

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

MEETING NOTICE: In Person

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

Public Video Viewing/Comment Option: <https://zoom.us/j/96952518129>

**March 8, 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 February 8, 2023 Meeting Minutes

PUBLIC COMMENTS

- 9:33 - 9:43 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

- 9:43 – 10:45 4. **Information Item:** Tour of North Central Live Well Center and Live Well Mobile Office
- 10:45 – 10:55 5. **Action Item:** Draft Letter of Commendation from the SSAB to Board of Supervisors Regarding Self-Sufficiency Services Over the Last 10 Years: Vino Pajanor, Chair, Social Services Advisory Board and Jan Spencley, Vice Chair, Social Services Advisory Board
- 10:55 – 11:30 6. **Information Item:** Update on Local Response to COVID19 Emergency for all Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data, PHE Lift: Assmaa Elayyat, Chief, Self-Sufficiency Services, Health and Human Services Agency (HHSA)

ADJOURNMENT/ NEXT MEETING

Next regular meeting will be held on April 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/96250821950>

**SSAB Meeting Minutes
February 8, 2023**

Members Present

Vino Pajanor
Jan Spencley
Robin Maxson
Keara O'Laughlin
Buck Martin
Daniela Murphy
Greg Anglea
Rachel Morineau

Members Absent

Carol Lewis
Phil Thalheimer

Staff Present

Rick Wanne, Director Self-Sufficiency Services
Albert Banuelos, HHSA
Adriana Ramirez, HHSA
Allison Boyer, HHSA
Jeannie Hufford, HHSA
Assmaa Elayyat, HHSA
Michael Schmidt, HHSA
Darlene Beltran, HHSA
Eric Rubio, HHSA
Albert Garcia, HHSA
Yenissa Salgado, HHSA
Patty Baker, HHSA
David Hopkins, HHSA
Claudia Gurrola, HHSA

Guests

Jack Dailey, Legal Aid Society of San Diego
Karen Fernandez, Legal Aid Society of San Diego
Daniel Benson, Legal Aid Society of San Diego
Tina Bae, Legal Aid Society of San Diego
Shelly Dieu, San Diego Hunger Coalition
Mauricio Medina, San Diego Hunger Coalition
Stephen Salter, San Diego Hunger Coalition
Karla Samayoa, 2-1-1 San Diego
Nathan Wollman, SEIU
Cierra Gant, SEIU
Iris Trammel, HHSA Staff
Gerrell Howard, HHSA Staff
Alexondria Harris, HHSA Staff
Alberto Magarro, HHSA Staff
Kimberly Smith, HHSA Staff

1. Meeting called to order at 9:31 by Chair, Vino Pajanor.
2. The January 19, 2023 Meeting Minutes were approved, with all Board Members present voting yes, with the correction that the January 19, 2023 meeting was held in person and not virtually.
3. Public Comments:
 - No public comment

4. **Action Item:** SSAB 2023 Priorities and Strategic Goals: All SSAB Members. Mr. Rick Wanne and Mr. Alberto Banuelos presented the 2023 Proposed Priorities and Strategic Goals, requesting the support of SSAB. The SSAB members shared their feedback and suggestions for the 6 proposed priorities and goals. The 2023 priorities and strategic goals were approved, with all Board Members present voting yes.
5. **Action Item:** Letter of Commendation from the SSAB to Board of Supervisors Regarding Self-Sufficiency Services Over the Last 10 Years: Vino Pajanor, Chair, Social Services Advisory Board and Jan Spencley, Vice Chair, Social Services Advisory Board. Mr. Pajanor presented the idea to the SSAB members for a Letter of Commendation to be written to the Board of Supervisors to be given to Self-Sufficiency Services. The motion was approved with all Board Members present voting yes, and it was decided that a draft letter will be brought before the board at the next SSAB meeting on March 8, 2023.
6. **Item Information:** Update on Local Response to COVID19 Emergency for all Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data, PHE Lift: Assmaa Elayyat, Chief, Self-Sufficiency Services, Health and Human Services Agency (HHS). Ms. Elayyat provided updates on CalFresh, Medi-Cal, CalWORKs and General Relief flexibilities, waiver expirations, extensions, CalFresh Failure to Provide Denial data and information on the discontinuance of the CalFresh benefit Emergency Allotments on April 1, 2023.

A public comment was made for this agenda item by Nathan Wollman of SEIU, stating that SEIU 221 wants to ensure that the provisional issues being addressed with the Eligibility Task Force do not go unresolved, including feeling that they are not adequately staffed, and workloads were unevenly distributed with not much change in the department. Mr. Wollman also stated that to continue their goals in making sure that people who eligible are enrolled, different practices that work and don't work in other Counties should be looked at and the case per worker ratio should be revisited.

7. **Presentation Item:** EBT Theft: Skimming and Scamming Overview: Adriana Ramirez, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHS). Ms. Ramirez presented information on theft of Electronic Benefit Transfers (EBT) and the available resources including a new web page and fliers, provided by the County for EBT electronic theft prevention.

ADJOURNMENT/SET NEXT MEETING:

The meeting was adjourned at 11:33 a.m. Next regular meeting will be held on March 8, 2023.



ITEM# 4 TOUR OF NORTH CENTRAL LIVE WELL CENTER AND LIVE WELL MOBILE OFFICE





ITEM# 5 DRAFT LETTER OF COMMENDATION FROM THE SSAB TO BOARD OF SUPERVISORS REGARDING SELF-SUFFICIENCY SERVICES OVER THE LAST 10 YEARS

Vino Pajanor, Chair, SSAB

Jan Spencley, Vice Chair, SSAB





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

Date

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

Dear Chairwoman Vargas,

The Social Services Advisory Board's (SSAB) Charter is to review and evaluate Social Services and Self-Sufficiency Services (the "Department") policies, programs, and budgets, recommend means of improving services and facilities, serve as a sounding board for the County of San Diego Health & Human Services Agency ("HHSA") and where appropriate, submit to the Board of Supervisors recommendations concerning the Agency budget practices.

The SSAB would like to commend the Department on their dedication to continuously enhance service delivery and access to public assistance benefits and their improvement of customer service and over the last decade.

In 2010, the Board of Supervisors sent a memo to the Chief Administrative Officer requesting that the SSAB address the efficiency and effectiveness of the Supplemental Nutrition Assistance Program ("SNAP"), now known as CalFresh. The SSAB established a time-limited working group comprised of community-based organizations that had experience working with SNAP to provide recommendations for simplifying the eligibility process and removing perceived barriers that impede program participation. This resulted in 69 recommendations provided to the Department to implement.

During this time period, San Diego County was one of the lowest performing counties in the state. The Department found itself under multiple State Corrective Action Plans. These included, CalFresh for poor performance and negative error rate, Medi-Cal for failure to comply with federal mandates in the completion of timely and accurate renewals, and Income and Eligibility Verification for not meeting processing timelines.

While progress was made on the implementation of the 69 recommendations, including work culture and morale, to more specific system-oriented suggestions to improve application processing and customer service, there was still much more to be done. Below is a snapshot of key metrics during FY 2010/2011:

- Access Call Center, average wait time for the year was 4:59:51 (hours)
- Access Call Center received 684K calls with 35% abandoned calls
- CalFresh timeliness was not met
- Medi-Cal timeliness was not met
- SSS received high number of customer complaints and poor customer service feedback

Since then, the Department has continued to make improvements despite the challenges brought on by the COVID-19 pandemic. In fact, the improvements to systems allowed the Department to pivot quickly and maintain customer service at the start and during the pandemic. The Department has been firmly committed to sustain its work with SSAB and the community to improve the health and well-being of those being served, including recruiting an auspicious, knowledgeable and dynamic leadership team. In addition, as directed by your Board of Supervisors in 2021, the Eligibility Task Force (“ETF”) was created to further assess barriers to eligibility enrollment and identify additional operational efficiencies to make the programs accessible to all eligible in San Diego County. In fact, the ETF consultants not only provided recommendations, they also recognized that the Department had implemented best practices in a number of areas that heighten customer service and operational efficiency.

As a result of the decade long efforts, there has been a dramatic improvement in key performance metrics and customer service. Below is a snapshot of the some of the current key performance metrics:

- Total number of calls received at Access Call Center was 1.8M last FY (over 165% increase)
- Access Call Center abandoned calls is at 2%
- Access Call Center average wait time is 1:06 (minutes)
- CalFresh program has over 373,000 recipients (115.1% increase)
- CalFresh program is meeting state and federal standards for timely processing and accuracy
- Medi-Cal program has 1,023,000 recipients (187.8% increase)
- Medi-Cal program is meeting state and federal standards for timely processing and accuracy

As a result of these efforts the Department has been recognized at the State and National levels. Over the last five years, some examples included:

- National Awards
 - Using Social Media to Promote SNAP/CalFresh Participation
 - YouTube Training Channel
 - Self-Sufficiency Services through GWOW
 - Virtual Reality Training
 - Enhanced Return Mail Processing
 - LiveWell Mobile Office Pandemic Response
 - Storefront Service Delivery Model
 - Virtual Assistant Using Artificial Intelligence
 - Virtual Hiring Halls
 - Virtual Universal Training
- State Awards
 - Recognition of Excellence for contributing to California’s Historical Low CalFresh Error Rate
 - Certificate of Excellence for Excellent Management Evaluation (Large County)
- CalFresh Awards
 - County Liaison of the Year (3 times Awarded)
 - CalFresh Outreach Partner & County Collaboration (4 times Awarded)
- Call Center Awards
 - Cloud-Based Call Center Technology
 - CX Innovation Award
 - Outstanding Customer Experience

Letter from the SSAB to Chairwoman Vargas

Date

Page 3 of 3

The SSAB appreciates and recognizes the hard work, efforts, and commitment that the Department has demonstrated over the past decade. The SSAB looks forward to continued support of the Department, with the goal of further strengthening the delivery of these key safety net programs to better meet the needs of all San Diego County residents.

Respectfully,

Vino Pajanor

Chair, Social Services Advisory Board

cc: Supervisor Terra Lawson-Remer, Vice Chair
Supervisor Joel Anderson
Supervisor Nathan Fletcher
Supervisor Jim Desmond
SSAB Board Members
Nick Macchione, Director, Health and Human Services Agency
Rick Wanne, Director, Self-Sufficiency Services
Alberto Banuelos, Assistant Director Self-Sufficiency Services

DRAFT



ITEM #6

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

*Assmaa Elayyat, Chief
Self-Sufficiency Services*





PROGRAM FLEXIBILITIES & WAIVERS

Current Flexibilities & Options

- The following waivers granted by the Food and Nutrition Services (FNS) **are set to expire and CDSS is requesting an extension:**
 - Initial application and recertification interviews **March 31st 2023**
 - Telephonic signature **March 31st 2023**
 - 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

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**
 - **Approved for February, benefits will be issued on March 26th - this will be the last Emergency Allotment**
 - **The Consolidated Appropriations Act of 2023 will discontinue Emergency Allotment issuances effective April 1st**
 - **The California Department of Social Services (CDSS) will provide a mass mailer and robocall/texting campaign to inform recipients**
 - **The County will also be providing communication 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**
- The county will begin processing renewals that are due in the month of June 2023**
- Any negative or adverse actions taken will not take effect until July 1st**

| Bill Number and Name | Date Introduced | Description | Affected Programs | Support/Oppose/Watch/Concerns | Status |
|----------------------|-----------------|---|------------------------------------|-------------------------------|--|
| AB 94 | 1/9/2023 | This bill would prohibit outgoing calls from displaying a blocked phone number. The bill would impose a state mandated local program. | Self-Sufficiency Services HHSA | Watch | 1/26/2023: Active Bill - In Committee Process. Referred to Com. on HUM. S. |
| SB 85 | 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 | 2/23/2023: Active Bill - In Committee Process. Re-referred to Com. on HUMAN S. |
| AB 274 | 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 | 2/2/2023: Active Bill - In Committee Process. Referred to Com. on HUM. S. |
| SB 242 | 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 | 2/27/2023: Active Bill - In Committee Process. Set for hearing March 20. |

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| SB 260 | 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 | 2/28/2023: Active Bill - In Committee Process. Set for hearing March 20. |
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| SB 262 | 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 | 2/28/2023: Active Bill - In Committee Process. Set for hearing March 20. |
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| AB 325 | 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 | 2/9/2023: Active Bill - In Committee Process. Referred to Com. on HUM. S. |
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| Bill Number and Name | Date Introduced | Description | Affected Programs | Support/Oppose/Watch/Concerns | Status |
|----------------------|-----------------|--|------------------------------------|-------------------------------|---|
| AB 435 | 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 | 3/1/2023: Active Bill - In Committee Process. Referred to Com. on HUM. S. |
| SB 311 | 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 | 2/15/2023: Active Bill - In Committee Process. Referred to Com. on HEALTH. |
| SB 333 | 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 | 2/15/2023: Active Bill - In Committee Process. Referred to Coms. on ED. and HUMANS S. |
| AB 564 | 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 | 2/17/2023: Active Bill - In Committee Process. Referred to Com. on HEALTH. |
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| ITEM | SSAB/TASK FORCE RECOMMENDATIONS | ACTION PLANS | MEASUREMENTS OF SUCCESS | EXPECTED DATE OF COMPLETION |
|------|---|---|---|-----------------------------|
| 1 | <p>Establish County and Community Based Organization (CBO) initiative to reduce denied applications – with an emphasis on denials related to failure to provide verification. The initiative should include the following activities, as well as any other priorities identified by the County and CBOs during planning and implementation.</p> | <ul style="list-style-type: none"> •When waivers expire, consider expanding focus to include denials due to failure to interview. •Create additional two-way communication channels (text, chat and video conferencing) so customers can easily ask follow-up questions about their case and check the status of their application. •Analyze data and conduct analysis on application denials due to failure to provide and establish a tracking report that is produced once per month and monitored. •Conduct three refresher trainings for staff on alternatives to paper for verification and create desk guides. | <ul style="list-style-type: none"> • Community forum was held on August 30, 2022 with CBOs to provide overview of CalFresh requirements and discuss failure to provide denials and discontinuances for CalFresh. • CalFresh failure to provide denial and data discussed at January 2023 SSAB meeting, new monthly report created for SSAB. • Multiple refresher trainings across all programs completed for staff. •Over 1,900 eligibility staff completed refresher trainings. •Continue to meet regularly with CBOs on reducing denials related to failure to provide verifications. •Continue and increase utilization of | <p>Complete: 1/1/2023</p> |
| 2 | <p>Simplify eligibility and redetermination processes and paperwork, including a focus on cash programs (eg, General Relief (GR), Cash Assistance Program for Immigrants (CAPI), County Medical Services (CMS), etc.).</p> | <ul style="list-style-type: none"> •Conduct a complete analysis of all GR, CAPI, and CMS program policies and procedures and State laws and regulations, identify opportunities for simplification of eligibility and redetermination. •Implement one or more identified eligibility simplification for redetermination procedures for GR, CAPI, and CMS. | <ul style="list-style-type: none"> •Simplified GR work requirements for adults to better streamline the monthly process and redetermination. •Updated GR Program Guide to include several simplifications to facilitate a smoother redetermination process and eligibility, including virtual enrollment orientations. •Modernized and implemented GR orientation for mandatory work requirement to be virtual, as well as in person. | <p>Complete: 2/1/2023</p> |

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| 3 | Benchmark staff workload levels with other counties and states; consider emerging best practices; and monitor, report and balance workload ratios across Family Resource Centers (FRCs) and other County sites. Continue to monitor and increase “first contact resolution.” | <ul style="list-style-type: none"> •Research and identify other California County and other State staff workload and performance levels, and best practices. | <ul style="list-style-type: none"> •Continue to produce and distribute 163 daily, weekly, and monthly tracking and monitoring reports for staff work assignments across all offices and balance workload across FRCs. •Revised multiple reports to include additional data which helps staff better track work and workloads across FRCs. •Referred to labor union and County labor relations for follow-up. •Will work with SEIU 221 to support the | Complete: 11/1/2022, ongoing |
| 4 | Increase equity of access to County Self-Sufficiency Services by (1) hiring and recruiting more bilingual staff so they are consistently accessible and (2) by improving wait times and quality of third-party translation services to better serve clients in threshold and other languages and to lessen the impact on worker performance. | <ul style="list-style-type: none"> •Create tracking, monitoring, and performance reports of current baseline staff languages, and create tracking, monitoring, and performance report of County contracted service translation and interpreter providers, in order to better serve customers in their threshold language and increase staff performance. | <ul style="list-style-type: none"> •Increase the current number of bilingual Human Services Specialist (HSS) staff, currently 843 individuals which represents 54% of HSS staff overall. • 611 new HSS staff were hired since September 2021. •As of 2/25/2023 county is at 100% filled positions for HSS's. | Complete: 11/1/2022, ongoing |
| 5 | Give trained CBO assisters access to private, universalized customer and case manager dashboards or databases and data sharing agreements, so CBOs can check on application status themselves and assist their customers with paperwork, appointments, and due dates. Pursue and advocate for this feature in the California Statewide Automated Welfare System (CalSAWS) platform. | <ul style="list-style-type: none"> •Advocate for necessary privacy, confidentiality, and legal reforms required in order for CalSAWS to provide CBO assisters the ability to directly access customer application and case information. •CalSAWS to implement CBO access for assisters to directly access customer and case information. | <ul style="list-style-type: none"> •Number of CBO's successfully transitioned to CalSAWS new BenefitsCal platform, from MyBCW. | 3/1/2023, ongoing |

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| <p>6</p> | <p>With a clear statement from the County and through outreach with trusted community partners, address fears among customers living in immigrant, refugee and mixed status households about the use of public benefits affecting their pathways to citizenship (i.e., concerns about the Public Charge rule).</p> | <ul style="list-style-type: none"> •Identify additional opportunities to educate the public about Public Charge and accessing public assistance benefits. •Advocate for local, State, and Federal officials to take official actions and communications regarding Public Charge information. | <ul style="list-style-type: none"> •Increased by 25% the number of available resources on County Self-Sufficiency Services Public Charge webpage. •Increased by 25% the number of visits to County Self-Sufficiency Services Public Charge webpage, currently the page averages 183 hits per month. •Self-Sufficiency Services (SSS) and the Department of Homeless Solutions and Equitable Communities (HSEC) are collaborating to provide outreach and awareness on Public Charge resources to customers and CBO's. SSS provided a Public Charge overview training to HSEC staff on August 18, 2022. • In November 2022, the California Department of Social Services issued guidance including additional resources on Public Charge that was shared with County staff and added to the SSS Public Charge webpage. | <p>Complete: 12/1/2022</p> |
| <p>7</p> | <p>Assess and adjust the training model to ensure HSS' are empowered and equipped to provide excellent customer service. Include intermittent on-the-job training between program trainings to give trainees experience in an FRC earlier. Create desk guides for difficult forms HHSA cannot fix with examples of completed forms.</p> | <ul style="list-style-type: none"> •Review and assess all current training and desk guide materials and identify and eliminate obsolete information, and institute any required new material, and review on a regular basis. | <ul style="list-style-type: none"> •Implemented immediate on the job training for new staff hired to provide experience in FRC's and call center as soon as possible. Hired 723 HSS staff since 2020 who are located at their respective FRC or call center location upon hire. •41,096 trainings were completed by HHSA staff for the 2022/23 Fiscal Year so far. • Worked with SEIU 221 representatives, who attended HSS initial universal training and onboarding of new staff in various offices over a 6 month period. Assessment recommendations were evaluated and implemented into the initial training curriculum. | <p>Complete: 12/1/2022, ongoing</p> |

