

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

MEETING NOTICE: WebEx ONLY

[WebEx:](#) (470) 238-5742 US Toll Free

Meeting number (access code): 133 881 2484

Meeting password: zwRim6ZUA84

March 10, 2021

9:30 a.m. to 11:30 a.m.

AGENDA

- | | |
|-------------|---|
| 9:30 - 9:31 | 1. Call to Order |
| 9:32 - 9:33 | 2. Approval of December 9, 2020 Meeting Minutes |

PUBLIC COMMENTS

- | | |
|-------------|--|
| 9:34 - 9:45 | 3. <u>Guidelines for Public Comment on Items not listed on the agenda:</u> <ul style="list-style-type: none">➤ Public input will be heard within the Board's purview at the beginning of the agenda.➤ Persons requesting to provide public comments must state their request.➤ Each speaker will be limited to three (3) minutes for items not appearing on the agenda.➤ The Ralph M. Brown Act prohibits discussion or action on matters that are not part of the posted agenda. |
|-------------|--|

PRESENTATIONS/DISCUSSION ITEMS

- | | |
|-------------|--|
| 9:45-10:00 | 4. Action Item: Nomination and Selection of the 2021 SSAB Chair and Vice-Chair |
| 10:00-10:30 | 5. Information Item: Overview and Training on the Ralph M. Brown Act: San Diego County Counsel |
| 10:30-11:00 | 6. Information Item: Update on Local Response to COVI19 Emergency for all Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data: Assmaa Elayyat, Chief, Self-Sufficiency Services, Health and Human Services Agency (HHS) |
| 11:00-11:30 | 7. Action Item: Review of 2020 Strategic Goals, Strategic Goals for 2021, and Annual Report to the Board of Supervisors |

ADJOURNMENT/ NEXT MEETING


Next regular meeting will be held on April 14, 2021 at Via WebEx

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

DISTRICT	MEMBER	EMAIL	BACKGROUND	APPOINTMENT & EXPIRATION DATES
 <p><u>Nora Vargas</u> <u>District 1</u></p>	<p>RACHEL MORINEAU</p> 	<p>rmorineau@csbcs.org</p>	<p>Community Engagement Director, South Bay Community Services.</p>	<p>Expiration: 01-06-2025 Appointed: 01-26-2021</p> <p>1st Term Since 2021</p> <p>Seat 1</p>
	<p>APPASWAMY (VINO) PAJANOR</p> 	<p>vpajanor@ccdsd.org</p>	<p>Chief Executive Officer, Catholic Charities Diocese of San Diego.</p>	<p>Expiration: 01-06-2025 Appointed: 01-26-2021</p> <p>1st Term Since 2021</p> <p>Seat 2</p>

DISTRICT	MEMBER	EMAIL	BACKGROUND	APPOINTMENT & EXPIRATION DATES
 <p><u>Joel Anderson</u> <u>District 2</u></p>	<p>JAMES A. FLOROS</p> 	<p>jfloros@sandiegofoodbank.org</p>	<p>Executive Director, San Diego Food Bank.</p>	<p>Expiration: 01-06-2025 Re-Appointed: 02-09-2021</p> <p>3rd Term Since 2013</p> <p>Seat 3</p>
	<p>VACANT</p>			<p>Seat 4</p>

DISTRICT	MEMBER	EMAIL	BACKGROUND	APPOINTMENT & EXPIRATION DATES
 <p><u>Terra Lawson-Remer</u> <u>District 3</u></p>	<p>KEARA PIÑA</p> 	<p>kpina@cpisandiego.org</p>	<p>Researcher & Policy Advocate, Center on Policy Initiatives.</p>	<p>Expiration: 01-06-2025 Appointed: 01-26-2021 1st Term Since 2021 Seat 5</p>
	<p>GREG ANGLEA</p> 	<p>ganglea@interfaithservices.org</p>	<p>Chief Executive Officer, Interfaith Community Services.</p>	<p>Expiration: 01-06-2025 Appointed: 01-26-2021 1st Term Since 2021 Seat 6</p>

