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

<mark>MEETING NOTICE: In Person</mark>
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://zoom.us/j/96563579763

June 14, 2023
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:** Approval of May 10, 2023 Meeting Minutes

PUBLIC COMMENTS

9:33 - 9:40   3.   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

9:40 – 10:20   4.   **Information Item:** BenefitsCal Demonstration: Amy Klock, Human Services Program Manager, CalSAWS Implementation Support, Self-Sufficiency Services, Health and Human Services Agency (HHSA)

10:20 – 10:35   5.   **Information Item:** Update on the Eligibility Task Force (ETF) Recommendations Implementation: Dr. Alberto Banuelos, Assistant Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA)

10:35 – 10:50   6.   **Action Item:** Review Legislative Advocacy Bills that Support SSAB Strategic Priorities: Assmaa Elayyat, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA)

10:50 – 11:30   7.   **Information Item:** Update on PHE Lift for 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 July 12, 2023 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

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://zoom.us/j/96590806494

SSAB Meeting Minutes
May 10, 2023

Members Present	Staff Present
Vino Pajanor	Rick Wanne, Director, Self-Sufficiency Services
Jan Spencley	Albert Banuelos, HHSA
Robin Maxson	Adriana Ramirez, HHSA
Daniela Murphy	Allison Boyer, HHSA
Rachel Morineau	Jeannie Hufford, HHSA
Carol Lewis	Assmaa Elayyat, HHSA
Phil Thalheimer	Eric Rubio, HHSA
Buck Martin	Albert Garcia, HHSA
Greg Anglea	Yenissa Salgado, HHSA
	Darlene Beltran, HHSA
	Patty Baker, HHSA
Members Absent	David Hopkins, HHSA
Keara O'Laughlin	Ismael Lopez, HHSA
	Ardee Apostol, HHSA
	Charissa Japlit, HHSA
	Caroline Smith, EDGA
	Guests
	Lindsey Wade, HASDIC
	Stephanie Phann, HASDIC
	Karla Samoyoa, 211 San Diego
	Jessica Peter, 211 San Diego
	Jack Dailey, Legal Aid Society of San Diego
	Daniel Benson, Legal Aid Society of San Diego
	Mauricio Medina, San Diego Hunger Coalition
	Cierra Gant, SEIU
	Isiah Beemen, SEIU
	Alexondria Harris, HHSA Staff
	Kimberly Smith, HHSA Staff

1. Meeting called to order at 9:32 by Chair, Vino Pajanor.

2. The April 12, 2023 Meeting Minutes were approved, with all Board Members present voting yes.

3. Public Comments:

   - No public comment

4. **Presentation Item:** Overview on the County's Legislative Program, Policies and Process: Caroline Smith, Director, Office of Economic Development and Government Affairs. Ms. Wade provided an overview of the Office of Economic Development and Government Affairs (EDGA) department including the Authority to Advocate, the Legislative Referral Process, Department Legislative Analysis, and the Advocacy Process.

5. **Presentation Item:** 23/24 Proposed Operational Plan Budget Presentation: Ardee Apostol, Assistant Chief Financial Officer, Financial & Support Services Division, Health and Human Services Agency (HHSA). Mr. Apostol presented economic updates, the CAO Recommended Budget for FY 23/24 and upcoming budget events, as it relates to all departments of HHSA, including additional staff positions.

6. **Action Item:** Review Legislative Advocacy Bills and Letters of Support that Align with SSAB Strategic Priorities: Assmaa Elayyat, Acting Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ms. Elayyat shared an updated tracking sheet of all active legislative bills, with suggestions provided by the SSAB members at the April 12, 2023 meeting. She also shared the draft Letter of Support from the SSAB to Chairwoman Vargas, in support of Assembly Bill 991. This letter was approved, with all Board Members present voting yes. Ms. Elayyat also shared the final Letter of Support from the SSAB to Chairwoman Vargas, in support of Senate Bill 600 and Assembly Bill 274.

   A public comment was made by Mauricio Medina, Public Affairs Manager of San Diego Hunger Coalition, requesting Assembly Bill 311 to be included in the list of legislative bills as well as Assembly Bill 712 on CalFresh: Hot and Prepared Food, to be elevated and supported.

7. **Information Item:** Update on PHE Lift for Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data: Assmaa Elayyat, Acting Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ms. Elayyat provided a brief update on the on PHE Lift for Public Assistance Programs. The rest of the agenda item was tabled due to the time constraint.

ADJOURNMENT/SET NEXT MEETING:
The meeting was adjourned at 11:39 a.m. Next regular meeting will be held on June 14, 2023.

ITEM# 4 BENEFITSCAL DEMONSTRATION

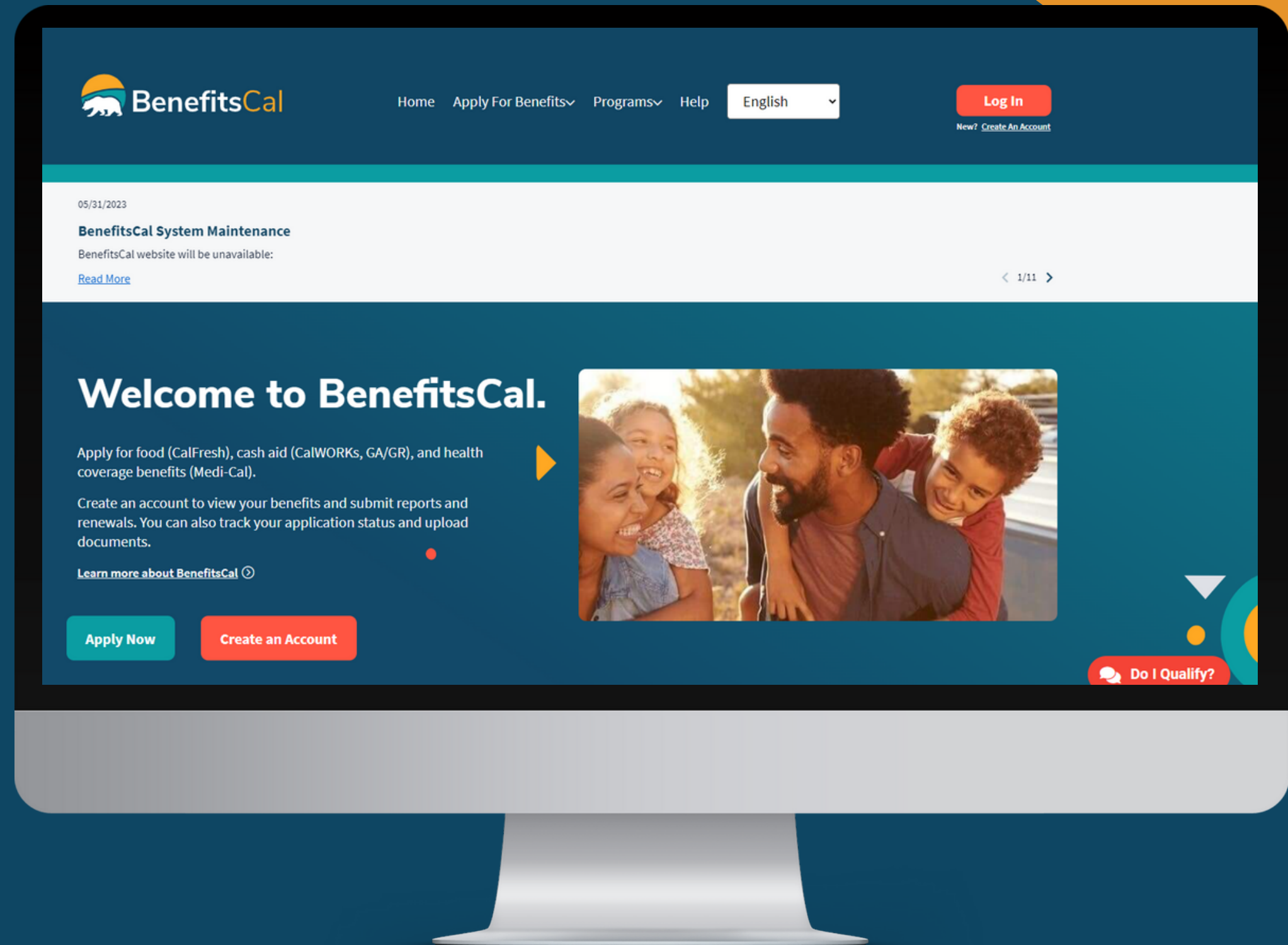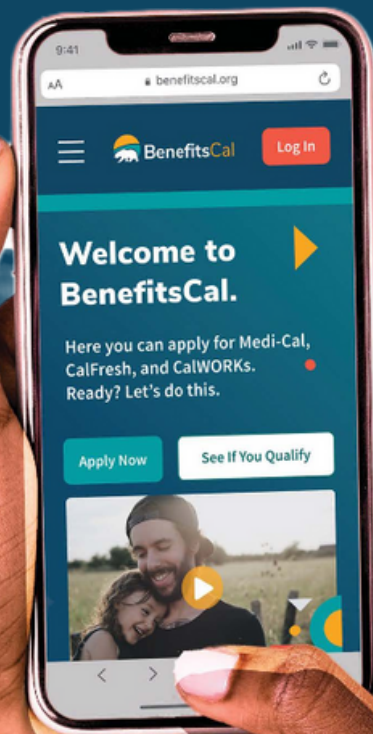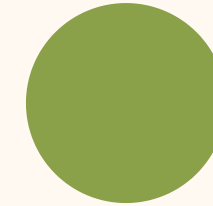*Amy Klock, Human Services Program Manager*

Self-Sufficiency Services

LIVE WELL SAN DIEGO

How can CBOs use BenefitsCal?

- **Submit Applications**
- **Upload Documents**
- **Check Application Statuses**
- **View Reports of Activities**
- **Create Referral Campaigns**
- **Create and Manage Staff Accounts**

BenefitsCal: CBO Access
Manager & Staff Roles

Feature	Manager	Staff
Login	X	X
Apply for Benefits	X	X
Upload Documents	X	X
View Reports with my applications	X	X
View Reports that include all apps for the organization	X	
Export reports to Excel	X	X
View all applications for the organization	X	
Resume an application on behalf of another	X	
Add/Remove Staff within their organization	X	

CBO Homepage

Referral Campaign

Campaign Statistics

Reports

BenefitsCal YouTube Page

Promotional Displays

ITEM# 5 UPDATE ON THE ELIGIBILITYTASK FORCE (ETF) RECOMMENDATIONS IMPLEMENTATION

Dr. Alberto Banuelos, Assistant Director

Self-Sufficiency Services

FINAL ETF RECOMMENDATIONS

- The ETF identified 24 recommendations across 5 different categories

  - Applications & Eligibility Processing

  - Renewals, Recertifications & Change Reporting

  - HHSA County Staffing & Workload Levels

  - Program Access/Equity

  - Program Outreach

- After the conclusion of the ETF, these recommendations are now included in Self-Sufficiency Services on-going goals and guiding principles

HHSA COUNTY STAFFING & LEGISLATIVE

. The ETF established several recommendations across HHSA County staffing and legislative advocacy, some of which included:

- **#4 – Increasing equity of access to services by hiring and recruiting more bi-lingual staff**

- #7 – Assess and adjust the training model to give Human Services Specialists more on the job training

- **#10 – Advocating for program improvements at the State and Federal level**

- #20 – Explore new ways to motivate staff and create incentives

ETF UPDATES (RECOMMENDATION #4)

CURRENT ENVIRONMENT

- 9th month of net consecutive caseload growth

- Over 30,000 monthly applications received

- Average 170,000 monthly Access calls

- Public Health Emergency LIFT

  - Over 40,000 Medi-Cal renewals per month

- 30,000 monthly in-person office visits

STAFFING REVAMP RESULTS

- Ongoing HSS recruitment every 2 months

- Ongoing recruiting in North County

- Implemented same-day hiring halls

- Added additional onboarding classes

- Continuously hiring bi-lingual staff and assigning to sites based on language need

- New staff hires:

  - FY 22/23 = 100 new

  - FY 23/24 = requesting 113 new

- **Overall result of zero vacancy rate for HSS'**

CURRENT ENVIRONMENT

- Increase in EBT skimming/scamming

  - 2,075 referrals received by Access in the month of May

- Customer barriers to enrollment

- College student barriers to enrollment

ADVOCACY WORK

- Self-Sufficiency Services director testified at April 27th Senate Budget Hearing on EBT theft

- County elected officials sent EBT theft advocacy letter to State entities

- SSAB sent forward 2 legislative advocacy letters on 3 active bills for the 2023 session

ITEM# 6 REVIEW LEGISLATIVE ADVOCACY BILLS THAT SUPPORT SSAB STRATEGIC PRIORITIES

Assmaa Elayyat, Deputy Director

Self-Sufficiency Services

LIVE WELL
SAN DIEGO

ASSEMBLY BILL   No. 843

Introduced by Assembly Member Juan Carrillo

February 14, 2023

An act to amend Section 10072 of the Welfare and Institutions Code, relating to public social services.

LEGISLATIVE COUNSEL'S DIGEST

AB 843, as introduced, Juan Carrillo. Electronic benefits transfer system.

Existing law provides for the establishment of a statewide electronic benefits transfer (EBT) system, administered by the State Department of Social Services, for the purpose of providing financial and food assistance benefits. Existing law provides that a recipient shall not incur any loss of cash benefits that are taken by an unauthorized withdrawal, removal, or use of benefits that does not occur by the use of a physical EBT card issued to the recipient or authorized third party, as specified, and requires the prompt replacement of those cash benefits. Existing regulations also require food benefits that are stolen in this manner to be replaced.

This bill would instead prohibit a recipient from incurring any loss of electronic benefits stolen in that manner, thereby codifying the existing regulation described above. To the extent this bill would expand county duties relating to the administration of food benefits, this bill would impose a state-mandated local program.

The California Constitution requires the state to reimburse local agencies and school districts for certain costs mandated by the state. Statutory provisions establish procedures for making that reimbursement.

99

This bill would provide that, if the Commission on State Mandates determines that the bill contains costs mandated by the state, reimbursement for those costs shall be made pursuant to the statutory provisions noted above.

Vote: majority. Appropriation: no. Fiscal committee: yes. State-mandated local program: yes.

The people of the State of California do enact as follows:

1   SECTION 1. (a) The Legislature finds and declares all of the
2   following:
3   (1) CalFresh is a program that provides food benefits to
4   Californians with low incomes with federal funding provided
5   through the federal Supplemental Nutrition Assistance Program
6   (SNAP).
7   (2) Federal law requires these benefits to be issued via an
8   electronic benefits transfer (EBT) system.
9   (3) Federal SNAP law requires the state to timely reissue
10 benefits when a person's EBT card or personal identification
11 number (PIN) are stolen, but only for the amount of benefits stolen
12 after a report of the stolen PIN or card was made to the state or
13 county.
14 (4) Federal law does not require reimbursement when benefits
15 are stolen electronically before a report, but permits states to make
16 such reimbursements.
17 (5) Federal laws requiring the replacement of stolen benefits
18 predates the implementation of the EBT system in California and
19 the advent of electronic skimming, a type of theft that does not
20 require the theft of a person's EBT card.
21 (6) Electronic theft of EBT benefits is devastating to the
22 low-income families who depend on those benefits to prevent
23 hunger, homelessness, and other basic needs.
24 (7) In 2012, in response to litigation in the matter of Carpio v.
25 Lightbourne (Case No. BS135127), Assembly Bill 2035 established
26 the rights of an EBT consumer to be reimbursed for electronically
27 stolen cash benefits.
28 (8) In November of 2020, the California Court of Appeal in
29 Ortega v. Johnson (2020) 57 Cal.App.5th 552 held that CalFresh
30 recipients also have the right to have their benefits timely replaced
31 when they are electronically stolen.

1   (b) It is the intent of the Legislature to enact legislation to codify
2 the decision in Ortega v. Johnson (2020) 57 Cal.App.5th 552 to
3 ensure timely reimbursement of CalFresh benefits that were stolen
4 electronically.
5   SEC. 2. Section 10072 of the Welfare and Institutions Code is
6 amended to read:
7   10072. The electronic benefits transfer system required by this
8 chapter shall be designed to do, but not be limited to, all of the
9 following:
10   (a) To the extent permitted by federal law and the rules of the
11 program providing the benefits, recipients who are required to
12 receive their benefits using an electronic benefits transfer system
13 shall be permitted to gain access to the benefits in any part of the
14 state where electronic benefits transfers are accepted. All electronic
15 benefits transfer systems in this state shall be designed to allow
16 recipients to gain access to their benefits by using every other
17 electronic benefits transfer system.
18   (b) To the maximum extent feasible, electronic benefits transfer
19 systems shall be designed to be compatible with the electronic
20 benefits transfer systems in other states.
21   (c) All reasonable measures shall be taken in order to ensure
22 that recipients have access to electronically issued benefits through
23 systems, including, but not limited to, automated teller machines,
24 point-of-sale devices, or other devices that accept electronic
25 benefits transfer transactions. Benefits provided under Chapter 2
26 (commencing with Section 11200) of Part 3 shall be staggered
27 over a period of three calendar days, unless a county requests a
28 waiver from the department and the waiver is approved, or in cases
29 of hardship pursuant to subdivision (p).
30   (d) The system shall provide for reasonable access to benefits
31 to recipients who demonstrate an inability to use an electronic
32 benefits transfer card or other aspect of the system because of
33 disability, language, lack of access, or other barrier. These
34 alternative methods shall conform to the requirements of the federal
35 Americans with Disabilities Act of 1990 (42 U.S.C. Sec. 12101,
36 et seq.), including reasonable accommodations for recipients who,
37 because of physical or mental disabilities, are unable to operate or
38 otherwise make effective use of the electronic benefits transfer
39 system.

1   (e) The system shall permit a recipient the option to choose a
2 personal identification number, also known as a "PIN" number,
3 to assist the recipient to remember ~~his or her~~ *the* number in order
4 to allow access to benefits. Whenever an institution, authorized
5 representative, or other third party not part of the recipient
6 household or assistance unit has been issued an electronic benefits
7 transfer card, either in lieu of, or in addition to, the recipient, the
8 third party shall have a separate card and personal identification
9 number. At the option of the recipient, ~~he or she~~ *the recipient* may
10 designate whether restrictions apply to the third party's access to
11 the recipient's benefits. At the option of the recipient head of
12 household or assistance unit, the county shall provide one electronic
13 benefits transfer card to each adult member to enable them to
14 access benefits.
15   (f) The system shall have a 24-hour per day toll-free telephone
16 hotline for the reporting of lost or stolen cards that will provide
17 recipients, at no additional cost to the recipient, with information
18 on how to have the card and personal identification number
19 replaced, and that will allow an authorized representative or head
20 of household to access, over the telephone, the transaction history
21 detail for at least the last 10 transactions and to request that the
22 transaction history detail for at least the past two months be sent
23 by mail.
24   (g) The system shall have an ~~Internet Web site~~ *internet website*
25 that will provide recipients, at no additional cost to the recipient,
26 with information on how to have the card and personal
27 identification number replaced, and that will allow an authorized
28 representative or head of household to view the transaction history
29 detail for at least the last 10 transactions and to request that the
30 transaction history detail for at least the past two months be sent
31 by mail.
32   (h) In addition to the ability to receive transaction history detail
33 pursuant to subdivisions (f) and (g), a county human services
34 agency shall make available to an authorized representative or
35 head of household, at no additional cost to the authorized
36 representative or head of household, all electronic benefit
37 transaction history details that are available to the county human
38 services agency within 10 business days after a request has been
39 received by the agency.