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| 8 | Expand availability of County application assistance by increasing out stationed eligibility workers in high-impact locations. | <ul style="list-style-type: none"> •Identify, seek, and invite additional out stationed opportunities for HSS' from CBOs. •Continue to measure success of out stationed staff by tracking number of persons contacted and number of applications received and submitted through out stationed sites. | <ul style="list-style-type: none"> •Assessed and identified the number of out stationed HSS' currently throughout the County including tracking pre and post outstation statistics. Out stationed HSS' are placed onsite within the community and work closely with CBO's. Currently out stationed staff support 48 locations across the County and have received and processed a total of 130,155 applications for the 2022/23 Fiscal Year so far. •Participated in and completed over 200 community outstation outreach and enrollment assistance events, collaborations, and trainings including events with the Live Well Mobile Office so far for the new 2022/23 Fiscal Year. • Added new onsite eligibility worker at Southwestern Community College in October 2022. | Complete: 10/1/2022 |
| 9 | Review the compensation study for eligibility staff to make sure pay is commensurate with neighboring counties and the County of San Diego's cost of living. | | <ul style="list-style-type: none"> •The County and Service Employees International Union (SEIU) 221 have agreed upon a 3-year contract including wage, benefit, and equity cost of living adjustment increases. | Complete: 7/1/2022 |

| | | | | |
|------------------|--|---|---|------------------------------------|
| <p>10</p> | <p>The study team and SSAB encourage HHS and the County Board of Supervisors to embrace the County’s deserved leadership role by advocating for meaningful program improvements at the State and Federal level that will enable local systems improvements. In particular, HHS should advocate for continuing with the positive changes in service delivery created by the pandemic (e.g. eliminating interviews).</p> | <ul style="list-style-type: none"> •Work with County (County Office of Strategy and Intergovernmental Affairs (OSIA)), State and Federal legislative advocates, lobbyists, statewide organizations (County Welfare Directors Association) and policymakers to maintain and advance the benefits of COVID-19 related business process waivers and rules related to eligibility. | <ul style="list-style-type: none"> •Work with SSAB to submit four or more advocacy letters of support to continue waivers over the next year. •HHS participated in a Congressional committee hearing on July 11th to discuss CalFresh enrollment barriers for Veteran population. •HHS met with community and federal partners on July 17th to discuss CalFresh enrollment barriers for Veteran and Military populations. •HHS met with federal partners on July 18th & 19th and provided an overview of operations and processes, HHS also advocated with federal partners the need to further simplify program requirements and continue permanently the various CalFresh (SNAP) COVID related waivers in place including the interview waiver. •Evaluating and advocating for state and federal legislation that supports Self-Sufficiency program efficiencies during the 2023-24 legislative session. | <p>Complete: 9/1/2022, ongoing</p> |
| <p>11</p> | <p>Leverage and expand partnerships with CBOs that serve prioritized subgroups and are trusted messengers in those communities.</p> | <ul style="list-style-type: none"> •Partner with the County Health and Human Services Agency, Department of Homeless Solutions and Equitable Communities (HSEC), to facilitate access and ease of enrollment into all programs and identify future opportunities for collaboration. | <ul style="list-style-type: none"> •Increase number of customers assisted in partnership with HSEC with a focus on homeless and disadvantaged subgroups. •Created and published more than 20 outreach and education flyers, posted for community partners on HHS website, including flyer translations, several orders of printed flyers also arrived that were provided to community members during the 2022/23 Fiscal Year. •130,155 application referrals from CBO's were received by HHS so far for the 2022/23 Fiscal Year. | <p>3/1/2023</p> |

| | | | | |
|----|--|--|--|-----------------------------|
| 12 | Create digestible fact sheets and ensure availability in multiple languages. | <ul style="list-style-type: none"> •Seek trusted CBOs to assist with reaching hard to serve customers within their respective communities. •Seek and retain community input on fact sheet content and language context. •Provide distribute and deliver fact sheets using multiple platforms including: flyers, social media, County website, text campaigns, etc. in order to maximize community distribution. | <ul style="list-style-type: none"> •Six Self-Sufficiency Services fact sheets for all programs in all threshold languages were developed for different programs and topics including: Electronic Benefit Transaction (EBT) theft, How To Update Contact Information, Direct Deposit, and Medi-Cal Expansion for seniors 50+. | Complete: 10/1/2022 |
| 13 | Align County and CBO approaches to outreach with customer preferences. | <ul style="list-style-type: none"> •Participate in existing and newly created CBO monthly and recurring meetings, forums, and convenings to align County and CBO approaches to outreach for customers. •Implement strategies and recommendations from community meetings and convenings in order to maximize reducing barriers to enrollment.. | <ul style="list-style-type: none"> •Participated in monthly meetings held with community partners and organizations including: Hospital Association, Legal Aid, San Diegans for Health Care Coverage, San Diego Hunger Coalition, local colleges and universities (SDSU & UCSD). •Continue to identify new CBO partnership opportunities to enhance outreach and enrollment, and to reduce barriers. | Complete: 3/1/2023, ongoing |
| 14 | Conduct cross-program outreach using electronic communication channels. | <ul style="list-style-type: none"> •Identify outreach, promotional, educational, and enrollment opportunities across all programs (complete). •Combine specific program outreach and educational materials in order to deliver multi-program messaging for enrollment (complete). | <ul style="list-style-type: none"> •Utilize, provide, distribute, and deliver information using multiple platforms including flyers, social media, County website, text campaigns, etc. in order to maximize community distribution. During the 2021/2022 Fiscal Year through May, 142,495 robo calls and 647,867 texts were sent to customers. The Goal is to increase this number by 10%. In Fiscal Year 2022/2023 through February, over 1.5 million texts were sent to customers, surpassing the 10% increase. •Digital outreach flyers posted for community partners on HHSA website, including flyer translations. | Complete: 12/1/2022 |

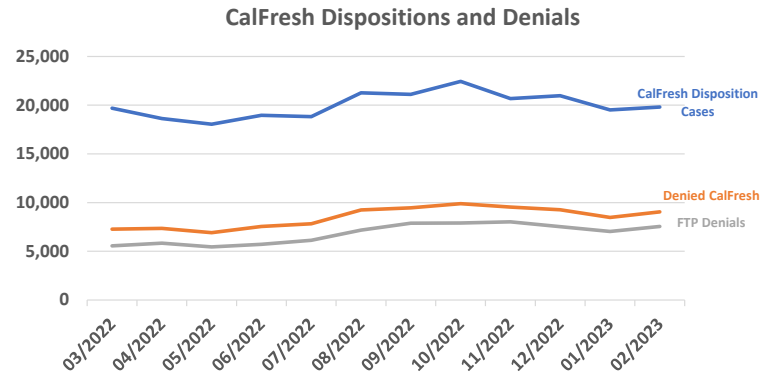
| | | | | |
|----|--|---|---|--|
| 15 | Leverage and expand mobile outreach unit and inter-disciplinary street outreach teams that include HHSA, CBOs, and other agencies. | <ul style="list-style-type: none"> •Partner and plan continuous interdisciplinary outreach and enrollment opportunities with the County HHSA HSEC. •Identify new opportunities with CBOs to reach those hardest to serve, including persons experiencing homelessness. | <ul style="list-style-type: none"> •Create a tracking and monitoring monthly dashboard report to measure impact. •Implemented Live Well Mobile Office/CBO Tracking dashboard and outstation tracking dashboard for Hospital and Community Support Services. | Complete: 5/1/2022 |
| 16 | Streamline phone applications by replicating 211's abbreviated rights and responsibilities approach. | <ul style="list-style-type: none"> •Abbreviated rights & responsibilities by the County not allowable under State/Federal regulations, 211 is a contractor and is able to use this method because a telephonic signature is captured, but full Rights & Responsibilities must be provided by the County. The County will identify opportunities to streamline CBO application submission best practices. | <ul style="list-style-type: none"> •Additional research to be conducted to identify measurement of success, if feasible. | N/A: Not allowed under State or Federal regulations. |
| 17 | Continue the positive trend related to program churn in CalWORKs, CalFresh, and Medi-Cal. | <ul style="list-style-type: none"> •Continue to monitor monthly churn data report for all programs. •Identify any positive trends and opportunities to reduce churn, in order to maintain continuous enrollment. | <ul style="list-style-type: none"> •Reduced overall 90-day churn re-application rate of 30%, for CalWORKs, CalFresh, and Medi-Cal. | Complete: 10/1/2022 |
| 18 | Create an HHSA welcome packet with all of the information customers need to successfully continue their benefits. | <ul style="list-style-type: none"> •Work with CBOs and <i>Live Well San Diego</i> partners to gather input on a benefits enrollment welcome packet. •Partner with the County HHSA HSEC to facilitate access and ease of enrollment into all programs. | <ul style="list-style-type: none"> •Finalized and implemented welcome packet as part of all new application packets. | Complete: 9/1/2022 |
| 19 | Leverage best practices using behavioral economics principles for renewal reminders like HHSA's text reminders and robocalls. | <ul style="list-style-type: none"> •Analyze, review, and identify opportunities for improvement to existing Self-Sufficiency Services text and robocall messages. •Work with CBOs and other community partners to identify new opportunities for text and robocall messaging in order to support continuous program eligibility. | <ul style="list-style-type: none"> •Increase number of robocall and text messages by 10%. During the 2021/2022 Fiscal Year through May, 142,495 robo calls and 647,867 texts were sent to customers. •98,313 robo calls and over 1.5 million texts were sent to customers so far for the 2022/23 Fiscal Year, surpassing the 10% target. | Complete: 2/1/2023 |

| | | | | |
|----|---|--|--|------------------------------|
| 20 | Explore new ways to motivate staff and create incentives for high performers. | <ul style="list-style-type: none"> •Continue focusing on opportunities to identify and uplift exceptional customer service delivery by staff. •Continue Self-Sufficiency Services leadership initiative including management mentor program, leadership book club, leadership training opportunities, etc. | <ul style="list-style-type: none"> •The County and Service Employees International Union (SEIU) 221 have agreed upon a 3-year contract including wage, benefit, and equity cost of living adjustment increases. Continue utilizing San Diego County employee recognition program for monetary reward and time off. | Complete: 3/1/2023, ongoing |
| 21 | HHSA should continue collaboration and building trust with community partners through a lens of equity and inclusion. | <ul style="list-style-type: none"> •Work with County Office of Equity and Racial Justice to identify strategies to engage with community, customers, staff, and partners through a lens of equity and inclusion. | <ul style="list-style-type: none"> •Identifying 5 new entities to engage with who help underserved communities. • Opened up new Immigrant Welcome Center in National City at National City LWC with partners including the Alliance for African Assistance and South Bay Community Services. •Exploring new partners to add to new Southeastern Live Well Center, exploring opportunity to add North County Welcome Center. | Complete: 3/1/2023, ongoing |
| 22 | HHSA should begin involving customers as advisors when improving the system. | <ul style="list-style-type: none"> •Continue to utilize customer satisfaction survey data to improve system performance. •Seek input from customers, CBOs, and community partners on policy and procedure changes when appropriate on an ongoing basis. | <ul style="list-style-type: none"> •Increase number of surveys returned by 10% for the 2022/2023 Fiscal Year. •During the 2021/2022 Fiscal over 9,000 surveys were received. | Complete: 1/1/2023, ongoing |
| 23 | HHSA would benefit from procuring organizational development support to help leadership promote the culture and procedural changes throughout the organization. | <ul style="list-style-type: none"> •Work with County Department of Human Resources and HHSA Training and Development Department to increase organizational development and leadership development for staff. •Continue to utilize and enhance organizational and leadership development services from the University of California Davis to support and promote continued positive cultural change throughout the organization. •Identify and implement at least 1 organizational leadership level training to help support and promote organizational changes. | <ul style="list-style-type: none"> •HHSA began 2 new leadership classes for supervisory and management level staff with the University of California Davis starting in the 2022/23 Fiscal Year. •Began new Management Development Program cycle for mid-management level staff. •Conducted year-end Leadership team meeting for SSS in November 2022 and All-staff HHSA meetings in January (2,700 staff). | Complete: 10/1/2022, ongoing |

| | | | | |
|----|---|--|---|-------------------------------------|
| 24 | <p>Pursue with California Department of Social Services (CDSS) a demonstration of a simplified universal application paper packet that uses plain talk in multiple languages, gives applicants a clear explanation of what to expect in the process, and is supported by a mobile-friendly online application with easy-to-understand instructions.</p> | <ul style="list-style-type: none"> •Work with County OSIA, State and Federal legislative advocates, lobbyists, statewide organizations (County Welfare Directors Association) and policymakers to pursue a demonstration pilot of a simplified universal application. •Communicate directly with CDSS leadership on creating an opportunity for a demonstration of a simplified application in multiple languages and supported by mobile friendly application with easy to understand instructions. •Advocate and request CalSAWS to identify any and all opportunities for a simplified application in multiple languages that is mobile friendly and easy to understand. | <ul style="list-style-type: none"> •Continue to identify and submit advocacy request for simplified universal application to CDSS and the California State Legislature. •Implement changes if approved. •Implement the use of the new BenefitsCal web and mobile app when available. | <p>Complete: 11/1/2022, ongoing</p> |
|----|---|--|---|-------------------------------------|

**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% |



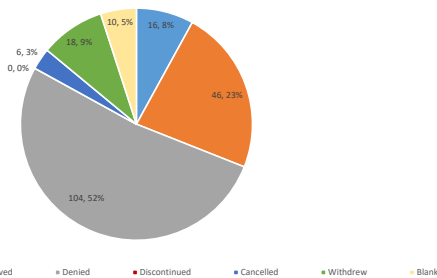


Community Based Organizations CalWORKS Referrals

07/2022-02/2023

| CalWORKS Application Referrals by Application Status | | | | | | | | | | |
|--|--------------------------|--------------|---------------|----------------|--------------|-------------|--------------|--------------|------------|--|
| CBO | HCS Outstation Staff Y/N | Pending | Approved | Denied | Discontinued | Cancelled | Withdrawn | Blank* | Total | |
| Code for America - SD | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| 2-1-1 San Diego | | 0 | 1 33% | 2 67% | 0 | 0 | 0 | 0 | 3 | |
| Family Health Centers of San Diego (FHCS) | | 1 3% | 7 18% | 23 61% | 0 | 2 5% | 4 11% | 1 3% | 38 | |
| San Diego Food Bank | Y | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Vista Community Clinic | | 3 10% | 9 29% | 15 48% | 0 | 1 3% | 3 10% | 0 | 31 | |
| La Maestra Community Health Centers | | 3 6% | 16 31% | 25 49% | 0 | 1 2% | 5 10% | 1 2% | 51 | |
| Scripps Health | Y | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Sharp Health | Y | 0 | 0 | 1 50% | 0 | 0 | 1 50% | 0 | 2 | |
| SSA Assisted - No Interview Required | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Neighborhood Health Care | | 1 8% | 1 8% | 7 58% | 0 | 2 17% | 0 | 1 8% | 12 | |
| 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 | |
| Borrego Health | | 2 100% | 0 | 0 | 0 | 0 | 0 | 0 | 2 | |
| Community Wellbeing San Diego | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Interfaith Community Services | | 0 | 0 | 3 100% | 0 | 0 | 0 | 0 | 3 | |
| Indian Health Council, Inc. | | 1 33% | 0 | 1 33% | 0 | 0 | 1 33% | 0 | 3 | |
| UCSD Medical Center | Y | 0 | 0 | 2 67% | 0 | 0 | 0 | 1 33% | 3 | |
| Access to Independence of San Diego, Inc | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Chula Vista Community Collaborative | | 3 19% | 6 38% | 6 38% | 0 | 0 | 0 | 1 6% | 16 | |
| Casa Familiar | | 0 | 2 67% | 1 33% | 0 | 0 | 1 33% | 0 | 3 | |
| Alliance for African Assistance | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| San Diego Freedom Ranch | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Tri City Medical Center | Y | 0 | 0 | 1 100% | 0 | 0 | 0 | 0 | 1 | |
| Union of Pan Asian Community | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Home Start - Califresh 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 | |
| San Diego Unified School District | | 0 | 1 33% | 1 33% | 0 | 0 | 1 33% | 0 | 3 | |
| Paradise Valley Health | Y | 0 | 1 100% | 0 | 0 | 0 | 0 | 0 | 1 | |
| Mountain Health and Community Services | | 0 | 0 | 1 100% | 0 | 0 | 0 | 0 | 1 | |
| International Rescue Committee, Inc. | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| San Ysidro Health Center | | 0 | 0 | 1 100% | 0 | 0 | 0 | 0 | 1 | |
| 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 | |
| Somali Bantu Association of America | | 0 | 0 | 2 50% | 0 | 0 | 0 | 2 50% | 4 | |
| 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 | |
| Southern Indian Health Council, Inc | | 0 | 1 11% | 4 44% | 0 | 0 | 1 11% | 3 33% | 9 | |
| TrueCare | | 2 15% | 4 31% | 6 46% | 0 | 0 | 1 8% | 0 | 13 | |
| Village Square HealthCare Center | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Clinica Internacional 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 | |
| Third Avenue Charitable Organization | | 0 | 0 | 1 100% | 0 | 0 | 0 | 0 | 1 | |
| 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 | | 16 8% | 46 23% | 104 52% | 0 | 6 3% | 18 9% | 10 5% | 200 | |

CalWORKS Percentage of Referrals



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

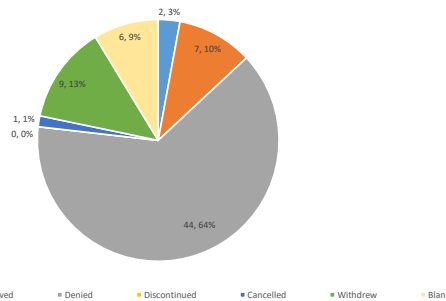
Community Based Organizations General Relief Referrals

07/2022-02/2023

General Relief Application Referrals by Application Status

| CBO | HCSS Outstation Staff Y/N | Pending | Approved | Denied | Discontinued | Cancelled | Withdrawn | Blank* | Total |
|--|---------------------------|-------------|--------------|---------------|--------------|-------------|--------------|-------------|-----------|
| 2-1-1 San Diego | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Family Health Centers of San Diego (FHCS) | | 0 | 0 | 6 67% | 0 | 0 | 2 22% | 1 11% | 9 |
| Scripps Health | Y | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Sharp Health | Y | 0 | 0 | 1 33% | 0 | 0 | 2 67% | 0 | 3 |
| Vista Community Clinic | | 0 | 1 17% | 3 50% | 0 | 0 | 0 | 2 33% | 6 |
| UCSD Medical Center | Y | 0 | 0 | 1 100% | 0 | 0 | 0 | 0 | 1 |
| North County Health Services (NCHS) | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| La Maestra Community Health Centers | | 0 | 1 6% | 11 69% | 0 | 0 | 3 19% | 1 6% | 16 |
| Neighborhood Health Care | | 0 | 0 | 1 100% | 0 | 0 | 0 | 0 | 1 |
| 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 |
| Indian Health Council, Inc. | | 0 | 0 | 1 100% | 0 | 0 | 0 | 0 | 1 |
| San Diego Regional Center | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Bonita Family Resource Center | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Interfaith Community Services | | 2 17% | 2 17% | 7 58% | 0 | 1 8% | 0 | 0 | 12 |
| San Diego Freedom Ranch | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| San Diego Unified School District | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| San Ysidro Health Center | | 0 | 0 | 1 100% | 0 | 0 | 0 | 0 | 1 |
| 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 |
| Casa Familiar | | 0 | 1 9% | 7 54% | 0 | 0 | 1 9% | 2 18% | 11 |
| Alvarado Hospital, LLC | Y | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Community Research Foundation | | 0 | 0 | 1 50% | 0 | 0 | 1 50% | 0 | 2 |
| Community Wellbeing San Diego | | 0 | 1 50% | 1 50% | 0 | 0 | 0 | 0 | 2 |
| 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 |
| Southern Indian Health Council, Inc | | 0 | 0 | 1 100% | 0 | 0 | 0 | 0 | 1 |
| Village Square HealthCare Center | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Clinica Internacional 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 |
| TrueCare | | 0 | 1 50% | 1 50% | 0 | 0 | 0 | 0 | 2 |
| Third Avenue Charitable Organization | | 0 | 0 | 1 100% | 0 | 0 | 0 | 0 | 1 |
| 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 | | 2 3% | 7 10% | 44 64% | 0 | 1 1% | 9 13% | 6 9% | 69 |

General Relief Percentage of Referrals



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



Community Based Organizations CalFresh Referrals

07/2022-02/2023

CalFresh Application Referrals by Application Status

| CBO | Total |
|--|----------------|
| Code for America - SD | 95,852 |
| 2-1-1 San Diego | 12,580 |
| Family Health Centers of San Diego (FHCS) | 1,492 |
| San Diego Food Bank | 484 |
| Vista Community Clinic | 467 |
| La Maestra Community Health Centers | 722 |
| Scripps Health | 419 |
| UC San Diego: The Hub Basic Needs Center | 1,447 |
| Sharp Health | 319 |
| SSA Assisted - No Interview Required | 182 |
| Neighborhood Health Care | 109 |
| Chaldean Middle Eastern Social Services (SYHC) | 0 |
| North County Health Services (NCHS) | 0 |
| Catholic Charities | 84 |
| Palomar Health | 10 |
| Bonita Family Resource Center | 112 |
| Rady Children's Hospital | 2 |
| TrueCare | 132 |
| Borrego Health | 38 |
| Community Wellbeing San Diego | 22 |
| Interfaith Community Services | 23 |
| Indian Health Council, Inc. | 57 |
| UCSD Medical Center | 17 |
| Access to Independence of San Diego, Inc | 0 |
| Chula Vista Community Collaborative | 92 |
| Casa Familiar | 139 |
| Alliance for African Assistance | 0 |
| San Diego Freedom Ranch | 0 |
| Tri City Medical Center | 16 |
| Union of Pan Asian Community | 0 |
| Home Start - CalFresh Grant | 2 |
| Alvarado Hospital, LLC | 0 |
| Community Research Foundation | 3 |
| San Diego Unified School District | 12 |
| Paradise Valley Health | 1 |
| Somali Bantu Association of America | 6 |
| Mountain Health and Community Services | 0 |
| International Rescue Committee, Inc. | 0 |
| San Ysidro Health Center. | 14 |
| 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 | 4 |
| 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 |
| Southern Indian Health Council, Inc | 35 |
| Village Square HealthCare Center | 0 |
| Clinica Internacional Buena Salud | 0 |
| New Alternatives Inc.-TYH | 0 |
| Gary and Mary West PACE | 11 |
| Refuge for Women SoCal, Inc | 0 |
| New Leaf Solutions | 0 |
| Third Avenue Charitable Organization | 2 |
| Adventure Point Early Learning Center | 0 |
| ATAP - Summercrest Social Services | 0 |
| Total | 114,907 |

