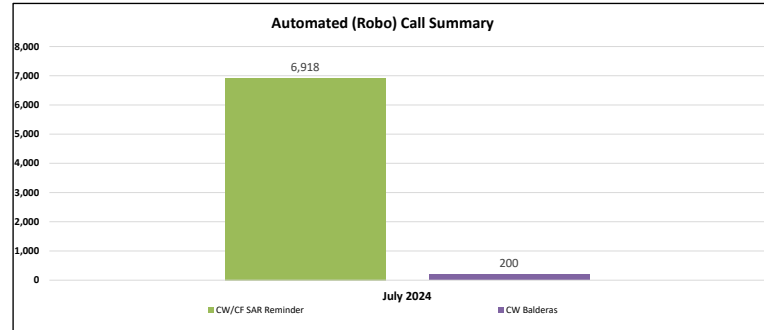
*Note: Robo Calls have been temporarily suspended in all circumstances except for CalWORKS and CalFresh Balderas call notifications. In lieu of this, all former Robo Call recipients were reprogrammed to receive text message notifications to alert them of any upcoming case actions.

*Note: PR Text Message Summary methodology updated to count CW/CF Household once. These household's are sent one text message. CW/CF households are included in CW Text Message Count.

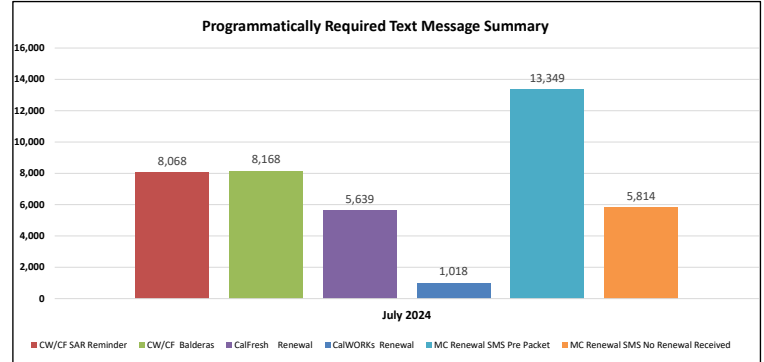
Effective 12/2020, Access is no longer doing the Monthly Consent Text Messaging RRR Campaign, nor mailing CF Packets.

July 2024

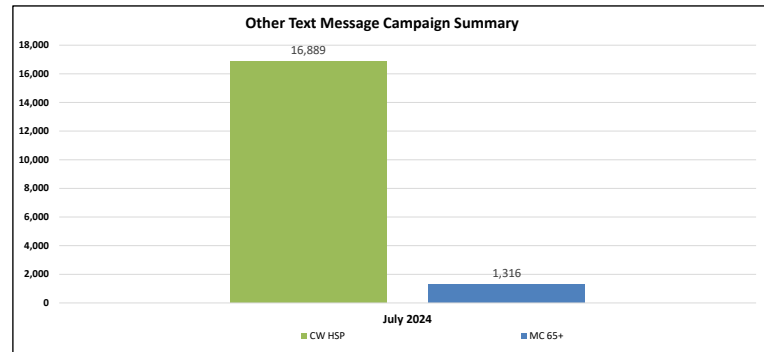
Automated (Robo) Call Summary			
Month	Program		
	CW/CF SAR Reminder	CW Balderas	Grand Total
July 2024	6,918	200	7,118
Grand Total	6,918	200	7,118



Text Messaging Summary								
Month	Program							
	CW/CF SAR Reminder	CW/CF Balderas	CalFresh Renewal	CalWORKs Renewal	MC Renewal SMS Pre Packet	MC Renewal SMS No Renewal Received	Other	Grand Total
July 2024	8,068	8,168	5,639	1,018	13,349	5,814	18,205	60,261
Grand Total	8,068	8,168	5,639	1,018	13,349	5,814	18,205	60,261



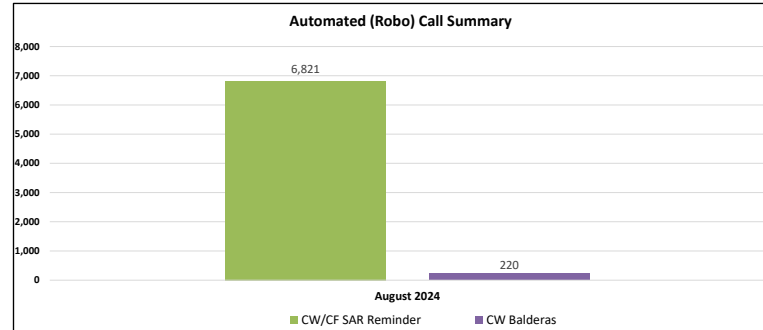
Text Messaging Summary			
Month	Special Campaign		
	CW HSP	MC 65+	Grand Total
July 2024	16,889	1,316	18,205
Grand Total	16,889	1,316	18,205



