

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

MEETING NOTICE: Zoom ONLY

Join by phone: +1 669 900 9128

Phone Conference ID: 828 3069 5611

Join on your computer or mobile app:

<https://us02web.zoom.us/j/82830695611>

**February 16, 2022
9:30 a.m. to 11:30 a.m.**

AGENDA

- 9:30 - 9:31 1. Call to Order
- 9:31 - 9:33 2. **Action Item:** Authorization of Teleconferencing Meeting Option Pursuant to Government Code Section 54953(e).
- 1) Find that there is a proclaimed State of Emergency
2) Find that State and local officials have recommended measures to promote social distancing
- 9:33 - 9:37 3. **Action Item:** Approval of January 12, 2022 Meeting Minutes

PUBLIC COMMENTS

- 9:37 - 9:47 4. Guidelines for Public Comment on Items not listed on the agenda:
- 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

- 9:47 - 11:15 5. **Action Item:** SSAB Enrollment Task Force Final Report: All SSAB Members
- 11:15 - 11:30 6. **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)

ADJOURNMENT/ NEXT MEETING

Next regular meeting will be held on March 9, 2022.

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

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**SSAB Meeting Minutes
January 12, 2022**

Members Present

Jan Spencley
Anahid Brakke
Buck Martin
Carol Lewis
Keara O'Laughlin
Greg Anglea
Vino Pajanor
Rachel Morineau

Members Absent

Staff Present

Rick Wanne, Director Self-Sufficiency Services
Albert Banuelos, HHSA
Allison Boyer, HHSA
Adriana Ramirez, HHSA
Assmaa Elayyat, HHSA
Jeannie Hufford, HHSA
Ida Bell, HHSA
Darlene Beltran, HHSA
Albert Garcia, HHSA
Michael Schmidt, HHSA
Claudia Gurrola, HHSA
Nanette Hartley, HHSA
Patty Baker, HHSA
Eric Rubio, HHSA
David Hopkins, HHSA
Brenda Vargas, HHSA
Roxanne Hernandez, HHSA
Ruth Martin, Board/Supervisors District 1
Amanda Berry, Board/Supervisors District 3
Kyle Sand, San Diego County Counsel

Guests

Lindsey Wade, Hospital Association of San Diego
Amanda Schultz Brochu, San Diego Hunger Coalition
Mauricio Medina, San Diego Hunger Coalition
Devin Ton, San Diego Hunger Coalition
Anneliese Petit, San Diego Hunger Coalition
Jack Dailey, Legal Aid Society of San Diego
Luis Monteagudo, 2-1-1 San Diego
Karla Samoyoa, 2-1-1 San Diego
Jen Keyes, National University

1. Meeting called to order via Zoom at 9:36 by Chair, Anahid Brakke.
2. Authorization of Teleconferencing Meeting Option Pursuant to Government Code Section 54953(e), was approved with all Board Members present voting yes.
3. The November 10, 2021 and December 8, Meeting Minutes were approved, with all Board Members present voting yes.

4. Public Comments:
 - Jack Dailey, Legal Aid Society of San Diego, expressed appreciation to the Social Services Advisory Board and the County of San Diego, thanking them for their continued service.
5. Action Item: Nomination and Selection of the 2022 SSAB Chair and Vice Chair. Anahid Brakke was re-elected as 2022 Chair (8 yes, 0 no, 0 abstain) against 1st candidate nomination Jan Spencley. Vino Pajanor was re-elected as 2022 Vice Chair (8 yes, 0 no, 0 abstain).
6. 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). Ms. Elayyat provided updates on CalFresh, Medi-Cal, CalWORKs and General Relief flexibilities and waivers. She also presented the 2nd Live Well Mobile Office that arrived on January 10th, including the website displaying future events and booking/reservation information. Ms. Jeannie Hufford shared the Competitive Procurement of Supplemental Security Income (SSI) Advocacy Services Board Letter to the group for awareness, which will be presented at the January 25th Board of Supervisors Meeting.
7. Information Item: Self-Sufficiency Services Website Review: Assmaa Elayyat, Chief, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ms. Elayyat and the Ad Hoc Subcommittee on Public Charge presented and provided feedback on the accessibility to the updated Self-Sufficiency Services page from the main County website landing page.
8. Discussion Item: Update on SSAB Ad Hoc Enrollment Task Force Subcommittee: Anahid Brakke, Chair, Social Services Advisory Board. Ms. Brakke provided a summary of the current standing and next steps of the SSAB Ad Hoc Enrollment Task Force and Kone Consulting, in relation to the collection of data, SSAB review and final report. It was agreed that the next SSAB meeting would be moved by one week to February 16, 2022.

ADJOURNMENT/SET NEXT MEETING:

The meeting was adjourned at 11:04 a.m. Next regular meeting will be held on February 16, 2022.