DISTRICT	MEMBER	EMAIL	BACKGROUND	APPOINTMENT & EXPIRATION DATES
 <p><u>Nathan Fletcher</u> <u>District 4</u></p>	<p>JAN SPENCLEY</p> 	<p>Jan@sdhcc.org</p>	<p>Executive Director, San Diegans for Healthcare Coverage.</p>	<p>Expiration: 01-02-2023 Appointed: 04-17-2020 1st Term Since 2020 Seat 7</p>
	<p>ANAHID BRAKKE</p> 	<p>anahid@sdhunger.org</p>	<p>Executive Director, San Diego Hunger Coalition.</p>	<p>Expiration: 01-02-2023 Appointed: 02-12-2019 1st Term Since 2019 Seat 8</p>

DISTRICT	MEMBER	EMAIL	BACKGROUND	APPOINTMENT & EXPIRATION DATES
 <p><u>Jim Desmond</u> <u>District 4</u></p>	<p>BUCK MARTIN</p> 	<p>BMartin@san-marcos.net</p>	<p>San Marcos Community Services Director.</p>	<p>Expiration: 01-02-2023 Re-Appointed: 01-29-2019</p> <p>2ND Term Since 2015</p> <p>Seat 9</p>
	<p>GARY KNIGHT</p> 	<p>gknight@sdfutures.org</p>	<p>Executive Director, San Diego Futures Foundation.</p>	<p>Expiration: 01-02-2023 Re-Appointed: 01-29-2019</p> <p>3RD Term Since 2014</p> <p>Seat 10</p>

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

**Held Via WebEx
(470) 238-5742 US Toll
Meeting number (access code): 177 405 5480
Meeting password: fG5HXxp72YX**

**SSAB Meeting Minutes
December 9, 2020**

<p><u>Members Present</u> Philip L. Thalheimer Jan Spencley Anahid Brakke Omar Calleros Buck Martin Carol Lewis Paul Downey James Floros Gary Knight Yvette McShan</p> <p><u>Members Absent</u> None</p>	<p><u>Staff Present</u> Rick Wanne, Director Eligibility Operations Albert Banuelos, HHSA Allison Boyer, HHSA Assmaa Elayyat, HHSA Claudia Gurrola, HHSA Patty Baker, HHSA Darlene Beltran, HHSA David Hopkins, HHSA Carmen Lopez, HHSA</p> <p><u>Guests</u> None</p>
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1. Meeting called to order via conference call at 9:32 by Chair, James Floros.
2. The October 14, 2020 meeting minutes were approved, with all Board Members present voting yes.
3. Public Comments on Items not listed on the Agenda:
 - No public comment

ACTION/INFORMATION ITEMS:

4.	Action Item: General Relief Program Changes, Board of Supervisors Letter: David Hopkins, GR and Medi-Cal Program Manager, Eligibility Operations, Health and Human Services Agency (HHSA). Mr. Hopkins presented a Board of Supervisors letter seeking approval for General Relief program changes to allow virtual applications and lien execution. The action was approved, with all Board Members present voting yes.
5.	Information Item: Update on Local Response to COVID19 Emergency for all Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data: Assmaa Elayyat, Chief, Eligibility Operations, Health and Human Services Agency (HHSA). Ms. Elayyat provided program flexibilities/waivers updates, self-sufficiency program data and modified operations updates.
6.	Information Item: Updates on Eligibility/Public Assistance Programs and Planning: Rick Wanne, Director, Eligibility Operations, Health and Human Services Agency (HHSA). Mr. Wanne presented updates on multiple Family Resource Center moves and remodels, an additional Live Well Mobile Office, and the preparation for 2 nd wave of applications due to current stay-at-home order.

ADJOURNMENT/SET NEXT MEETING:

The meeting was adjourned at 10:55 a.m. Next regular meeting will be held in February 2021 Via WebEx.