1   (i) (1) A recipient shall not incur any loss of ~~electronic~~ benefits
2 after reporting that ~~his or her~~ *the recipient's* electronic benefits
3 transfer card or personal identification number has been lost or
4 stolen. The system shall provide for the prompt replacement of
5 lost or stolen electronic benefits transfer cards and personal
6 identification numbers. Electronic benefits for which the case was
7 determined eligible and that were not withdrawn by transactions
8 using an authorized personal identification number for the account
9 shall also be promptly replaced.
10 (2) (A) Except as provided in subparagraph (B), a recipient
11 shall not incur any loss of ~~cash~~ *electronic* benefits that are taken
12 by an unauthorized contact, withdrawal, removal, or use of benefits,
13 including, but not limited to, use that results from an unauthorized
14 solicitation, request, or representation that does not occur by the
15 use of a physical electronic benefits transfer card issued to the
16 recipient or authorized third party to directly access the benefits.
17 Benefits taken as described in this subparagraph shall be promptly
18 replaced in accordance with the protocol established by the
19 department pursuant to paragraph (3).
20 (B) If a recipient knowingly provides ~~his or her~~ *the recipient's*
21 electronic benefits transfer card number and personal identification
22 number to an unauthorized third party that the recipient mistakenly
23 believes to be the contracted electronic benefits transfer vendor,
24 an approved retailer, or a governmental entity, any benefits taken
25 as described in subparagraph (A) shall be promptly replaced in
26 accordance with the protocol established by the department
27 pursuant to paragraph (3), but not more than one time in a
28 36-month period.
29 (3) The State Department of Social Services shall establish a
30 protocol for recipients to report electronic theft of ~~cash~~ *electronic*
31 benefits that minimizes the burden on recipients, ensures prompt
32 replacement of benefits in order to minimize the harm to recipients,
33 and ensures program integrity. This protocol may include the
34 automatic replacement of benefits without the need for recipient
35 reporting and verification.
36 (4) (A) Notwithstanding paragraphs (2) and (3), the State
37 Department of Social Services may issue mass reimbursements to
38 recipients for the loss of ~~cash~~ *electronic* benefits if the department
39 finds that the benefits of multiple recipients were taken by an
40 unauthorized withdrawal, removal, or use of benefits in which the

1 recipients' electronic benefits transfer card numbers or personal
2 identification numbers were obtained by means of a data breach.
3   (B) A mass reimbursement made pursuant to subparagraph (A)
4 requires the approval of the Department of Finance with notice
5 given to the Joint Legislative Budget Committee.
6   (j) Electronic benefits transfer system consumers shall be
7 informed on how to use electronic benefits transfer cards, how to
8 protect their cards from misuse, and where consumers can use their
9 cards to withdraw benefits without incurring a fee, charge, or
10 surcharge.
11   (k) The electronic benefits transfer system shall be designed to
12 inform recipients when the electronic benefits transfer system does
13 not function or is expected not to function for more than a one-hour
14 period between 6 a.m. and midnight during any 24-hour period.
15 This information shall be made available in the recipient's preferred
16 language if the electronic benefits transfer system vendor contract
17 provides for services in that language.
18   (*l*) Procedures shall be developed for error resolution.
19   (m) A fee shall not be charged by the state, a county, or an
20 electronic benefits processor certified by the state to retailers
21 participating in the electronic benefits transfer system.
22   (n) Except for CalFresh transactions, a recipient may be charged
23 a fee, not to exceed the amount allowed by applicable state and
24 federal law and customarily charged to other customers, for cash
25 withdrawal transactions that exceed four per month.
26   (o) The electronic benefits transfer system shall be designed to
27 ensure that recipients of benefits under Chapter 2 (commencing
28 with Section 11200) of Part 3 have access to using or withdrawing
29 benefits with minimal fees or charges, including an opportunity
30 to access benefits with no fee or charges.
31   (p) A county shall exempt an individual from the three-day
32 staggering requirement under subdivision (c) on a case-by-case
33 basis for hardship. Hardship includes, but is not limited to, the
34 incurrence of late charges on an individual's housing payments.
35   (q) A county shall use information provided by the department
36 to inform recipients of benefits under Chapter 2 (commencing with
37 Section 11200) of Part 3 of all of the following:
38   (1) The methods of electronic delivery of benefits available,
39 including distribution of benefits through the electronic benefits
40 transfer system or direct deposit pursuant to Section 11006.2.

99

1   (2) Applicable fees and charges, including surcharges, consumer
2 and privacy protections, and liability for theft associated with the
3 electronic benefits transfer system.
4   (3) How to avoid fees and charges, including opting for delivery
5 of benefits by direct deposit and using the electronic benefits
6 transfer card solely at surcharge free locations.
7   (4) Where to withdraw benefits without a surcharge when using
8 the electronic benefits transfer system.
9   (5) That a recipient may authorize any available method of
10 electronic delivery of benefits and instructions regarding how the
11 recipient may select or change ~~his or her~~ *the recipient's* preferred
12 method of electronic delivery of benefits and that the recipient
13 shall be given the opportunity to select the method prior to the first
14 payment.
15   (6) That a recipient may be entitled to an alternative method of
16 delivery if the recipient demonstrates an inability to use an
17 electronic benefits transfer card or other aspect of the system
18 because of disability, language, lack of access, or other barrier
19 pursuant to subdivision (d) and instructions regarding how to
20 determine whether the recipient qualifies for an alternative method
21 of delivery.
22   (7) That a recipient may be entitled to an exemption from the
23 three-day staggering requirement under subdivision (c) on a
24 case-by-case basis for hardship pursuant to subdivision (p) and
25 instructions regarding how to determine whether the recipient
26 qualifies for the exemption.
27   (r) A county is in compliance with subdivision (q) if it provides
28 the recipient a copy of the information developed by the
29 department. A county may provide a recipient information, in
30 addition to the copy of the information developed by the
31 department, pursuant to subdivision (q), either verbally or in
32 writing, if the county determines the additional information will
33 benefit the recipient's understanding of the information provided.
34   SEC. 3. If the Commission on State Mandates determines that
35 this act contains costs mandated by the state, reimbursement to
36 local agencies and school districts for those costs shall be made
37 pursuant to Part 7 (commencing with Section 17500) of Division
38 4 of Title 2 of the Government Code.

O

County of San Diego
SOCIAL SERVICES ADVISORY BOARD

1255 IMPERIAL AVENUE, SUITE 400, SAN DIEGO, CALIFORNIA 92101
TELEPHONE (619) 338-2932 FAX (619) 338-2972

June XX, 2023

Supervisor Nora Vargas, Chairwoman
County Board of Supervisors
1600 Pacific Highway
San Diego, CA 92101

Dear Chairwoman Vargas,

I am writing to you on behalf of the Social Services Advisory Board (SSAB). Over the last year, San Diego County's Health and Human Services Agency, Self-Sufficiency Services, has been receiving an increased number of reports of Electronic Benefit Transaction (EBT) theft. Residents accessing Public Safety Net Programs including food assistance (CalFresh), as well as cash assistance (CalWORKs and General Relief), receive their monthly benefits on EBT cards. Unfortunately, thousands of customers per month fall victim to EBT skimming and scamming that occurs when their benefits are unlawfully taken or used from their EBT cards.

Self-Sufficiency Services is committed to replacing benefits for customers as quickly as possible and over the last year has replaced millions of dollars in benefits, however this issue is impacting several households who fall victim to theft as they are not able to meet their basic needs. The ability to replace stolen benefits for residents quickly is vital to ensuring that households are able to continue meeting their basic needs on a monthly basis. Current State Regulation requires replacement of lost benefits due to electronic theft; however current State Law does not include this requirement.

Assembly Bill (AB) 843 would codify the current State Regulation into State Law and would require replacement of benefits due to electronic theft. It is essential that the State of California take steps towards implementing benefit replacement as a permanent process, codified by state law. For the reasons indicated above, we request San Diego County actively support AB 843. As Chair of the SSAB, I am writing to recommend that the San Diego Board of Supervisors actively support this request.

Respectfully,

Vino Pajanor
Chair, Social Services Advisory Board

cc: Supervisor Terra Lawson-Remer, Vice Chairwoman, District 3
           Supervisor Joel Anderson, District 2
           Supervisor Jim Desmond, District 5
           SSAB Board Members
           Nick Macchione, Director, Health and Human Services Agency
           Rick Wanne, Director, Self-Sufficiency Services
           Alberto Banuelos, Assistant Director Self-Sufficiency Services

County of San Diego

SOCIAL SERVICES ADVISORY BOARD

1255 IMPERIAL AVENUE, SUITE 400, SAN DIEGO, CALIFORNIA 92101
TELEPHONE (619) 338-2932 FAX (619) 338-2972

June 7, 2023

Supervisor Nora Vargas, Chairwoman
County Board of Supervisors
1600 Pacific Highway
San Diego, CA 92101

Dear Chairwoman Vargas,

I am writing to you on behalf of the Social Services Advisory Board (SSAB). Over the last year, San Diego County's Health and Human Services Agency, Self-Sufficiency Services, has been committed to identifying and reducing barriers facing applicants and recipients of public safety net programs. Through this process, the Eligibility Task Force was established and worked with several community partners and a County contracted consultant to identify and implement on-going solutions for barriers that applicants and recipients experience.

Part of those recommendations prioritized by the Eligibility Task Force include expanding communication pathways by encouraging both applicants and recipients and the County to communicate via methods that are most preferred by customers. Assembly Bill (AB) 991 proposes codifying the ability for customers and the County to communicate via many different methods, including e-mail, thus allowing customers better opportunities to correspond with the County and reduce unnecessary barriers. Historically, not all communication methods or pathways have been allowable under State policy or law, thus the passage of this bill would help greatly reduce communication barriers faced by customers.

For the reasons indicated above, we request San Diego County actively support AB 991. As Chair of the SSAB, I am writing to recommend that the San Diego Board of Supervisors actively support this request.

Respectfully,

Vino Pajanor
Chair, Social Services Advisory Board

cc: Supervisor Terra Lawson-Remer, Vice Chairwoman, District 3
        Supervisor Joel Anderson, District 2
        Supervisor Jim Desmond, District 5
        SSAB Board Members
        Nick Macchione, Director, Health and Human Services Agency
        Rick Wanne, Director, Self-Sufficiency Services
        Alberto Banuelos, Assistant Director Self-Sufficiency Services

ITEM #7
UPDATE ON PHE LIFT FOR PUBLIC ASSISTANCE PROGRAMS, WAIVERS, ENROLLMENT, SERVICE DELIVERY, DATA

Assmaa Elayyat, Deputy Director

Self-Sufficiency Services

LIVE WELL SAN DIEGO

PROGRAM FLEXIBILITIES & WAIVERS

Current Flexibilities & Options

- The following waivers granted by the Food and Nutrition Services (FNS) **extended through:**

  - Initial application and recertification interviews **March 31st 2024**

  - Telephonic signature **March 31st 2024**

  - Quality control face to face interviews **September 30th, 2024**

  - Able Bodied Adults Without Dependents – CA waiver extended through **October 31, 2024**

    - **This is a new two-year waiver based on 36 months of unemployment data from the Bureau of Labor Statistics from the period of August 2019 – July 2022**

  - **Reinstatement waiver extended from July 1, 2022 through June 30, 2027**

ADDITIONAL UPDATES

EBT Theft continues, San Diego County testified at April 27th Senate Budget Committee Hearing

Consolidated Appropriations Act of 2023

- **Temporary college student exemptions expiring at end of federal PHE effective June 10th**

  - **30-day phase out for new applicants**

  - **Current recipients will be evaluated for exemptions during the recertification process**

- Emergency Allotments

  - Last allotment was issued on March 26th

  - The Consolidated Appropriations Act of 2023 discontinued Emergency Allotment issuances effective April 1st

  - The California Department of Social Services (CDSS) provided a mass mailer and multiple robocall/texting campaign to inform recipients

  - The County also provided multiple communications to inform recipients including a robocall/text campaign, and website updates

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

- **Pregnancy Special Need amount increased from $47 to $100**

- **Pregnant applicants can now qualify for CalWORKs during any trimester**

- **Time on Aid increased from 48 to 60 months**

PROGRAM FLEXIBILITIES & WAIVERS

Consolidated Appropriations Act of 2023 Changes:

- **Ending of Public Health Emergency and Continuous Eligibility Coverage requirement**

- **Annual Renewals will resume in the month of April, packets will be mailed out in yellow envelopes until all PHE lift activities are completed**

- **The county began processing renewals that are due in the month of June 2023**

- **Any negative or adverse actions taken will not take effect until July 1st**

MONTHLY UPDATES

Self-Sufficiency Services Legislative Tracking Log
Revised: 6/7/2023

Bill Number and Name	Date Introduced	Description	Affected Programs	Support/Oppose/Watch /Concerns	Status
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	5/31/2023: Active Bill - Referred to Coms. on HUMAN S. and G.O.
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	5/26/2023: Active Bill - In Assembly. Read first time. Held at Desk.
AB 991 - Public Social Services: Reporting and Verifications	2/15/2023	This bill has no impact onf 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	5/18/2023: Active Bill - In committee: Held under submission.
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	5/31/2023: Active Bill - Referred to Coms. on GOV. & F. and M. & V.A.
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	6/1/2023: Active Bill - In Senate. Read first time. To Com. on RLS. for assignment.
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	6/1/2023: Active Bill - Referred to Com. on HUM. S.
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	Support	5/31/2023: Active Bill - In Assembly. Read first time. Held at Desk.

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	5/18/2023: Active Bill - May 18 hearing: Held in committee and under submission.
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	5/31/2023: Active Bill - Referred to Coms. on HUMAN S. and JUD.
AB 372 - CalWORKs: Eligibility: Income Exclusions	2/1/2023	This bill would exempt income received by an apprentice or pre-apprentice for performing work as part of a specified apprentice program or pre-apprenticeship program from consideration as income for purposes of determining eligibility or calculating grant amount under the CalWORKs program. As a result, customers who would otherwise be ineligible, receive a lower benefit amount or less beneficial program, would become and/or remain eligible to the above programs and associated supportive programs, or would not have a reduction in their benefits.	CalWORKs	Support	5/26/2023: Active Bill - In Senate. Read first time. To Com. on RLS. for assignment.
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	5/18/2023: Active Bill - In committee: Held under submission.
SB 462 - General Assistance	2/13/2023	Currently the County of San Diego provides General Relief to indigent customers not supported by other means. These records are to be confidential and not be open to examination or inspection, except as specified. This bill would provide that those provisions do not prohibit sharing of confidential information for purposes directly connected with the administration of relief or with the administration of public social services, as defined.	GR	Support	5/4/2023: Active Bill - Referred to Coms. on HUM. S. and P. & C.P.
AB 847 - Medi-Cal: Pediatric Palliative Care Services	2/14/2023	This bill does not impact county operations. Currently customers under age 21 can receive palliative care or hospice services through the Medi-Cal Early and Periodic Screening, Diagnostic, and Treatment benefit. This bill would extend those benefits for children who turn 21 while receiving palliative care or hospice services.	Medi-Cal	Support	5/31/2023: Active Bill - In Senate. Read first time. To Com. on RLS. for assignment.
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	5/18/2023: Active Bill - In committee: Held under submission.
SB 521 - CalWORKs: Pregnancy and Parenting	2/14/2023	This bill will add denial of reasonable pregnancy or parenting related accommodations, in violation of Title IX, to the list of conditions that may be considered good cause for excuse from participation in WTW activities. This additional consideration will allow these customers to seek appropriate and reasonable accommodations without the concern of the noncompliance process being initiated and a potential sanction being applied for not meeting mandatory participation requirements due to the lack of needed accommodations.	CalWORKs	Support	5/25/2023: Active Bill - In Assembly. Read first time. Held at Desk.
AB 866 - Food Assistance for Nonminor Dependents	2/14/2023	The bill would establish a state-funded program to provide food assistance to nonminor dependents who receive Aid to Families with Dependent Children-Foster Care (AFDC-FC) and reside in a supervised independent living placement or a transitional living setting.	CalFresh	Support	5/31/2023: Active Bill - In Senate. Read first time. To Com. on RLS. for assignment.

Bill	Date	Description	Program	Position	Status
AB 928 - CalFresh Data Dashboard: Students	2/14/2023	This bill would require on annual basis to publish certain data specific to students' receipt of CalFresh benefits on the department's existing CalFresh Data Dashboard, in order to assist in monitoring information about access to CalFresh by students enrolled in an institution of higher education, as defined.	CalFresh	Support	5/10/2023: Active Bill - Referred to Com. on HUMAN S.
SB 628 - State Healthy Food Access Policy	2/16/2023	The bill would require all state agencies to consider the state policy regarding the human right to access affordable and healthy food when revising, adopting, establishing policies and regulations when they are relevant to the distribution of affordable and nutritious food. This bill will not expand any obligation of the state to provide food or nutrition assistance or to require the expenditure of additional resources to develop food infrastructure.	CalFresh	Support	6/1/2023: Active Bill - Referred to Com. on HUM. S.
AB 1239 - Incarcerated persons: Family Planning, Access, Care, and Treatment Program.	2/16/2023	This bill does not impact county operations. This bill requires DHCS to provide a list of family planning providers to jails to share with inmates upon release, no later than 9/1/2025. For purposes of a list of Family PACT Program providers and clinics to assist county jail inmates, with the list being issued to an entity designated by county jails. Under the bill, any assistance provided to inmates would be provided only to the extent that the inmate elects to apply for the program and receive assistance, as specified.	Medi-Cal	Support	5/26/2023: Active Bill - In Senate. Read first time. To Com. on RLS. for assignment.
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	6/1/2023: Active Bill - In Senate. Read first time. To Com. on RLS. for assignment.
AB 1536 - Cash Assistance Program for Aged, Blind, and Disabled Immigrants	2/17/2023	This bill would expand eligibility to aged, blind, and disabled customers regardless of immigration status if the customer meets the eligibility criteria for the CAPI program and is not eligible solely due to their immigration status. This bill would exempt customers who are not qualified immigrants, as specified, from having to apply for SSI to receive benefits. This bill will impact the amount of CAPI reimbursements that are made to the State from retroactive SSI payments.	CAPI	Support	6/1/2023: Active Bill - In Senate. Read first time. To Com. on RLS. for assignment.
AB 1457 - Medi-Cal: Serious Mental Illness	2/17/2023	This bill would add CFAP, CAPI, IHSS, and APS to the list of programs for which any decisions governing eligibility that are made by a county would be made exclusively by a merit or civil service employee of the county.	CF/CAPI	Support	5/10/2023: Active Bill - Referred to Com. on HUMAN S
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	6/1/2023: Active Bill - In Senate. Read first time. To Com. on RLS. for assignment.
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	5/18/2023: Active Bill - In committee: Held under submission.
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	5/11/2023: Active Bill - Referred to Com. on HEALTH.
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	5/18/2023: Active Bill - May 18 hearing: Held in committee and under submission.
SB 770 - Health Care: Unified Health Care Financing	2/17/2023	This bill requires the Secretary of the California HHSA to enter discussions with the federal government to obtain a Medicaid waiver to establish single payer health care coverage in CA. The bill also requires the secretary to create a workgroup of stakeholders to advise on the transition to single payer and provide a report to the legislature with recommendations no later than 6/1/2024. While establishing single payer health care would have a profound effect on Medi-Cal operations, the bill requiring a workgroup and recommendations does not impact county operations.	Medi-Cal	Support	5/31/2023: Active Bill - In Committee Process. Set for hearing April 19.

Bill	Date	Description	Program	Position	Status
AB 1481 - Medi-Cal: Presumptive Eligibility	2/17/2023	This bill would change the language in law for the presumptive eligibility for women program to include all pregnant people and the name of the program from Presumptive Eligibility for Pregnant Women to Presumptive Eligibility for Pregnant People (PE4PP). The bill would also allow children under the age of 26 who are pregnant and can consent to medical care to be determined eligible to presumptive eligibility through a qualified hospital. The changes require federal approval prior to implementation.	Medi-Cal	Support	5/26/2023: Active Bill - In Senate. Read first time. To Com. on RLS. for assignment.
AB 843 - Electronic Benefits Transfer System	2/17/2023	This bill would prohibit a recipient from incurring any loss of electronic benefits stolen in that manner, thereby codifying the existing regulation described above. To the extent this bill would expand county duties relating to the administration of food benefits, this bill would impose a state-mandated local program. This bill would expand county duties relating to the administration of food benefits, this bill would impose a state-mandated local program.	CalWORKs/CAPI/GR/CalFresh/Medi-Cal	Support	5/31/2023: Active Bill - In Senate. Read first time. To Com. on RLS. for assignment.
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	5/18/2023: Active Bill - In committee: Held under submission.
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	5/18/2023: Active Bill - Referred to the House Committee on Veterans' Affairs.
SB 9	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	5/31/2023: Active Bill - In Assembly. Read first time. Held at Desk.
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	5/18/2023: Active Bill - In committee: Held under submission.
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 HHSA	Watch	5/18/2023: Active Bill - May 18 hearing: Held in committee and under submission.
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	5/26/2023: Active Bill - In Assembly. Read first time. Held at Desk.
AB 310 - CalWORKs	1/26/2023	This bill would reduce current workload regarding CalWORKs school attendance, deprivation and immunization as it would eliminate the deprivation rule that decreases CalWORKs benefits for school attendance if a child in the AU who is age 16 or over is not attending school or participating in Welfare-to-Work or immunization penalty if the children under the age of 6 is not up to date with their immunizations.	CalWORKs	Support, if amended	6/1/2023: Active Bill - In Senate. Read first time. To Com. on RLS. for assignment.