CF Referrals





Community Based Organizations Medi-Cal Referrals

07/2022-02/2023

Medi-Cal Application Referrals by Application Status

| CBO | Total |
|--|---------------|
| 2-1-1 San Diego | 1,946 |
| Family Health Centers of San Diego (FHCS) | 2,700 |
| Scripps Health | 2,697 |
| Sharp Health | 1,228 |
| Vista Community Clinic | 1,090 |
| UCSD Medical Center | 977 |
| North County Health Services (NCHS) | 0 |
| La Maestra Community Health Centers | 911 |
| Neighborhood Health Care | 628 |
| Palomar Health | 404 |
| Tri City Medical Center | 412 |
| Paradise Valley Health | 233 |
| Borrego Health | 108 |
| Indian Health Council, Inc. | 38 |
| San Diego Regional Center | 10 |
| Bonita Family Resource Center | 57 |
| Interfaith Community Services | 17 |
| San Diego Freedom Ranch | 12 |
| San Diego Unified School District | 59 |
| San Ysidro Health Center. | 105 |
| Alliance for African Assistance | 0 |
| Neighborhood Health Insurance Center | 34 |
| Chula Vista Community Collaborative | 51 |
| Casa Familiar | 91 |
| Alvarado Hospital, LLC | 102 |
| Community Research Foundation | 7 |
| Community Wellbeing San Diego | 2 |
| Catholic Charities | 0 |
| Home Start - CalFresh Grant | 2 |
| Union of Pan Asian Community | 0 |
| Somali Bantu Association of America | 2 |
| 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 |
| Gary and Mary West PACE | 17 |
| 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 | 1 |
| 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 |
| Southern Indian Health Council, Inc | 1 |
| TrueCare | 876 |
| Village Square HealthCare Center | 1 |
| Clinica Internacional Buena Salud | 0 |
| New Alternatives Inc.-TYH | 0 |
| New Leaf Solutions | 0 |
| Rady Children's Hospital | 157 |
| Refuge for Women SoCal, Inc | 0 |
| Third Avenue Charitable Organization | 3 |
| Adventure Point Early Learning Center | 0 |
| ATAP - Summercrest Social Services | 0 |
| Total | 14,979 |





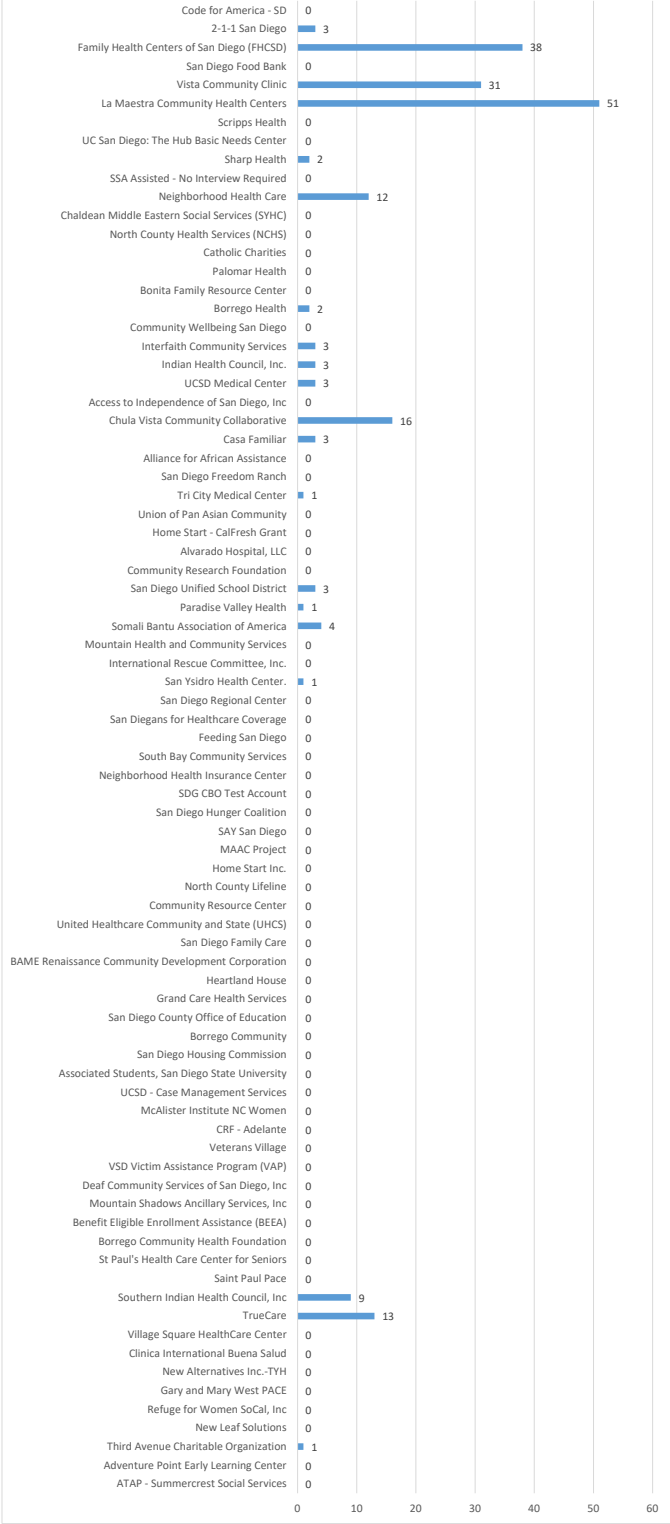
Community Based Organizations CaWORKS Referrals

07/2022-02/2023

CaWORKS Application Referrals by Application Status

| CBO | Total |
|--|------------|
| Code for America - SD | 0 |
| 2-1-1 San Diego | 3 |
| Family Health Centers of San Diego (FHCS) | 38 |
| San Diego Food Bank | 0 |
| Vista Community Clinic | 31 |
| La Maestra Community Health Centers | 51 |
| Scripps Health | 0 |
| UC San Diego: The Hub Basic Needs Center | 0 |
| Sharp Health | 2 |
| SSA Assisted - No Interview Required | 0 |
| Neighborhood Health Care | 12 |
| Chaldean Middle Eastern Social Services (SYHC) | 0 |
| North County Health Services (NCHS) | 0 |
| Catholic Charities | 0 |
| Palomar Health | 0 |
| Bonita Family Resource Center | 0 |
| Borrego Health | 2 |
| Community Wellbeing San Diego | 0 |
| Interfaith Community Services | 3 |
| Indian Health Council, Inc. | 3 |
| UCSD Medical Center | 3 |
| Access to Independence of San Diego, Inc | 0 |
| Chula Vista Community Collaborative | 16 |
| Casa Familiar | 3 |
| Alliance for African Assistance | 0 |
| San Diego Freedom Ranch | 0 |
| Tri City Medical Center | 1 |
| Union of Pan Asian Community | 0 |
| Home Start - CalFresh Grant | 0 |
| Alvarado Hospital, LLC | 0 |
| Community Research Foundation | 0 |
| San Diego Unified School District | 3 |
| Paradise Valley Health | 1 |
| Somali Bantu Association of America | 4 |
| Mountain Health and Community Services | 0 |
| International Rescue Committee, Inc. | 0 |
| San Ysidro Health Center. | 1 |
| 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 |
| Southern Indian Health Council, Inc | 9 |
| TrueCare | 13 |
| 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 |
| Third Avenue Charitable Organization | 1 |
| Adventure Point Early Learning Center | 0 |
| ATAP - Summercrest Social Services | 0 |
| Total | 200 |

CW Referrals



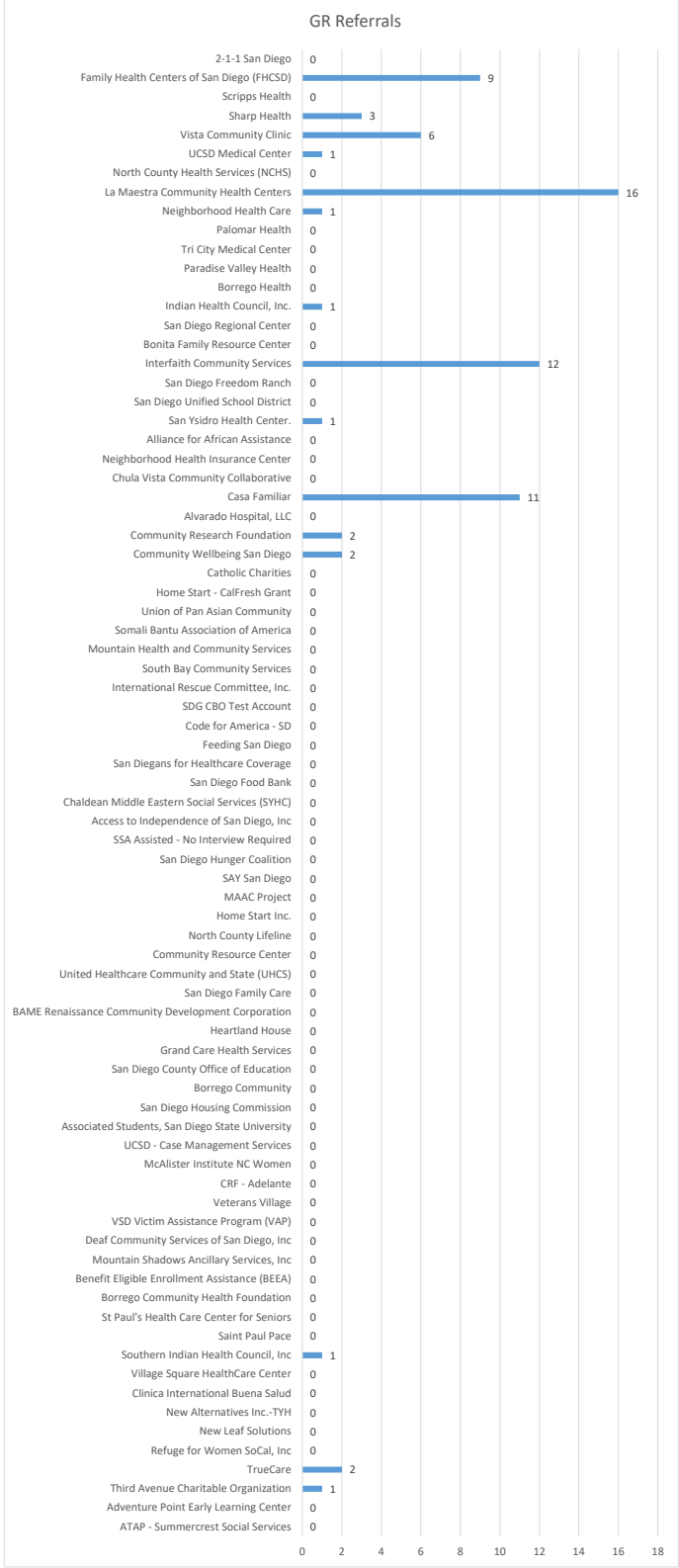


Community Based Organizations General Relief Referrals

07/2022-02/2023

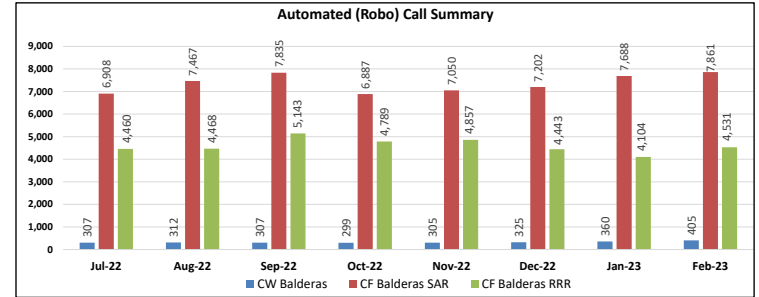
General Relief Application Referrals by Application Status

| CBO | Total |
|--|-----------|
| 2-1-1 San Diego | 0 |
| Family Health Centers of San Diego (FHCS) | 9 |
| Scripps Health | 0 |
| Sharp Health | 3 |
| Vista Community Clinic | 6 |
| UCSD Medical Center | 1 |
| North County Health Services (NCHS) | 0 |
| La Maestra Community Health Centers | 16 |
| Neighborhood Health Care | 1 |
| Palomar Health | 0 |
| Tri City Medical Center | 0 |
| Paradise Valley Health | 0 |
| Borrego Health | 0 |
| Indian Health Council, Inc. | 1 |
| San Diego Regional Center | 0 |
| Bonita Family Resource Center | 0 |
| Interfaith Community Services | 12 |
| San Diego Freedom Ranch | 0 |
| San Diego Unified School District | 0 |
| San Ysidro Health Center. | 1 |
| Alliance for African Assistance | 0 |
| Neighborhood Health Insurance Center | 0 |
| Chula Vista Community Collaborative | 0 |
| Casa Familiar | 11 |
| Alvarado Hospital, LLC | 0 |
| Community Research Foundation | 2 |
| Community Wellbeing San Diego | 2 |
| 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, Inc. | 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 |
| McAllister 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 |
| Southern Indian Health Council, Inc | 1 |
| Village Square HealthCare Center | 0 |
| Clinica Internacional Buena Salud | 0 |
| New Alternatives Inc.-TYH | 0 |
| New Leaf Solutions | 0 |
| Refuge for Women SoCal, Inc | 0 |
| TrueCare | 2 |
| Third Avenue Charitable Organization | 1 |
| Adventure Point Early Learning Center | 0 |
| ATAP - Summercrest Social Services | 0 |
| Total | 69 |

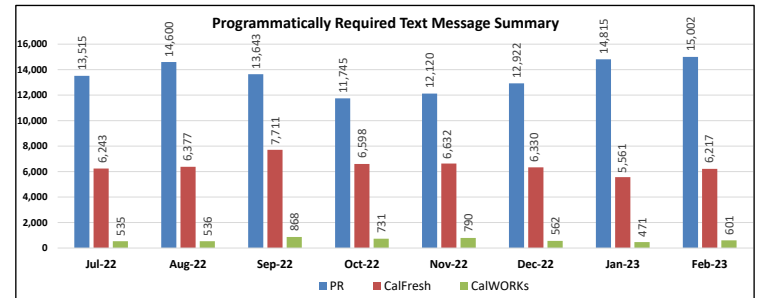


Monthly Robo-Calls & Text Messaging Report FY 2022/2023

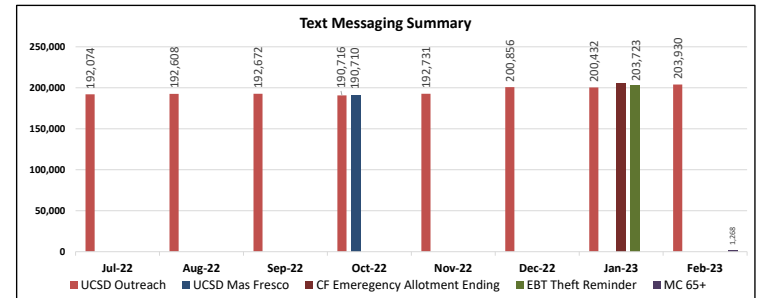
| Automated (Robo) Call Summary | Program | | | |
|-------------------------------|--------------|-----------------|-----------------|---------------|
| Month | CW Balderas | CF Balderas SAR | CF Balderas RRR | Grand Total |
| July 2022 | 307 | 6,908 | 4,460 | 11,675 |
| August 2022 | 312 | 7,467 | 4,468 | 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 | | | | |
| April 2023 | | | | |
| May 2023 | | | | |
| June 2023 | | | | |
| Grand Total | 2,620 | 58,898 | 36,795 | 98,313 |



| Text Messaging Summary | Program | | | |
|------------------------|----------------|---------------|--------------|----------------|
| Month | 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 | | | | |
| April 2023 | | | | |
| May 2023 | | | | |
| June 2023 | | | | |
| Grand Total | 108,362 | 51,669 | 5,094 | 165,125 |



| Text Messaging Summary | Special Campaign | | | | |
|------------------------|------------------|-----------------|-------------------------------|--------------------|--------------|
| Month | UCSD Outreach | UCSD Mas Fresco | CF Emergency Allotment Ending | EBT Theft Reminder | MC 65+ |
| 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 | | | | | |
| April 2023 | | | | | |
| May 2023 | | | | | |
| June 2023 | | | | | |
| Grand Total | 1,566,019 | 190,710 | 205,621 | 203,723 | 1,268 |



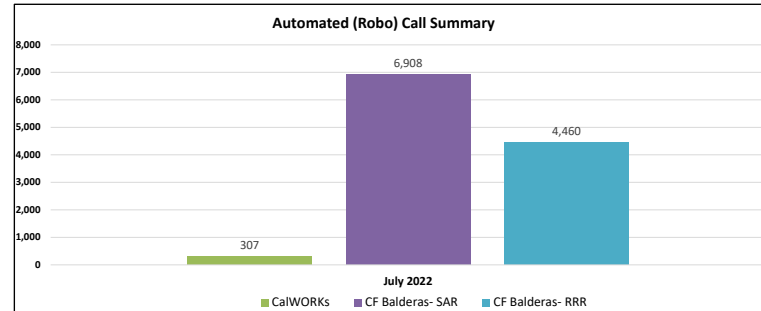
*Note: Robo Calls have been temporarily suspended in all circumstances except for CalWORKS and CalFresh Balderas call notifications. In lieu of this, all former Robo Call recipients were reprogrammed to receive text message notifications to alert them of any upcoming case actions.

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

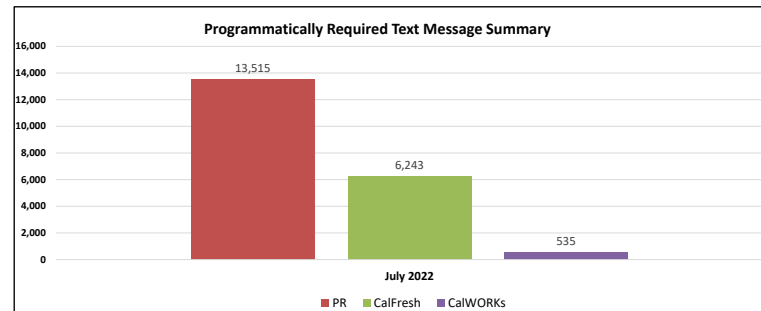
Effective 12/2022, Access is no longer doing the Monthly Consent Text Messaging RRR Campaign, nor mailing CF Packets.