DRAFT



UPDATE ON LOCAL RESPONSE TO COVID19 FOR ALL PUBLIC ASSISTANCE PROGRAMS, WAIVERS, ENROLLMENT, AND SERVICE DELIVERY

Assmaa Elayyat, Chief, Self-Sufficiency Services





PROGRAM FLEXIBILITIES & WAIVERS

Current Flexibilities & Options

- House Resolution (HR) 8337 signed on **October 1st** extends the following flexibilities through **June 30, 2021**:
 - Initial application and recertification interview waivers
 - Telephonic and verbal signatures/attestation
 - Pandemic EBT
- Emergency Allotment – Approved for March, to be issued **April 18th**
- Consolidated Appropriations Act of 2021
 - Temporary student rule exemptions
 - Temporary 15% benefit increase for **January – June 2021**
 - Pandemic Unemployment Compensation
- Able Bodied Adults Without Dependents – CA waiver extended through **June 30, 2021**
- CDSS moving forward with CalFresh Quality Control (QC) efforts effective **July 2021**



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:
 - Initial application interview waiver
 - Telephonic/verbal signature on application
 - Flexibilities on identity and pregnancy verifications
- Time on Aid exemption for expiring time-clocks – through **June 30, 2021**
- Pandemic Unemployment Compensation
- Golden State Grant Program



EXPANDED SERVICES FOR FAMILIES

During the COVID-19 pandemic, many families have not been able to fully take advantage of the various services and supports offered through Employment Services. To better deliver essential supportive services to CalWORKs families, the following activities have been implemented:

- . Computer program
- . Housing Support Program expansion & outreach
- . Family Stabilization outreach



PROGRAM FLEXIBILITIES & WAIVERS

Executive Order N-71-20 signed on **June 30, 2020** extends the following flexibilities until the EO is rescinded, or when the state of emergency ends:

- Annual renewal suspension
- Negative action suspension

Additional program flexibilities that remain in place:

- Telephonic and verbal attestation and signature
- Flexible verification requirements

Public Health Emergency extended through **April 21, 2021** by DHCS

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



PROGRAM FLEXIBILITIES

- Quarterly reports have been eliminated for the unemployable population
- Monthly reports have been eliminated for employable population
- Intake interviews scheduled via phone
- New program revisions per Board of Supervisor approval:
 - Permanent online applications via My Benefits CalWIN
 - Removal of General Relief lien



SELF-SUFFICIENCY PROGRAM DATA UPDATES



ELIGIBILITY SERVICES BY THE NUMBERS...

March 2021 (Data Month: February 2021)

PARTICIPANTS

- **CalFresh:** 332,597 recipients, up 24.91% from last year.
 - 120,673 child recipients (0-18), up 16.64% from last year.
 - 62,535 senior recipients (60+), up 30.42% from last year.
- **CalWORKs:** 37,458 recipients, down 9.41% from last year.
 - 29,851 child recipients (0-18), down 12.28% from last year.
 - Welfare-to-Work: 7,180 participants, up 30.95% from last year.
- **CMS:** 18 CMS recipients, down 37.93% from last year.
- **General Relief:** 2,349 recipients, down 37.82% from last year.
- **Medi-Cal:** 855,752 recipients, up 18.59% from last year.
 - 305,713 child recipients (0-18), up 17.66% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (February 2020-February 2021)
			Previous Month	Previous Year	
CalFresh	187,986	332,597	1.35%	24.91%	463,650
CalWORKs	14,286	37,458	-0.41%	-9.41%	55,645
CMS	18	18	-10.00%	-37.93%	94
General Relief	2,347	2,349	2.26%	-37.82%	8,585
Medi-Cal	464,736	855,752	1.06%	18.59%	910,404
Total	669,373	1,228,174	1.10%	18.89%	1,006,887

*Recipients include 297,794 under ACA Medicaid Coverage Expansion.