Bill	Date	Description	Programs	Position	Status
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	5/18/2023: Active Bill - In committee: Held under submission.
SB 311 - Medi-Cal: Part A Buy-In	2/6/2023	The bill requires the state to enter into a Medicare Part A buy-in agreement with the Centers for Medicare and Medicaid Services (CMS). Currently, the state pays Medicare part A buy-in for customers who don't qualify for free Part A and qualify for the Qualified Medicare Beneficiaries Program (QMB). It is not clear to what extent the State is expanding Part A buy-in payments under the proposed agreement in the bill.	Medi-Cal	Watch	5/25/2023: Active Bill - In Assembly. Read first time. Held at Desk.
SB 333 - Homeless Pupils: California Success, Opportunity, and Academic Resilience (SOAR) Guaranteed Income Program	2/7/2023	This bill would exempt SOAR Guaranteed Income Program award received by a 12th grade student experiencing homelessness from being considered as income or resource for purposes of determining CalWORKs, CalFresh, Medi-Cal, CAPI, and/or General Relief eligibility. Additionally, this bill will encourage students to continue their education. The bill would benefit customers, as the provisions would allow for less income to be counted when determining eligibility. As a result, customers who would otherwise be ineligible, receive a lower benefit amount, or less beneficial program, would become and/or remain eligible to the programs affected by this bill and associated supportive programs (or would not have a reduction in their benefits).	CalWORKs/CAPI/GR/CalFresh/Medi-Cal	Support, if amended	5/26/2023: Active Bill - Referred to Coms. on HUM. S. and ED.
AB 564 - Medi-Cal Enrollmet	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	6/1/2023: Active Bill - In Senate. Read first time. To Com. on RLS. for assignment.
AB 596 - Early Learning and Care: Rate Reform	2/9/2023		CalWORKs	No Analysis Attached	5/31/2023: Active Bill - Referred to Coms. on HUMAN S. and ED.
AB 712 - CalFresh: hot and prepared foods	2/13/2023	CalFresh and California Food Assistance Program (CFAP) households that are experiencing homelessness or contain an elderly or disabled individual may purchase hot and ready to consume meals. The bill would extend the option to all CalFresh and CFAP households	CalFresh	No Analysis Required	5/24/2023: Active Bill - Referred to Com. on HUMAN S.
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	5/25/2023: Active Bill - In Assembly. Read first time. Held at Desk.
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	5/25/2023: Active Bill - In Assembly. Read first time. Held at Desk.

MAY 2023 / VOL: 96

ELIGIBILITY TIMES

ELIGIBILITY TRAINING CENTER
NAVIGATING THROUGH CALSAWS TRAINING

HOT TOPICS

Eligibility Training Center

At the Eligibility Training Center (ETC), the team is responsible for onboarding and training new Human Services Specialists (HSS) as well as developing ongoing training for SSS staff.

CalSAWS Update

San Diego County is buzzing with excitement as preparations for the launch of the California Statewide Automated Welfare System (CalSAWS) are in full swing.

CalFresh Awareness Month

May is CalFresh Awareness Month, and the SSS team is outreaching to seniors, students, and other populations to help them become more aware of the nutrition resources that are available.

ELIGIBILITY TRAINING CENTER
NAVIGATING THROUGH CALSAWS

At the Eligibility Training Center (ETC), the team is responsible for onboarding and training new Human Services Specialists (HSS) as well as developing ongoing training for SSS staff. Most recently, the team has been focused on preparing Self-Sufficiency Services (SSS) for CalSAWS implementation. ETC Human Services Program Manager, Stephanie Gunning, leads a team of 14 Program Specialist (PS) IIs and an Office Assistant. Together, they have provided intensive training to more than 640 newly hired HSS staff over the last year. In addition, since July 2022, ETC has had more than 55,000 training units that include videos, LMS activities, refresher trainings, and leadership development instruction in coordination with UC Davis.

CalSAWS, the new case management system for Self-Sufficiency programs in California, has already deployed in 48 counties across the state. The CalSAWS Project and your SSS team have been working towards creating an integrated, user-friendly, automated eligibility system to improve delivery of service to San Diego residents. ETC is the linchpin to prepare staff for CalSAWS Go Live day on July 3, 2023. They have successfully coordinated the process in several areas including:

- CalSAWS Instructor Led Training (ILT)
- Early Training for Trainers (T4T)
- Tracking of web-based training (WBTs) completion
- Reserving training sites and managing room logistics
- Developing SMEs in CalSAWS training environments
- Developing Tips & Tricks for CalSAWS LMS (now being shared state-wide)
- CalSAWS LMS Overview - YouTube

John Earl Domingo and Kia Varra

Captain Nika says hello to CalSAWS trainees!

Georgie Padilla

To assist in this historic effort, ETC has recruited assistance from the Corrective Action Specialists (CAS) PS staff and UC Davis. The CAS team has assisted ETC since July 2022 with facilitation of online Universal Initial Training (UIT) virtual classrooms and supporting CalSAWS Training. Members of the UC Davis training team have also stepped into the UIT virtual classrooms to continue HSS training efforts. Through the ETC's hard work, SSS supported the County's *Empower* strategic initiative by investing in our workforce and operations in providing excellent support services and excellent customer service to ensure that the continuity of operations remains at its best.

In addition to overseeing the CalSAWS and UIT training activities, Stephanie and her team continue to create and implement ongoing training for SSS staff, such as:

- UC Davis Leadership trainings to all classifications
- CW101 classes quarterly to partners in Employment Services.
- Training videos on CalWIN updates and Eligibility topics
- Live presentations for refresher training project (recently created 21 new videos)

- CalSAWS promo material
- Informational flyers and posters
- YouTube videos for staff and public
- The Monthly Eligibility News videos: Eligibility News Today - YouTube
- Chair the Training Steering Committee, comprised of staff in multiple classifications from all SSS offices. The committee brings training needs to create Micro Modules and other trainings. Interested in participating? Speak with your manager about this opportunity.

Trainings Provided FYTD 22-23	Audience	Total Training Units
CW 101 for Contracted Staff	WTW Employment Case Managers (ECMs)	106
LMS Online Activities	Self-Sufficiency Services staff	20,158
Micro Modules – LMS*	Self-Sufficiency Services staff	11,258*
UC Davis Trainings	Self-Sufficiency Services staff	323
Universal HSS Initial Training	Human Services Specialists – new hires	698
YouTube video views – customers	County residents	11,171
YouTube video views – staff	Self-Sufficiency Services staff	10,060
Eligibility News	Self-Sufficiency Services staff	5,324**
Refresher Trainings: • CalFresh • CalWORKs • Medi-Cal	Self-Sufficiency Services staff	12,873 views • 6,609 • 3,736 • 2,528
TOTAL TRAINING UNITS§		**59,357**

*Included in total LMS activities
**Included in total video views
§July 2022 – April 2023

CALSAWS UPDATE

Training at Chula Vista Live Well Center

Training at Access Fletcher Parkway

Excitement Builds as San Diego County Prepares for CalSAWS Launch

San Diego County is buzzing with excitement as preparations for the launch of the California Statewide Automated Welfare System (CalSAWS) are in full swing. The launch of CalSAWS will provide a vital system for managing Self-Sufficiency Services programs and supporting those in need across the state. To ensure a successful launch, it is important for everyone to be involved in completing web-based trainings (WBTs) before the instructor-led training (ILTs) sessions begin. All trainings are essential to ensure that everyone is fully equipped with the necessary skills and knowledge to make CalSAWS transition a success. Locally, Train-the-Trainer and Early Training programs for CalSAWS were completed, and the remaining Eligibility staff have begun training. Attendees are providing overwhelmingly positive feedback.

In addition to training, San Diego is conducting data validation and process simulation to ensure that CalSAWS is working correctly. By reviewing data and simulating real-world scenarios, the County can identify and address any potential issues before the system goes live. This process ensures that CalSAWS will be able to provide the necessary support to those in need, without many disruptions or delays.

San Diego County is now less than 50 days away from CalSAWS go-live, and the anticipation is building. CalSAWS deployment is an exciting and positive development for San Diego County and the state of California. By working together and completing the necessary training, we in Self-Sufficiency Services can ensure that the launch is a success and that the system will have a positive impact on the community.

So, let's keep the excitement building! Together we can make a difference by focusing on the Agency Systems & Technology Initiative and providing much-needed support to help all San Diegans to Live Well and Thrive.

DPC R.E.A.D.Y. ACADEMY

While working with her team at the Document Processing Center (DPC) Human Services Program Manager (HSPM) Gabriela (Gabby) Damian saw a need and opportunity to further develop DPC staff. In response, she developed a mentorship program called DPC R.E.A.D.Y. Academy. It provides a blueprint to learn about opportunities for careers at the County, and it identifies activities and next steps that allow staff members to move forward with professional goals.

The DPC has over 200 staff with a large clerical team. Many members of the team are just starting their County careers and unaware of the variety of professional opportunities the County of San Diego has to offer. The DPC R.E.A.D.Y. Academy presents Self-Sufficiency Services (SSS) staff with a five-week step-by-step process to prepare them for several career options. Each person is assigned a mentor who supports them throughout the Academy.

Week 1	**R**ead & Learn
Week 2	**E**xplore
Week 3	**A**sk
Week 4	**D**edicate
Week 5	**Y**ourself

Activities include researching potential jobs; learning more about your strengths and skills; creating a resume and interview portfolio; and participating in mock interviews. The curriculum also recommends several LMS training options to help an individual prepare for interviews and continue to grow as a Knowledge Worker while enhancing customer service skills.

The DPC R.E.A.D.Y. Academy has had 13 participants since being implemented in September 2022. Three of those individuals have been promoted thus far, including one of the mentors! While encouraging personal and professional development is at its core, the DPC Team also hopes that this program will provide DPC and other Self-Sufficiency Services programs with more candidates ready to take on new roles within SSS.

Ileana Retes, OA and Gabby Damian, HSPM

Marget Vonner-Smith, Sr.OA and Michelle McGeary, HSPM

Mikelle Cagle, OA and Rebecca Bair, PSII

CALFRESH AWARENESS MONTH
MAY 2023

May is CalFresh Awareness Month, and the SSS team is outreaching to seniors, students, and other populations to help them become more aware of the nutrition resources that are available. CalFresh benefits stretch food budgets, allowing individuals and families to afford nutritous food, including more fruit, vegetables and other healthy foods.

A variety of strategies are being used to reach eligible individuals and families: Twitter, virtual outreach events, Live Well Mobile Office (LWMO) community outreach, County press releases, and targeted posts each week in May on Facebook. Just a few more examples of how SSS teams continue to support the San Diego community on the path to self-sufficiency, through the County of San Diego and Health and Human Services Agency Vision of *building better health and thriving. Live Well San Diego!*

SDSU OPENS NEW BASIC NEEDS CENTER
SDSU BASIC NEEDS CENTER GRAND OPENING

Recently San Diego State University (SDSU) held a grand opening for their new on-campus Basic Needs Center. The event celebrated SDSU's commitment to providing students with the support and resources needed to succeed academically and personally. Self-Sufficiency Services (SSS) began a partnership with SDSU in 2018, assigning onsite staff to assist students facing food insecurity and needing better access to essential services. Ismael Lopez, Human Services Program Manager (HSPM) was asked to provide opening remarks. A great example of SSS addressing HHSA's Strategic Initiative of *Community Engagement*.

SAN DIEGO STATE UNIVERSITY

Grand Opening of SDSU Basic Needs Center

Ismael Lopez, HSPM

CALFRESH OPERATIONS ROUNDTABLE
"CHAMPIONS OF CHANGE"

The CalFresh Roundtable convened for the first time in three years. This event is scheduled annually by the California Department of Social Services (CDSS), but it was suspended during the COVID-19 pandemic response. CDSS asked the Health & Human Services Agency (HHSA) Self-Sufficiency Services (SSS) Department to host the event this year. The two-day event was held April 26th – 27th at Marina Village Conference Center.

The CalFresh Roundtable is a venue that provides training, discusses and shares best practices, and reviews updated budget, policy and regulations related to CalFresh. Topics from this year's event included:

- County Call Center Expansion and Call Center Technology
- Statewide Timeliness
- Racial Equity and Implicit Bias (REIB)
- Language Equity
- County Poster Exhibit

There were 45 counties represented at the event. The Live Well Mobile Office (LWMO) was onsite and available for tours. The County of San Diego (COSD) Diversity and Inclusion Team was also present, sharing information and local best practices. It was a successful event, facilitating the HHSA Strategic Initiative of *Service Delivery Coordination* and emphasizing the *Collective Impact* that California counties have.

> **"Together, we will help create Better Access to Better Food for Better Living in a California for All."**
>
> Tami Gutierrez, CalFresh Operations Bureau Chief

Gabby Damian (HSPM) and Rebecca Jauregui-Vargas (HSPM)

CONTINUING TO MEET THE NEEDS OF THE SAN DIEGO COMMUNITY
TRANSITIONING TO AFFORDABLE HOUSING

The County of San Diego began a new chapter in Self-Sufficiency Services in 1963. 1.26 acres of land was purchased at 73rd Street and El Cajon Boulevard, close to the border of La Mesa, to provide services to families in need of support. At the time, the surrounding neighborhood and population looked much different that it does today and there was a greater need for services in that community. In 2022 Self-Sufficiency Services Department moved the Northeast Family Resource Center to City Heights, as those most in need had moved to new areas in San Diego.

The NEFRC property located at 5001 73rd Street was declared surplus in March of 2022. The site was offered for affordable housing through a Request for Proposal (RFP) and a developer was selected in the summer of 2022. The site will be repurposed to include 120 one-, two- and three-bedroom affordable housing units for low-income families and seniors. Development amenities will include an onsite community room, computer room, and offices for case managers, in addition to an outdoor courtyard and tot lot.

Demolition was completed and the anticipated construction start is early 2025. Below are a few photos of the building demolition and future development rendering.

Architectural rendering of new housing development

CUSTOMER CORNER

The CalWORKs Employment Services Program helps prepare Self-Sufficiency recipients to find meaningful work to support their families. Self-Sufficiency Services partners with Public Consulting Group and Equus Workforce Solutions to help customers with job coaching and employment opportunities.
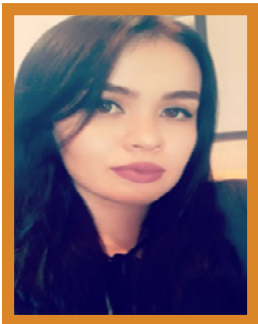
Kristy

A lack of financial support during her high-risk pregnancy is what led Kristy* to seek assistance from the County. When she started receiving services from Public Consulting Group (PCG), she needed help to find employment as she had to quit her job during her pregnancy due to health issues. Her main impediment to obtaining employment was her lack of recent work experience and not having a high school diploma. She felt insecure because she had an employment gap, and she wanted a career that would fulfill her while providing stability for her child. She was determined to reach her goals but needed guidance and support.

With the support and encouragement of Employment Services, Kristy began to gain confidence in herself. She attended Job Club where she was able to update her resume and learn new skills to succeed in future interviews. She was also assisted with three months of rent subsidy, childcare and transportation to allow time for her to attend training.

After completing Job Club, she was referred to the Expanded Work Experience (EWE) program where she was offered employment in less than three months. She was hired at MAAC Project as an Administrative Assistant starting at $18 per hour. She also enrolled in school and obtained her GED. Kristy shared that she feels extremely fortunate to have this opportunity as she is now working with a caring team that has made it easier for her to adapt and grow professionally. She is now confident that she can be independent and provide a better future for her child. She also plans on returning to school in the future for her associate degree, but for now she is happy with growth opportunities in her new employment.

> **"PCG gave me the right tools and a perfect learning experience.”**

*Name has been changed

MAY IS MENTAL HEALTH AWARENESS MONTH

Mental illnesses are medical conditions that disrupt a person's thinking, feeling, mood, ability to relate to others, and daily functioning.* Mental Health Awareness Month is an opportunity for us to let everyone know that mental health challenges can affect people of any age, race, religion, or income.

To learn more about mental health and gain access to mental health services, go to San Diego's It'sUP2US website. You can also select the link below to check out Health and Human Services Agency Behavioral Health Services (BHS) programs and resources. Behavioral Health Services (sandiegocounty.gov)

*NAMI California

COUNTY CULTURE IN ACTION
CULTURAL SPOTLIGHT: THOUNTHANIKA "NIKA" LENG

Nika Leng and her husband

Thounthanika "Nika" Leng, PS I, Eligibility Training Center (ETC)

Q. What is your current role at the County? How long have you worked here?

I am currently a Program Specialist I (PS I) as an Eligibility Trainer with ETC. This will be my 10th year with the County! I started as an HSS at the Access Customer Service Center. I then transferred to Hospital and Community Support Services (HCSS). I wanted to learn more about what resources the County has to offer, so I became a Housing Specialist II with Housing and Community Development (HCD). I then became a Supervisor (SHSS) back at Access before promoting to a PS I at ETC.

Q. What is your educational and work background?

I have a BA in Human Development with a concentration in Counseling Services. A few of my previous employments have involved counseling and clinical reviews. I have always enjoyed working with the community.

Q. What is your cultural heritage or ethnicity?

I am Cambodian American. I am full Cambodian but born here in San Diego. My mother was born in Battambang, Cambodia and my father was born in Siem Reap, Cambodia.

Q. Will you share your family history with us?

My parents are refugees who came to America in 1975 when Cambodia was overthrown by the Khmer Rouge, a Cambodian Communist Regime. They were very fortunate to travel with the entire family which included: my maternal grandparents, my aunt, my uncle, and my older sister. My family encountered numerous refugee camps to establish stability before being sponsored and residing here in San Diego.

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

I can speak Cambodian, but I am unable to read or write. Cambodia is heavily influenced by France, so French was spoken in my household growing up as well.

Q. What cultural traditions do you celebrate or recognize that are important to your family?

Most recently, we celebrated Cambodian New Year. Set on April 13th, it is a part of the three-day celebration that is shared with the Thai, Lao, and Hmong cultures. Cambodia is very rich in agriculture and it is one of the main drivers of the economy. The new year is to celebrate the end of the harvest when all the crops can be enjoyed. The celebrations involve visits to the temple for worship, traditional foods and games, and opportunities to spend time with family and friends to wish all a prosperous new year. The most important tradition during New Year is on the last day when a Buddha statue is washed with holy water. This is to symbolize the cleansing of the old year and to start fresh for the upcoming year.

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

Cambodia is the home of one of the Seven Wonders of the World. Angkor Wat is a Buddhist temple located in Siem Reap, Cambodia. Built in the first half of the 12th century as a Hindu temple, it later converted to Buddhist teachings. Angkor Wat stands as the largest religious monument in the world as it covers more than 400 acres of land. As you walk around the temple you will see different Buddhist art and engravings that share Cambodian legends and historical stories. It is a must see, so consider adding it to your life's bucket list!

Q. Do you have a family or cultural recipe you would like to share with the SSS team?

See next page for recipe

LEMONGRASS BEEF SKEWERS

Ingredients:

- 3 lbs. of chuck beef cut into 1-inch thin slices
- 24 bamboo skewers soaked in water

Marinade paste ingredients to add to liquid ingredients

- 6 cloves of garlic
- 2 tablespoons chopped up galangal
- 1 tablespoon chopped ginger
- 1 tablespoon chopped turmeric
- 2 stalks of lemongrass
- 2-3 Thai chilis (depending on your preference)
- Be sure to blend them all in a blender or traditionally, mash all the ingredients with a mortar & pestle.

Liquid ingredients for marinade

- 2 tbsp of honey
- 1 tbsp of chicken bouillon
- 2 tbsp soy sauce
- 1 tbsp oyster sauce
- 1 tsp sesame oil
- 1 tbsp sesame seeds
- 1 tbsp vegetable oil
- 4 tbsp of marinade paste

Marinate the skewers anywhere between 30 minutes to overnight. Best cooked on a grill for 5 minutes on each side and served with papaya salad!

COUNTY OF SAN DIEGO
DIVERSITY
& INCLUSION

Trauma Informed

Live Well Communities

HEART

Diversity & Inclusion

ELIGIBILITY SERVICES BY THE NUMBERS…

June 2023 *(Data Month: May 2023)*

PARTICIPANTS

- **CalFresh**: 376,473 recipients, up 5.40% from last year.
    - 126,734 child recipients (0-18), up 2.93% from last year.
    - 87,236 senior recipients (60+), up 15.01% from last year.