July 2022

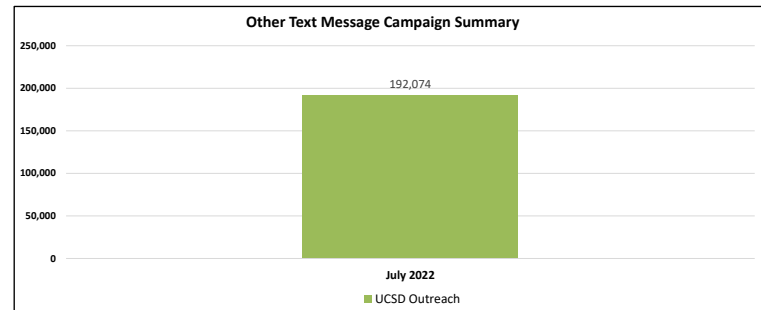
| Automated (Robo) Call Summary | | | | |
|-------------------------------|----------|------------------|------------------|-------------|
| Month | CalWORKs | CF Balderas- SAR | CF Balderas- RRR | Grand Total |
| July 2022 | 307 | 6,908 | 4,460 | 11,675 |
| Grand Total | 307 | 6,908 | 4,460 | 11,675 |



| Text Messaging Summary | | | | | |
|------------------------|--------|----------|----------|---------|-------------|
| 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 |



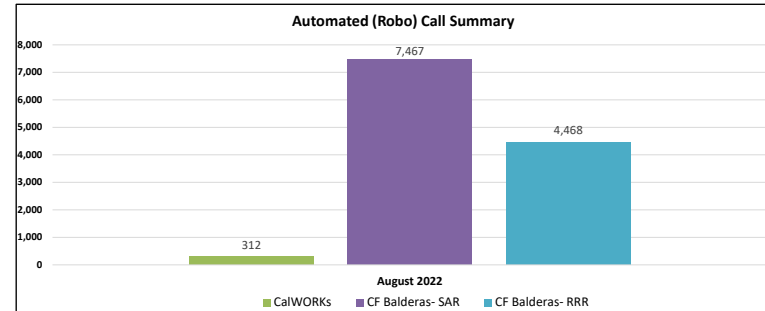
| Text Messaging Summary | | Special Campaign |
|------------------------|---------------|------------------|
| Month | UCSD Outreach | |
| July 2022 | 192,074 | |
| Grand Total | 192,074 | |



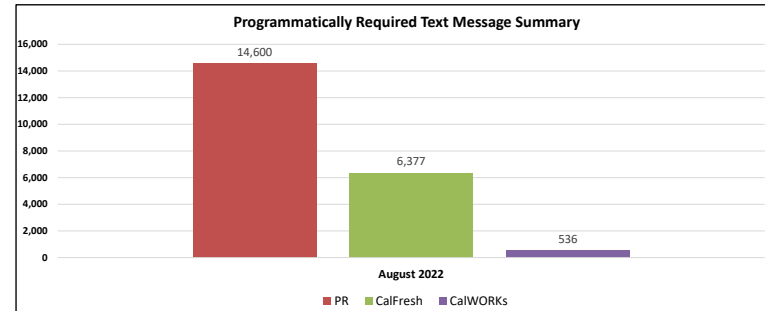
Report Data Month: 07/2022
 Report Run Date: 03/02/2023

August 2022

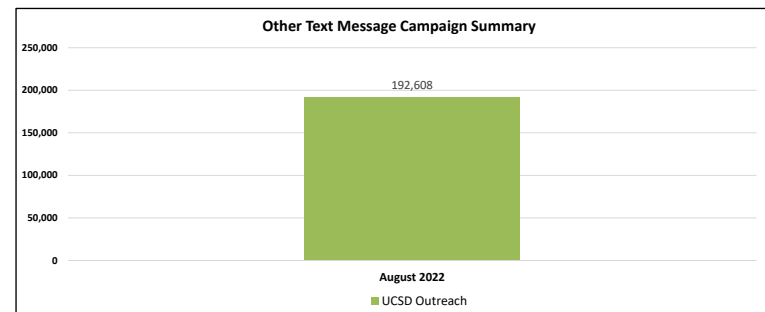
| Automated (Robo) Call Summary | | | | |
|-------------------------------|---------|------------------|------------------|-------------|
| Month | Program | CF Balderas- SAR | CF Balderas- RRR | Grand Total |
| August 2022 | 312 | 7,467 | 4,468 | 12,247 |
| Grand Total | 312 | 7,467 | 4,468 | 12,247 |



| Text Messaging Summary | | | | | |
|------------------------|--------|----------|----------|---------|-------------|
| 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 |



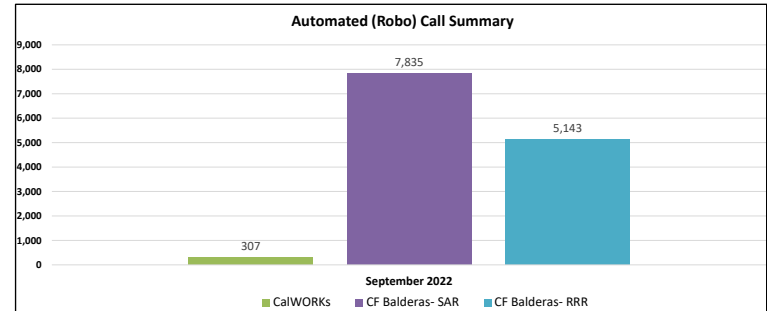
| Text Messaging Summary | | Special Campaign | |
|------------------------|---------|------------------|-------------|
| Month | PR | UCSD Outreach | Grand Total |
| August 2022 | 192,608 | 192,608 | 192,608 |
| Grand Total | 192,608 | 192,608 | 192,608 |



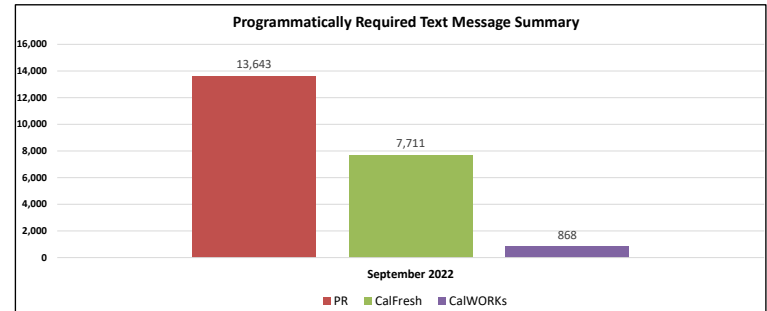
Report Data Month: 08/2022
 Report Run Date: 03/02/2023

September 2022

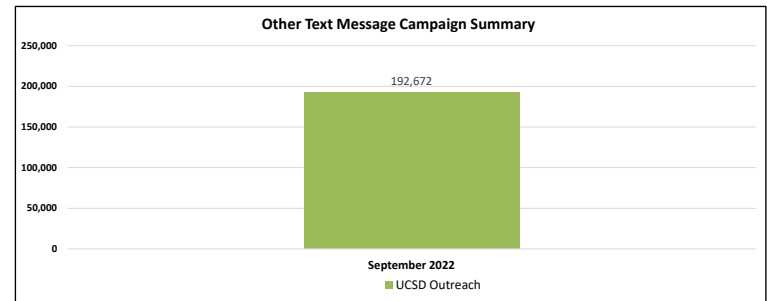
| Automated (Robo) Call Summary | Program | | | |
|-------------------------------|----------|------------------|------------------|-------------|
| Month | CalWORKs | CF Balderas- SAR | CF Balderas- RRR | Grand Total |
| September 2022 | 307 | 7,835 | 5,143 | 13,285 |
| Grand Total | 307 | 7,835 | 5,143 | 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 |



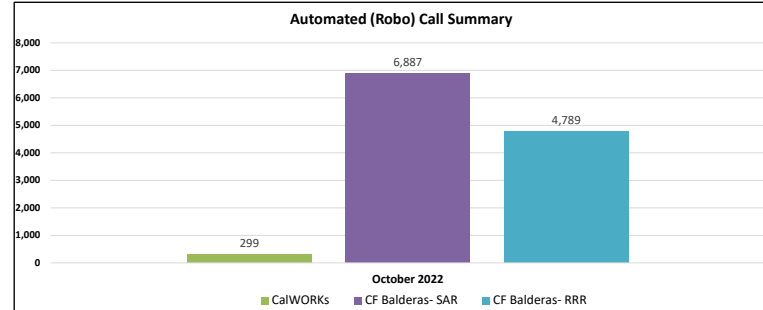
| Text Messaging Summary | Special Campaign |
|------------------------|------------------|
| Month | UCSD Outreach |
| September 2022 | 192,672 |
| Grand Total | 192,672 |



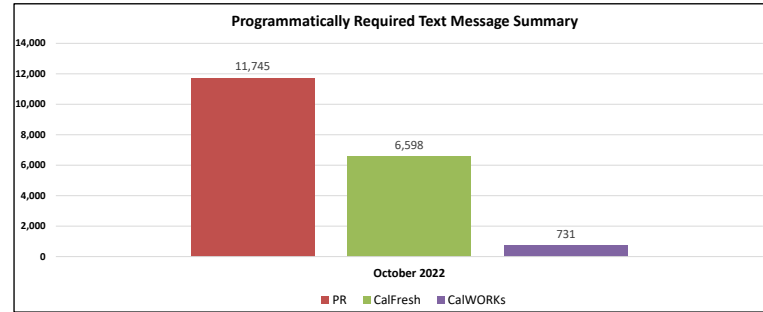
Report Data Month: 09/2022
 Report Run Date: 03/02/2023

October 2022

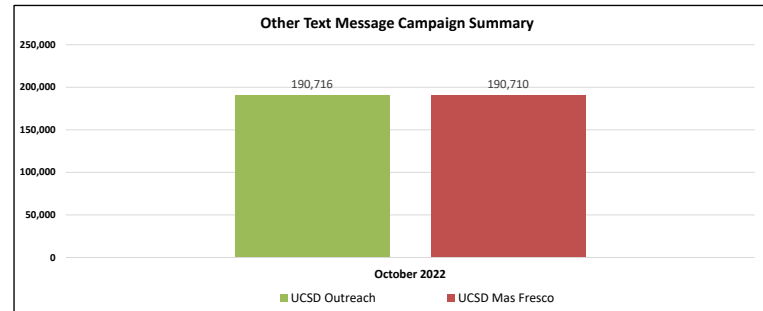
| Automated (Robo) Call Summary | Program | | | |
|-------------------------------|----------|------------------|------------------|-------------|
| Month | CalWORKs | CF Balderas- SAR | CF Balderas- RRR | Grand Total |
| October 2022 | 299 | 6,887 | 4,789 | 11,975 |
| Grand Total | 299 | 6,887 | 4,789 | 11,975 |



| Text Messaging Summary | Program | | | | |
|------------------------|---------|----------|----------|---------|-------------|
| Month | 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 |



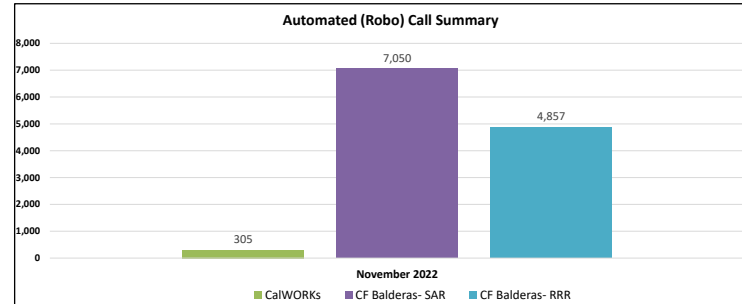
| Text Messaging Summary | Special Campaign | |
|------------------------|------------------|-----------------|
| Month | UCSD Outreach | UCSD Mas Fresco |
| October 2022 | 190,716 | 190,710 |
| Grand Total | 190,716 | 190,710 |



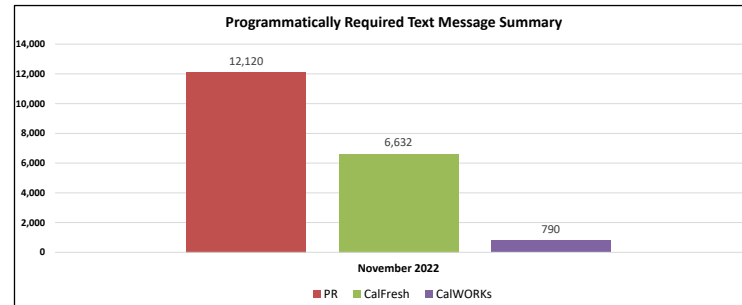
Report Data Month: 10/2022
 Report Run Date: 03/02/2023

November 2022

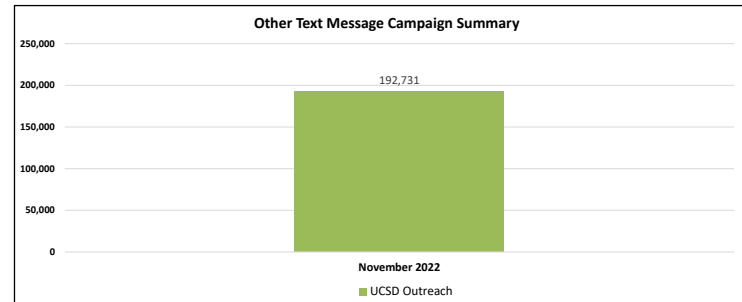
| Automated (Robo) Call Summary | | | | |
|-------------------------------|----------|------------------|------------------|-------------|
| Month | Program | CF Balderas- SAR | CF Balderas- RRR | Grand Total |
| November 2022 | CalWORKs | 7,050 | 4,857 | 12,212 |
| Grand Total | | 7,050 | 4,857 | 12,212 |



| Text Messaging Summary | | | | | |
|------------------------|--------|----------|----------|---------|-------------|
| 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 | | |
|------------------------|---------------|-----------------|
| Month | UCSD Outreach | UCSD Mas Fresco |
| November 2022 | 192,731 | |
| Grand Total | 192,731 | |

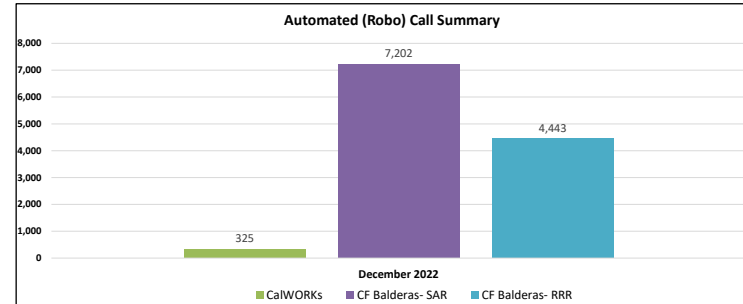


Data Sources: Monthly M40-181A CW Discontinuance Call List, Monthly CF SAR Not Received Call List, Monthly CF Only RRR Not Complete Call List, Monthly Balderas Outbound Call List, Monthly MC RRR RoboCall, Monthly Consent Text Message Report, Monthly CF Balderas Call Report

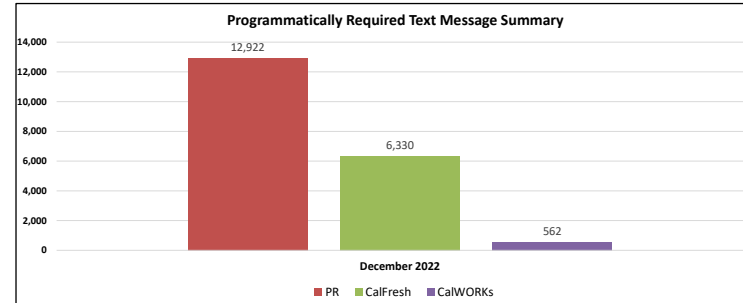
Report Data Month: 11/2022
 Report Run Date: 03/02/2023

December 2022

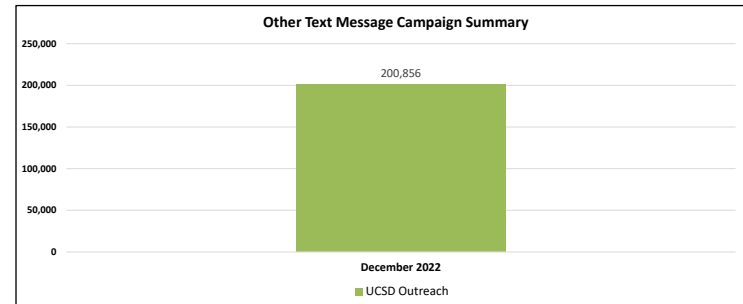
| Automated (Robo) Call Summary | | | | |
|-------------------------------|---------|------------------|------------------|-------------|
| Month | Program | CF Balderas- SAR | CF Balderas- RRR | Grand Total |
| December 2022 | 325 | 7,202 | 4,443 | 11,970 |
| Grand Total | 325 | 7,202 | 4,443 | 11,970 |



| Text Messaging Summary | | | | | |
|------------------------|--------|----------|----------|---------|-------------|
| Month | 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 | UCSD Outreach | UCSD Mas Fresco |
| December 2022 | 200,856 | |
| Grand Total | 200,856 | |

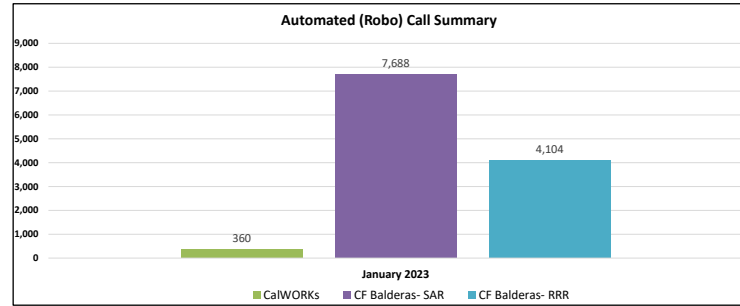


Data Sources: Monthly M40-181A CW Discontinuance Call List, Monthly CF SAR Not Received Call List, Monthly CF Only RRR Not Complete Call List, Monthly Balderas Outbound Call List, Monthly MC RRR RoboCall, Monthly Consent Text Message Report, Monthly CF Balderas Call Report

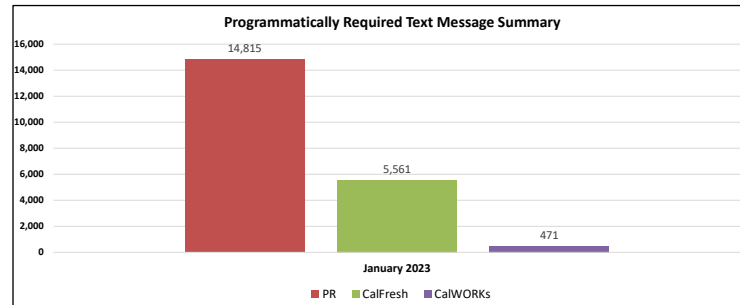
Report Data Month: 12/2022
 Report Run Date: 03/02/2023

January 2023

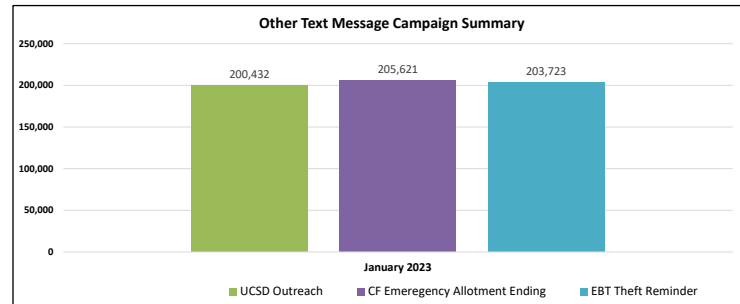
| Automated (Robo) Call Summary | | | | |
|-------------------------------|----------|------------------|------------------|-------------|
| Month | Program | CF Balderas- SAR | CF Balderas- RRR | Grand Total |
| January 2023 | CalWORKs | 7,688 | 4,104 | 12,152 |
| Grand Total | | 7,688 | 4,104 | 12,152 |



| Text Messaging Summary | | | | | |
|------------------------|--------|----------|----------|---------|-------------|
| Month | 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 | UCSD Outreach | UCSD Mas Fresco | CF Emergency Allotment Ending | EBT Theft Reminder |
| January 2023 | 200,432 | | 205,621 | 203,723 |
| Grand Total | 200,432 | | 205,621 | 203,723 |

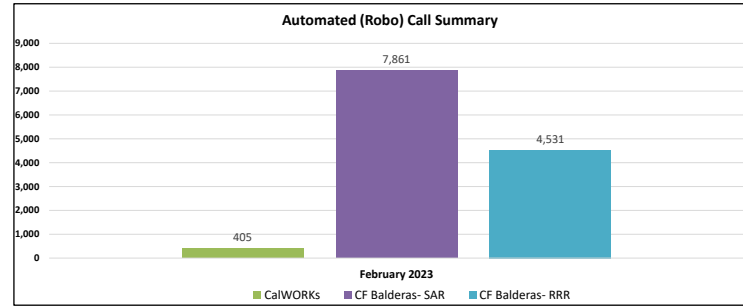


Data Sources: Monthly M40-181A CW Discontinuance Call List, Monthly CF SAR Not Received Call List, Monthly CF Only RRR Not Complete Call List, Monthly Balderas Outbound Call List, Monthly MC RRR RoboCall, Monthly Consent Text Message Report, Monthly CF Balderas Call Report

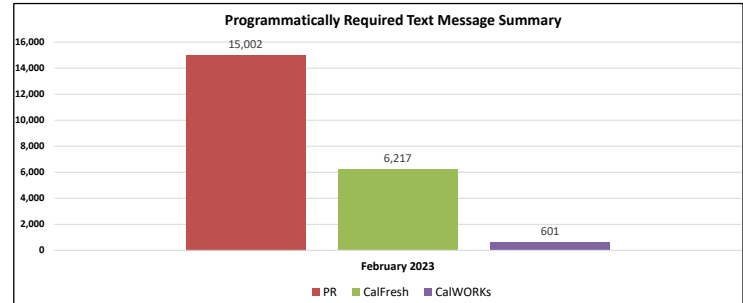
Report Data Month: 01/2023
 Report Run Date: 03/02/2023

February 2023

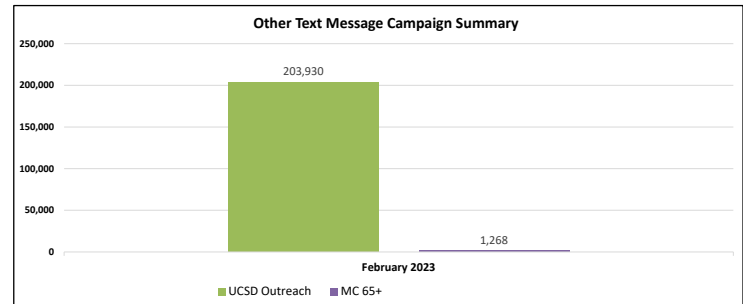
| Automated (Robo) Call Summary | | | | |
|-------------------------------|---------|------------------|------------------|-------------|
| Month | Program | CF Balderas- SAR | CF Balderas- RRR | Grand Total |
| February 2023 | 405 | 7,861 | 4,531 | 12,797 |
| Grand Total | 405 | 7,861 | 4,531 | 12,797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



| Text Messaging Summary | | | | | |
|------------------------|--------|----------|----------|---------|-------------|
| 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 | | | | | |
|------------------------|------------------|---------------|-------------------------------|--------------------|--------|
| Month | Special Campaign | UCSD Outreach | CF Emergency 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: 03/02/2023



MONTHLY UPDATES



ELIGIBILITY SERVICES BY THE NUMBERS...