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

PROCESSING

Applications Registered		
Program	February 2021	FYTD
CalFresh	14,131	116,706
CalWORKs	1,652	14,976
CMS	57	654
General Relief	1,621	12,946
Medi-Cal	10,767	103,005
Total	28,228	248,287

Renewals Generated		
Program	February 2021	FYTD
CalFresh	9,060	70,387
CalWORKs	1,284	13,927
CMS	6	51
General Relief	125	1,372
Medi-Cal	38,354	287,262
Total	48,829	372,999

Periodic Reports Generated		
Program	February 2021	FYTD
CalFresh	14,772	116,150
CalWORKs	662	4,581
General Relief	1,482	17,692
Medi-Cal	17	150
Total	16,933	138,573

Documents Imaged	
February 2021	FYTD
354,795	3,039,242

Tasks Created	
February 2021	FYTD
331,646	2,950,907

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	February 2020	February 2021	Change	FYTD
Total Calls	140,037	143,782	3,745	1,300,441
Abandoned	13,430	1,548	-11,882	38,617
Average Wait Time	8:04	0:47	-7:17	2:34

Community Based Organization (CBO)				
Month	February 2020	February 2021	Change	FYTD
Total Calls	6,773	4,706	-2,067	38,031
Abandoned	477	61	-416	578
Average Wait Time	7:22	1:01	-6:21	1:28

Emails Received	
February 2021	FYTD
4,270	38,326

FAMILY RESOURCE CENTER VISITS

Month	February 2020	February 2021	Change	FYTD
Total Tickets Issued	78,492	27,306	-187%	243,209
Average Wait Time (min.)	15.83	(*-)	N/A	

* Due to COVID-19 Waivers, Avg time is not available for January 2021

Processing Timeliness Applications, Periodic Reports, and Renewals

CalFresh

- Regular Applications: State required days to disposition = 30 Days
 - San Diego = 14 Days
- Expedited Applications: State required days to disposition = 3 Days
 - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 96.71%
- Annual Renewal Timeliness = 99.96%

CalWORKs

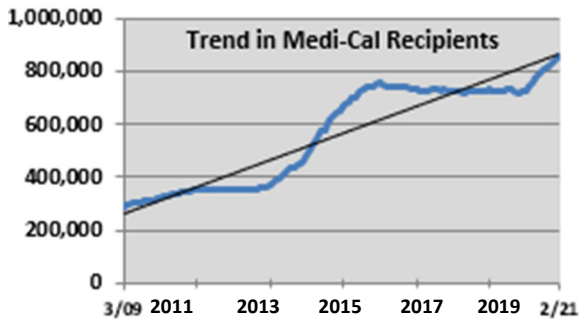
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 19 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Days
- Semi-Annual Reporting Timeliness = 94.69%
- Annual Renewal Timeliness = 99.71%

Medi-Cal

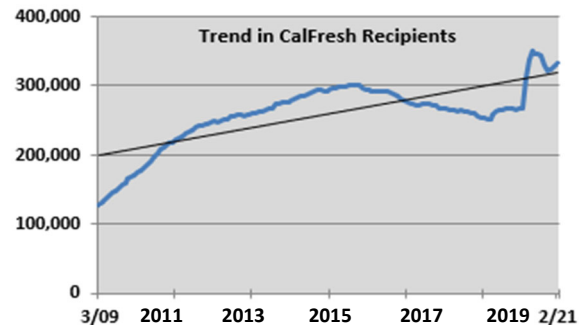
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 20 Days
- Annual Renewal Timeliness = 99.43%

Program Recipients Trend

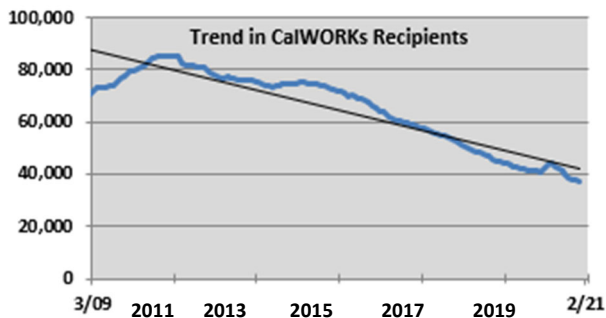
Medi-Cal Recipients		
FY Mar 09	FY Feb 21	194%
291,366	855,752	Increase