ITEM #5

SSAB ENROLLMENT TASK FORCE FINAL REPORT

All SSAB Members





ITEM #6

UPDATE ON LOCAL RESPONSE TO COVID-19 EMERGENCY FOR ALL PUBLIC ASSISTANCE PROGRAMS, WAIVERS, ENROLLMENT, SERVICE DELIVERY, DATA

Assmaa Elayyat
Chief, Self-Sufficiency Services





PROGRAM FLEXIBILITIES & WAIVERS

Current Flexibilities & Options

- The following waivers granted by the Food and Nutrition Services (FNS) **have been extended:**
 - Initial application and recertification interviews (**through March 2022**)
 - Telephonic signature (**through March 2022**)
 - Quality control face to face interviews (**through June 2022**)
- The California State Department of Social Services (CDSS) is **requesting additional extensions from FNS on the following waivers:**
 - Initial and recertification interviews (through December 2022)
 - Telephonic signature (through October 2022)
 - Quality Control face to face interviews (through December 2022)



ADDITIONAL UPDATES

- Able Bodied Adults Without Dependents – CA waiver extended through **June 30, 2022**
 - **CDSS will be assessing this waiver for eligibility beyond June 2022**
- Emergency Allotment – Approved for **January**, to be issued **February 27th**
 - All CalFresh households receive a minimum allotment of \$95 monthly as of April
- Pandemic EBT (P-EBT)
 - All P-EBT cards have been mailed to young children under 6
 - P-EBT cards for school age children are currently being mailed
 - CDSS is currently drafting the P-EBT 3.0 plan which covers the 2021–22 school year
 - **Requires FNS approval**



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:
 - Telephonic/verbal signature on application – **extended permanently**
 - Flexibilities on identity and pregnancy verifications – **extended permanently**
- **Initial application interview waiver has expired, interviews for new applications resumed effective December 1, 2021**
- Time on Aid exemption for expiring time-clocks – **extended until further notice**



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 renewed through April, 2022 by Federal Administration, DHCS will provide a 60-day notice prior to ending it

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

SELF-SUFFICIENCY SERVICES



TELEWORK PERFORMANCE SUMMARY JANUARY 2022

- Staff Teleworking
 - Self-Sufficiency – 51% (1,321)
 - HHS – 40%
 - SD County – 42%
- Daily Attendance
 - Feb 2020 – 85% of Staff Attendance
 - January 2022 – 86% of Staff Attendance
- Access Call Center
 - Feb 2020 – 140,000
 - January 2022 – 162,642
 - 16% increase in calls received
- Access Average Speed of Answer
 - Feb 2020 – 8 Minutes
 - January 2022 – 1:52
 - 76 % improvement in Average Speed of Answer
- Access Calls Abandoned
 - Feb 2020 – 13,430
 - January 2022 – 3,923
 - 81% Decrease in Abandoned Calls
- Applications Received
 - Feb 2020 – 30,310
 - January 2022 – 32,832
 - Total Apps Feb 2020 – Jan 2022: 834,432
- Applications Processed
 - Feb 2020 – 43,000
 - January 2022 – 45,887
 - All applications processed timely
- Increase in Total Recipients
 - Feb 2020 – January 2022 : 307,631
 - 30% increase in total recipients
- Benefits Issued Feb 2020 – January 2022:
 - All Programs: \$1,937,466,510
 - CalFresh: \$1,537,420,106
- Performance
 - CalFresh Accuracy Rate – 95%
- Customer Service Satisfaction Rate: 94%



County of San Diego
SOCIAL SERVICES ADVISORY BOARD

1255 IMPERIAL AVENUE, SUITE 400, SAN DIEGO, CALIFORNIA 92101
TELEPHONE (619) 338-2870 FAX (619) 338-2972

January 18, 2022

Supervisor Nathan Fletcher, Chair
San Diego County Board of Supervisors
1600 Pacific Highway
San Diego, CA 92101

SOCIAL SERVICES ADVISORY BOARD (SSAB) ANNUAL REPORT FOR 2021

Dear Chair Fletcher,

Attached is the Social Services Advisory Board (SSAB) annual report of activities and accomplishments for 2021.

The SSAB would like to thank the Board of Supervisors, Board Aides, and the staff of the Health and Human Services Agency for their support and cooperation during the past year. We advised your Board and the Health and Human Services Agency on various Social Services program and policy issues, with special emphasis on operations during the COVID19 Emergency and improving the effectiveness of programs, while maximizing efficiency cost to the taxpayers. We believe that our input made a positive contribution to the policy decision process in each instance.

The SSAB looks forward to another productive year of service for the Board of Supervisors and the citizens of San Diego County in 2022.