March 2023 (Data Month: February 2023)

PARTICIPANTS

- **CalFresh:** 373,539 recipients, up 5.40% from last year.
 - 126,581 child recipients (0-18), up 3.34% from last year.
 - 85,466 senior recipients (60+), up 17.22% from last year.
- **CalWORKs:** 46,030 recipients, up 13.79% from last year.
 - 32,474 child recipients (0-18), up 5.41% from last year.
 - Welfare-to-Work: 13,161 participants, up 39.68% from last year.
- **CMS:** 6 CMS recipients, down 60.00% from last year.
- **General Relief:** 3,873 recipients, up 3.97% from last year.
- **Medi-Cal:** 1,029,193 recipients, up 8.33% from last year.
 - 334,313 child recipients (0-18), up 3.37% from last year.
 - 15,155 Medi-Cal Expansion Over 50 Years.

| Program | Cases | Recipients | % Change in Recipients | | Unduplicated Number of Recipients (February 2022–February 2023) |
|----------------|----------------|------------------|------------------------|---------------|---|
| | | | Previous Month | Previous Year | |
| CalFresh | 218,018 | 373,539 | 0.14% | 5.40% | 515,126 |
| CalWORKs | 15,646 | 46,030 | 0.47% | 13.79% | 62,354 |
| CMS | 6 | 6 | -25.00% | -60.00% | 58 |
| General Relief | 3,863 | 3,873 | -0.77% | 3.97% | 11,643 |
| Medi-Cal | 560,076 | 1,029,193 | 0.65% | 8.33% | 1,064,581 |
| Total | 797,609 | 1,452,641 | 0.51% | 7.71% | 1,172,048** |

*Recipients include 380,341 under ACA Medicaid Coverage Expansion.

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

PROCESSING

| Applications Registered | | |
|-------------------------|---------------|----------------|
| Program | February 2023 | FYTD |
| CalFresh | 17,621 | 154,213 |
| CalWORKs | 1,956 | 17,491 |
| CMS | 24 | 244 |
| General Relief | 2,292 | 19,086 |
| Medi-Cal | 9,159 | 85,970 |
| Total | 31,052 | 277,004 |

| Renewals Generated | | |
|--------------------|---------------|----------------|
| Program | February 2023 | FYTD |
| CalFresh | 9,436 | 81,170 |
| CalWORKs | 1,260 | 11,353 |
| CMS | 5 | 36 |
| General Relief | 135 | 1,041 |
| Medi-Cal | 46,945 | 361,497 |
| Total | 57,781 | 455,097 |

| Periodic Reports Generated | | |
|----------------------------|---------------|----------------|
| Program | February 2023 | FYTD |
| CalFresh | 14,522 | 104,486 |
| CalWORKs | 1,113 | 7,459 |
| General Relief | 2 | 16 |
| Medi-Cal | 18 | 175 |
| Total | 15,655 | 112,136 |

| Documents Imaged | |
|------------------|-----------|
| February 2023 | FYTD |
| 407,785 | 3,406,107 |

| Tasks Created | |
|---------------|-----------|
| February 2023 | FYTD |
| 379,975 | 3,172,045 |

ACCESS CUSTOMER SERVICE CENTER

| Customer Service | | | | |
|-------------------|---------------|---------------|--------|-----------|
| Month | February 2022 | February 2023 | Change | FYTD |
| Total Calls | 157,450 | 153,929 | -3,521 | 1,361,740 |
| Abandoned | 4,611 | 3,495 | -1,116 | 34,402 |
| Average Wait Time | 2:18 | 2:05 | -0:13 | 2:05 |

| Community Based Organization (CBO) | | | | |
|------------------------------------|---------------|---------------|--------|--------|
| Month | February 2022 | February 2023 | Change | FYTD |
| Total Calls | 4,981 | 4,469 | -512 | 37,589 |
| Abandoned | 74 | 118 | 44 | 1,709 |
| Average Wait Time | 1:29 | 2:31 | 1:02 | 4:06 |

| Emails Received | |
|-----------------|--------|
| February 2023 | FYTD |
| 2,039 | 27,479 |

FAMILY RESOURCE CENTER VISITS

| Month | February 2022 | February 2023 | Change | FYTD |
|--------------------------|---------------|---------------|--------|---------|
| Total Tickets Issued | 27,950 | 32,617 | 14% | 278,747 |
| Average Wait Time (min.) | (* -) | (* -) | N/A | |

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

Processing Timeliness Applications, Periodic Reports, and Renewals

CalFresh

- Regular Applications: State required days to disposition = 30 Days
 - San Diego = 19 Days
- Expedited Applications: State required days to disposition = 3 Days
 - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 80.91%
- Annual Renewal Timeliness = 99.96%

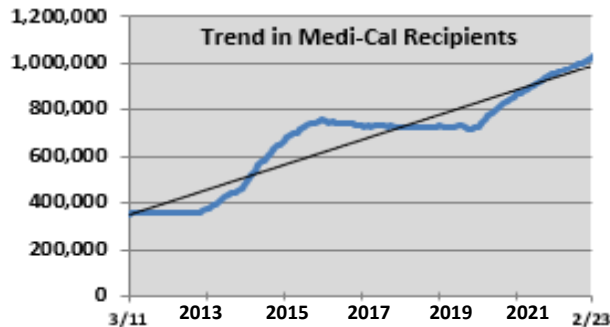
CalWORKs

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 19 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Day
- Semi-Annual Reporting Timeliness = 85.29%
- Annual Renewal Timeliness = 99.53%

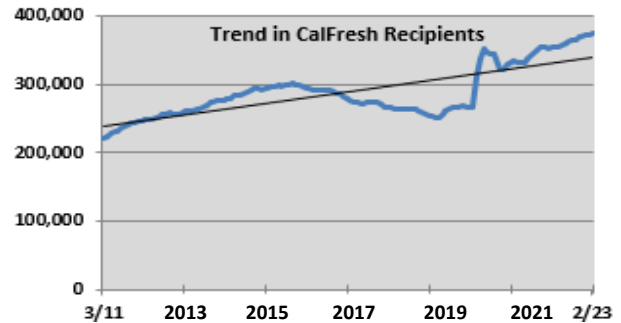
Medi-Cal

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 30 Days
- Annual Renewal Timeliness = 99.98%

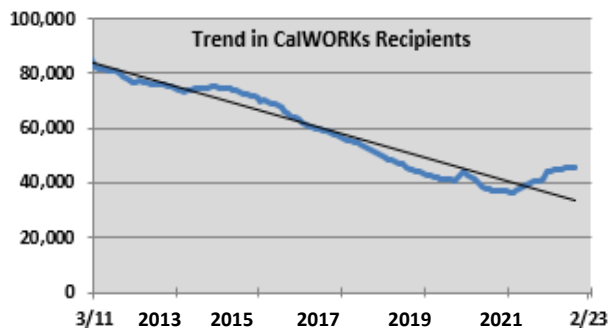
| Medi-Cal Recipients | | |
|---------------------|------------------|-------------|
| FY Mar 11 | FY Feb 23 | 191% |
| 353,175 | 1,029,193 | Increase |



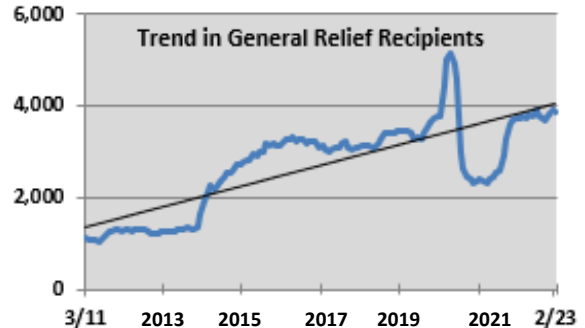
| CalFresh Recipients | | |
|---------------------|----------------|------------|
| FY Mar 11 | FY Feb 23 | 69% |
| 221,393 | 373,539 | Increase |



| CalWORKs Recipients | | |
|---------------------|---------------|-------------|
| FY Mar 11 | FY Feb 23 | -46% |
| 85,281 | 46,030 | Decrease |



| General Relief Recipients | | |
|---------------------------|--------------|-------------|
| FY Mar 11 | FY Feb 23 | 246% |
| 1,120 | 3,873 | Increase |