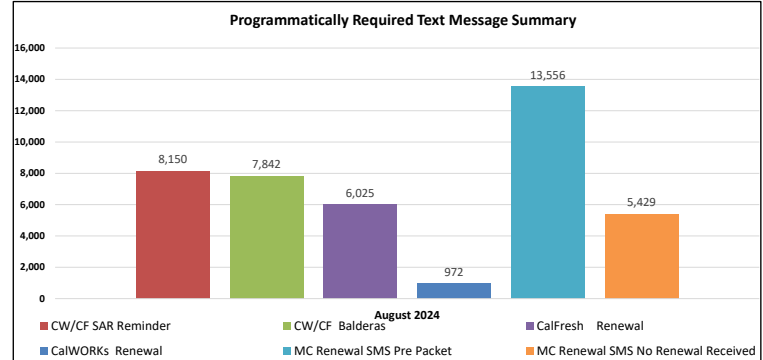
Report Data Month: 07/2024
Report Run Date: 12/02/2024

August 2024

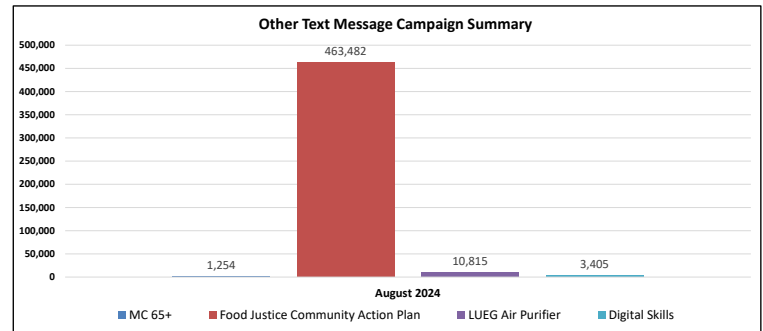
Automated (Robo) Call Summary			
Month	Program	CW Balderas	Grand Total
August 2024	CW/CF SAR Reminder	220	7,041
Grand Total		220	7,041



Text Messaging Summary								
Month	Program	CW/CF Balderas	CalFresh Renewal	CalWORKs Renewal	MC Renewal SMS Pre Packet	MC Renewal SMS No Renewal Received	Other	Grand Total
August 2024	CW/CF SAR Reminder	7,842	6,025	972	13,556	5,429	478,956	520,930
Grand Total		7,842	6,025	972	13,556	5,429	478,956	520,930

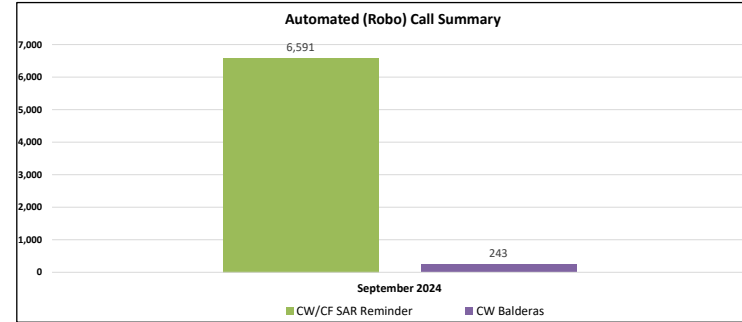


Text Messaging Summary					
Month	Special Campaign	Food Justice Community Action Plan	LUEG Air Purifier	Digital Skills	Grand Total
August 2024	MC 65+	463,482	10,815	3,405	478,956
Grand Total		463,482	10,815	3,405	478,956