- **CalWORKs**: 46,679 recipients, up 12.23% from last year.
    - 33,495 child recipients (0-18), up 6.48% from last year.
    - Welfare-to-Work: 12,713 participants, up 19.70% from last year.

- **CMS:** 9 CMS recipients, down 57.14% from last year.

- **General Relief:** 4,206 recipients, up 13.19% from last year.

- **Medi-Cal**: 1,049,892 recipients, up 8.57% from last year.
    - 337,997 child recipients (0-18), up 3.51% from last year.
    - 16,294 Medi-Cal Expansion Over 50 Years.

Program	Cases	Recipients	% Change in Recipients Previous Month	Previous Year	Unduplicated Number of Recipients (May 2022–May 2023)
CalFresh	220,561	376,473	0.57%	5.40%	515,898
CalWORKs	16,114	46,679	-0.39%	12.23%	64,088
CMS	9	9	28.57%	-57.14%	62
General Relief	4,194	4,206	2.64%	13.19%	11,973
Medi-Cal	571,578	1,049,892	0.74%	8.57%	1,084,379
Total	**812,456**	**1,477,259**	**0.66%**	**7.86%**	**1,190,101****

*Recipients include 390,242 under ACA Medicaid Coverage Expansion.
**The number of *unduplicated* recipients for *all* programs.

PROCESSING

Applications Registered		
Program	May 2023	FYTD
CalFresh	18,765	207,474
CalWORKs	2,348	23,979
CMS	18	312
General Relief	2,789	26,944
Medi-Cal	9,197	114,321
Total	**33,117**	**373,030**

Renewals Generated		
Program	May 2023	FYTD
CalFresh	8,862	109,144
CalWORKs	876	14,253
CMS	1	41
General Relief	123	1,408
Medi-Cal	42,942	500,712
Total	**52,804**	**625,558**

Periodic Reports Generated		
Program	May 2023	FYTD
CalFresh	13,643	148,936
CalWORKs	1,241	11,227
General Relief	1	19
Medi-Cal	20	240
Total	**14,905**	**160,422**

Documents Imaged	
May 2023	FYTD
434,740	**4,691,048**

Tasks Created	
May 2023	FYTD
383,855	**4,376,891**

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	May 2022	May 2023	Change	FYTD
Total Calls	150,878	174,681	23,803	1,883,783
Abandoned	2,183	5,820	3,637	49,822
Average Wait Time	1:03	3:06	2:03	2:16

Community Based Organization (CBO)				
Month	May 2022	May 2023	Change	FYTD
Total Calls	5,049	5,903	854	54,238
Abandoned	91	147	56	2,129
Average Wait Time	1:25	3:18	1:53	3:46

Emails Received	
May 2023	FYTD
3,215	36,620

FAMILY RESOURCE CENTER VISITS

Month	May 2022	May 2023	Change	FYTD
Total Tickets Issued	30,763	35,815	14%	387,465
Average Wait Time (min.)	(*-)	(*-)	N/A	

* Due to COVID-19 Waivers, Avg time is not available for May 2023

FYTD=Fiscal Year To Date

Processing Timeliness
Applications, Periodic Reports, and Renewals

CalFresh
- Regular Applications: State required days to disposition = 30 Days
  - San Diego = 17 Days
- Expedited Applications: State required days to disposition = 3 Days
  - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 91.92%
- Annual Renewal Timeliness = 99.96%

CalWORKs
- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 18 Days
- Immediate Need: State required days to disposition = 1 Day
  - San Diego = 1 Day
- Semi-Annual Reporting Timeliness = 93.89%
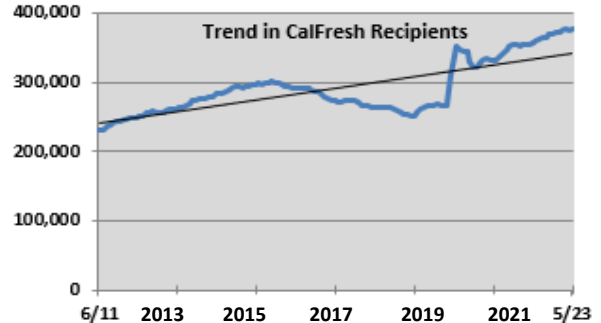- Annual Renewal Timeliness = 99.58%

Medi-Cal
- Regular Applications: State required days to disposition = 45 Days
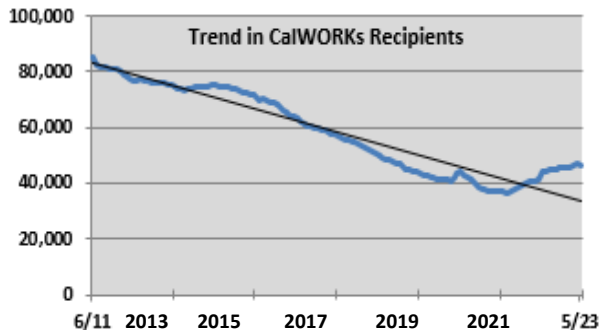 - San Diego = 21 Days
- Annual Renewal Timeliness = 100.00%

Medi-Cal Recipients		
FY Jun 11	FY May 23	**194%**
356,527	**1,049,892**	Increase

Trend in Medi-Cal Recipients
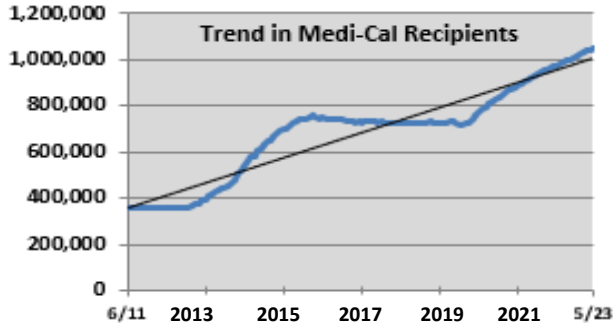
CalFresh Recipients		
FY Jun 11	FY May 23	**63%**
231,016	**376,473**	Increase

Trend in CalFresh Recipients

CalWORKs Recipients		
FY Jun 11	FY May 23	**-45%**
85,482	**46,679**	Decrease

Trend in CalWORKs Recipients

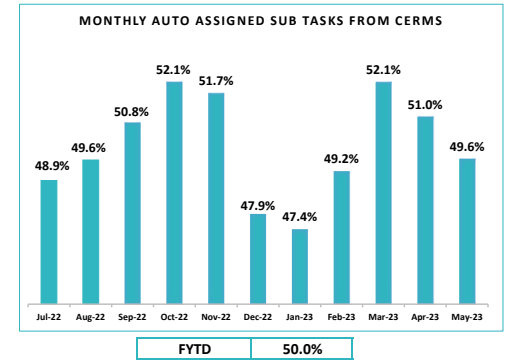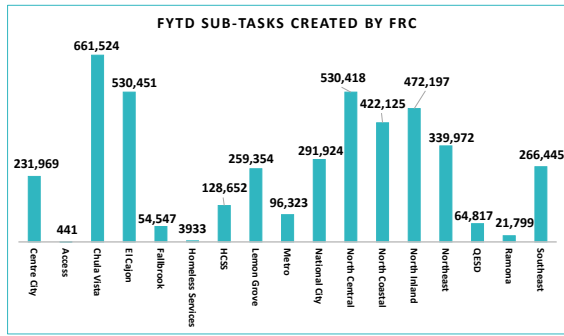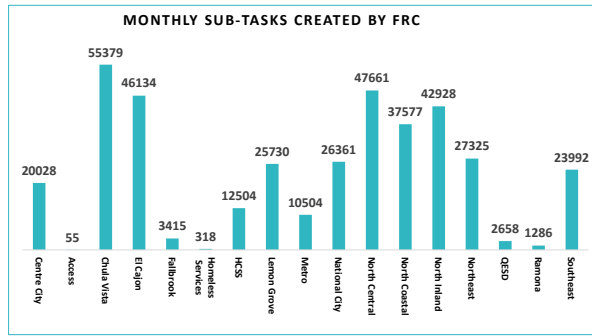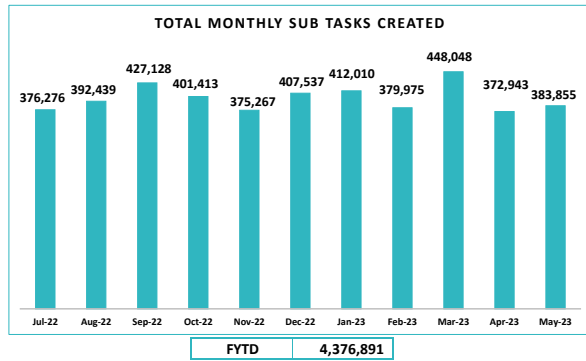| General Relief Recipients		
FY Jun 11	FY May 23	**288%**
1,083	**4,206**	Increase

Trend in General Relief Recipients
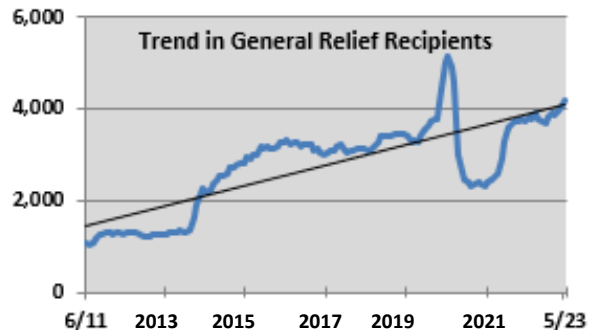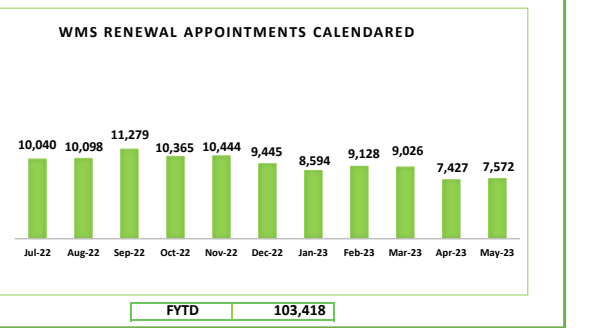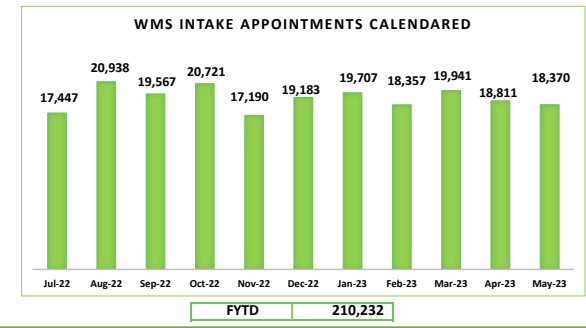
Monthly Self-Sufficiency Services Performance Dashboard (FY 22/23)
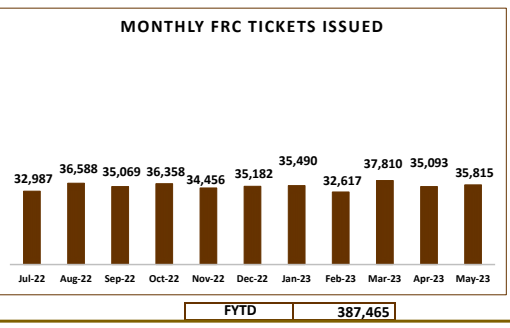
San Diego County | Data Month : May 2023

Work Management System (WMS) Subtasks Created

TOTAL MONTHLY SUB TASKS CREATED

Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23
376,276	392,439	427,128	401,413	375,267	407,537	412,010	379,975	448,048	372,943	383,855

FYTD 4,376,891

MONTHLY SUB-TASKS CREATED BY FRC

Centre City	Access	Chula Vista	El Cajon	Fallbrook	Homeless Services	HCSS	Lemon Grove	Metro	National City	North Central	North Coastal	North Inland	Northeast	QESD	Ramona	Southeast
20028	55	55379	46134	3415	318	12504	25730	10504	26361	47661	37577	42928	27325	2658	1286	23992

FYTD SUB-TASKS CREATED BY FRC

Centre City	Access	Chula Vista	El Cajon	Fallbrook	Homeless Services	HCSS	Lemon Grove	Metro	National City	North Central	North Coastal	North Inland	Northeast	QESD	Ramona	Southeast
231,969	441	661,524	530,451	54,547	3933	128,652	259,354	96,323	291,924	530,418	422,125	472,197	339,972	64,817	21,799	266,445

MONTHLY AUTO ASSIGNED SUB TASKS FROM CERMS

Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23
48.9%	49.6%	50.8%	52.1%	51.7%	47.9%	47.4%	49.2%	52.1%	51.0%	49.6%

FYTD 50.0%

MONTHLY APPLICATION TASKS CREATED

Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23
28,401	32,993	33,436	32,059	35,314	32,542	34,988	28,795	29,908	27,964	30,306

FYTD 346,706

MONTHLY PERIODIC REPORT TASKS CREATED

Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23
15,168	14,363	13,993	13,123	12,954	13,634	15,833	15,530	18,933	16,019	16,008

FYTD 165,558

MONTHLY ANNUAL RENEWAL TASKS CREATED

Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23
33,781	33,995	35,953	34,481	30,498	33,144	33,736	30,714	35,510	30,192	30,926

FYTD 362,930

MONTHLY AUTO ASSIGNED SUB-TASKS FROM CERMS

Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23
150,782	175,620	183,153	182,012	166,660	163,670	168,317	164,381	192,475	167,983	171,009

FYTD 1,886,062

MONTHLY WMS CALENDARED APPOINTMENTS

WMS INTAKE APPOINTMENTS CALENDARED

Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23
17,447	20,938	19,567	20,721	17,190	19,183	19,707	18,357	19,941	18,811	18,370

FYTD 210,232

WMS RENEWAL APPOINTMENTS CALENDARED

Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23
10,040	10,098	11,279	10,365	10,444	9,445	8,594	9,128	9,026	7,427	7,572

FYTD 103,418

LOBBY MANAGEMENT

MONTHLY FRC TICKETS ISSUED

Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23
32,987	36,588	35,069	36,358	34,456	35,182	35,490	32,617	37,810	35,093	35,815

FYTD 387,465

MONTHLY FRC AVERAGE WAIT TIME

Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23
0	0	0	0	0	0	0	0	0	0	0

*Average time is not availble

FYTD 0.00

CASE PROCESSING PERFORMANCE (CALWIN)

MONTHLY APPLICATION TIMELINESS

CALWORKs APPLICATION TIMELINESS
1.74%

98.26%

■ % of Apps timely   ■ % of Apps Overdue

FYTD	97.92%

CALFRESH APPLICATION TIMELINESS
2.96%

97.04%

■ % of Apps timely   ■ % of Apps Overdue

FYTD	95.72%

MEDI-CAL APPLICATION TIMELINESS
3.90%

96.10%

■ % of Apps timely   ■ % of Apps Overdue

FYTD	92.09%

GENERAL RELIEF APPLICATION TIMELINESS
2.83%

97.17%

■ % of Apps timely   ■ % of Apps Overdue

FYTD	94.78%

MONTHLY RENEWAL TIMELINESS

CALWORKs RENEWAL TIMELINESS
0.46%

99.58%

■ Timeliness   ■ Overdue %

FYTD	99.54%

CALFRESH RENEWAL TIMELINESS
0.04%

99.96%

■ Timeliness   ■ Overdue %

FYTD	99.95%

MEDI-CAL RENEWAL TIMELINESS
0.00%

100.00%

■ Timeliness   ■ Overdue %

FYTD	99.99%

MONTHLY PERIODIC REPORT TIMELINESS

CalWORKs PERIODIC REPORT TIMELINESS
6.11%

93.89%

■ % Timely   ■ % Untimely

FYTD	90.74%

CALFRESH PERIODIC REPORT TIMELINESS
8.08%

91.92%

■ % Timely   ■ % Untimely

FYTD	89.23%

CUSTOMER SATISFACTION SURVEY

DID YOU RECEIVE COURTEOUS SERVICE?
15%
10%
75%

■ Yes   ■ No   ■ No Response

WERE YOU SATISFIED WITH THE INFORMATION YOU RECEIVED?
14%
3%
83%

■ Yes   ■ No   ■ No Response

ACCESS CUSTOMER SURVEY

ACCESS CUSTOMER SURVEY RESPONSES
11%   5%
84%

■ Positive   ■ Neutral   ■ Negative

ACCESS CALL CENTER

ACCESS CALL CENTER

MONTHLY TOTAL CALLS RECEIVED

Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23
155,136	168,851	170,175	175,782	175,295	170,579	191,993	153,929	188,456	158,906	174,681

FYTD	1,883,783

MONTHLY AVERAGE WAIT TIME

Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23
1:33	1:25	2:09	1:39	2:48	2:03	2:57	2:05	2:34	2:38	3:06

FYTD	2:16

RESCHEDULE APPOINTMENT CALLS (211)

MONTHLY TOTAL CALLS HANDLED

Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23
2,168	2,685	2,584	3,132	2,543	2,401	2,178	2,120	1,727	1,452	1,592

FYTD	24,582

MONTHLY AVERAGE WAIT TIME

Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23
0:59	1:34	0:33	0:51	0:57	0:51	0:58	1:53	0:52	0:59	1:04