Respectfully,

A handwritten signature in blue ink that reads "Anahid Brakke".

Anahid Brakke, 2021 Chair
Social Services Advisory Board

Attachments

cc: Supervisor Nora Vargas, Vice-Chair
Supervisor Joel Anderson
Supervisor Terra Lawson-Remer
Supervisor Jim Desmond
Helen Robbins-Meyer, Chief Administrative Officer
Nick Macchione, Director, Health and Human Services Agency
Rick Wanne, Director, Self-Sufficiency Services
Social Services Advisory Board Members

**Social Services Advisory Board (SSAB)
2021 Annual Report to the County Board of Supervisors**

January 2022

In accordance with the County Administrative Code, Article LIX, Section 911 the Social Services Advisory Board (SSAB) submits the following report of activities and accomplishments for 2021.

Background:

The Charter of the SSAB is to review and evaluate Social Service policies, programs and budgets; recommend means of improving services and facilities; serve as a sounding board for the Health and Human Services Agency (HHS); and where appropriate, submit to the Board of Supervisors recommendations concerning the Agency budget and practices.

The plan for this the year was to advise the Board of Supervisors on goals and objectives relevant to all Self-Sufficiency Programs: CalWORKs, Employment Services, Medi-Cal, General Relief, CalFresh, and Program Integrity, etc. The SSAB monitored and gave feedback on the delivery of Social Services, as required by the County Charter.

Membership and Organization:

The SSAB consists of ten volunteer citizens who are appointed by the Board of Supervisors. Each Supervisor nominates two members, who are subject to approval by the full Board of Supervisors. A Chair and a Vice-Chair are elected annually and serve for one calendar year. The 2021 Chair was Anahid Brakke (D4), CEO of San Diego Hunger Coalition, and 2021 Vice Chair was Vino Pajanor (D1), CEO of Catholic Charities.

The SSAB started 2021 with one membership vacancy, which was filled during the year. There were two additional vacancies, which have not yet been filled. In 2021, no meetings were adjourned, due to the lack of a quorum. SSAB meetings were regularly announced to the public via the Clerk of the Board and SSAB websites. Due to the COVID-19 Emergency, all meetings were held virtually.

Focus and Oversight

The primary focus areas of the SSAB in 2021 were:

- **Local Response to COVID-19 Emergency for all Public Assistance Programs, Waivers, Enrollment, Service Delivery:** Self-Sufficiency Services staff provided monthly comprehensive updates for the SSAB.
- **Reducing Barriers to Enrollment:** Per the April 6, 2021, Board of Supervisors meeting, the Social Services Advisory Board (SSAB) was tasked by the Board of Supervisors with identifying opportunities to increase access and enrollment in County Self-Sufficiency programs to serve every community member in need without barriers to entry.
 - To carry this vision out, the SSAB was tasked with establishing a temporary ad-hoc subcommittee called the “Outreach, Accessibility, and Enrollment Task Force” comprised solely of four SSAB members. The Task Force has included a number of key stakeholders in the process as regular guests to the meetings.
 - To assist with these activities the Task Force worked with a County procured contractor to obtain input from local experts, advocates, and County staff.

- The Task Force provided monthly updates to the Board of Supervisors, provided an update on activities for the Board of Supervisors to review on December 7, 2021, and final recommendations will be presented to the Board of Supervisors in March 2022.
- The SSAB heard presentations on the following related topics during the year:
 - Access Call Center Overview and Rescheduling Process
 - Self-Sufficiency Services Space/Telework Summary
 - Program Integrity, Integrated Fraud Detection
 - Community Based Enrollment Assistance
- **Public Charge Status and Stakeholder Communication Opportunities:** The SSAB Ad-Hoc Public Charge Subcommittee was created to simplify language, provide easier navigation, and create positive messages and images to invite community residents to services with accurately translated information on the County website. The Subcommittee met with County staff several times and revisions and updates to the County’s website were completed in January 2022, including a new Self-Sufficiency Services landing page and a new link on the County’s home page for “Food and Medical Services.”
- **Transparency and Access:** To make it easier for stakeholders to attend and participate in SSAB meetings, the SSAB revised the language on its monthly agendas to clarify opportunities for public comment and began using the Zoom platform and recording its virtual meetings.