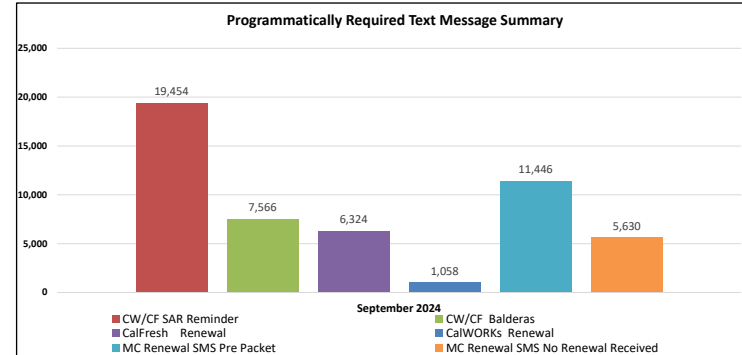


Report Data Month: 08/2024
Report Run Date: 12/02/2024

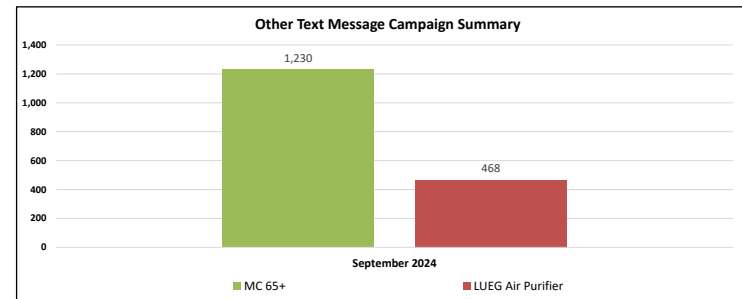
Automated (Robo) Call Summary	Program		
Month	CW/CF SAR Reminder	CW Balderas	Grand Total
September 2024	6,591	243	6,834
Grand Total	6,591	243	6,834



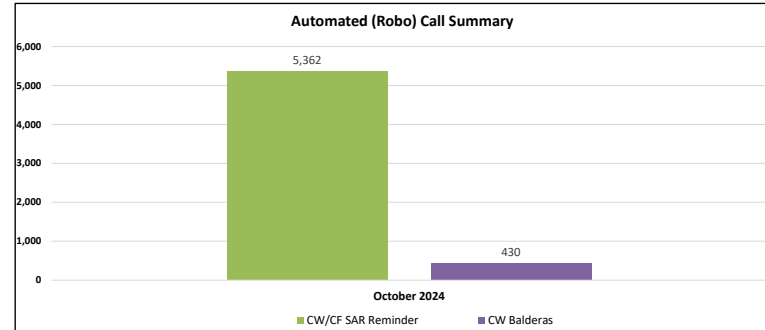
Text Messaging Summary	Program							
Month	CW/CF SAR Reminder	CW/CF Balderas	CalFresh Renewal	CalWORKs Renewal	MC Renewal SMS Pre Packet	MC Renewal SMS No Renewal Received	Other	Grand Total
September 2024	19,454	7,566	6,324	1,058	11,446	5,630	1,698	53,176
Grand Total	19,454	7,566	6,324	1,058	11,446	5,630	1,698	53,176



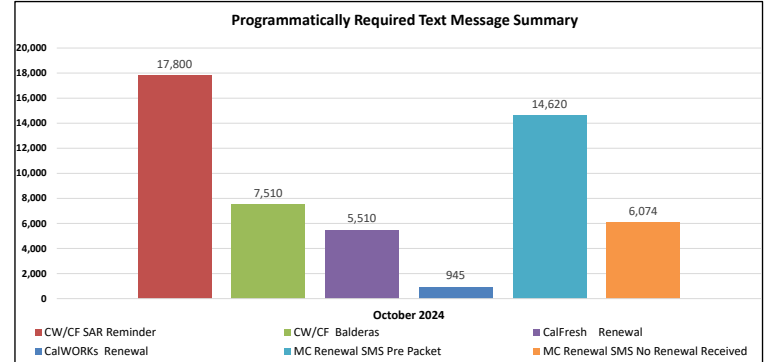
Text Messaging Summary	Special Campaign		
Month	MC 65+	LUEG Air Purifier	Grand Total
September 2024	1,230	468	1,698
Grand Total	1,230	468	1,698



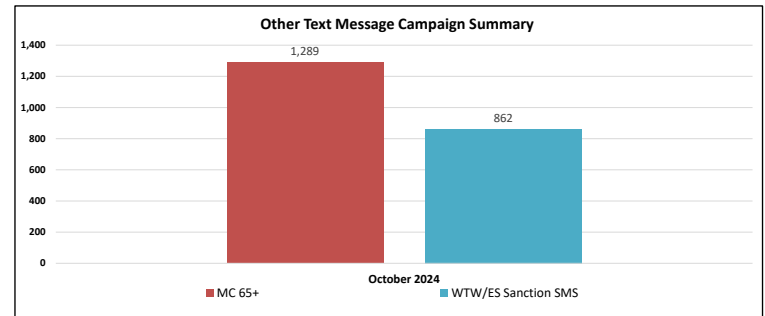
Automated (Robo) Call Summary			
Month	Program		
	CW/CF SAR Reminder	CW Balderas	Grand Total
October 2024	5,362	430	5,792
Grand Total	5,362	430	5,792