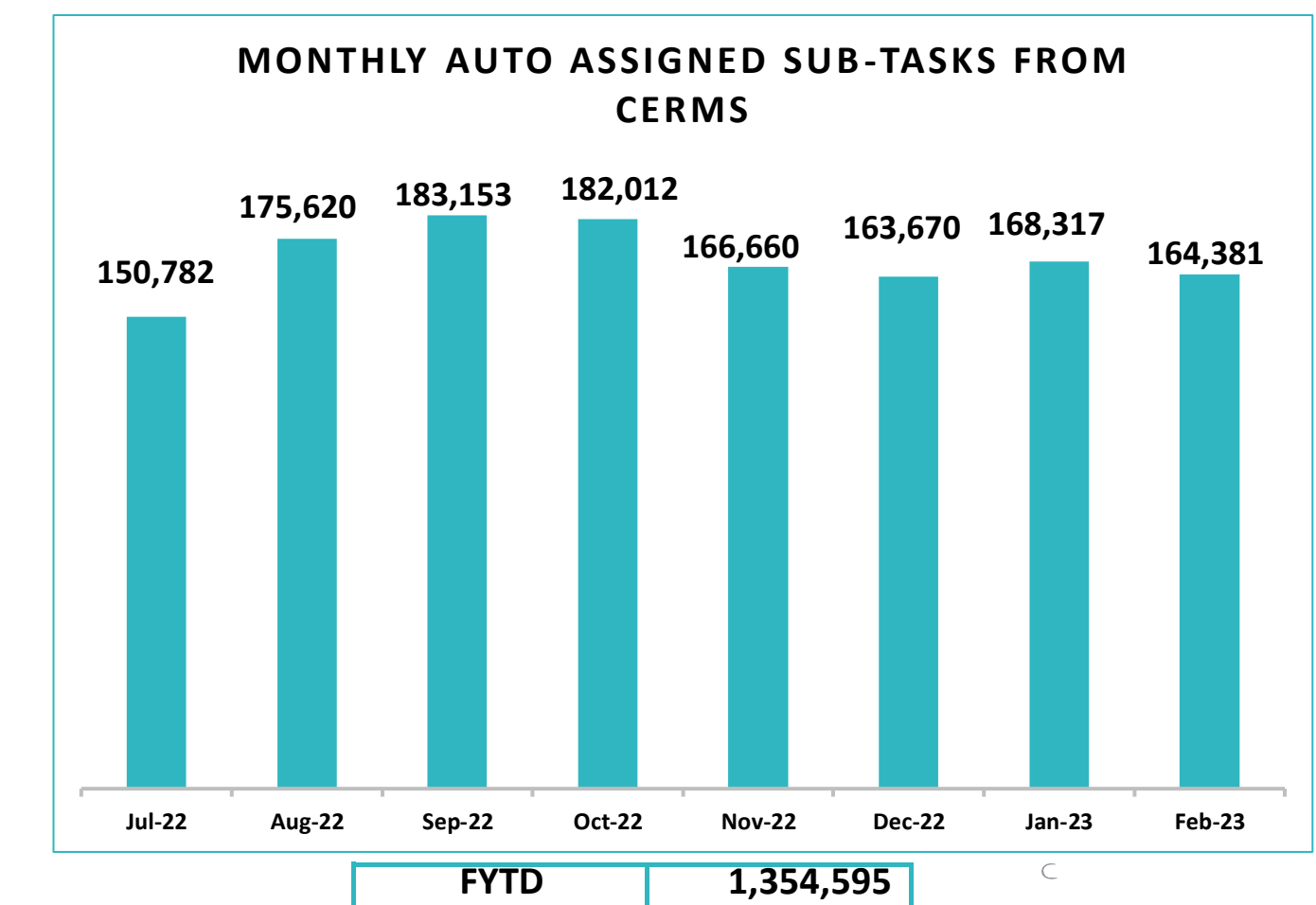
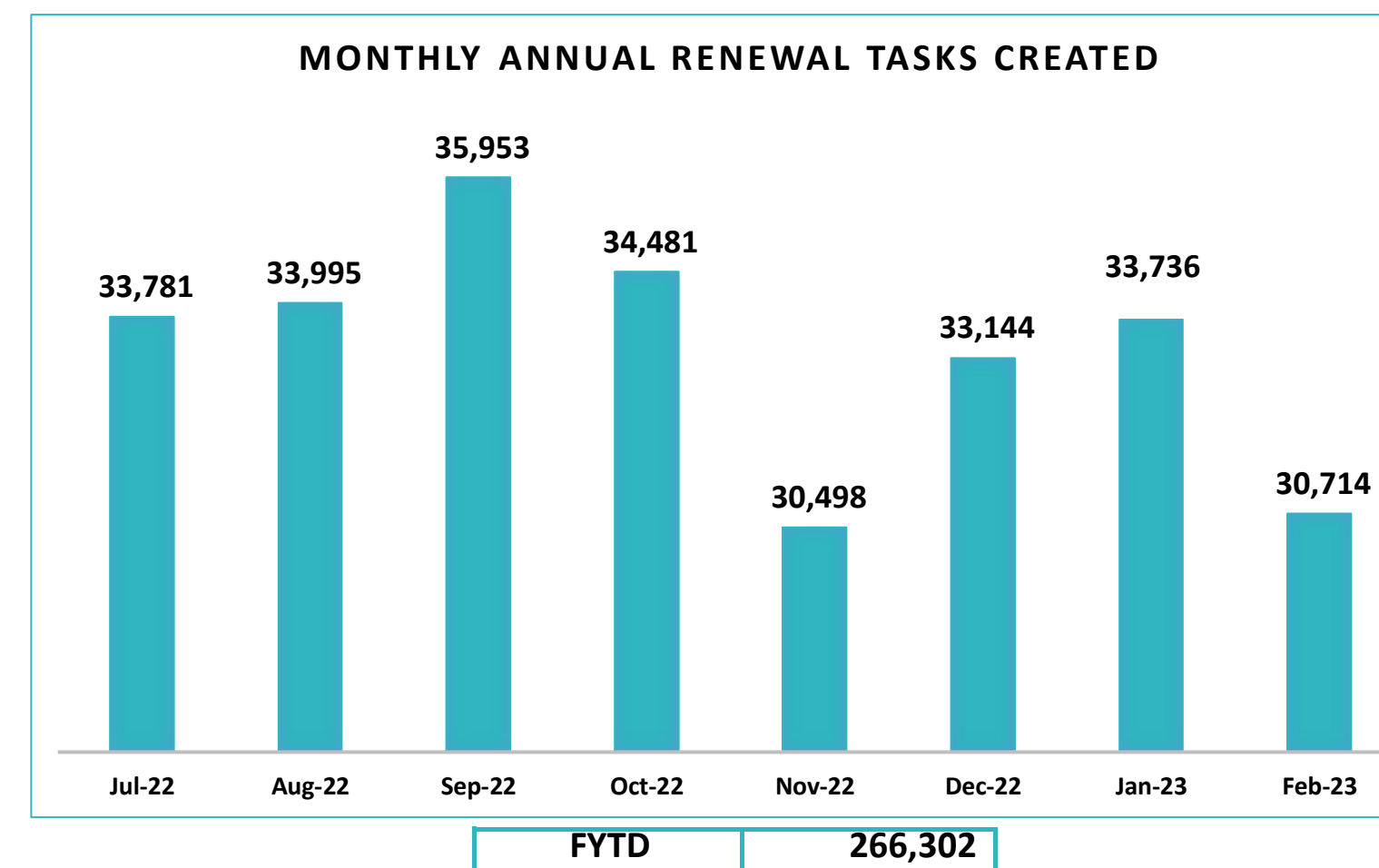
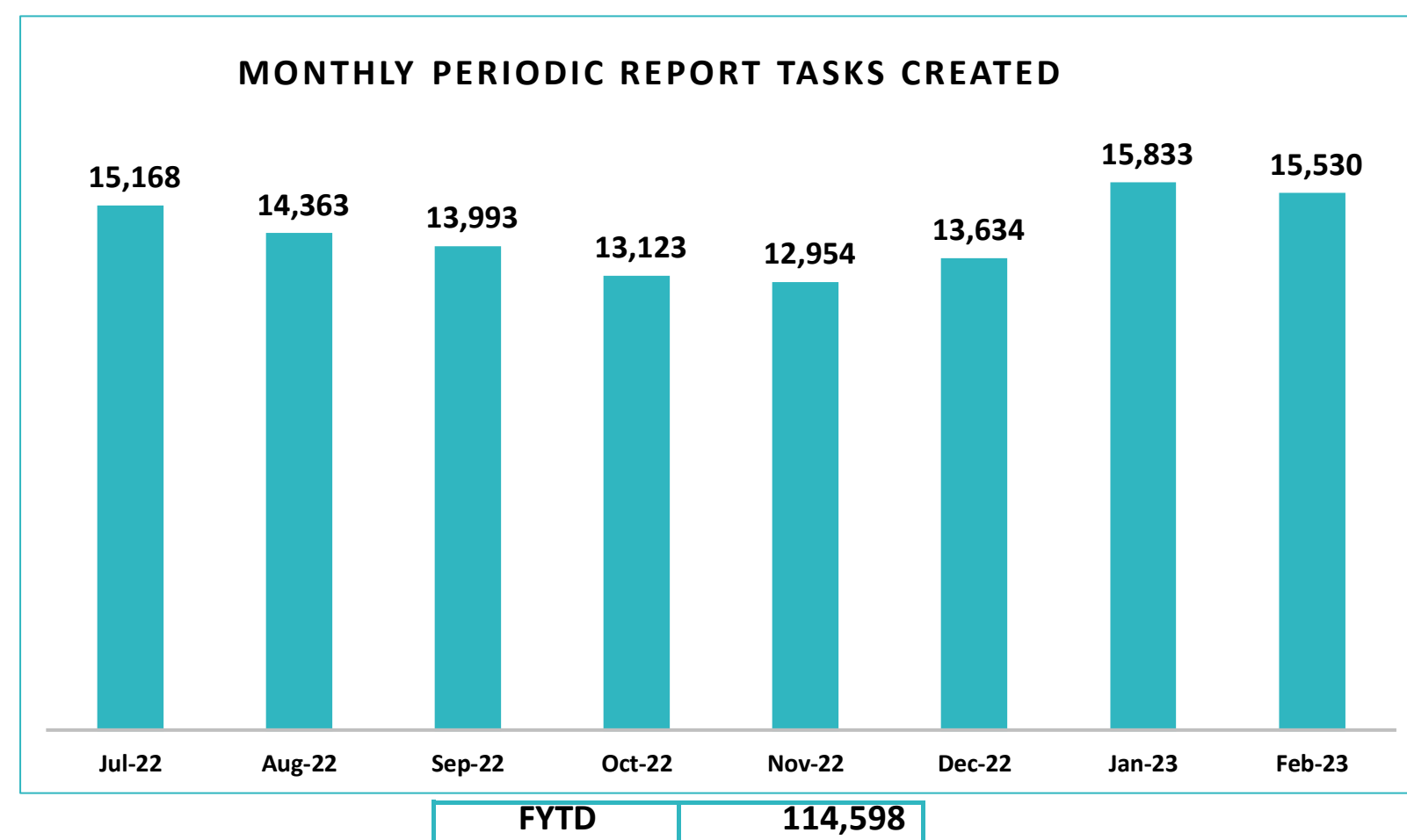
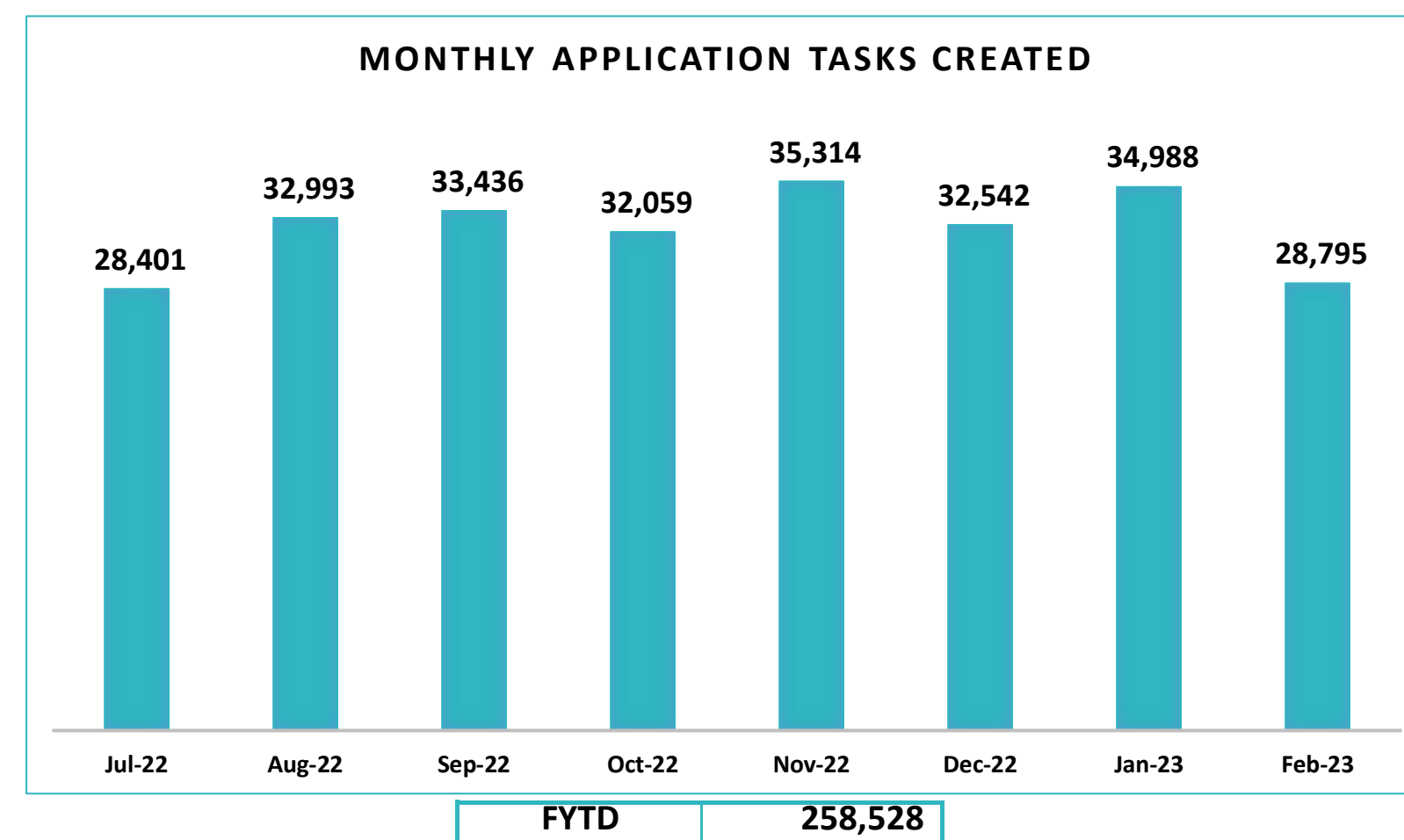
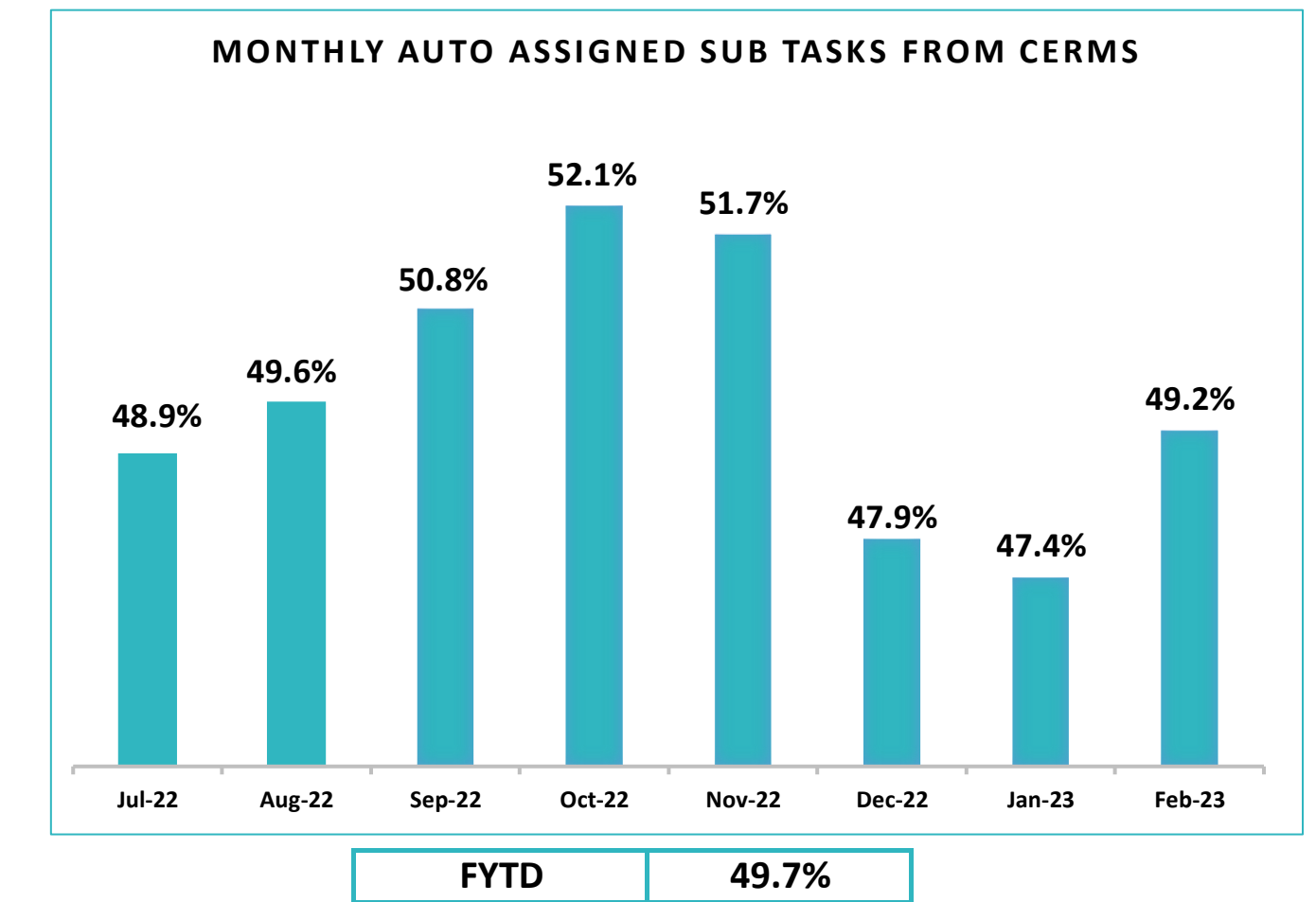
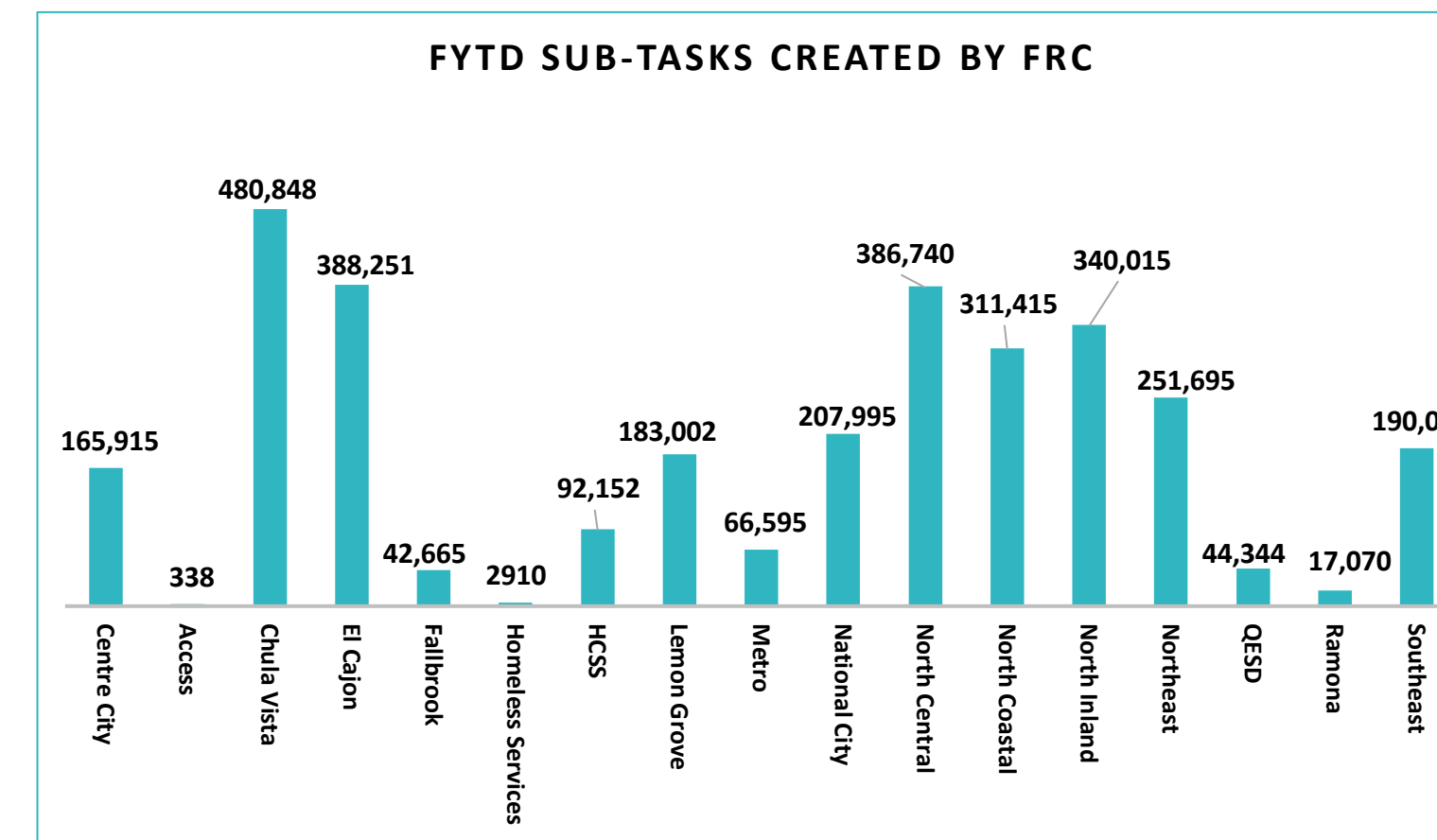
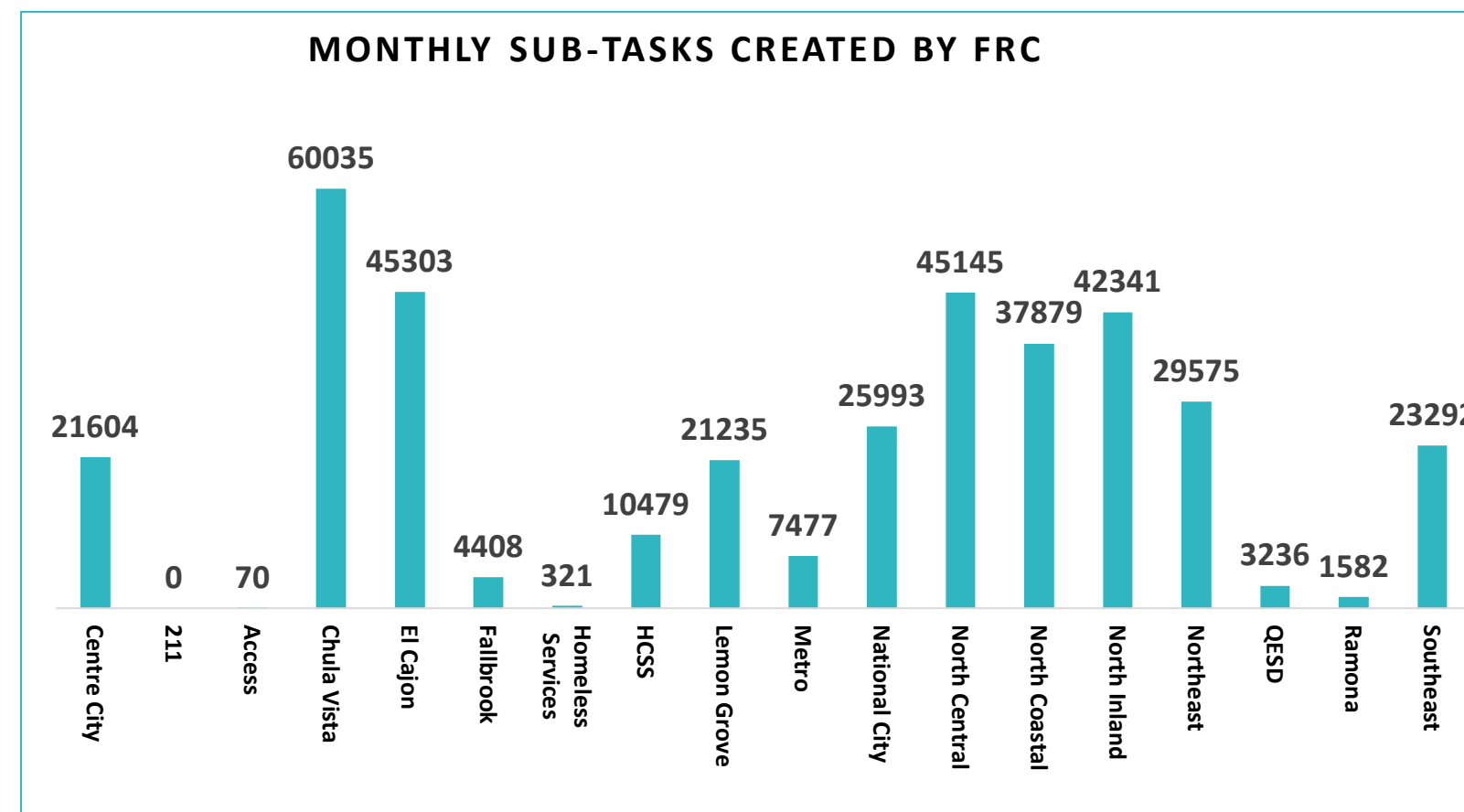
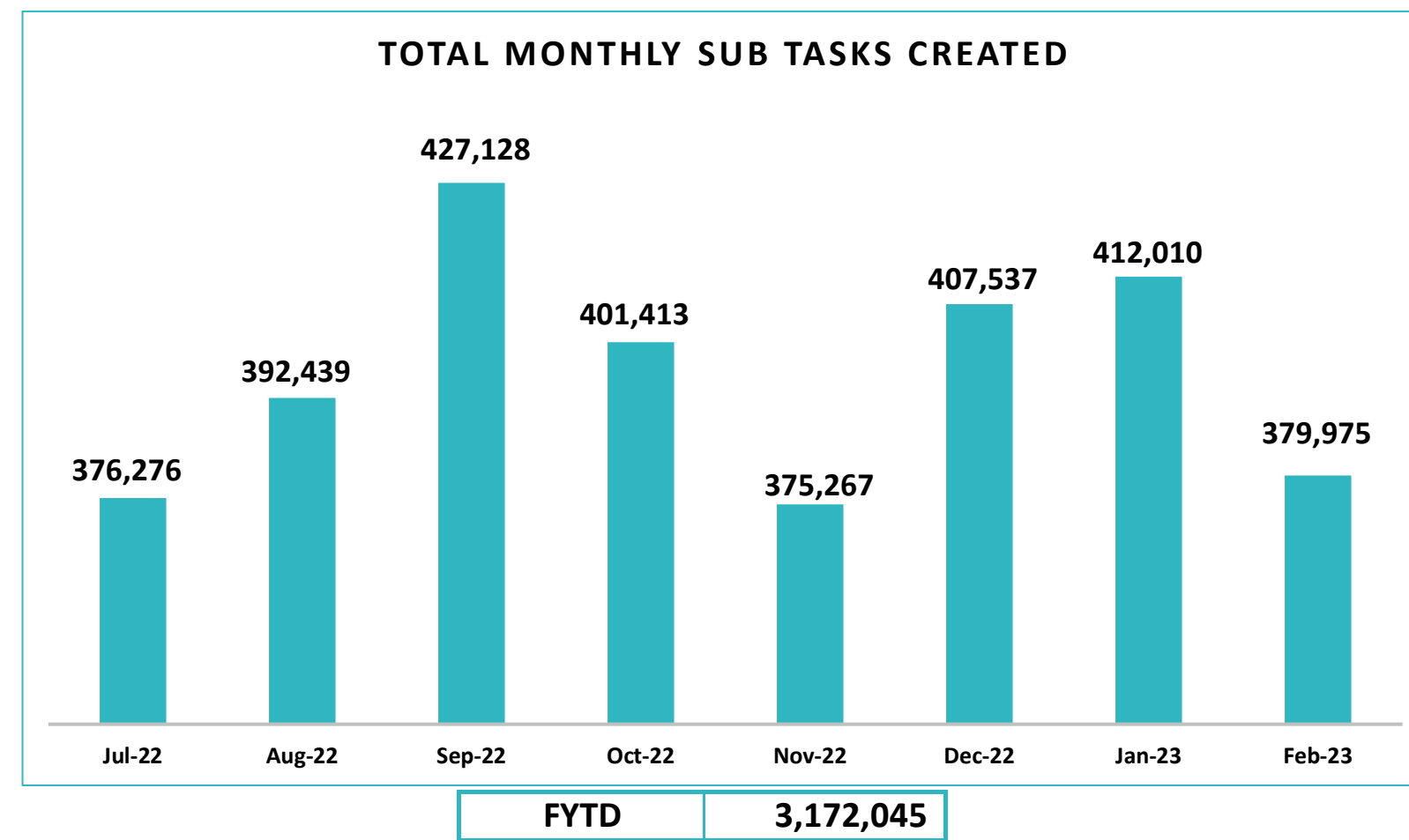


Monthly Self-Sufficiency Services Performance Dashboard (FY 22/23)