During 2021, the SSAB discussed numerous additional self-sufficiency topics in the following categories:

- Ralph M. Brown Act Overview
- San Diego County Recommended FY 21/22 Operational Plan
- Youth Engagement on Social Services Advisory Board
- CalSAWS Overview, October 2023 Roll Out
- Board of Supervisors Letter: Approval of Actions Related to the Spending Plan for the American Rescue Plan Act Program Funds Food Assistance Component

2021 Board of Supervisors Letters Docketed for SSAB Action

	<u>Date</u>	<u>Action</u>
● Increasing Access and Enrollment In County Self-Sufficiency Programs To Serve Every Community Member In Need Without Barriers To Entry (District: 3)	4/6/2021	Approved
● Approval of Actions Related to the Spending Plan for the American Rescue Plan Act Program Funds Food Assistance Component (Districts: ALL)	11/02/2021	Approved
● Receive and Accept The Preliminary-Initial Findings Report On Increasing Access and Enrollment In County Self-Sufficiency Programs To Serve Every Community Member In Need Without Barriers to Entry (Districts: ALL)	12/07/2021	Approved

HHSa staff support was provided by Director of Self-Sufficiency Services, Rick Wanne.



MONTHLY UPDATES





ELIGIBILITY SERVICES BY THE NUMBERS...

February 2022 (Data Month: January 2022)

PARTICIPANTS

- **CalFresh:** 352,916 recipients, up 7.54% from last year.
 - 122,312 child recipients (0-18), up 2.15% from last year.
 - 72,115 senior recipients (60+), up 17.10% from last year.
- **CalWORKs:** 39,889 recipients, up 6.05% from last year.
 - 30,494 child recipients (0-18), up 1.62% from last year.
 - Welfare-to-Work: 9,043 participants, up 26.14% from last year.
- **CMS:** 10 CMS recipients, down 50.00% from last year.
- **General Relief:** 3,705 recipients, up 61.30% from last year.
- **Medi-Cal:** 944,117 recipients, up 11.50% from last year.
 - 322,563 child recipients (0-18), up 6.04% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (January 2021–January 2022)
			Previous Month	Previous Year	
CalFresh	203,022	352,916	-0.38%	7.54%	495,219
CalWORKs	14,707	39,889	1.89%	6.05%	54,409
CMS	10	10	-37.50%	-50.00%	77
General Relief	3,690	3,705	3.52%	61.30%	8,100
Medi-Cal	511,363	944,117	0.89%	11.50%	984,501
Total	732,792	1,340,637	0.59%	10.35%	1,090,269**

*Recipients include 336,842 under ACA Medicaid Coverage Expansion.

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

PROCESSING

Applications Registered		
Program	January 2022	FYTD
CalFresh	17,767	126,615
CalWORKs	2,179	14,758
CMS	61	438
General Relief	2,386	14,772
Medi-Cal	10,439	73,724
Total	32,832	230,307

Renewals Generated		
Program	January 2022	FYTD
CalFresh	8,906	64,823
CalWORKs	1,036	9,776
CMS	8	47
General Relief	88	712
Medi-Cal	40,241	287,947
Total	50,279	363,305

Periodic Reports Generated		
Program	January 2022	FYTD
CalFresh	17,795	110,582
CalWORKs	797	4,250
General Relief	0	7
Medi-Cal	13	122
Total	18,605	114,961

Documents Imaged	
January 2022	FYTD
393,029	2,724,311

Tasks Created	
January 2022	FYTD
353,591	2,647,718

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	January 2021	January 2022	Change	FYTD
Total Calls	157,818	162,642	4,824	993,237
Abandoned	3,902	3,923	21	11,464
Average Wait Time	2:04	1:52	-0:12	0:44

Community Based Organization (CBO)				
Month	January 2021	January 2022	Change	FYTD
Total Calls	4,456	4,545	89	30,016
Abandoned	72	47	-25	328
Average Wait Time	1:12	1:16	0:04	1:03

Emails Received	
January 2022	FYTD
4,655	30,513

FAMILY RESOURCE CENTER VISITS

Month	January 2021	January 2022	Change	FYTD
Total Tickets Issued	26,488	28,977	9%	231,635
Average Wait Time (min.)	(* -)	(* -)	N/A	

* Due to COVID-19 Waivers, Avg time is not available for January 2022

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 = 89.87%
- Annual Renewal Timeliness = 99.95%

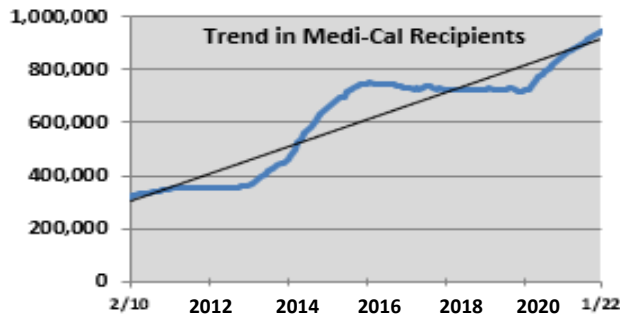
CalWORKs

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 19 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Day
- Semi-Annual Reporting Timeliness = 90.23%
- Annual Renewal Timeliness = 99.66%