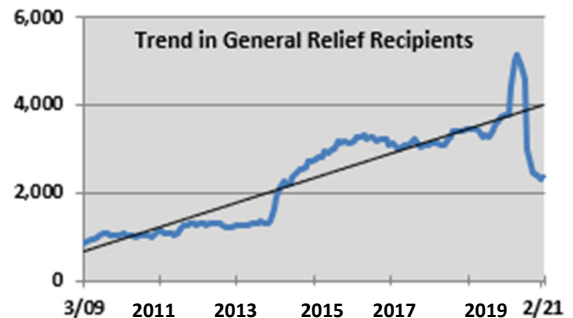
CalFresh Recipients		
FY Mar 09	FY Feb 21	159%
128,616	332,597	Increase



CalWORKs Recipients		
FY Mar 09	FY Feb 21	-46%
69,489	37,458	Decrease



General Relief Recipients		
FY Mar 09	FY Feb 21	180%
838	2,349	Increase

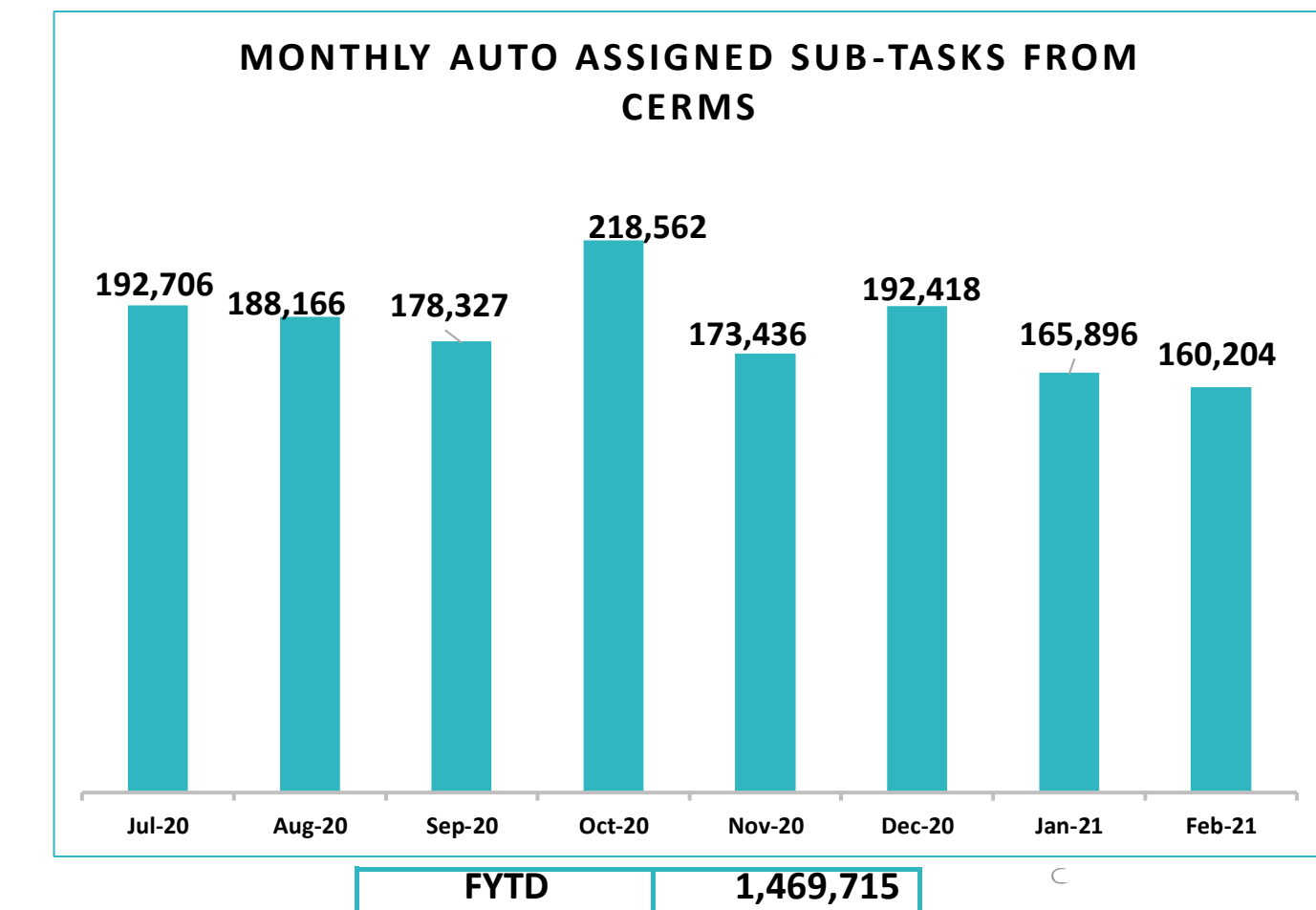