Text Messaging Summary								
Month	Program							
	CW/CF SAR Reminder	CW/CF Balderas	CalFresh Renewal	CalWORKs Renewal	MC Renewal SMS Pre Packet	MC Renewal SMS No Renewal Received	Other	Grand Total
October 2024	17,800	7,510	5,510	945	14,620	6,074	2,151	54,610
Grand Total	17,800	7,510	5,510	945	14,620	6,074	2,151	54,610



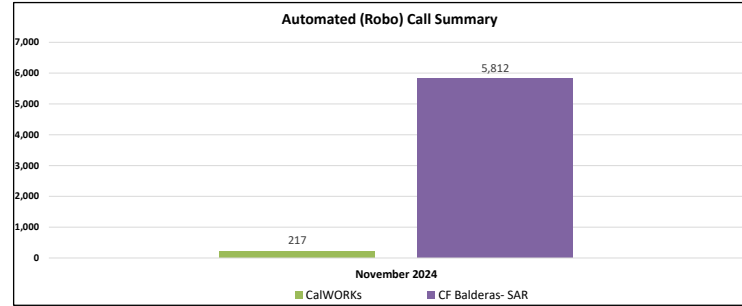
Text Messaging Summary			
Month	Special Campaign		
	MC 65+	WTW/ES Sanction SMS	Grand Total
October 2024	1,289	862	2,151
Grand Total	1,289	862	2,151



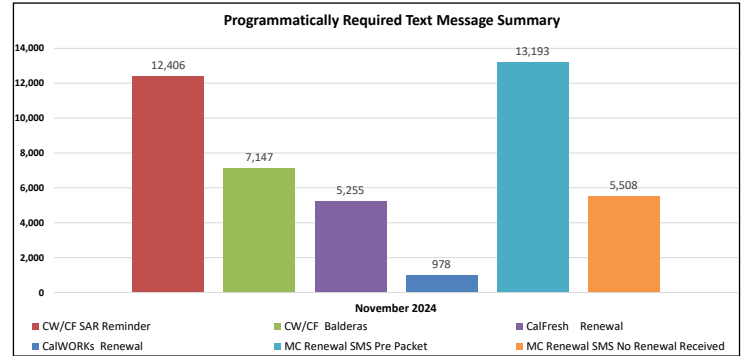
Report Data Month: 10/2024
Report Run Date: 12/02/2024

November 2024

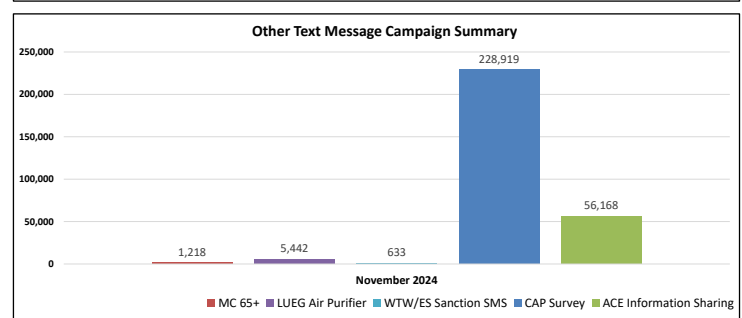
Automated (Robo) Call Summary			
Month	Program		Grand Total
November 2024	CalWORKs	CF Balderas- SAR	6,029
Grand Total	217	5,812	6,029



Text Messaging Summary								
Month	CW/CF SAR Reminder	CW/CF Balderas	CalFresh Renewal	CalWORKs Renewal	MC Renewal SMS Pre Packet	MC Renewal SMS No Renewal Received	Other	Grand Total
November 2024	12,406	7,147	5,255	978	13,193	5,508	292,380	336,867
Grand Total	12,406	7,147	5,255	978	13,193	5,508	292,380	336,867



Text Messaging Summary						
Month	MC 65+	LUEG Air Purifier	WTW/ES Sanction SMS	CAP Survey	ACE Information Sharing	Grand Total
November 2024	1,218	5,442	633	228,919	56,168	292,380
Grand Total	1,218	5,442	633	228,919	56,168	292,380