FYTD	1:02

CalFresh Application Referrals by Application Status

CBO	HCSS Outstation Staff Y/N	Pending		Approved		Denied		Discontinued		Cancelled		Withdrawn		Blank*		Total
Code for America - SD		5,407	4%	51,679	41%	57,629	45%	466	0%	854	1%	1,024	1%	10073	8%	127,132
2-1-1 San Diego		728	4%	9,285	54%	6,119	36%	75	0%	107	1%	182	1%	571	3%	17,067
Family Health Centers of San Diego (FHCSD)		83	4%	1,007	48%	821	39%	8	0%	19	1%	21	1%	146	7%	2,105
UC San Diego: The Hub Basic Needs Center		27	2%	828	52%	653	41%	14	1%	10	1%	6	0%	66	4%	1,604
La Maestra Community Health Centers		36	3%	524	49%	394	37%	6	1%	8	1%	14	1%	78	7%	1,060
San Diego Food Bank	Y	15	2%	411	57%	217	30%	2	0%	6	1%	26	4%	39	5%	716
Vista Community Clinic		19	3%	344	55%	218	35%	5	1%	7	1%	10	2%	26	4%	629
Scripps Health	Y	14	2%	325	55%	156	27%	3	1%	2	0%	13	2%	75	13%	588
Sharp Health	Y	8	2%	228	55%	127	31%	1	0%	6	1%	10	2%	33	8%	413
SSA Assisted - No Interview Required		7	3%	156	70%	32	14%	0		0		4	2%	24	11%	223
Casa Familiar		5	3%	92	47%	79	40%	0		3	2%	3	2%	14	7%	196
Bonita Family Resource Center		8	5%	57	33%	99	57%	0		1	1%	1	1%	7	4%	173
TrueCare		5	3%	75	46%	70	43%	1	1%	2	1%	4	2%	6	4%	163
Neighborhood Health Care		4	3%	82	53%	55	35%	0		2	1%	1	1%	12	8%	156
Chula Vista Community Collaborative		4	3%	71	59%	32	27%	1	1%	0		5	4%	7	6%	120
Catholic Charities		0		43	48%	35	39%	1	1%	2	2%	0		8	9%	89
Indian Health Council, Inc.		4	5%	56	67%	20	24%	0		0		0		3		83
Borrego Health		4	8%	26	53%	16	33%	0		0		2	4%	1	2%	49
Southern Indian Health Council, Inc		2	4%	21	46%	15	33%	0		2	4%	1	2%	5	11%	46
Interfaith Community Services		0		12	35%	8	24%	0		1	3%	0		13		34
UCSD Medical Center	Y	0		15	60%	5	20%	0		0		1	4%	4	16%	25
Gary and Mary West PACE		1	4%	12	50%	9	38%	0		0		0		2	8%	24
Community Wellbeing San Diego		0		7	32%	9	41%	0		3	14%	0		3	14%	22
San Diego Unified School District		2	10%	12	57%	6	29%	0		0		0		1	5%	21
Tri City Medical Center	Y	1	5%	9	47%	7	37%	0		0		0		2	11%	19
San Ysidro Health Center.		2	11%	11	58%	5	26%	0		0		0		1	5%	19
Palomar Health	Y	1	7%	9	60%	4	27%	0		0		0		1	7%	15
Somali Bantu Association of America		1	9%	3	27%	3	27%	0		0		0		4	36%	11
Third Avenue Charitable Organization		0		2	29%	0		0		0		0		5	71%	7
Community Research Foundation		0		2	33%	0		0		0		0		4	67%	6
San Diego Family Care		0		6	100%	0		0		0		0		0		6
San Diegans for Healthcare Coverage		0		0		2	67%	0		0		0		1	33%	3
Rady Children's Hospital		0		2	100%	0		0		0		0		0		2
Home Start - CalFresh Grant		0		2	100%	0		0		0		0		0		2
Paradise Valley Health	Y	0		0		1	100%	0		0		0		0		1
Chaldean Middle Eastern Social Services (SYHC)		0		0		0		0		0		0		0		0
North County Health Services (NCHS)		0		0		0		0		0		0		0		0
Access to Independence of San Diego, Inc		0		0		0		0		0		0		0		0
Alliance for African Assistance		0		0		0		0		0		0		0		0
San Diego Freedom Ranch		0		0		0		0		0		0		0		0
Union of Pan Asian Community		0		0		0		0		0		0		0		0
Alvarado Hospital, LLC	Y	0		0		0		0		0		0		0		0
Mountain Health and Community Services		0		0		0		0		0		0		0		0
International Rescue Committee, Inc.		0		0		0		0		0		0		0		0
San Diego Regional Center		0		0		0		0		0		0		0		0
Feeding San Diego	Y	0		0		0		0		0		0		0		0
South Bay Community Services		0		0		0		0		0		0		0		0
Neighborhood Health Insurance Center		0		0		0		0		0		0		0		0
SDG CBO Test Account		0		0		0		0		0		0		0		0
San Diego Hunger Coalition		0		0		0		0		0		0		0		0
SAY San Diego		0		0		0		0		0		0		0		0
MAAC Project		0		0		0		0		0		0		0		0
Home Start Inc.		0		0		0		0		0		0		0		0
North County Lifeline		0		0		0		0		0		0		0		0
Community Resource Center		0		0		0		0		0		0		0		0
United Healthcare Community and State (UHCS)		0		0		0		0		0		0		0		0
BAME Renaissance Community Development Corporation		0		0		0		0		0		0		0		0
Heartland House		0		0		0		0		0		0		0		0
Grand Care Health Services		0		0		0		0		0		0		0		0
San Diego County Office of Education		0		0		0		0		0		0		0		0
Borrego Community		0		0		0		0		0		0		0		0
San Diego Housing Commission		0		0		0		0		0		0		0		0
Associated Students, San Diego State University		0		0		0		0		0		0		0		0
UCSD - Case Management Services		0		0		0		0		0		0		0		0
McAlister Institute NC Women		0		0		0		0		0		0		0		0
CRF - Adelante		0		0		0		0		0		0		0		0
Veterans Village		0		0		0		0		0		0		0		0
VSD Victim Assistance Program (VAP)		0		0		0		0		0		0		0		0
Deaf Community Services of San Diego, Inc		0		0		0		0		0		0		0		0
Mountain Shadows Ancillary Services, Inc		0		0		0		0		0		0		0		0
Benefit Eligible Enrollment Assistance (BEEA)		0		0		0		0		0		0		0		0
Borrego Community Health Foundation		0		0		0		0		0		0		0		0
St Paul's Health Care Center for Seniors		0		0		0		0		0		0		0		0
Saint Paul Pace		0		0		0		0		0		0		0		0
Village Square HealthCare Center		0		0		0		0		0		0		0		0
Clinica International Buena Salud		0		0		0		0		0		0		0		0
New Alternatives Inc.-TYH		0		0		0		0		0		0		0		0
New Leaf Solutions		0		0		0		0		0		0		0		0
Refuge for Women SoCal, Inc		0		0		0		0		0		0		0		0
Adventure Point Early Learning Center		0		0		0		0		0		0		0		0
ATAP - Summercrest Social Services		0		0		0		0		0		0		0		0
Total		**6,388**	**4%**	**65,414**	**43%**	**66,846**	**44%**	**583**	**0%**	**1,035**	**1%**	**1,328**	**1%**	**11,235**	**7%**	**152,829**

CalFresh Percentage of Referrals

Pie chart legend: Pending, Approved, Denied, Discontinued, Cancelled, Withdrew, Blank

Chart values shown: 1,035, 1%; 1,328, 1%; 6,388, 4%; 583, 0%; 11,235, 7%; 65,414, 43%; 66,846, 44%
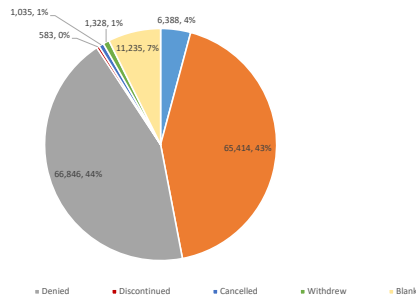
* Blank Status means - there is already an existing CalFresh that is either Active, Pending or has a Future Discontinuance.
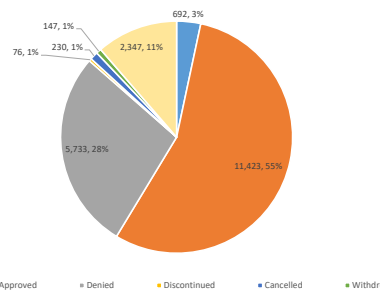
Medi-Cal Application Referrals by Application Status

CBO	HCSS Outstation Staff Y/N	Pending		Approved		Denied		Discontinued		Cancelled		Withdrawn		Blank*		Total
Family Health Centers of San Diego (FHCSD)		160	4%	2,074	56%	1,023	28%	10	0%	28	1%	25	1%	390	11%	3,710
Scripps Health	Y	59	2%	1,775	49%	1,195	33%	15	0%	47	1%	32	1%	531	15%	3,654
2-1-1 San Diego		137	5%	1,115	43%	970	37%	15	1%	16	1%	38	1%	318	12%	2,609
Sharp Health	Y	32	2%	1,050	62%	381	23%	10	1%	23	1%	17	1%	168	10%	1,681
Vista Community Clinic		33	2%	973	68%	294	21%	3	0%	6	0%	8	1%	115	8%	1,432
UCSD Medical Center	Y	22	2%	872	64%	344	25%	5	0%	22	2%	0		94	7%	1,359
La Maestra Community Health Centers		77	6%	707	53%	311	23%	1	0%	13	1%	5	0%	228	17%	1,342
TrueCare		30	3%	623	54%	379	33%	4	0%	21	2%	6	1%	95	8%	1,158
Neighborhood Health Care		34	4%	545	65%	204	24%	3	0%	6	1%	2	0%	50	6%	844
Palomar Health	Y	31	5%	385	60%	164	25%	4	1%	7	1%	1	0%	54	8%	646
Tri City Medical Center	Y	20	4%	370	65%	140	25%	3	1%	5	1%	1	0%	30	5%	569
Paradise Valley Health	Y	5	1%	243	71%	48	14%	0		13	4%	1	0%	32	9%	342
Rady Children's Hospital		4	2%	102	50%	49	24%	1	0%	8	4%	5	2%	36	18%	205
Alvarado Hospital, LLC	Y	3	2%	102	65%	22	14%	0		6	4%	0		25	16%	158
Borrego Health		7	5%	84	56%	40	27%	1	1%	3	2%	0		14	9%	149
San Ysidro Health Center.		0		107	74%	21	14%	0		2	1%	1	1%	14	10%	145
Casa Familiar		3	2%	44	34%	47	37%	0		1	1%	0		33	26%	128
San Diego Unified School District		12	11%	74	68%	14	13%	0		1	1%	0		8	7%	109
Bonita Family Resource Center		8	8%	34	36%	25	26%	0		1	1%	1	1%	26	27%	95
Chula Vista Community Collaborative		7	8%	43	52%	17	20%	0		0		2	2%	14	17%	83
Indian Health Council, Inc.		0		41	71%	10	17%	0		0		0		7	12%	58
Neighborhood Health Insurance Center		0		9	19%	9	19%	0		0		0		29	62%	47
Gary and Mary West PACE		1	3%	15	52%	10	34%	0		0		0		3	10%	29
Interfaith Community Services		0		4	17%	3	13%	0		1	4%	1	4%	14	61%	23
San Diego Freedom Ranch		1	6%	12	71%	1	6%	0		0		0		3	18%	17
San Diegans for Healthcare Coverage		5	33%	6	40%	3	20%	0		0		0		1	7%	15
San Diego Regional Center		0		5	50%	4	40%	1	10%	0		0		0		10
Community Research Foundation		0		2	20%	1	10%	0		0		1	10%	6	60%	10
Third Avenue Charitable Organization		0		0		1	17%	0		0		0		5	83%	6
Southern Indian Health Council, Inc		0		1	25%	2	50%	0		0		0		1	25%	4
Somali Bantu Association of America		1	33%	1	33%	1	33%	0		0		0		0		3
San Diego Family Care		0		3	100%	0		0		0		0		0		3
Community Wellbeing San Diego		0		0		0		0		0		0		2	100%	2
Home Start - CalFresh Grant		0		2	100%	0		0		0		0		0		2
Village Square HealthCare Center		0		0		0		0		0		0		1	100%	1
North County Health Services (NCHS)		0		0		0		0		0		0		0		0
Alliance for African Assistance		0		0		0		0		0		0		0		0
Catholic Charities		0		0		0		0		0		0		0		0
Union of Pan Asian Community		0		0		0		0		0		0		0		0
Mountain Health and Community Services		0		0		0		0		0		0		0		0
South Bay Community Services		0		0		0		0		0		0		0		0
International Rescue Committee, Inc.		0		0		0		0		0		0		0		0
SDG CBO Test Account		0		0		0		0		0		0		0		0
Code for America - SD		0		0		0		0		0		0		0		0
Feeding San Diego	Y	0		0		0		0		0		0		0		0
San Diego Food Bank	Y	0		0		0		0		0		0		0		0
Chaldean Middle Eastern Social Services (SYHC)		0		0		0		0		0		0		0		0
Access to Independence of San Diego, Inc		0		0		0		0		0		0		0		0
SSA Assisted - No Interview Required		0		0		0		0		0		0		0		0
San Diego Hunger Coalition		0		0		0		0		0		0		0		0
SAY San Diego		0		0		0		0		0		0		0		0
MAAC Project		0		0		0		0		0		0		0		0
Home Start Inc.		0		0		0		0		0		0		0		0
North County Lifeline		0		0		0		0		0		0		0		0
Community Resource Center		0		0		0		0		0		0		0		0
United Healthcare Community and State (UHCS)		0		0		0		0		0		0		0		0
BAME Renaissance Community Development Corporation		0		0		0		0		0		0		0		0
Heartland House		0		0		0		0		0		0		0		0
Grand Care Health Services		0		0		0		0		0		0		0		0
San Diego County Office of Education		0		0		0		0		0		0		0		0
Borrego Community		0		0		0		0		0		0		0		0
San Diego Housing Commission		0		0		0		0		0		0		0		0
Associated Students, San Diego State University		0		0		0		0		0		0		0		0
UCSD - Case Management Services		0		0		0		0		0		0		0		0
McAlister Institute NC Women		0		0		0		0		0		0		0		0
CRF - Adelante		0		0		0		0		0		0		0		0
Veterans Village		0		0		0		0		0		0		0		0
VSD Victim Assistance Program (VAP)		0		0		0		0		0		0		0		0
Deaf Community Services of San Diego, Inc		0		0		0		0		0		0		0		0
Mountain Shadows Ancillary Services, Inc		0		0		0		0		0		0		0		0
Benefit Eligible Enrollment Assistance (BEEA)		0		0		0		0		0		0		0		0
Borrego Community Health Foundation		0		0		0		0		0		0		0		0
St Paul's Health Care Center for Seniors		0		0		0		0		0		0		0		0
Saint Paul Pace		0		0		0		0		0		0		0		0
Clinica International Buena Salud		0		0		0		0		0		0		0		0
New Alternatives Inc.-TYH		0		0		0		0		0		0		0		0
New Leaf Solutions		0		0		0		0		0		0		0		0
Refuge for Women SoCal, Inc		0		0		0		0		0		0		0		0
Adventure Point Early Learning Center		0		0		0		0		0		0		0		0
ATAP - Summercrest Social Services		0		0		0		0		0		0		0		0
Total		**692**	**3%**	**11,423**	**55%**	**5,733**	**28%**	**76**	**0%**	**230**	**1%**	**147**	**1%**	**2,347**	**11%**	**20,648**

Medi-Cal Percentage of Referrals

Legend: Pending · Approved · Denied · Discontinued · Cancelled · Withdrew · Blank

Values shown: 692, 3%; 11,423, 55%; 5,733, 28%; 76, 1%; 230, 1%; 147, 1%; 2,347, 11%

* Blank Status means - there is already an existing Medi-Cal that is either Active, Pending or has a Future Discontinuance.

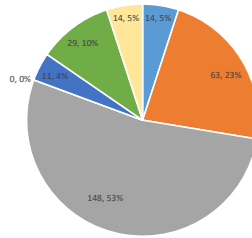## Community Based Organizations CalWORKS Referrals
07/2022-05/2023

CalWORKS Application Referrals by Application Status

CBO	HCSS Outstation Staff Y/N	Pending		Approved		Denied		Discontinued	Cancelled		Withdrawn		Blank*		Total
La Maestra Community Health Centers		4	5%	21	28%	38	51%	0	3	4%	8	11%	1	1%	75
Family Health Centers of San Diego (FHCSD)		3	6%	9	19%	28	58%	0	2	4%	5	10%	1	2%	48
Vista Community Clinic		2	5%	10	26%	20	51%	0	1	3%	5	13%	1	3%	39
Chula Vista Community Collaborative		2	8%	9	38%	9	38%	0	0		1	4%	3	13%	24
Neighborhood Health Care		1	5%	2	10%	12	57%	0	5	24%	0		1	5%	21
TrueCare		0		6	33%	11	61%	0	0		1	6%	0		18
Southern Indian Health Council, Inc		0		1	9%	6	55%	0	0		1	9%	3	27%	11
Casa Familiar		0		0		5	50%	0	0		5	50%	0		10
Somali Bantu Association of America		0		0		3	50%	0	0		0		3	50%	6
Interfaith Community Services		0		1	25%	3	75%	0	0		0		0		4
Indian Health Council, Inc.		0		0		3	75%	0	0		1	25%	0		4
San Diego Unified School District		1	25%	1	25%	1	25%	0	0		1	25%	0		4
2-1-1 San Diego		0		1	33%	2	67%	0	0		0		0		3
Borrego Health		1	33%	2	67%	0		0	0		0		0		3
UCSD Medical Center	Y	0		0		2	67%	0	0		0		1	33%	3
Sharp Health	Y	0		0		1	50%	0	0		1	50%	0		2
Tri City Medical Center	Y	0		0		1	100%	0	0		0		0		1
Paradise Valley Health	Y	0		0		1	100%	0	0		0		0		1
San Ysidro Health Center.		0		0		1	100%	0	0		0		0		1
Third Avenue Charitable Organization		0		0		1	100%	0	0		0		0		1
Code for America - SD		0		0		0		0	0		0		0		0
San Diego Food Bank	Y	0		0		0		0	0		0		0		0
Scripps Health	Y	0		0		0		0	0		0		0		0
SSA Assisted - No Interview Required		0		0		0		0	0		0		0		0
Chaldean Middle Eastern Social Services (SYHC)		0		0		0		0	0		0		0		0
North County Health Services (NCHS)		0		0		0		0	0		0		0		0
Catholic Charities		0		0		0		0	0		0		0		0
Palomar Health	Y	0		0		0		0	0		0		0		0
Bonita Family Resource Center		0		0		0		0	0		0		0		0
Community Wellbeing San Diego		0		0		0		0	0		0		0		0
Access to Independence of San Diego, Inc		0		0		0		0	0		0		0		0
Alliance for African Assistance		0		0		0		0	0		0		0		0
San Diego Freedom Ranch		0		0		0		0	0		0		0		0
Union of Pan Asian Community		0		0		0		0	0		0		0		0
Home Start - CalFresh Grant		0		0		0		0	0		0		0		0
Alvarado Hospital, LLC	Y	0		0		0		0	0		0		0		0
Community Research Foundation		0		0		0		0	0		0		0		0
Mountain Health and Community Services		0		0		0		0	0		0		0		0
International Rescue Committee, Inc.		0		0		0		0	0		0		0		0
San Diego Regional Center		0		0		0		0	0		0		0		0
UC San Diego: The Hub Basic Needs Center		0		0		0		0	0		0		0		0
San Diegans for Healthcare Coverage		0		0		0		0	0		0		0		0
Feeding San Diego	Y	0		0		0		0	0		0		0		0
South Bay Community Services		0		0		0		0	0		0		0		0
Neighborhood Health Insurance Center		0		0		0		0	0		0		0		0
SDG CBO Test Account		0		0		0		0	0		0		0		0
San Diego Hunger Coalition		0		0		0		0	0		0		0		0
SAY San Diego		0		0		0		0	0		0		0		0
MAAC Project		0		0		0		0	0		0		0		0
Home Start Inc.		0		0		0		0	0		0		0		0
North County Lifeline		0		0		0		0	0		0		0		0
Community Resource Center		0		0		0		0	0		0		0		0
United Healthcare Community and State (UHCS)		0		0		0		0	0		0		0		0
San Diego Family Care		0		0		0		0	0		0		0		0
BAME Renaissance Community Development Corporation		0		0		0		0	0		0		0		0
Heartland House		0		0		0		0	0		0		0		0
Grand Care Health Services		0		0		0		0	0		0		0		0
San Diego County Office of Education		0		0		0		0	0		0		0		0
Borrego Community		0		0		0		0	0		0		0		0
San Diego Housing Commission		0		0		0		0	0		0		0		0
Associated Students, San Diego State University		0		0		0		0	0		0		0		0
UCSD - Case Management Services		0		0		0		0	0		0		0		0
McAlister Institute NC Women		0		0		0		0	0		0		0		0
CRF - Adelante		0		0		0		0	0		0		0		0
Veterans Village		0		0		0		0	0		0		0		0
VSD Victim Assistance Program (VAP)		0		0		0		0	0		0		0		0
Deaf Community Services of San Diego, Inc		0		0		0		0	0		0		0		0
Mountain Shadows Ancillary Services, Inc		0		0		0		0	0		0		0		0
Benefit Eligible Enrollment Assistance (BEEA)		0		0		0		0	0		0		0		0
Borrego Community Health Foundation		0		0		0		0	0		0		0		0
St Paul's Health Care Center for Seniors		0		0		0		0	0		0		0		0
Saint Paul Pace		0		0		0		0	0		0		0		0
Village Square HealthCare Center		0		0		0		0	0		0		0		0
Clinica International Buena Salud		0		0		0		0	0		0		0		0
New Alternatives Inc.-TYH		0		0		0		0	0		0		0		0
New Leaf Solutions		0		0		0		0	0		0		0		0
Gary and Mary West PACE		0		0		0		0	0		0		0		0
Refuge for Women SoCal, Inc		0		0		0		0	0		0		0		0
Adventure Point Early Learning Center		0		0		0		0	0		0		0		0
ATAP - Summercrest Social Services		0		0		0		0	0		0		0		0
Total		**14**	**5%**	**63**	**23%**	**148**	**53%**	**0**	**11**	**4%**	**29**	**10%**	**14**	**5%**	**279**

CalWORKS Percentage of Referrals

Pie chart legend: ■ Pending ■ Approved ■ Denied ■ Discontinued ■ Cancelled ■ Withdrew ■ Blank

Chart values: 14, 5%; 14, 5%; 63, 23%; 0, 0%; 11, 4%; 29, 10%; 148, 53%

* Blank Status means - there is already an existing CalWORKS that is either Active, Pending or has a Future Discontinuance.
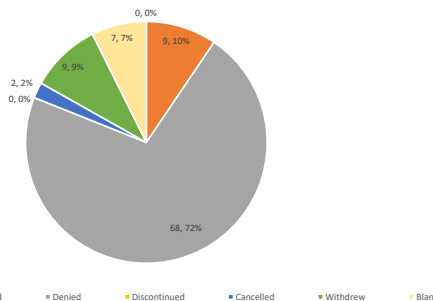
Community Based Organizations General Relief Referrals