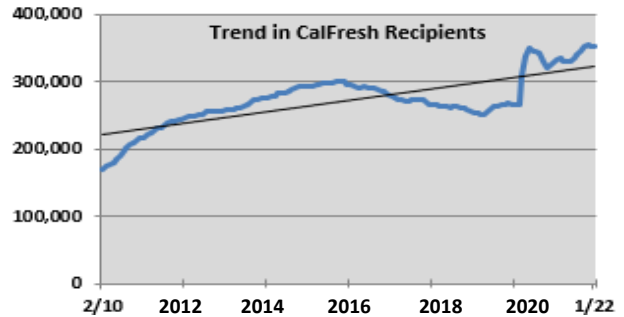
Medi-Cal

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 22 Days
- Annual Renewal Timeliness = 99.97%

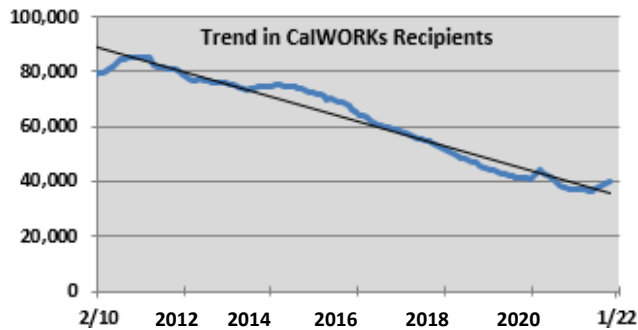
Medi-Cal Recipients		
FY Feb 10	FY Jan 22	196%
318,680	944,117	Increase



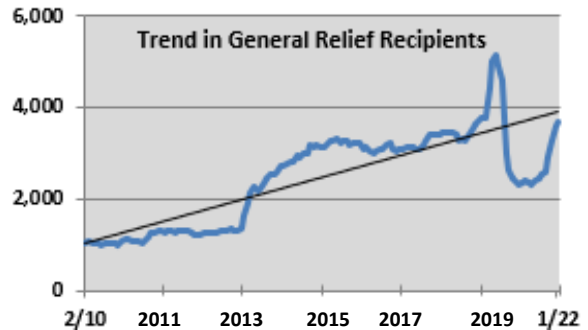
CalFresh Recipients		
FY Feb 10	FY Jan 22	107%
170,398	352,916	Increase



