SSAB Ad-Hoc Outreach, Accessibility & Enrollment Task Force
Review of SD HHSA Consultant's Preliminary Report

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Summary of Recommendations from ETF

1. Re-order presentation of data to focus on preliminary findings and center the voice of residents.

2. Provide more information on data collected.

3. Refrain from narrative and subjective statements.

4. Revisit descriptions of weighted average results.

5. Remove all recommendations in preliminary report.

6. Ensure remainder of process applies racial equity lens.

1. Rearrange Presentation of Data in Slide Deck

- Create a background section or appendix for background info on current County operations (eg, location of offices); renewal requirements; etc.

- Create a Summary of Findings slide listing top findings to date on barriers to access

2. Provide more information on data collected

- Include data sets and tables with breakdown of survey responses by question.
- Cite data behind conclusive statements.
- Description of surveyed population (not representative of total eligible population):
  - Primarily people who are currently enrolled in benefits
  - Able to complete online survey in English & Spanish only
  - Demographics of respondents
- Clarify whether input is included from series of listening sessions conducted by Enrollment Task Force members.
- Include historical data to compare current stats to pre-COVID (eg, how were apps received in 2019?).
- Clarify that 57 CBOs responded (not 119).
- List of stakeholders that were interviewed.

3. Refrain from narrative and subjective statements

- Remove ancillary information throughout presentation (eg, slide 11, bullets 2 & 3)

- Refrain from selective presentation of data points (eg, delete the only quote included on slide 23)

- Refrain from providing judgements on survey responses ('recall bias'; making comparisons to general public; etc.)

4. Revisit descriptions of weighted average results

- Standardize interpretation of the metrics being used in the report.
- Provide additional context by including % of respondents by group in each category ("23% very satisfied, 10% satisfied, etc.")

Survey Options	Examples in Report
5 – very satisfied	3.6 – "relatively satisfied" (slide 20)
4 – satisfied	3.2 – "above average" (slide 44)
3 – neutral	3.2 – no label (slide 46)
2 – dissatisfied	3.0 – no label (slide 44)
1 – very dissatisfied	2.8-3.0 – "relatively low" (slide 37)

- **Suggestion: Goal should be "satisfied" not "neutral". Below 4 is not satisfied.**

5. Remove all recommendations in preliminary report

- Example: slide 26, "Leveraging Pandemic Promising Practices"

6. Ensure remainder of process applies racial equity lens

- Focus on subpopulations of individuals who have historically not participated in these programs to identify specific barriers by population and better understand their perspectives
  - Those who have never successfully enrolled
  - Eligible SSI recipients not enrolled in CalFresh
  - People who speak language other than English and Spanish
  - Those without digital/technology access
  - Examine variations in access by region
  - Priority subpopulations identified should be re-examined after data analysis is complete