Data Sources: Monthly M40-181A CW Discontinuance Call List, Monthly CF SAR Not Received Call List, Monthly CF Only RRR Not Complete Call List, Monthly Balderas Outbound Call List, Monthly MC RRR RoboCall, Monthly Consent Text Message Report, Monthly CF Balderas Call Report

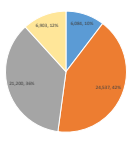
Report Data Month: 11/2024
Report Run Date: 12/02/2024



Community Based Organizations CalFresh Referrals

Table with columns: Organization Name, CBO, MCO, Current, Discontinued, Pending, and Total. Lists various community-based organizations and their referral statistics for MCOs like Kaiser Permanente and UnitedHealthcare.

CalFresh Percentage of Referrals



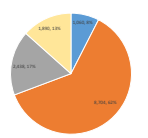
* Total applications received for a CalFresh program pending to pending or approval status.



Community Based Organizations Medi-Cal Referrals

Table with columns: CBO, Medi-Cal Application Referrals by Application Status, and Total. Rows list various CBOs and their referral counts for Pending, Approved, Denied, and Total.

Medi-Cal Percentage of Referrals



* Denial applications submitted for a Medi-Cal program pending to Pending or Approved status.

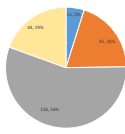


Community Based Organizations General Relief Referrals

General Relief Applications by Application Status

Table with columns: CBO, HHS Categories Start Date, Approved, Pending, Denied, Total, and Total#. Lists various CBOs and their corresponding application counts across different statuses.

General Relief Percentage of Referrals



* Pending applications considered for a general relief program already in pending or approved status.



Community Based Organizations Medi-Cal Referrals

07/2024-11/2024

Medi-Cal Application Referrals by Application Status

Table with 2 columns: Organization Name and Referral Count. Total referrals: 14,003.

MC Referrals





Community Based Organizations General Relief Referrals

07/2024-11/2024

General Relief Application Referrals by Application Status

Table with columns for Organization Name and Count. Includes entries like 211 San Diego (49), Community Research Foundation (21), and various health centers and support organizations.

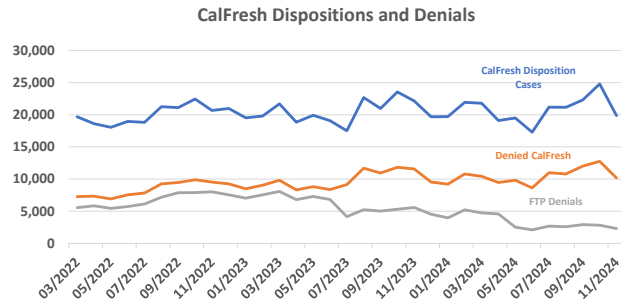
GR Referrals

Table with columns for Organization Name and Count. Includes entries like 211 San Diego (21), Community Research Foundation (21), and various health centers and support organizations.



CalFresh Denials in the Month Regardless of Application Date from Disposition Report

Month	CalFresh Disposition Cases	Denied CalFresh	% of Denied CalFresh	FTP Denials	% of FTP Denials
03/2022	19,689	7,278	36.96%	5,551	76.27%
04/2022	18,621	7,346	39.45%	5,833	79.40%
05/2022	18,048	6,914	38.31%	5,453	78.87%
06/2022	18,966	7,543	39.77%	5,728	75.94%
07/2022	18,832	7,825	41.55%	6,130	78.34%
08/2022	21,263	9,246	43.48%	7,170	77.55%
09/2022	21,115	9,460	44.80%	7,885	83.35%
10/2022	22,443	9,891	44.07%	7,905	79.92%
11/2022	20,679	9,544	46.15%	8,027	84.11%
12/2022	20,969	9,258	44.15%	7,539	81.43%
01/2023	19,525	8,483	43.45%	7,032	82.90%
02/2023	19,810	9,040	45.63%	7,543	83.44%
03/2023	21,709	9,829	45.28%	8,076	82.17%
04/2023	18,834	8,310	44.12%	6,806	81.90%
05/2023	19,916	8,818	44.28%	7,284	82.60%
06/2023	19,089	8,379	43.89%	6,816	81.35%
07/2023	17,504	9,136	52.19%	4,147	45.39%
08/2023	22,677	11,683	51.52%	5,232	44.78%
09/2023	20,962	10,946	52.22%	5,033	45.98%
10/2023	23,550	11,830	50.23%	5,300	44.80%
11/2023	22,144	11,563	52.22%	5,586	48.31%
12/2023	19,694	9,537	48.43%	4,529	47.49%
01/2024	19,711	9,211	46.73%	3,963	43.02%
02/2024	21,928	10,794	49.22%	5,208	48.25%
03/2024	21,780	10,415	47.82%	4,733	45.44%
04/2024	19,101	9,466	49.56%	4,579	48.37%
05/2024	19,490	9,808	50.32%	2,533	25.83%
06/2024	17,291	8,634	49.93%	2,101	24.33%
07/2024	21,178	10,993	51.91%	2,676	24.34%
08/2024	21,171	10,790	50.97%	2,590	24.00%
09/2024	22,308	12,016	53.86%	2,910	24.22%
10/2024	24,794	12,760	51.46%	2,815	22.06%
11/2024	19,865	10,165	51.17%	2,316	22.78%