CalWORKs Recipients		
FY Feb 10	FY Jan 22	-49%
77,520	39,889	Decrease



General Relief Recipients		
FY Feb 10	FY Jan 22	256%
1,040	3,705	Increase

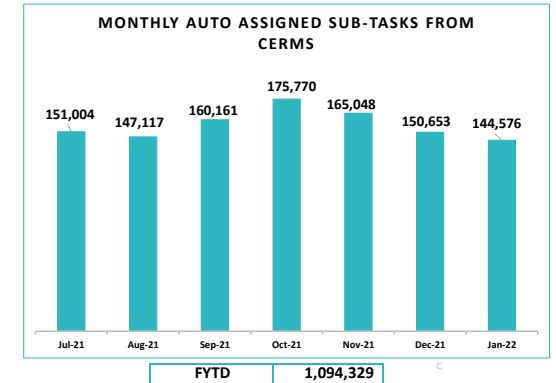
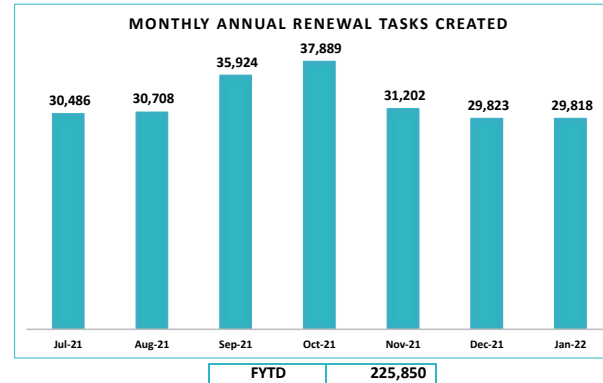
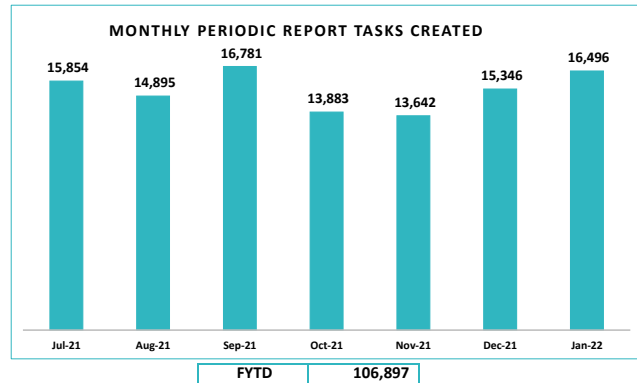
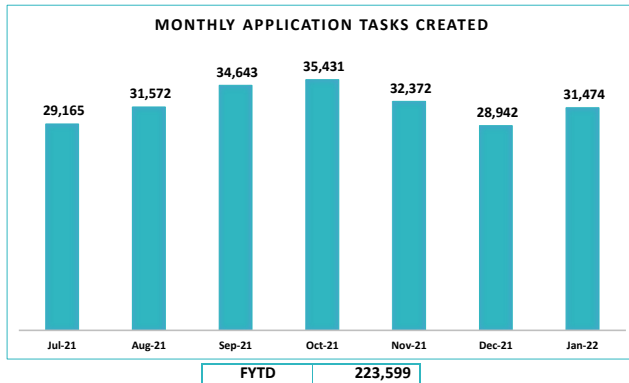
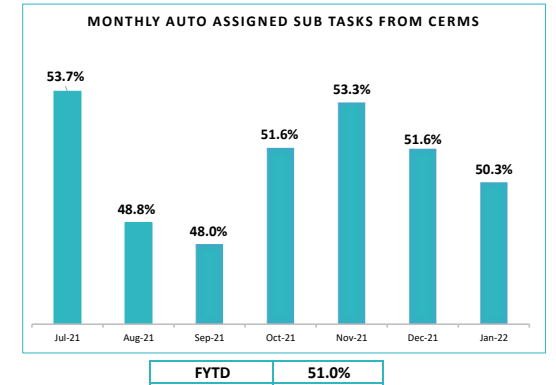
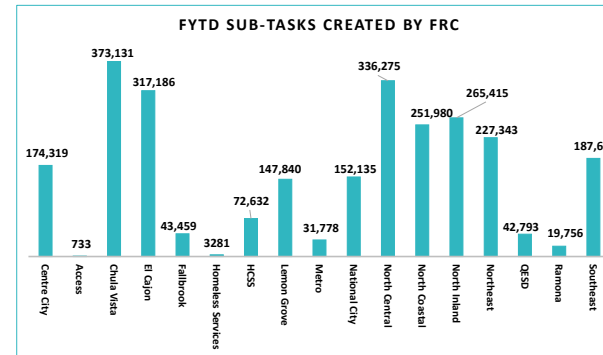
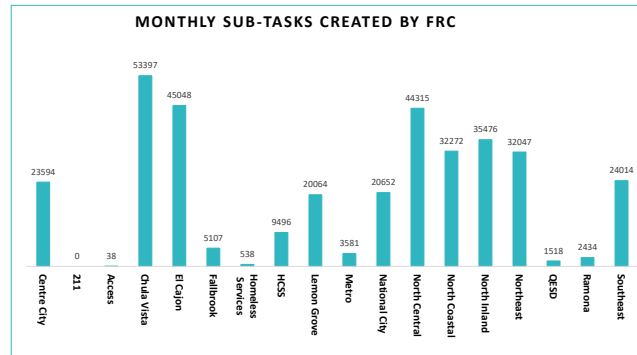
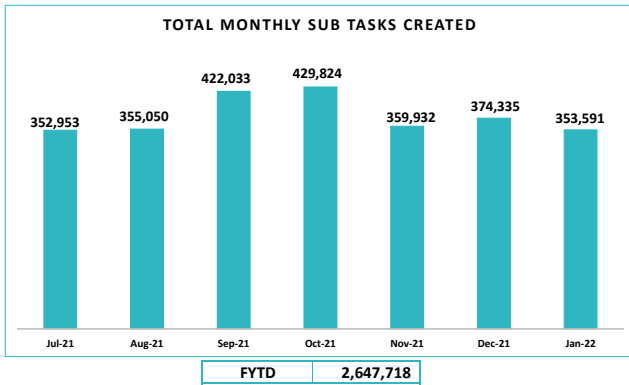


Monthly Self-Sufficiency Services Performance Dashboard (FY 21/22)

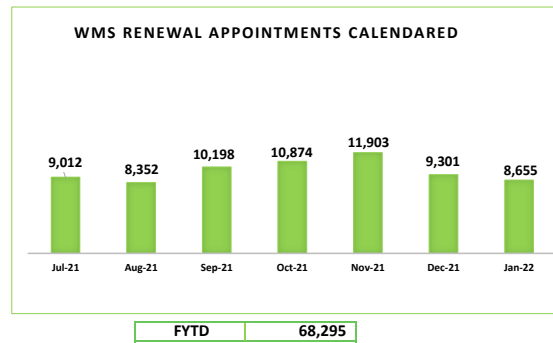
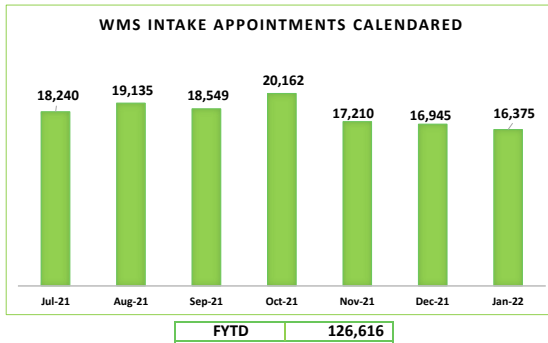
San Diego County