07/2022-05/2023

General Relief Application Referrals by Application Status

CBO	HCSS Outstation Staff Y/N	Pending	Approved		Denied		Discontinued	Cancelled		Withdrawn		Blank*		Total
La Maestra Community Health Centers		0	2	11%	12	63%	0	1	5%	3	16%	1	5%	19
Family Health Centers of San Diego (FHCSD)		0	0		13	81%	0	0		2	13%	1	6%	16
Interfaith Community Services		0	2	13%	12	80%	0	1	7%	0		0		15
Casa Familiar		0	1	8%	9	69%	0	0		1	8%	2	15%	13
Vista Community Clinic		0	1	17%	3	50%	0	0		0		2	33%	6
Community Research Foundation		0	0		4	80%	0	0		1	20%	0		5
Indian Health Council, Inc.		0	0		4	100%	0	0		0		0		4
Sharp Health	Y	0	0		1	33%	0	0		2	67%	0		3
Third Avenue Charitable Organization		0	1	33%	2	67%	0	0		0		0		3
UCSD Medical Center	Y	0	0		1	50%	0	0		0		1	50%	2
Neighborhood Health Care		0	0		2	100%	0	0		0		0		2
Community Wellbeing San Diego		0	1	50%	1	50%	0	0		0		0		2
TrueCare		0	1	50%	1	50%	0	0		0		0		2
San Diego Unified School District		0	0		1	100%	0	0		0		0		1
San Ysidro Health Center.		0	0		1	100%	0	0		0		0		1
Southern Indian Health Council, Inc		0	0		1	100%	0	0		0		0		1
2-1-1 San Diego		0	0		0		0	0		0		0		0
Scripps Health	Y	0	0		0		0	0		0		0		0
North County Health Services (NCHS)		0	0		0		0	0		0		0		0
Palomar Health	Y	0	0		0		0	0		0		0		0
Tri City Medical Center	Y	0	0		0		0	0		0		0		0
Paradise Valley Health	Y	0	0		0		0	0		0		0		0
Borrego Health		0	0		0		0	0		0		0		0
San Diego Regional Center		0	0		0		0	0		0		0		0
Bonita Family Resource Center		0	0		0		0	0		0		0		0
San Diego Freedom Ranch		0	0		0		0	0		0		0		0
Alliance for African Assistance		0	0		0		0	0		0		0		0
Neighborhood Health Insurance Center		0	0		0		0	0		0		0		0
Chula Vista Community Collaborative		0	0		0		0	0		0		0		0
Alvarado Hospital, LLC	Y	0	0		0		0	0		0		0		0
Catholic Charities		0	0		0		0	0		0		0		0
Home Start - CalFresh Grant		0	0		0		0	0		0		0		0
Union of Pan Asian Community		0	0		0		0	0		0		0		0
Somali Bantu Association of America		0	0		0		0	0		0		0		0
Mountain Health and Community Services		0	0		0		0	0		0		0		0
Gary and Mary West PACE		0	0		0		0	0		0		0		0
South Bay Community Services		0	0		0		0	0		0		0		0
International Rescue Committee, Inc.		0	0		0		0	0		0		0		0
SDG CBO Test Account		0	0		0		0	0		0		0		0
Code for America - SD		0	0		0		0	0		0		0		0
Feeding San Diego	Y	0	0		0		0	0		0		0		0
San Diegans for Healthcare Coverage		0	0		0		0	0		0		0		0
San Diego Food Bank	Y	0	0		0		0	0		0		0		0
Chaldean Middle Eastern Social Services (SYHC)		0	0		0		0	0		0		0		0
Access to Independence of San Diego, Inc		0	0		0		0	0		0		0		0
SSA Assisted - No Interview Required		0	0		0		0	0		0		0		0
San Diego Hunger Coalition		0	0		0		0	0		0		0		0
SAY San Diego		0	0		0		0	0		0		0		0
MAAC Project		0	0		0		0	0		0		0		0
Home Start Inc.		0	0		0		0	0		0		0		0
North County Lifeline		0	0		0		0	0		0		0		0
Community Resource Center		0	0		0		0	0		0		0		0
United Healthcare Community and State (UHCS)		0	0		0		0	0		0		0		0
San Diego Family Care		0	0		0		0	0		0		0		0
BAME Renaissance Community Development Corporation		0	0		0		0	0		0		0		0
Heartland House		0	0		0		0	0		0		0		0
Grand Care Health Services		0	0		0		0	0		0		0		0
San Diego County Office of Education		0	0		0		0	0		0		0		0
Borrego Community		0	0		0		0	0		0		0		0
San Diego Housing Commission		0	0		0		0	0		0		0		0
Associated Students, San Diego State University		0	0		0		0	0		0		0		0
UCSD - Case Management Services		0	0		0		0	0		0		0		0
McAlister Institute NC Women		0	0		0		0	0		0		0		0
CRF - Adelante		0	0		0		0	0		0		0		0
Veterans Village		0	0		0		0	0		0		0		0
VSD Victim Assistance Program (VAP)		0	0		0		0	0		0		0		0
Deaf Community Services of San Diego, Inc		0	0		0		0	0		0		0		0
Mountain Shadows Ancillary Services, Inc		0	0		0		0	0		0		0		0
Benefit Eligible Enrollment Assistance (BEEA)		0	0		0		0	0		0		0		0
Borrego Community Health Foundation		0	0		0		0	0		0		0		0
St Paul's Health Care Center for Seniors		0	0		0		0	0		0		0		0
Saint Paul Pace		0	0		0		0	0		0		0		0
Village Square HealthCare Center		0	0		0		0	0		0		0		0
Clinica International Buena Salud		0	0		0		0	0		0		0		0
New Alternatives Inc.-TYH		0	0		0		0	0		0		0		0
New Leaf Solutions		0	0		0		0	0		0		0		0
Refuge for Women SoCal, Inc		0	0		0		0	0		0		0		0
Adventure Point Early Learning Center		0	0		0		0	0		0		0		0
ATAP - Summercrest Social Services		0	0		0		0	0		0		0		0
Total		**0**	**9**	**9%**	**68**	**72%**	**0**	**2**	**2%**	**9**	**9%**	**7**	**7%**	**95**

General Relief Percentage of Referrals

Legend: Pending, Approved, Denied, Discontinued, Cancelled, Withdrew, Blank

Pie chart values: 9, 10%; 0, 0%; 68, 72%; 0, 0%; 2, 2%; 9, 9%; 7, 7%

* Blank Status means - there is already an existing General Relief that is either Active, Pending or has a Future Discontinuance.

07/2022-05/2023

CalFresh Application Referrals by Application Status

CBO	Total
Code for America - SD	127,132
2-1-1 San Diego	17,067
Family Health Centers of San Diego (FHCSD)	2,105
UC San Diego: The Hub Basic Needs Center	1,604
La Maestra Community Health Centers	1,060
San Diego Food Bank	716
Vista Community Clinic	629
Scripps Health	588
Sharp Health	413
SSA Assisted - No Interview Required	223
Casa Familiar	196
Bonita Family Resource Center	173
TrueCare	163
Neighborhood Health Care	156
Chula Vista Community Collaborative	120
Catholic Charities	89
Indian Health Council, Inc.	83
Borrego Health	49
Southern Indian Health Council, Inc	46
Interfaith Community Services	34
UCSD Medical Center	25
Gary and Mary West PACE	24
Community Wellbeing San Diego	22
San Diego Unified School District	21
Tri City Medical Center	19
San Ysidro Health Center.	19
Palomar Health	15
Somali Bantu Association of America	11
Third Avenue Charitable Organization	7
Community Research Foundation	6
San Diego Family Care	6
San Diegans for Healthcare Coverage	3
Rady Children's Hospital	2
Home Start - CalFresh Grant	2
Paradise Valley Health	1
Chaldean Middle Eastern Social Services (SYHC)	0
North County Health Services (NCHS)	0
Access to Independence of San Diego, Inc	0
Alliance for African Assistance	0
San Diego Freedom Ranch	0
Union of Pan Asian Community	0
Alvarado Hospital, LLC	0
Mountain Health and Community Services	0
International Rescue Committee, Inc.	0
San Diego Regional Center	0
Feeding San Diego	0
South Bay Community Services	0
Neighborhood Health Insurance Center	0
SDG CBO Test Account	0
San Diego Hunger Coalition	0
SAY San Diego	0
MAAC Project	0
Home Start Inc.	0
North County Lifeline	0
Community Resource Center	0
United Healthcare Community and State (UHCS)	0
BAME Renaissance Community Development Corporation	0
Heartland House	0
Grand Care Health Services	0
San Diego County Office of Education	0
Borrego Community	0
San Diego Housing Commission	0
Associated Students, San Diego State University	0
UCSD - Case Management Services	0
McAlister Institute NC Women	0
CRF - Adelante	0
Veterans Village	0
VSD Victim Assistance Program (VAP)	0
Deaf Community Services of San Diego, Inc	0
Mountain Shadows Ancillary Services, Inc	0
Benefit Eligible Enrollment Assistance (BEEA)	0
Borrego Community Health Foundation	0
St Paul's Health Care Center for Seniors	0
Saint Paul Pace	0
Village Square HealthCare Center	0
Clinica International Buena Salud	0
New Alternatives Inc.-TYH	0
Refuge for Women SoCal, Inc	0
New Leaf Solutions	0
Adventure Point Early Learning Center	0
ATAP - Summercrest Social Services	0
Total	**152,829**

CF Referrals

07/2022-05/2023

Medi-Cal Application Referrals by Application Status

CBO	Total
Family Health Centers of San Diego (FHCSD)	3,710
Scripps Health	3,654
2-1-1 San Diego	2,609
Sharp Health	1,681
Vista Community Clinic	1,432
UCSD Medical Center	1,359
La Maestra Community Health Centers	1,342
TrueCare	1,158
Neighborhood Health Care	844
Palomar Health	646
Tri City Medical Center	569
Paradise Valley Health	342
Rady Children's Hospital	205
Alvarado Hospital, LLC	158
Borrego Health	149
San Ysidro Health Center.	145
Casa Familiar	128
San Diego Unified School District	109
Bonita Family Resource Center	95
Chula Vista Community Collaborative	83
Indian Health Council, Inc.	58
Neighborhood Health Insurance Center	47
Gary and Mary West PACE	29
Interfaith Community Services	23
San Diego Freedom Ranch	17
San Diegans for Healthcare Coverage	15
San Diego Regional Center	10
Community Research Foundation	10
Third Avenue Charitable Organization	6
Southern Indian Health Council, Inc	4
Somali Bantu Association of America	3
San Diego Family Care	3
Community Wellbeing San Diego	2
Home Start - CalFresh Grant	2
Village Square HealthCare Center	1
North County Health Services (NCHS)	0
Alliance for African Assistance	0
Catholic Charities	0
Union of Pan Asian Community	0
Mountain Health and Community Services	0
South Bay Community Services	0
International Rescue Committee, Inc.	0
SDG CBO Test Account	0
Code for America - SD	0
Feeding San Diego	0
San Diego Food Bank	0
Chaldean Middle Eastern Social Services (SYHC)	0
Access to Independence of San Diego, Inc	0
SSA Assisted - No Interview Required	0
San Diego Hunger Coalition	0
SAY San Diego	0
MAAC Project	0
Home Start Inc.	0
North County Lifeline	0
Community Resource Center	0
United Healthcare Community and State (UHCS)	0
BAME Renaissance Community Development Corporation	0
Heartland House	0
Grand Care Health Services	0
San Diego County Office of Education	0
Borrego Community	0
San Diego Housing Commission	0
Associated Students, San Diego State University	0
UCSD - Case Management Services	0
McAlister Institute NC Women	0
CRF - Adelante	0
Veterans Village	0
VSD Victim Assistance Program (VAP)	0
Deaf Community Services of San Diego, Inc	0
Mountain Shadows Ancillary Services, Inc	0
Benefit Eligible Enrollment Assistance (BEEA)	0
Borrego Community Health Foundation	0
St Paul's Health Care Center for Seniors	0
Saint Paul Pace	0
Clinica International Buena Salud	0
New Alternatives Inc.-TYH	0
New Leaf Solutions	0
Refuge for Women SoCal, Inc	0
Adventure Point Early Learning Center	0
ATAP - Summercrest Social Services	0
Total	**20,648**

MC Referrals

07/2022-05/2023

CalWORKS Application Referrals by Application Status	
CBO	**Total**
La Maestra Community Health Centers	75
Family Health Centers of San Diego (FHCSD)	48
Vista Community Clinic	39
Chula Vista Community Collaborative	24
Neighborhood Health Care	21
TrueCare	18
Southern Indian Health Council, Inc	11
Casa Familiar	10
Somali Bantu Association of America	6
Interfaith Community Services	4
Indian Health Council, Inc.	4
San Diego Unified School District	4
2-1-1 San Diego	3
Borrego Health	3
UCSD Medical Center	3
Sharp Health	2
Tri City Medical Center	1
Paradise Valley Health	1
San Ysidro Health Center.	1
Third Avenue Charitable Organization	1
Code for America - SD	0
San Diego Food Bank	0
Scripps Health	0
UC San Diego: The Hub Basic Needs Center	0
SSA Assisted - No Interview Required	0
Chaldean Middle Eastern Social Services (SYHC)	0
North County Health Services (NCHS)	0
Catholic Charities	0
Palomar Health	0
Bonita Family Resource Center	0
Community Wellbeing San Diego	0
Access to Independence of San Diego, Inc	0
Alliance for African Assistance	0
San Diego Freedom Ranch	0
Union of Pan Asian Community	0
Home Start - CalFresh Grant	0
Alvarado Hospital, LLC	0
Community Research Foundation	0
Mountain Health and Community Services	0
International Rescue Committee, Inc.	0
San Diego Regional Center	0
San Diegans for Healthcare Coverage	0
Feeding San Diego	0
South Bay Community Services	0
Neighborhood Health Insurance Center	0
SDG CBO Test Account	0
San Diego Hunger Coalition	0
SAY San Diego	0
MAAC Project	0
Home Start Inc.	0
North County Lifeline	0
Community Resource Center	0
United Healthcare Community and State (UHCS)	0
San Diego Family Care	0
BAME Renaissance Community Development Corporation	0
Heartland House	0
Grand Care Health Services	0
San Diego County Office of Education	0
Borrego Community	0
San Diego Housing Commission	0
Associated Students, San Diego State University	0
UCSD - Case Management Services	0
McAlister Institute NC Women	0
CRF - Adelante	0
Veterans Village	0
VSD Victim Assistance Program (VAP)	0
Deaf Community Services of San Diego, Inc	0
Mountain Shadows Ancillary Services, Inc	0
Benefit Eligible Enrollment Assistance (BEEA)	0
Borrego Community Health Foundation	0
St Paul's Health Care Center for Seniors	0
Saint Paul Pace	0
Village Square HealthCare Center	0
Clinica International Buena Salud	0
New Alternatives Inc.-TYH	0
Gary and Mary West PACE	0
Refuge for Women SoCal, Inc	0
New Leaf Solutions	0
Adventure Point Early Learning Center	0
ATAP - Summercrest Social Services	0
Total	**279**

CW Referrals

07/2022-05/2023

General Relief Application Referrals by Application Status	
CBO	**Total**
La Maestra Community Health Centers	19
Family Health Centers of San Diego (FHCSD)	16
Interfaith Community Services	15
Casa Familiar	13
Vista Community Clinic	6
Community Research Foundation	5
Indian Health Council, Inc.	4
Sharp Health	3
Third Avenue Charitable Organization	3
UCSD Medical Center	2
Neighborhood Health Care	2
Community Wellbeing San Diego	2
TrueCare	2
San Diego Unified School District	1
San Ysidro Health Center.	1
Southern Indian Health Council, Inc	1
2-1-1 San Diego	0
Scripps Health	0
North County Health Services (NCHS)	0
Palomar Health	0
Tri City Medical Center	0
Paradise Valley Health	0
Borrego Health	0
San Diego Regional Center	0
Bonita Family Resource Center	0
San Diego Freedom Ranch	0
Alliance for African Assistance	0
Neighborhood Health Insurance Center	0
Chula Vista Community Collaborative	0
Alvarado Hospital, LLC	0
Catholic Charities	0
Home Start - CalFresh Grant	0
Union of Pan Asian Community	0
Somali Bantu Association of America	0
Mountain Health and Community Services	0
South Bay Community Services	0
International Rescue Committee, Inc.	0
SDG CBO Test Account	0
Code for America - SD	0
Feeding San Diego	0
San Diegans for Healthcare Coverage	0
San Diego Food Bank	0
Chaldean Middle Eastern Social Services (SYHC)	0
Access to Independence of San Diego, Inc	0
SSA Assisted - No Interview Required	0
San Diego Hunger Coalition	0
SAY San Diego	0
MAAC Project	0
Home Start Inc.	0
North County Lifeline	0
Community Resource Center	0
United Healthcare Community and State (UHCS)	0
San Diego Family Care	0
BAME Renaissance Community Development Corporation	0
Heartland House	0
Grand Care Health Services	0
San Diego County Office of Education	0
Borrego Community	0
San Diego Housing Commission	0
Associated Students, San Diego State University	0
UCSD - Case Management Services	0
McAlister Institute NC Women	0
CRF - Adelante	0
Veterans Village	0
VSD Victim Assistance Program (VAP)	0
Deaf Community Services of San Diego, Inc	0
Mountain Shadows Ancillary Services, Inc	0
Benefit Eligible Enrollment Assistance (BEEA)	0
Borrego Community Health Foundation	0
St Paul's Health Care Center for Seniors	0
Saint Paul Pace	0
Village Square HealthCare Center	0
Clinica International Buena Salud	0
New Alternatives Inc.-TYH	0
New Leaf Solutions	0
Refuge for Women SoCal, Inc	0
Adventure Point Early Learning Center	0
ATAP - Summercrest Social Services	0
Total	**95**

GR Referrals

Monthly Robo-Calls & Text Messaging Report FY 2022/2023

Automated (Robo) Call Summary

Month	Program CW Balderas	CF Balderas SAR	CF Balderas RRR	Grand Total
July 2022	307	6,908	4,460	11,675
August 2022	312	7,467	4,468	12,247
September 2022	307	7,835	5,143	13,285
October 2022	299	6,887	4,789	11,975
November 2022	305	7,050	4,857	12,212
December 2022	325	7,202	4,443	11,970
January 2023	360	7,688	4,104	12,152
February 2023	405	7,861	4,531	12,797
March 2023	415	8,763	4,905	14,083
April 2023	396	7,568	4,221	12,185
May 2023	373	7,322	4,011	11,706
June 2023				
Grand Total	**3,804**	**82,551**	**49,932**	**136,287**

Automated (Robo) Call Summary
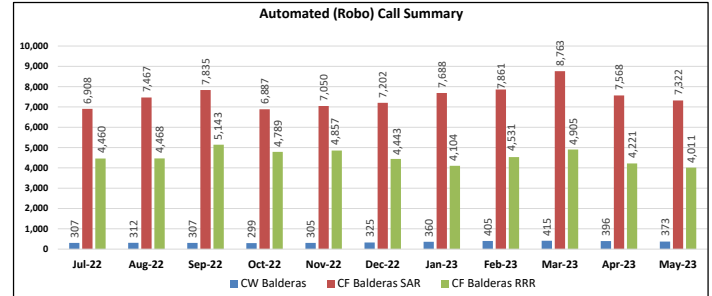
Text Messaging Summary

Month	Program PR	CalFresh	CalWORKs	Grand Total
July 2022	13,515	6,243	535	20,293
August 2022	14,600	6,377	536	21,513
September 2022	13,643	7,711	868	22,222
October 2022	11,745	6,598	731	19,074
November 2022	12,120	6,632	790	19,542
December 2022	12,922	6,330	562	19,814
January 2023	14,815	5,561	471	20,847
February 2023	15,002	6,217	601	21,820
March 2023	16,771	6,789	522	24,082
April 2023	15,142	5,467	360	20,969
May 2023	14,223	5,209	372	19,804
June 2023				
Grand Total	**154,498**	**69,134**	**6,348**	**229,980**

Programmatically Required Text Message Summary
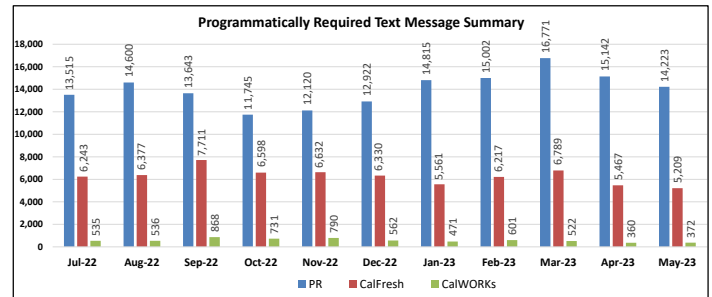
Text Messaging Summary

Month	Special Campaign UCSD Outreach	UCSD Mas Fresco	CF Emergency Allotment Ending	EBT Theft Reminder	MC 65+	EITC Outreach	MC RRR Robo	MC RRR SMS	Text2LiveHealthy
July 2022	192,074								
August 2022	192,608								
September 2022	192,672								
October 2022	190,716	190,710							
November 2022	192,731								
December 2022	200,856								
January 2023	200,432		205,621	203,723					
February 2023	203,930				1,268				
March 2023	193,068		198,141		1,291	215,148			
April 2023	196,723				1,364		691	36,368	
May 2023	197,303				1,520		705	37,542	7,023
June 2023									
Grand Total	**2,153,113**	**190,710**	**403,762**	**203,723**	**5,443**	**215,148**	**1,396**	**73,910**	**7,023**

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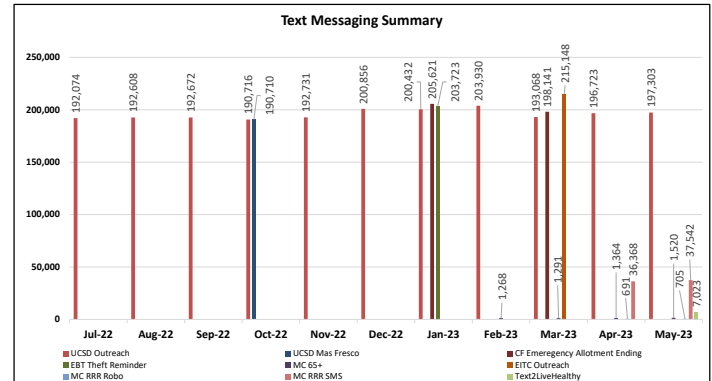
*Note: Robo Calls have been temporarily suspended in all circumstances except for CalWORKS and CalFresh Balderas call notifications.
In lieu of this, all former Robo Call receipients were reprogrammed to receive text message notifications to alert them of any upcoming case actions.