Months	Count of Case Number
Jun-23	7,391
Jul-23	2,487
Aug-23	10,256
Sep-23	8,393
Oct-23	9,531
Nov-23	9,592
Dec-23	7,270
Jan-24	5,912
Feb-24	7,846
Mar-24	8,358
Apr-24	8,636
May-24	11,822
Jun-24	9,274
Jul-24	9,389
Aug-24	14,778
Sep-24	12,412
Oct-24	12,942
Nov-24	18,531
Grand Total	174,820

The top four discontinuance reasons are (in order from most to least):

1. Failed to Complete Redetermination
2. No Eligible Mem
3. Inter-County Transfer
4. Failed MAGI



Monthly Medi-Cal Renewal Report FY 2024-2025

Medi-Cal Renewals	Data as of 7/31				Data as of 8/31				Data as of 9/30				Data as of 10/31				Data as of 11/30							
	Jul-24	%	Jul-24	%	Aug-24	%	Aug-24	%	Sep-24	%	Sep-24	%	Oct-24	%	Oct-24	%	Nov-24	%	Nov-24	%	Dec-24	%	Dec-24	%
Total Medi-Cal Renewals Due	33,032	100%	33,032	100%	33,538	100%	33,538	100%	36,923	100%	36,923	100%	40,529	100%	40,529	100%	39,673	100%	39,673	100%	52,510	100%	52,510	100%
Total Medi-Cal Renewals Auto Renewed	14,729	45%	14,729	45%	15,151	45%	15,151	45%	14,727	40%	14,727	40%	18,659	46%	18,659	46%	18,614	47%	18,614	47%	27,789	53%	27,789	53%
Total Medi-Cal Renewals Renewed via Combo Case*	8,371	25%	13,298	40%	8,850	26%	14,041	42%	10,899	30%	17,982	49%	11,549	28%	18,487	46%	11,513	29%	17,785	45%	13,068	25%	14,163	27%
Total Medi-Cal Renewal Packets Mailed	9,438	29%	9,438	30%	9,149	27%	9,149	27%	10,915	30%	10,915	30%	9,904	24%	9,904	24%	9,201	23%	9,201	23%	11,231	21%	11,231	21%
Packets Received, Not Yet Processed	863	3%	2,665	8%	337	1%	2,304	7%	532	1%	2,357	6%	634	2%	1,796	4%	475	1%	1,605	4%	444	1%	2,340	4%
Total Medi-Cal Renewals Completed	23,100	70%	28,027	85%	24,001	72%	29,192	87%	25,626	69%	32,709	89%	30,208	75%	37,146	92%	30,127	76%	36,399	92%	40,857	78%	41,952	80%
Total Medi-Cal Renewals Pending Receipt	9,069	27%	2,340	7%	9,200	27%	2,042	6%	10,765	29%	1,857	5%	9,687	24%	1,587	4%	9,071	23%	1,669	4%	11,209	21%	8,218	16%

Medi-Cal Renewals	Jan-25	%
Total Medi-Cal Renewals Due	52,523	100%
Total Medi-Cal Renewals Auto Renewed	22,623	43%
Total Medi-Cal Renewals Renewed via Combo Case*	19,460	37%
Total Medi-Cal Renewal Packets Mailed	10,085	19%
Packets Received, Not Yet Processed	289	1%
Total Medi-Cal Renewals Completed	42,083	80%
Total Medi-Cal Renewals Pending Receipt	10,151	19%

Source: Daily RRR Status Report
 *Combo: Medi-Cal With Active CF/GR/CW
 Report Date: 12/03/2024