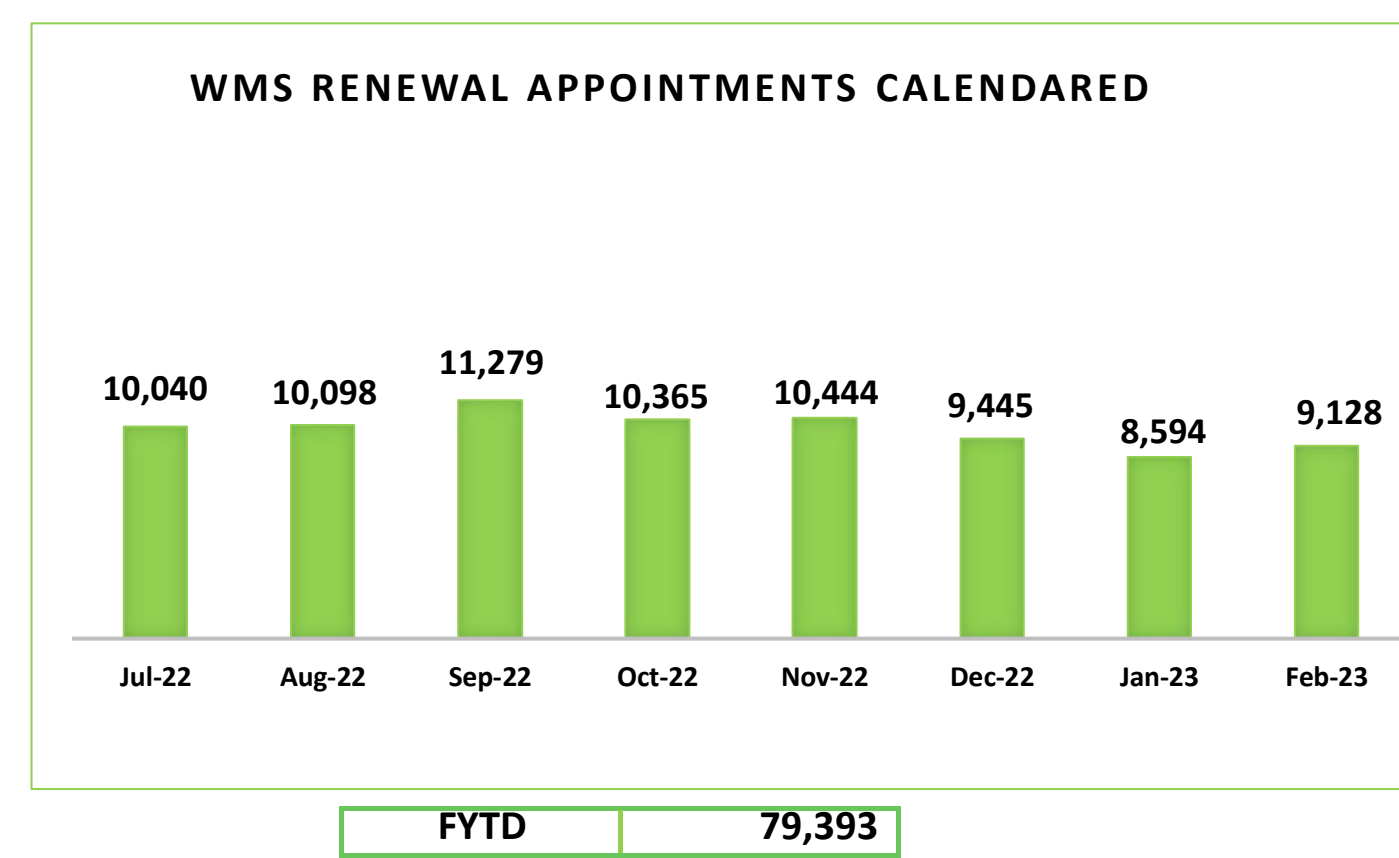
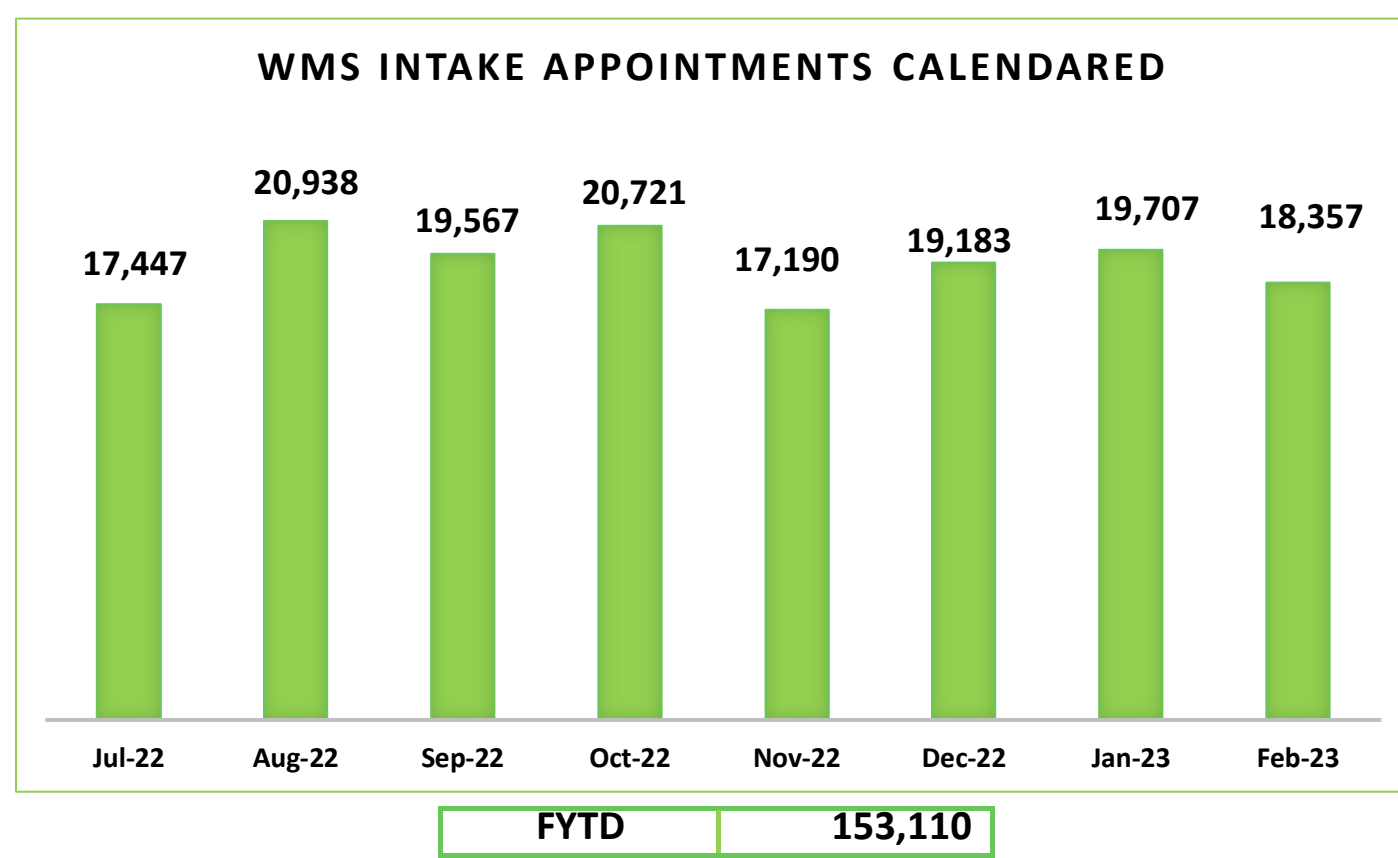
San Diego County

Data Month : February 2023

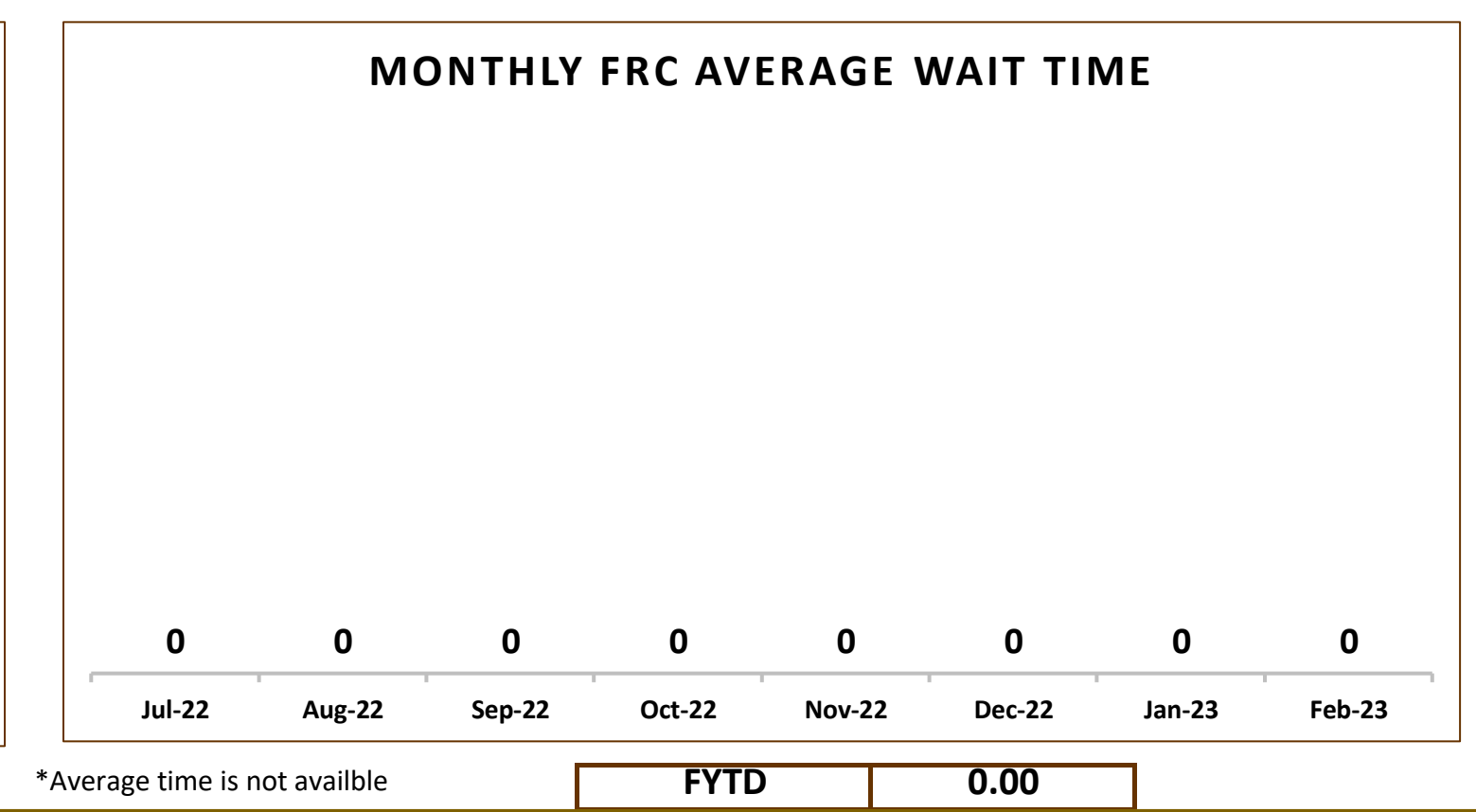
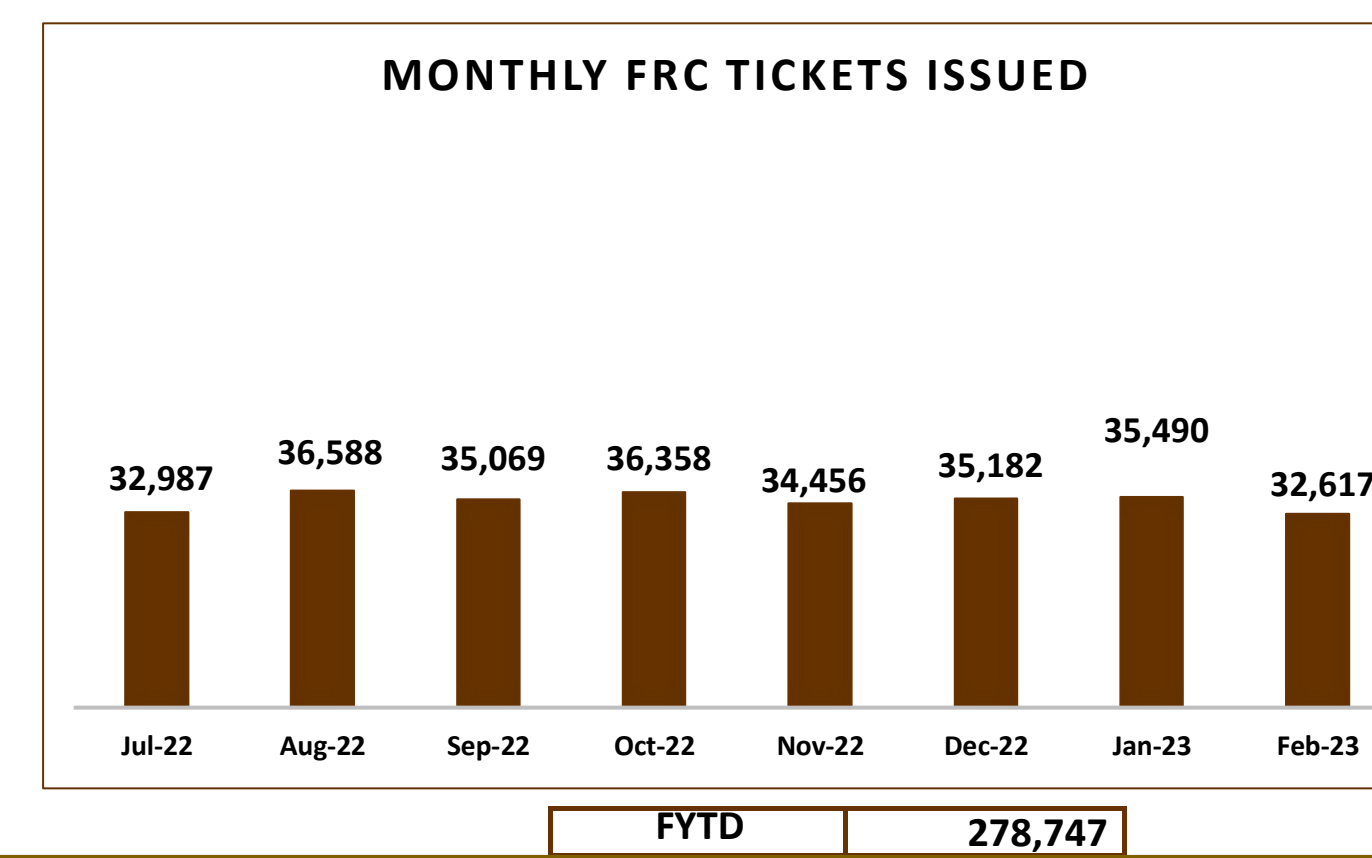
Work Management System (WMS) Subtasks Created