Data Month : January 2022

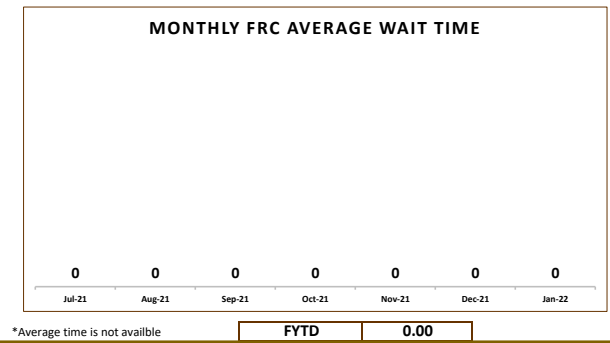
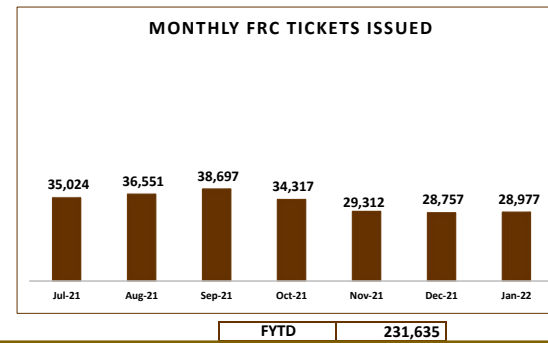
Work Management System (WMS) Subtasks Created



MONTHLY WMS CALENDARED APPOINTMENTS

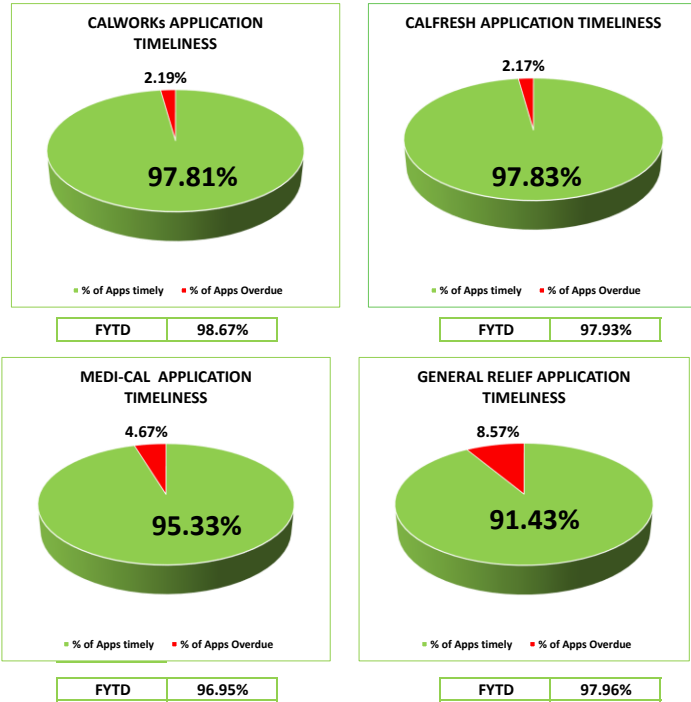


LOBBY MANAGEMENT

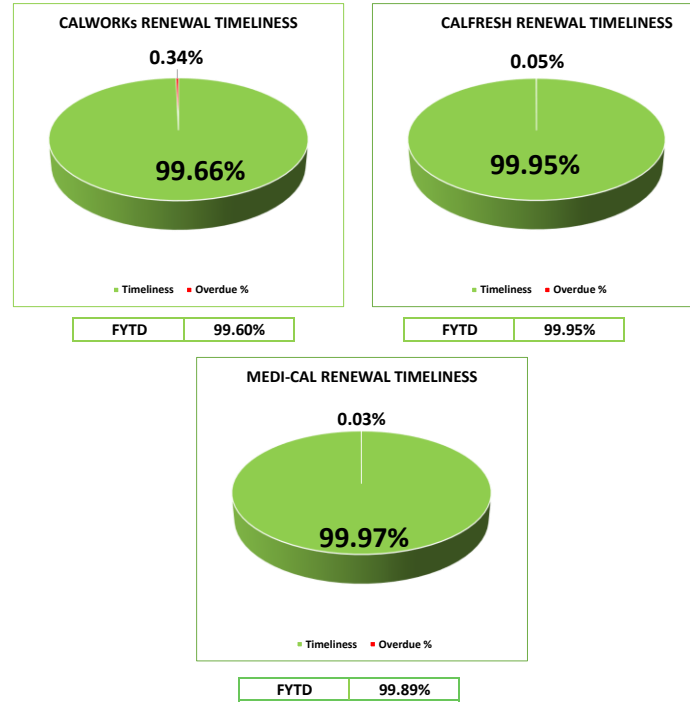


CASE PROCESSING PERFORMANCE (CALWIN)