*Note: PR Text Message Summary methodology updated to count CW/CF Household once.
These houseold'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.

Report Data Month: 05/2023
Report Run Date: 06/09/2023

Automated (Robo) Call Summary	Program			
Month	CalWORKs	CF Balderas- SAR	CF Balderas- RRR	Grand Total
July 2022	307	6,908	4,460	11,675
Grand Total	307	6,908	4,460	11,675
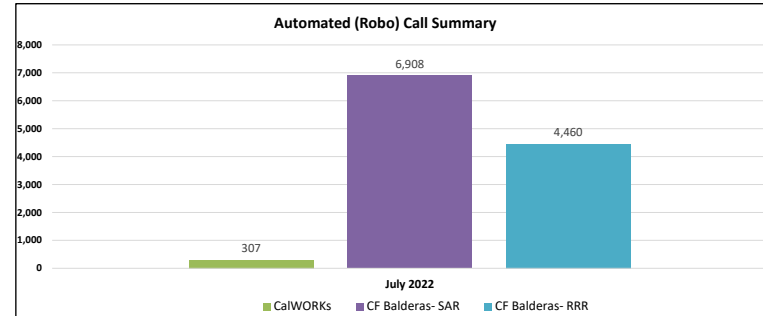
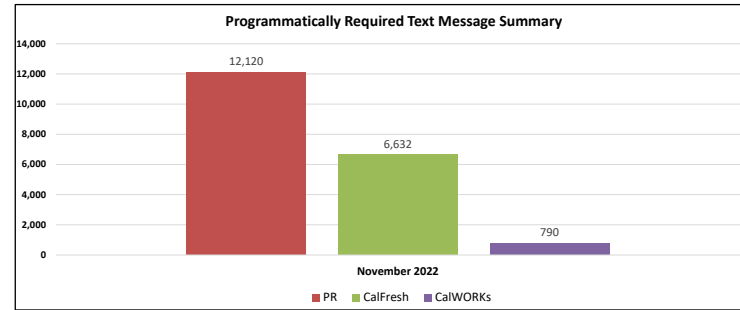| Text Messaging Summary	Program				
Month	PR	CalFresh	CalWORKs	Other	Grand Total
July 2022	13,515	6,243	535	192,074	212,367
Grand Total	13,515	6,243	535	192,074	212,367
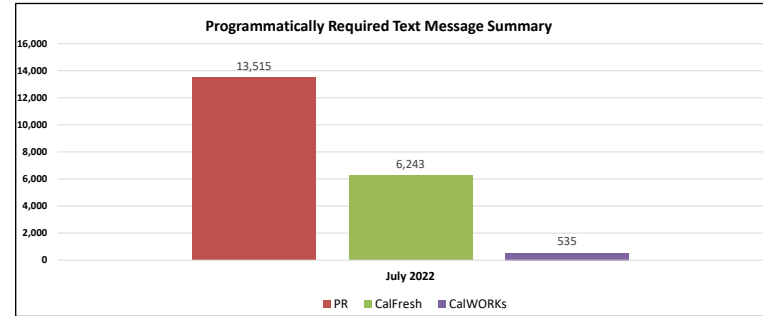
Text Messaging Summary	Special Campaign
Month	UCSD Outreach
July 2022	192,074
Grand Total	192,074
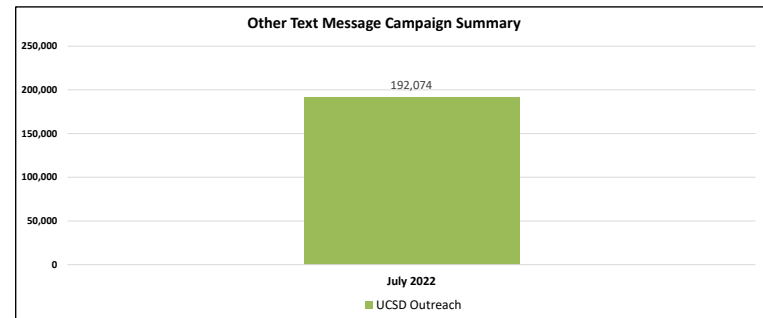
Report Data Month: 07/2022
Report Run Date: 06/09/2023

Automated (Robo) Call Summary

Programmatically Required Text Message Summary

Other Text Message Campaign Summary

Automated (Robo) Call Summary	Program			
Month	CalWORKs	CF Balderas- SAR	CF Balderas- RRR	Grand Total
August 2022	312	7,467	4,468	12,247
Grand Total	312	7,467	4,468	12,247
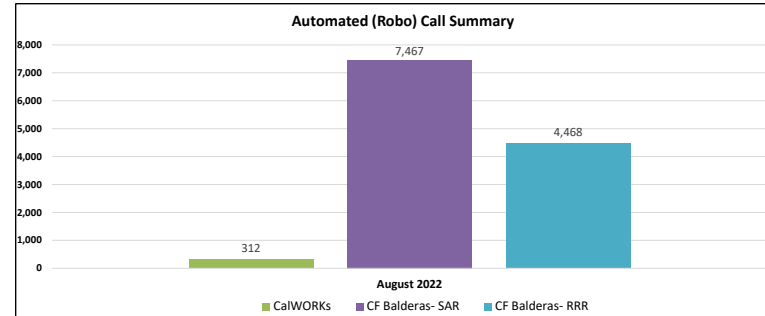
Text Messaging Summary	Program				
Month	PR	CalFresh	CalWORKs	Other	Grand Total
August 2022	14,600	6,377	536	192,608	214,121
Grand Total	14,600	6,377	536	192,608	214,121
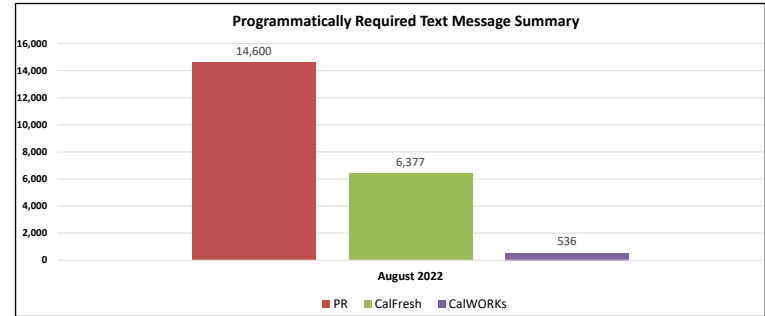
Text Messaging Summary	Special Campaign
Month	UCSD Outreach
August 2022	192,608
Grand Total	192,608
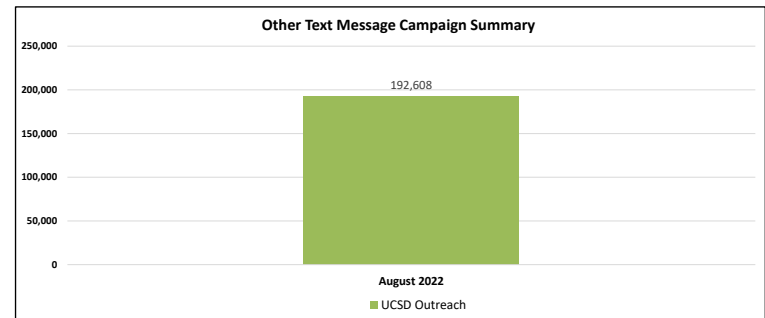
Report Data Month: 08/2022
Report Run Date: 06/09/2023

Automated (Robo) Call Summary

Programmatically Required Text Message Summary

Other Text Message Campaign Summary

Automated (Robo) Call Summary	Program			
Month	**CalWORKs**	**CF Balderas- SAR**	**CF Balderas- RRR**	**Grand Total**
September 2022	307	7,835	5,143	13,285
Grand Total	307	7,835	5,143	13,285
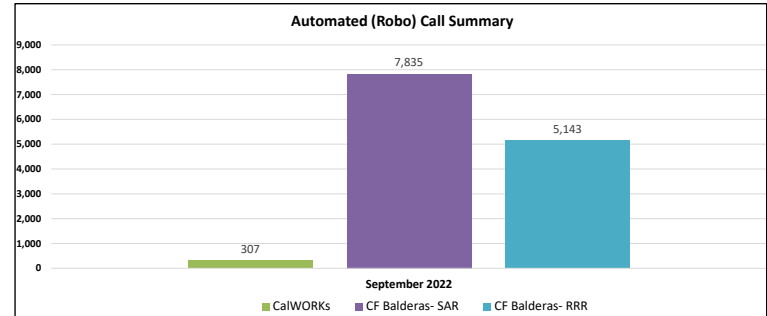
Text Messaging Summary	Program				
Month	**PR**	**CalFresh**	**CalWORKs**	**Other**	**Grand Total**
September 2022	13,643	7,711	868	192,672	214,894
Grand Total	13,643	7,711	868	192,672	214,894
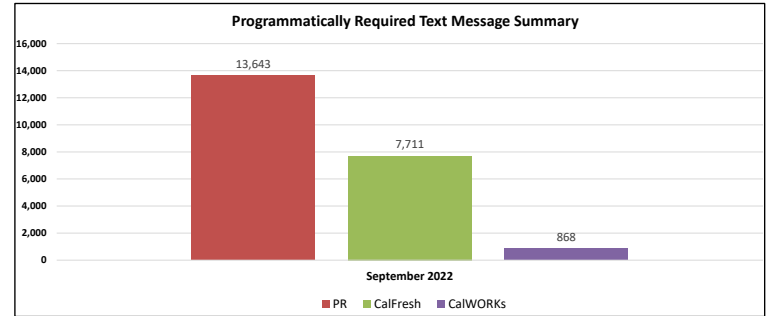
Text Messaging Summary	Special Campaign
Month	**UCSD Outreach**
September 2022	192,672
Grand Total	192,672
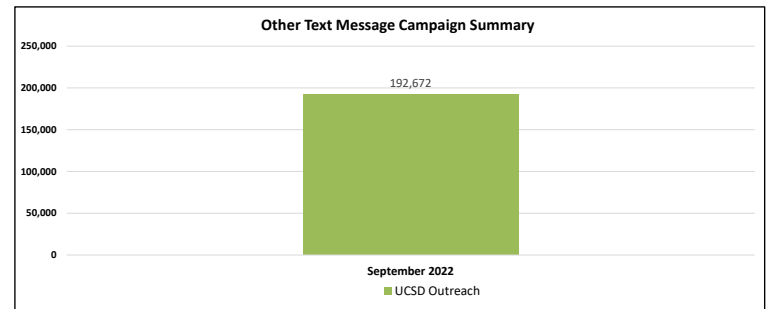
Report Data Month: 09/2022
Report Run Date: 06/09/2023

Automated (Robo) Call Summary

Programmatically Required Text Message Summary

Other Text Message Campaign Summary

Automated (Robo) Call Summary

Month	Program CalWORKs	CF Balderas- SAR	CF Balderas- RRR	Grand Total
October 2022	299	6,887	4,789	11,975
Grand Total	299	6,887	4,789	11,975
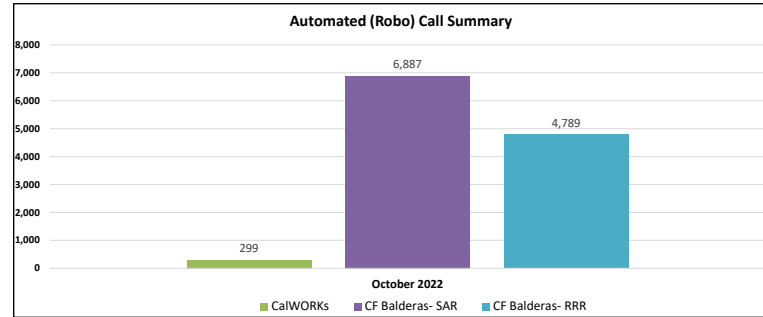
Text Messaging Summary

Month	Program PR	CalFresh	CalWORKs	Other	Grand Total
October 2022	11,745	6,598	731	381,426	400,500
Grand Total	11,745	6,598	731	381,426	400,500
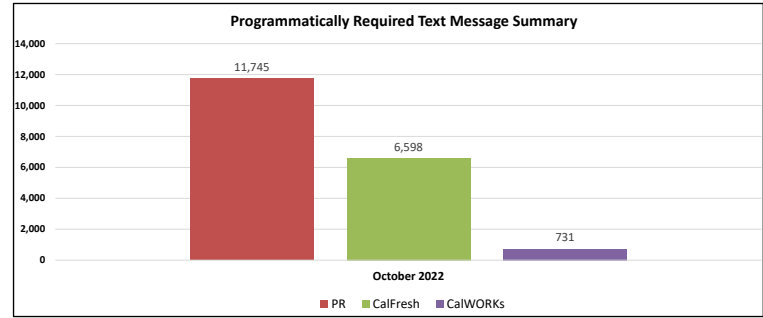
Text Messaging Summary

Month	Special Campaign UCSD Outreach	UCSD Mas Fresco
October 2022	190,716	190,710
Grand Total	190,716	190,710
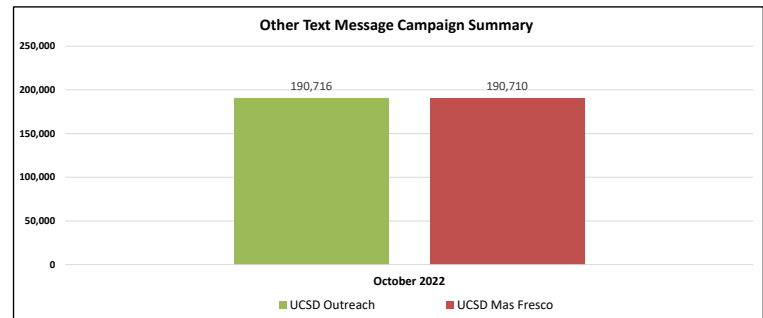
Report Data Month: 10/2022
Report Run Date: 06/09/2023

Automated (Robo) Call Summary

299	6,887	4,789

October 2022
■ CalWORKs ■ CF Balderas- SAR ■ CF Balderas- RRR

Programmatically Required Text Message Summary

11,745	6,598	731

October 2022
■ PR ■ CalFresh ■ CalWORKs

Other Text Message Campaign Summary

190,716	190,710

October 2022
■ UCSD Outreach ■ UCSD Mas Fresco

Automated (Robo) Call Summary	Program			
Month	CalWORKs	CF Balderas- SAR	CF Balderas- RRR	Grand Total
November 2022	305	7,050	4,857	12,212
Grand Total	305	7,050	4,857	12,212
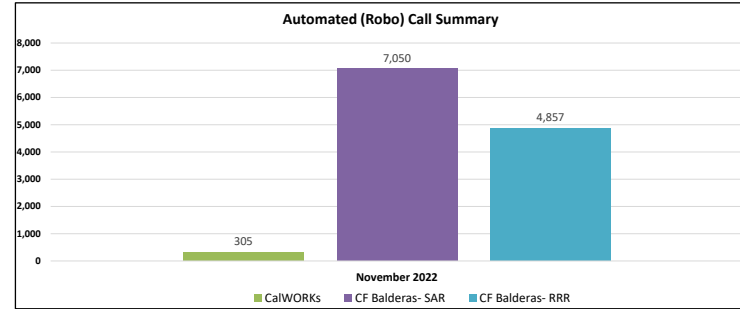
Text Messaging Summary	Program				
Month	PR	CalFresh	CalWORKs	Other	Grand Total
November 2022	12,120	6,632	790	192,731	212,273
Grand Total	12,120	6,632	790	192,731	212,273

Text Messaging Summary	Special Campaign	
Month	UCSD Outreach	UCSD Mas Fresco
November 2022	192,731	
Grand Total	192,731	
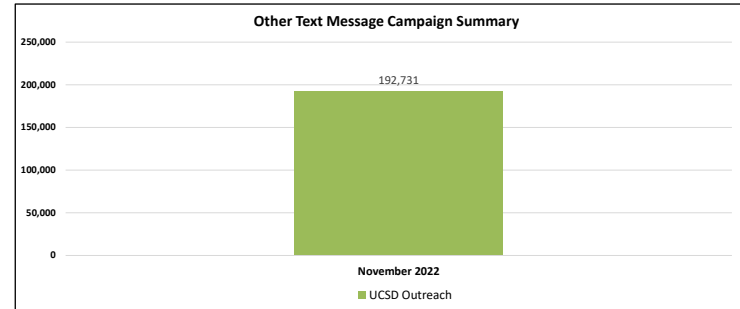
Data Sources: Monthly M40-181A CW Discontinuance Call List, Monthly CF SAR Not Received Call List, Monthly CF Only RRR Not Complete Call List, Monthly Balderas Outbound Call List, Monthly MC RRR RoboCall, Monthly Consent Text Message Report, Monthly CF Balderas Call Report

Report Data Month: 11/2022
Report Run Date: 06/09/2023

Automated (Robo) Call Summary

Programmatically Required Text Message Summary

Other Text Message Campaign Summary

Automated (Robo) Call Summary

Month	Program CalWORKs	CF Balderas- SAR	CF Balderas- RRR	Grand Total
December 2022	325	7,202	4,443	11,970
Grand Total	325	7,202	4,443	11,970
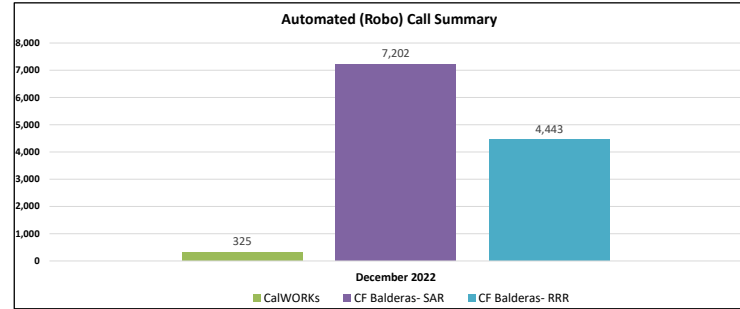
Text Messaging Summary

Month	Program PR	CalFresh	CalWORKs	Other	Grand Total
December 2022	12,922	6,330	562	200,856	220,670
Grand Total	12,922	6,330	562	200,856	220,670
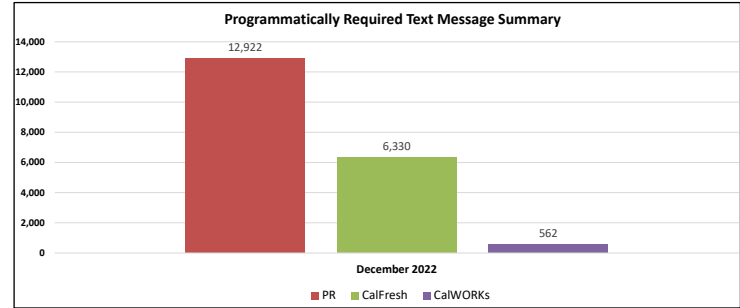
Text Messaging Summary