MONTHLY WMS CALENDARED APPOINTMENTS

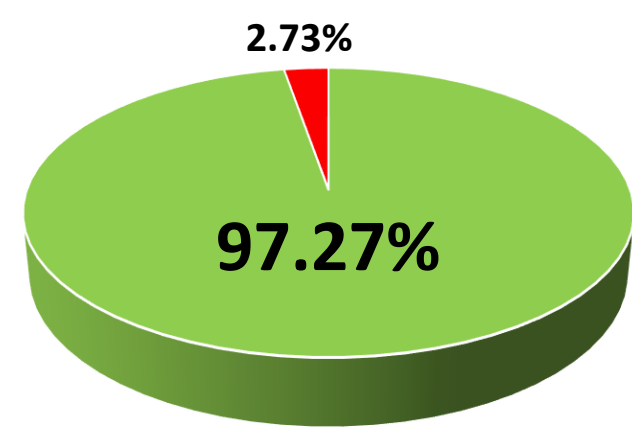


LOBBY MANAGEMENT

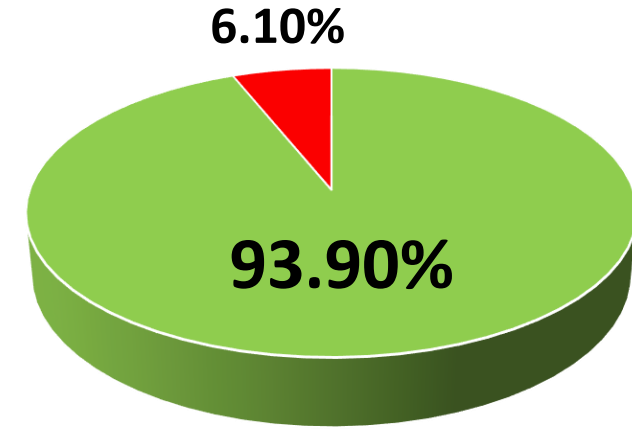


MONTHLY APPLICATION TIMELINESS

CALWORKs APPLICATION TIMELINESS



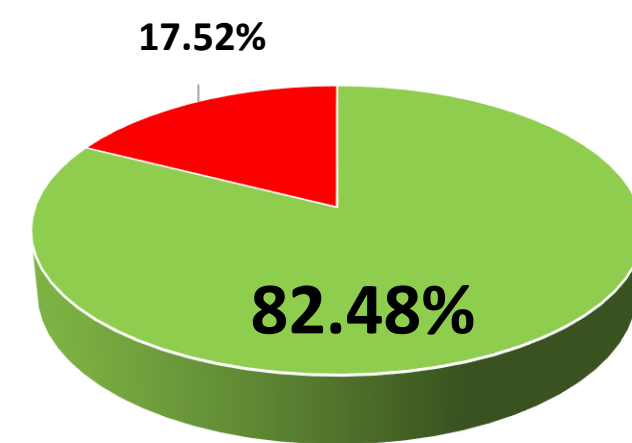
CALFRESH APPLICATION TIMELINESS



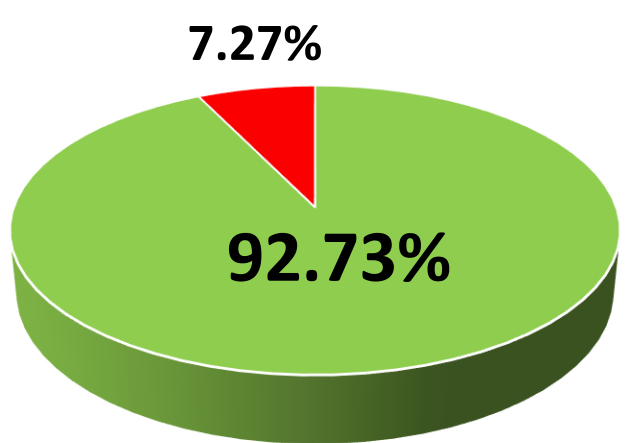
FYTD 97.95%

FYTD 96.17%

MEDI-CAL APPLICATION TIMELINESS



GENERAL RELIEF APPLICATION TIMELINESS

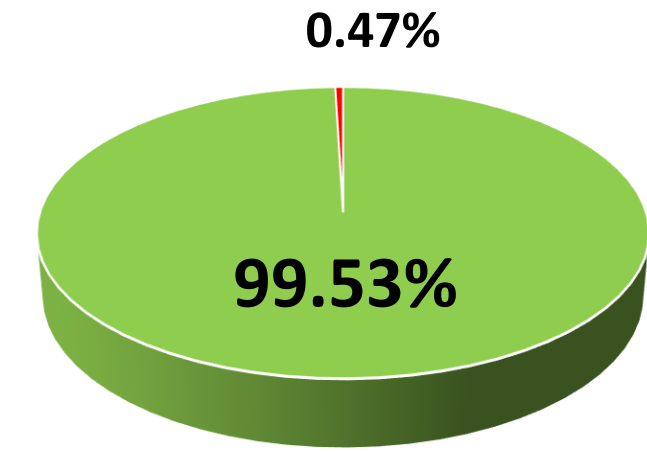


FYTD 91.20%

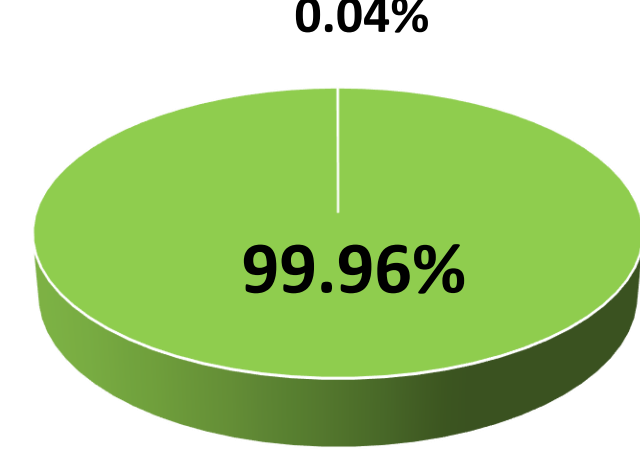
FYTD 94.45%

MONTHLY RENEWAL TIMELINESS

CALWORKs RENEWAL TIMELINESS



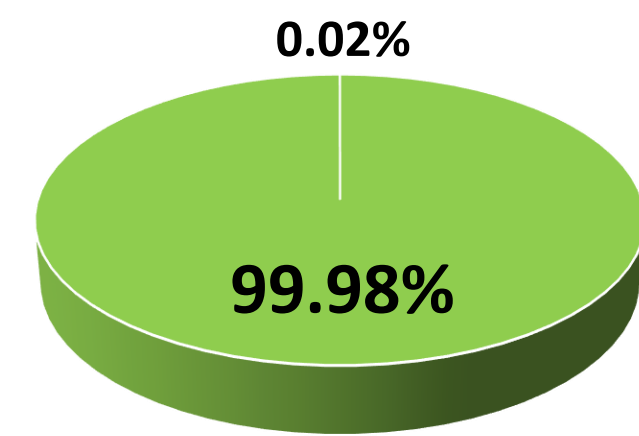
CALFRESH RENEWAL TIMELINESS



FYTD 99.53%

FYTD 99.95%

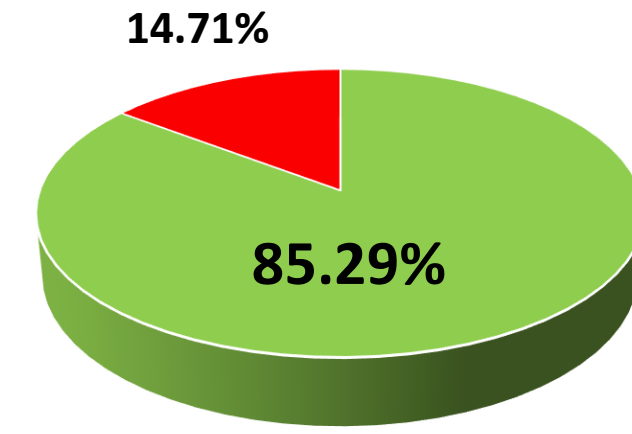
MEDI-CAL RENEWAL TIMELINESS



FYTD 99.98%

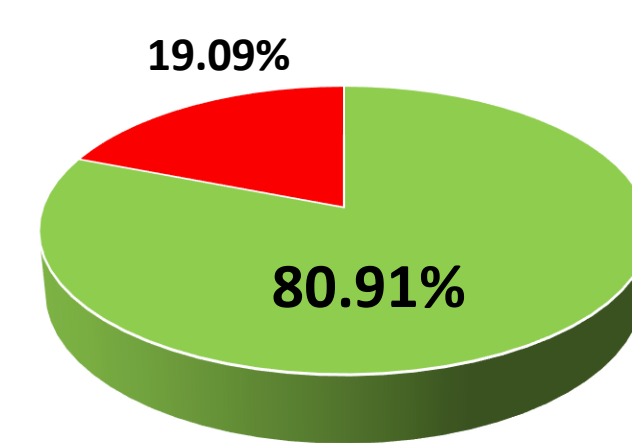
MONTHLY PERIODIC REPORT TIMELINESS

CalWORKs PERIODIC REPORT TIMELINESS



FYTD 90.55%

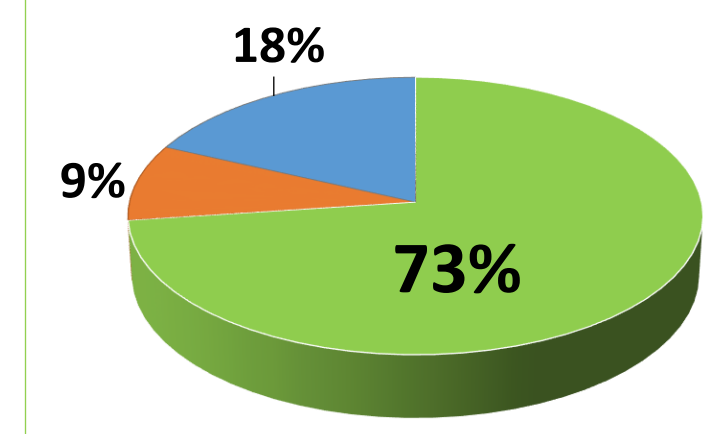
CALFRESH PERIODIC REPORT TIMELINESS



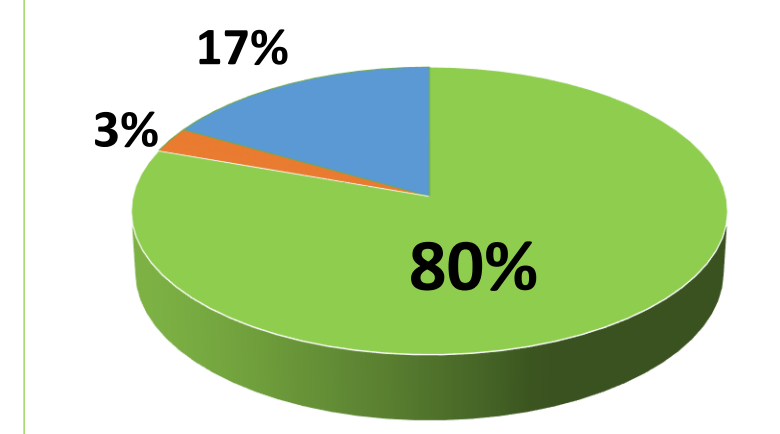
FYTD 89.81%

CUSTOMER SATISFACTION SURVEY

DID YOU RECEIVE COURTEOUS SERVICE?

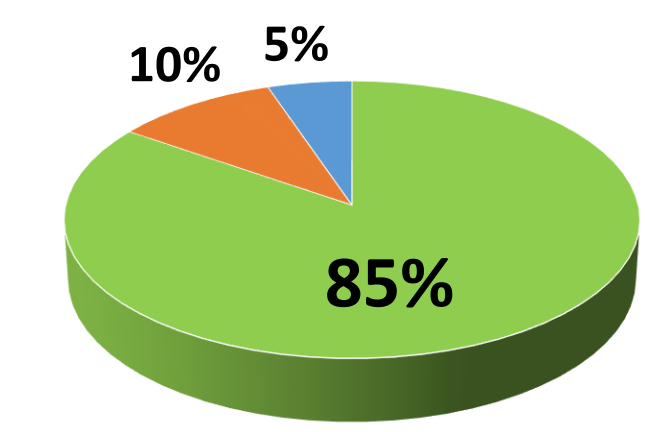


WERE YOU SATISFIED WITH THE INFORMATION YOU RECEIVED?



ACCESS CUSTOMER SURVEY

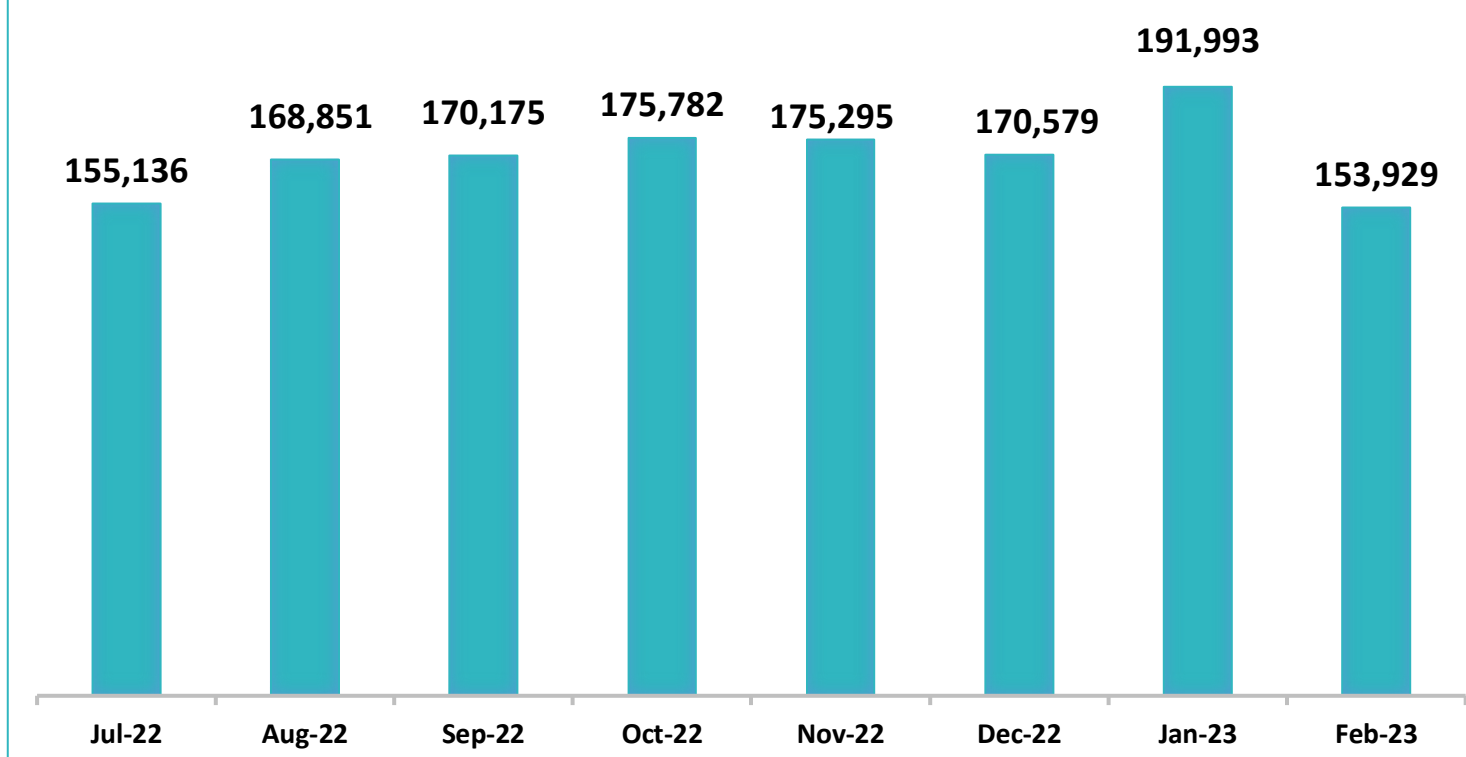
ACCESS CUSTOMER SURVEY RESPONSES



ACCESS CALL CENTER

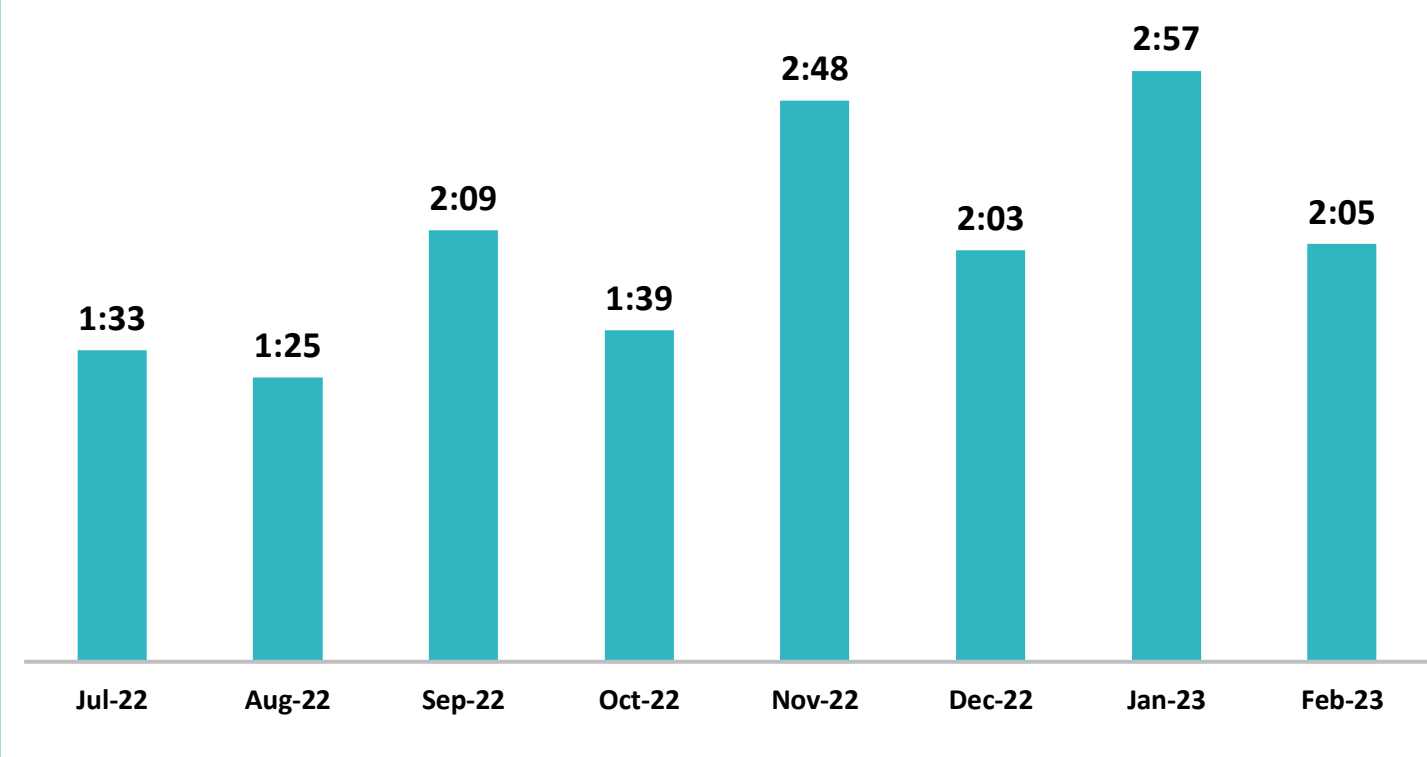
ACCESS CALL CENTER

MONTHLY TOTAL CALLS RECEIVED



FYTD 1,361,740

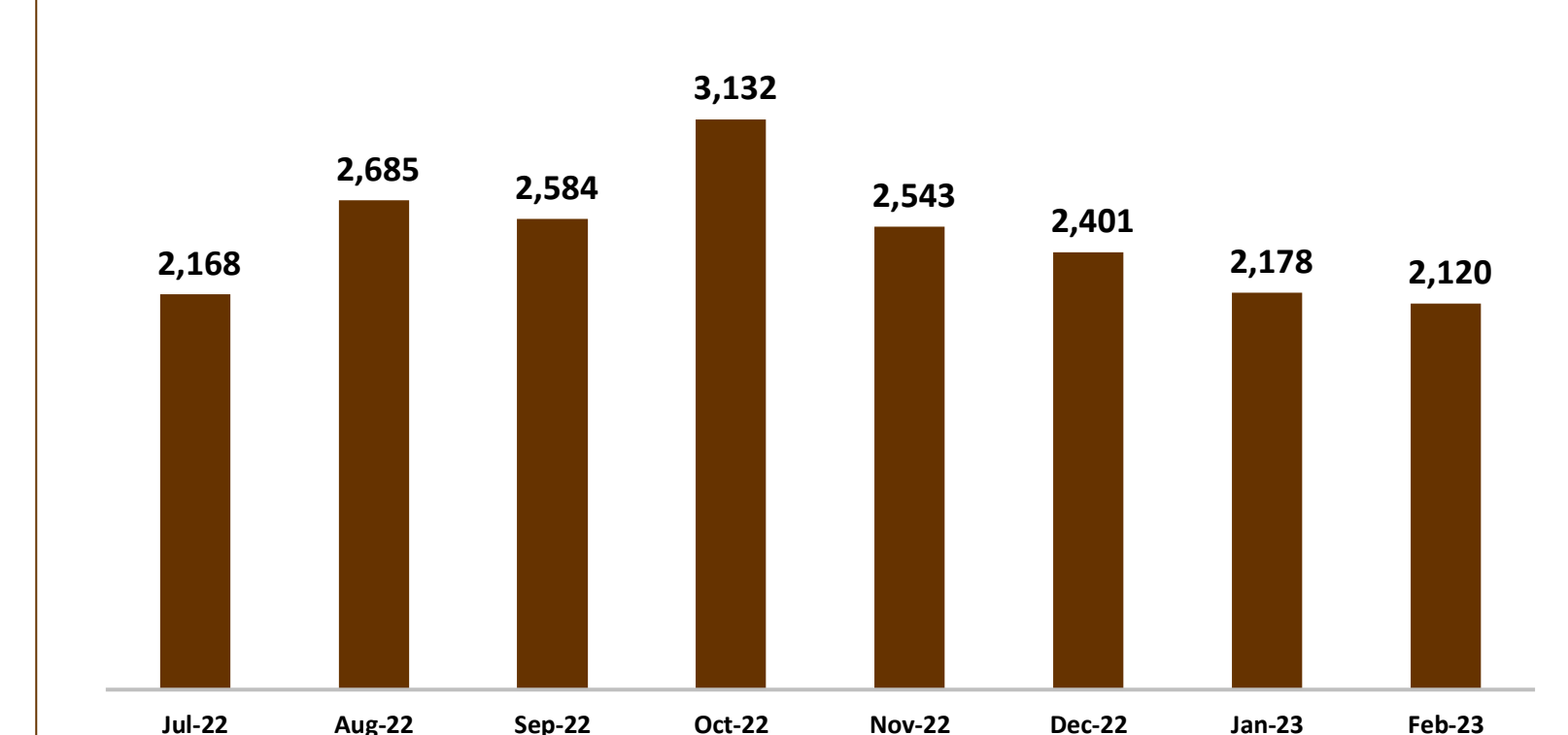
MONTHLY AVERAGE WAIT TIME



FYTD 2:05

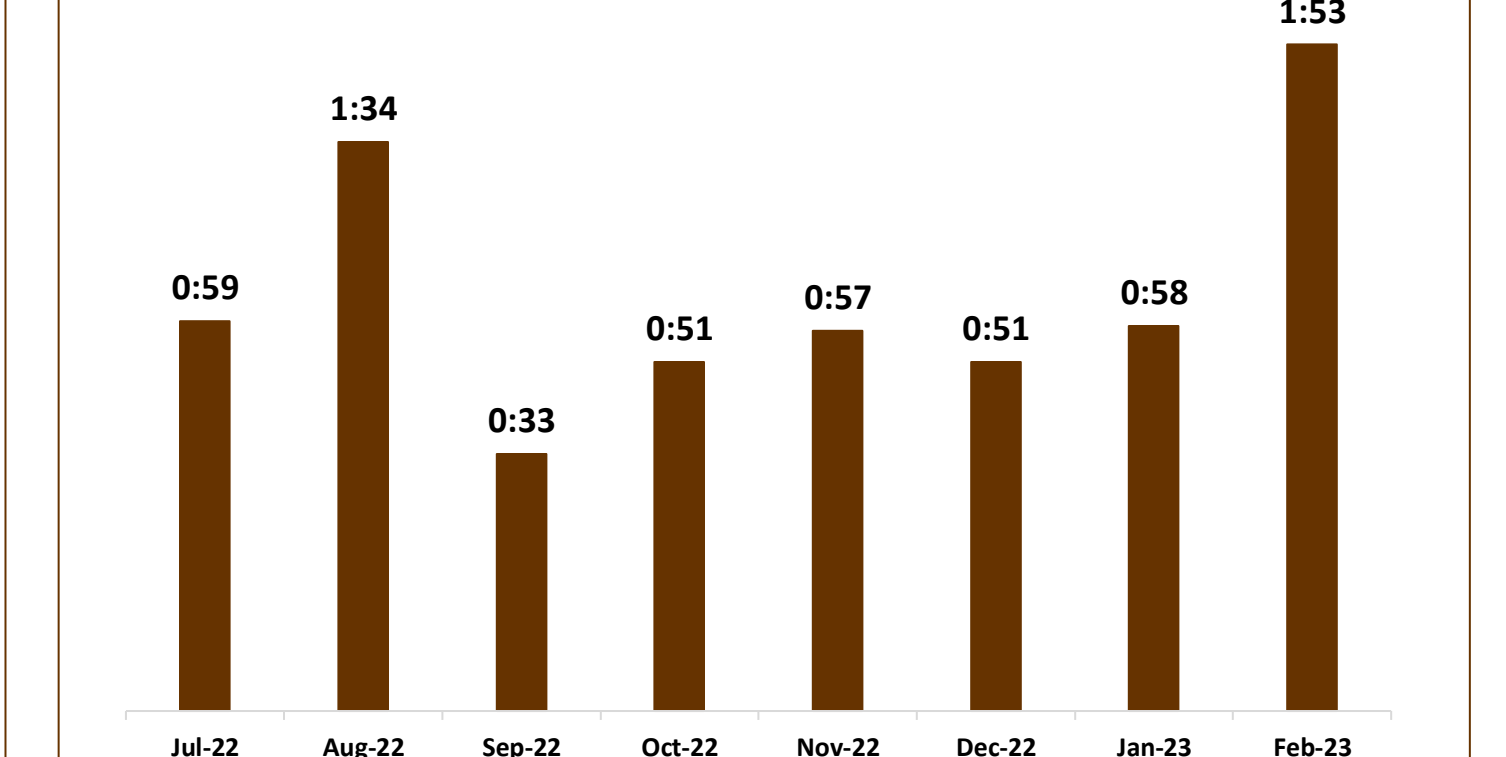
RESCHEDULE APPOINTMENT CALLS (211)

MONTHLY TOTAL CALLS HANDLED



FYTD 19,811

MONTHLY AVERAGE WAIT TIME



FYTD 1:04