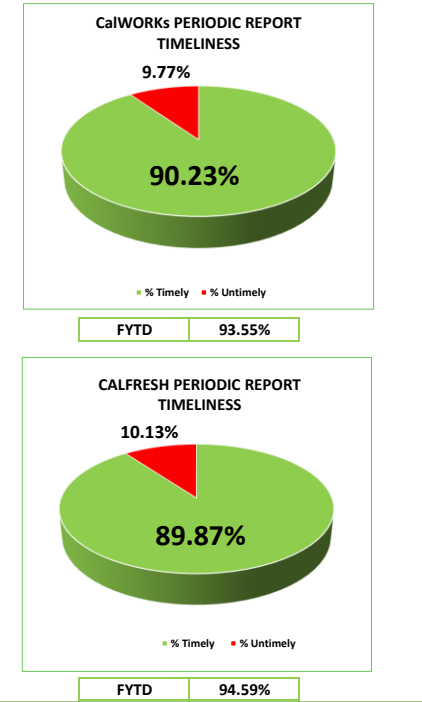
MONTHLY APPLICATION TIMELINESS



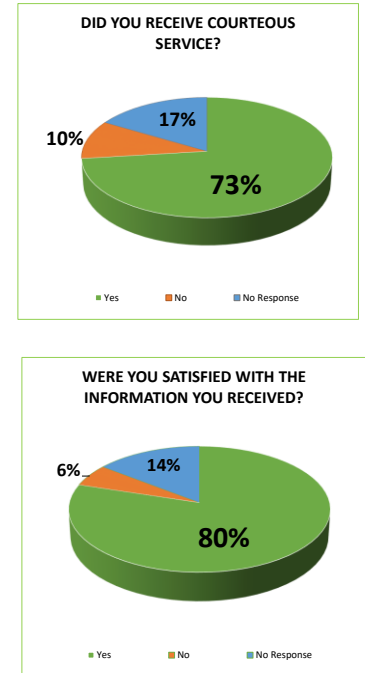
MONTHLY RENEWAL TIMELINESS



MONTHLY PERIODIC REPORT TIMELINESS

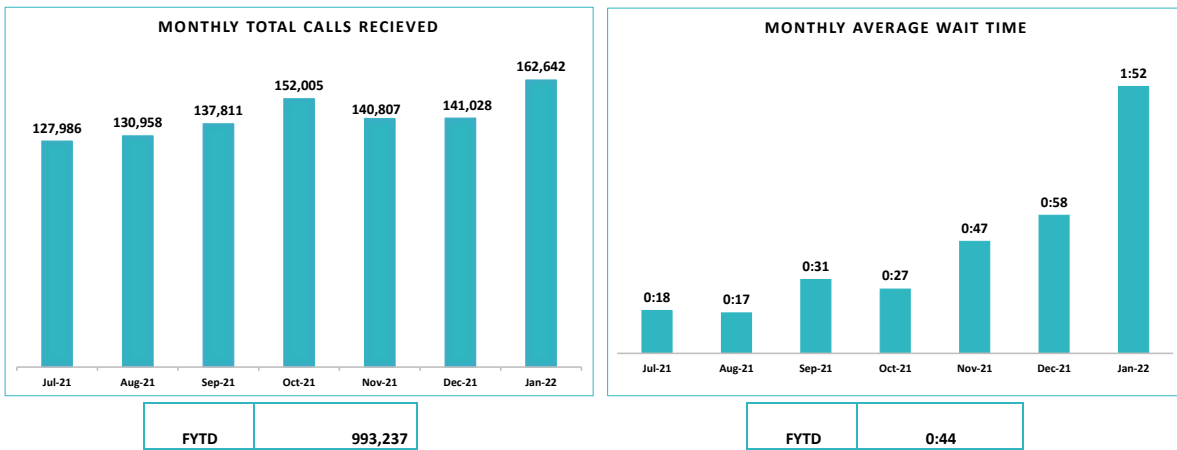


CUSTOMER SATISFACTION SURVEY



ACCESS CALL CENTER

ACCESS CALL CENTER



RESCHEDULE APPOINTMENT CALLS (211)