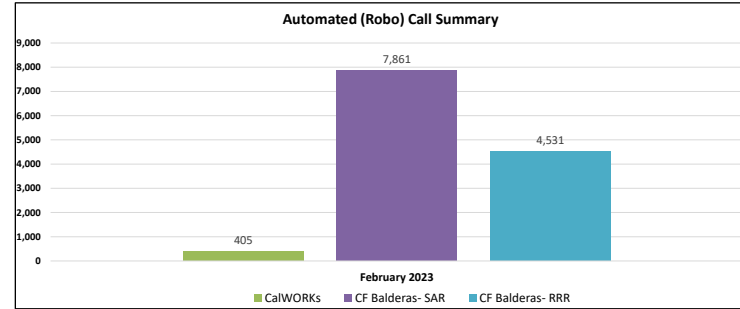| Month	Special Campaign UCSD Outreach	UCSD Mas Fresco
December 2022	200,856	
Grand Total	200,856	
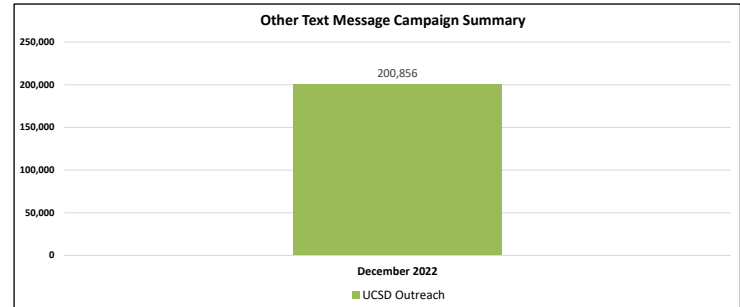
Data Sources: Monthly M40-181A CW Discontinuance Call List, Monthly CF SAR Not Received Call List,
Monthly CF Only RRR Not Complete Call List, Monthly Balderas Outbound Call List, Monthly MC RRR RoboCall,
Monthly Consent Text Message Report, Monthly CF Balderas Call Report

Report Data Month: 12/2022
Report Run Date: 06/09/2023

**Automated (Robo) Call Summary**

Programmatically Required Text Message Summary

Other Text Message Campaign Summary

Automated (Robo) Call Summary

Month	Program CalWORKs	CF Balderas- SAR	CF Balderas- RRR	Grand Total
January 2023	360	7,688	4,104	12,152
Grand Total	360	7,688	4,104	12,152
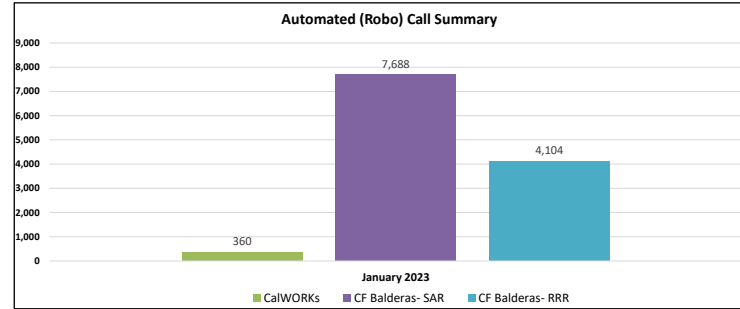
Text Messaging Summary

Month	Program PR	CalFresh	CalWORKs	Other	Grand Total
January 2023	14,815	5,561	471	609,776	630,623
Grand Total	14,815	5,561	471	609,776	630,623
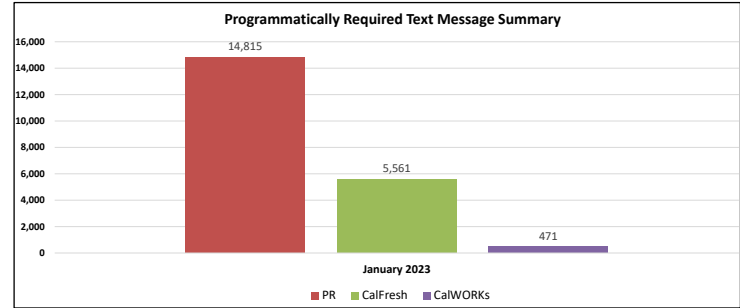
Text Messaging Summary

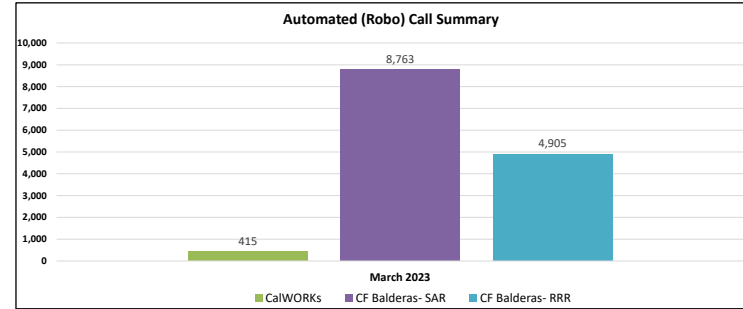| Month	Special Campaign UCSD Outreach	UCSD Mas Fresco	CF Emeregency Allotment Ending	EBT Theft Reminder
January 2023	200,432		205,621	203,723
Grand Total	200,432		205,621	203,723
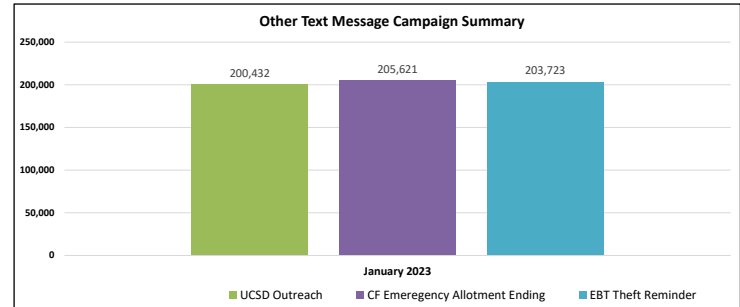
Data Sources: Monthly M40-181A CW Discontinuance Call List, Monthly CF SAR Not Received Call List, Monthly CF Only RRR Not Complete Call List, Monthly Balderas Outbound Call List, Monthly MC RRR RoboCall, Monthly Consent Text Message Report, Monthly CF Balderas Call Report

Report Data Month: 01/2023
Report Run Date: 06/09/2023

Automated (Robo) Call Summary

Programmatically Required Text Message Summary

Other Text Message Campaign Summary

2023-06_Robo-Calls_Text Messaging Report.xlsb

Automated (Robo) Call Summary

Automated (Robo) Call Summary	Program			
Month	CalWORKs	CF Balderas- SAR	CF Balderas- RRR	Grand Total
February 2023	405	7,861	4,531	12,797
Grand Total	405	7,861	4,531	12,797

Text Messaging Summary

Text Messaging Summary	Program				
Month	PR	CalFresh	CalWORKs	Other	Grand Total
February 2023	15,002	6,217	601	205,198	227,018
Grand Total	15,002	6,217	601	205,198	227,018
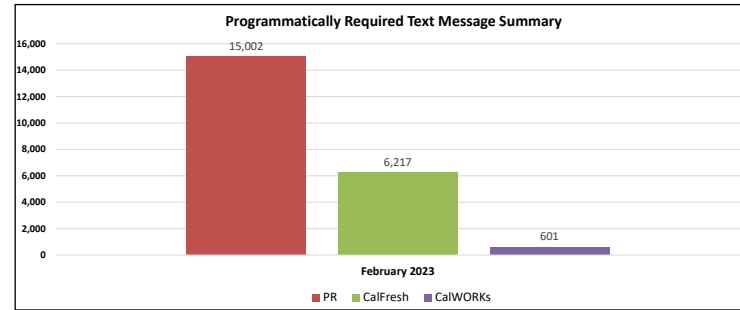
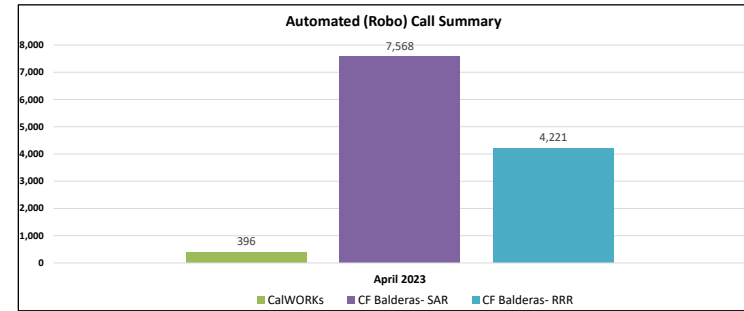| Text Messaging Summary	Special Campaign			
Month	UCSD Outreach	CF Emeregency Allotment Ending	EBT Theft Reminder	MC 65+
February 2023	203,930			1,268
Grand Total	203,930			1,268
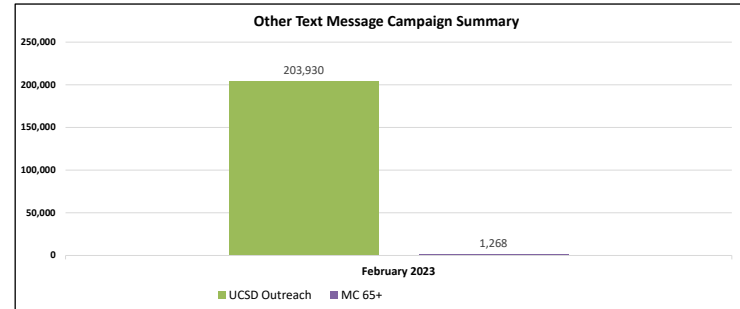
Data Sources: Monthly M40-181A CW Discontinuance Call List, Monthly CF SAR Not Received Call List, Monthly CF Only RRR Not Complete Call List, Monthly Balderas Outbound Call List, Monthly MC RRR RoboCall, Monthly Consent Text Message Report, Monthly CF Balderas Call Report

Report Data Month: 02/2023
Report Run Date: 06/09/2023

Automated (Robo) Call Summary

Automated (Robo) Call Summary	Program			
Month	CalWORKs	CF Balderas- SAR	CF Balderas- RRR	Grand Total
March 2023	415	8,763	4,905	14,083
Grand Total	415	8,763	4,905	14,083

Text Messaging Summary

Text Messaging Summary	Program				
Month	PR	CalFresh	CalWORKs	Other	Grand Total
March 2023	16,771	6,789	522	607,648	631,730
Grand Total	16,771	6,789	522	607,648	631,730
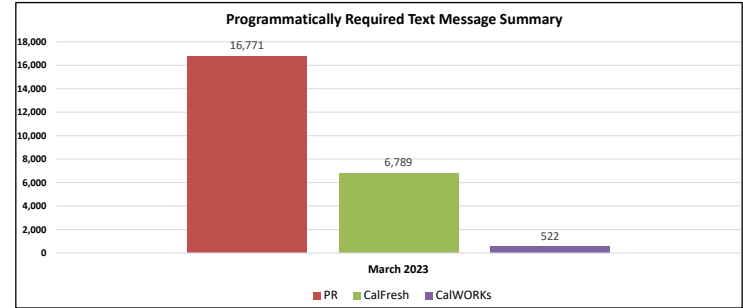
Text Messaging Summary — Special Campaign

Text Messaging Summary	Special Campaign			
Month	UCSD Outreach	CF Emeregency Allotment Ending	MC 65+	EITC Outreach
March 2023	193,068	198,141	1,291	215,148
Grand Total	193,068	198,141	1,291	215,148
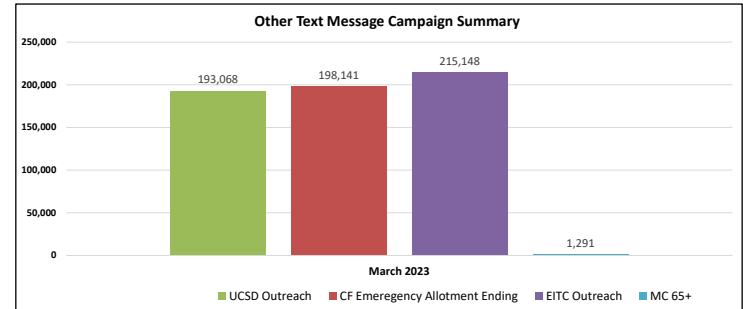
Data Sources: Monthly M40-181A CW Discontinuance Call List, Monthly CF SAR Not Received Call List, Monthly CF Only RRR Not Complete Call List, Monthly Balderas Outbound Call List, Monthly MC RRR RoboCall, Monthly Consent Text Message Report, Monthly CF Balderas Call Report

Report Data Month: 03/2023
Report Run Date: 06/09/2023

Automated (Robo) Call Summary

Programmatically Required Text Message Summary

Other Text Message Campaign Summary

2023-06_Robo-Calls_Text Messaging Report.xlsb

April 2023

Automated (Robo) Call Summary

Month	Program CalWORKs	CF Balderas- SAR	CF Balderas- RRR	Grand Total
April 2023	396	7,568	4,221	12,185
Grand Total	396	7,568	4,221	12,185

Text Messaging Summary

Month	Program PR	CalFresh	CalWORKs	Other	Grand Total
April 2023	15,142	5,467	360	235,146	256,115
Grand Total	15,142	5,467	360	235,146	256,115
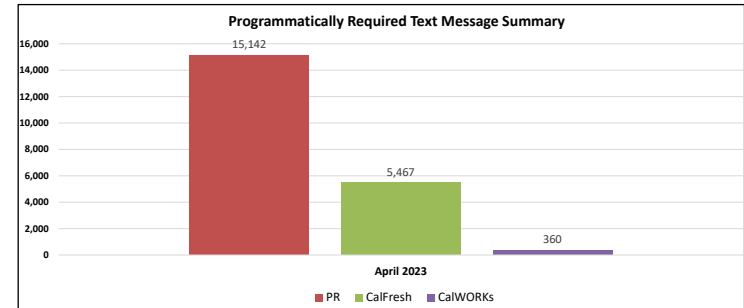
Text Messaging Summary

| Month	Special Campaign UCSD Outreach	MC 65+	MC RRR Robo	MC RRR SMS
April 2023	196,723	1,364	691	36,368
Grand Total	196,723	1,364	691	36,368
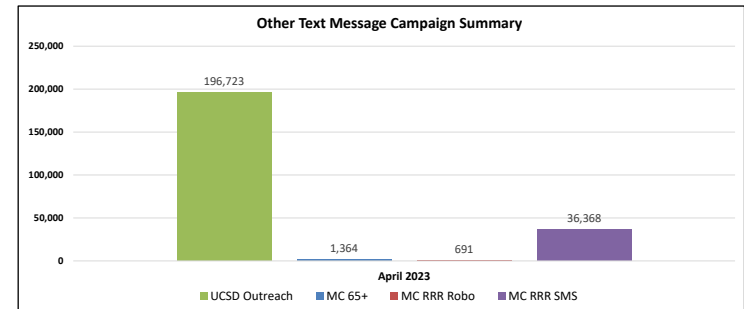
Data Sources: Monthly M40-181A CW Discontinuance Call List, Monthly CF SAR Not Received Call List,
Monthly CF Only RRR Not Complete Call List, Monthly Balderas Outbound Call List, Monthly MC RRR RoboCall,
Monthly Consent Text Message Report, Monthly CF Balderas Call Report

Report Data Month: 04/2023
Report Run Date: 06/09/2023

Automated (Robo) Call Summary

Programmatically Required Text Message Summary

Other Text Message Campaign Summary

2023-06_Robo-Calls_Text Messaging Report.xlsb

Automated (Robo) Call Summary

Month	Program CalWORKs	CF Balderas- SAR	CF Balderas- RRR	Grand Total
May 2023	373	7,322	4,011	11,706
Grand Total	373	7,322	4,011	11,706
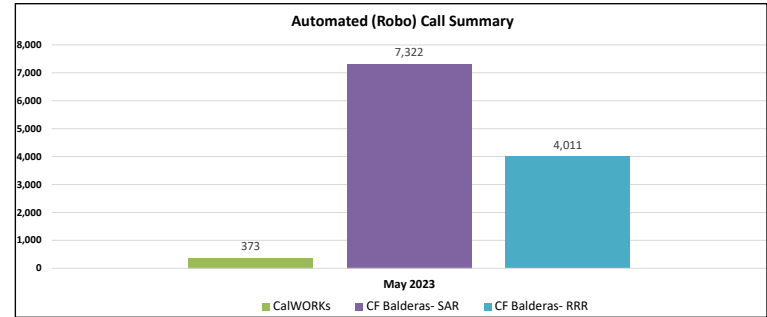
Text Messaging Summary

Month	Program PR	CalFresh	CalWORKs	Other	Grand Total
May 2023	14,223	5,209	372	244,093	263,897
Grand Total	14,223	5,209	372	244,093	263,897
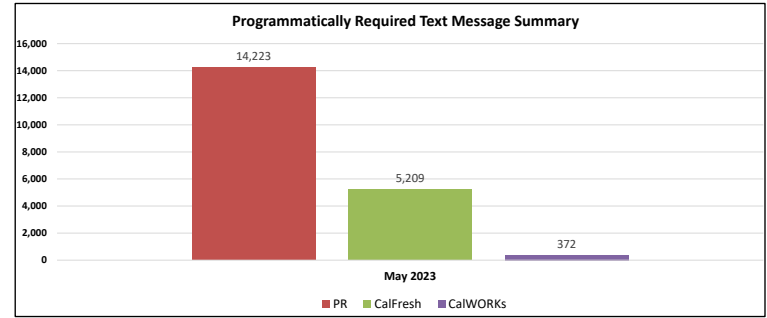
Text Messaging Summary

| Month	Special Campaign UCSD Outreach	MC 65+	Text2LiveHealthy	MC RRR Robo	MC RRR SMS
May 2023	197,303	1,520	7,023	705	37,542
Grand Total	197,303	1,520	7,023	705	37,542
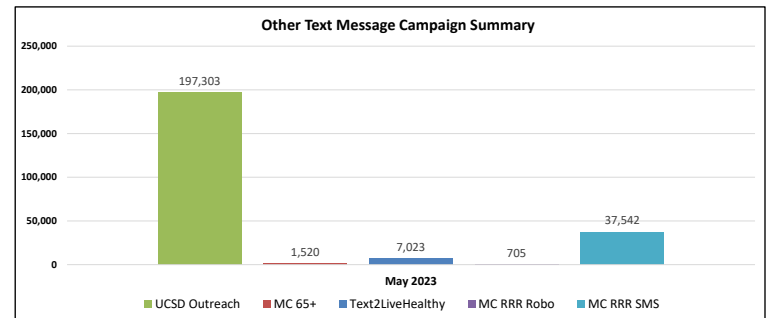
Data Sources: Monthly M40-181A CW Discontinuance Call List, Monthly CF SAR Not Received Call List,
Monthly CF Only RRR Not Complete Call List, Monthly Balderas Outbound Call List, Monthly MC RRR RoboCall,
Monthly Consent Text Message Report, Monthly CF Balderas Call Report

Report Data Month: 05/2023
Report Run Date: 06/09/2023

Automated (Robo) Call Summary

Programmatically Required Text Message Summary

Other Text Message Campaign Summary

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%

CalFresh Dispositions and Denials
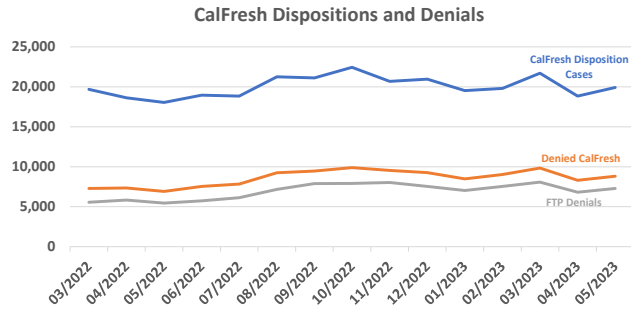
Monthly Medi-Cal Renewal Report

Medi-Cal Renewals	Jun-23	%	Jul-23	%
Total Medi-Cal Renewals Due	46,900	100%	47,860	100%
Total Medi-Cal Renewals Auto Renewed	12,890	27%	13,110	27%
Total Medi-Cal Renewals Renewed via Combo Case*	7,364	16%	7,081	15%
Total Medi-Cal Renewal Packets Mailed	26,646	57%	27,669	58%
Total Medi-Cal Renewals Completed	20,254	43%	20,191	42%
Total Medi-Cal Renewals Pending Receipt or Completion	26,646	57%	27,669	58%

Source: Daily RRR Status Report

*Combo: Medi-Cal With Active CF/GR/CW

Report Date: 06/6/2023