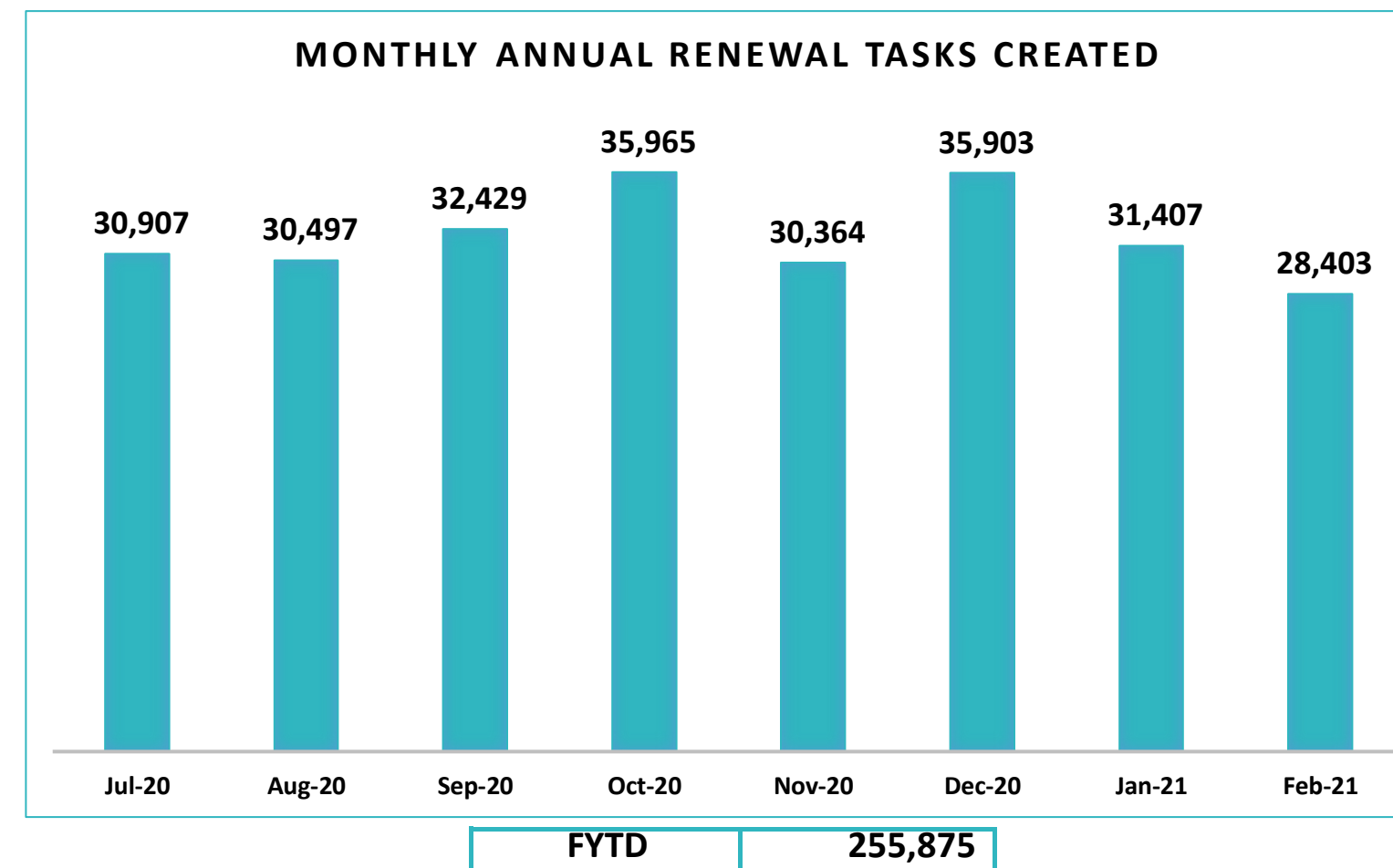
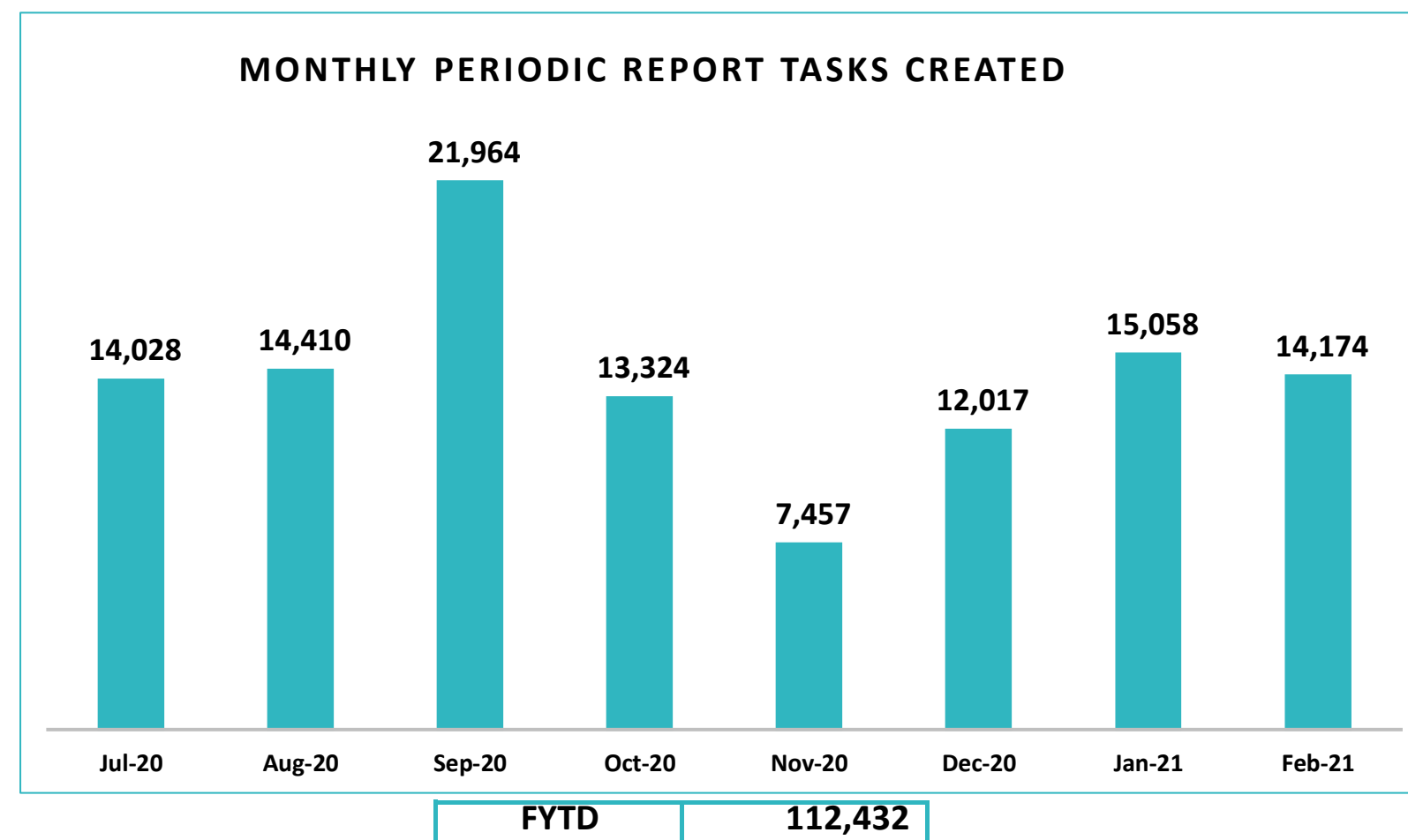
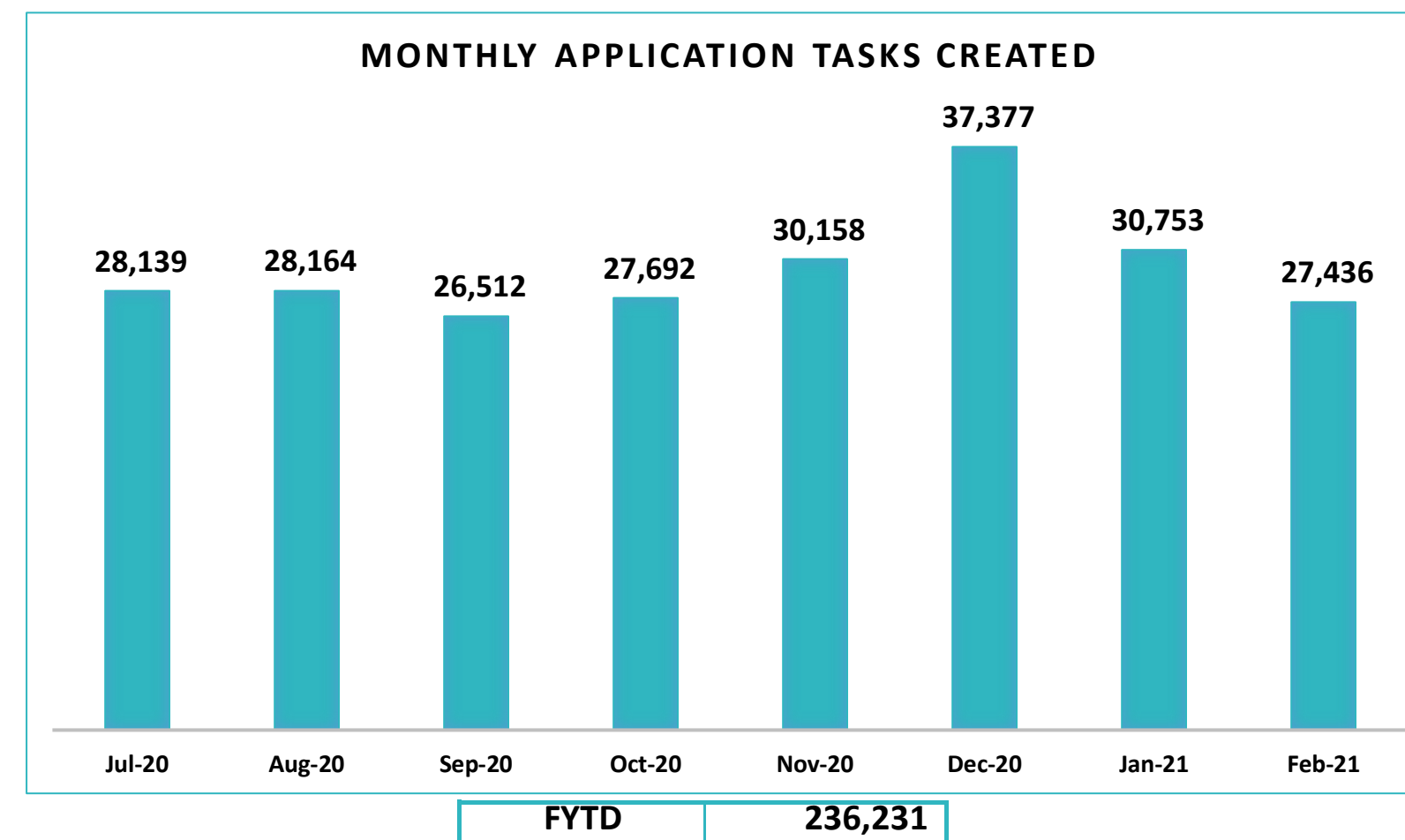
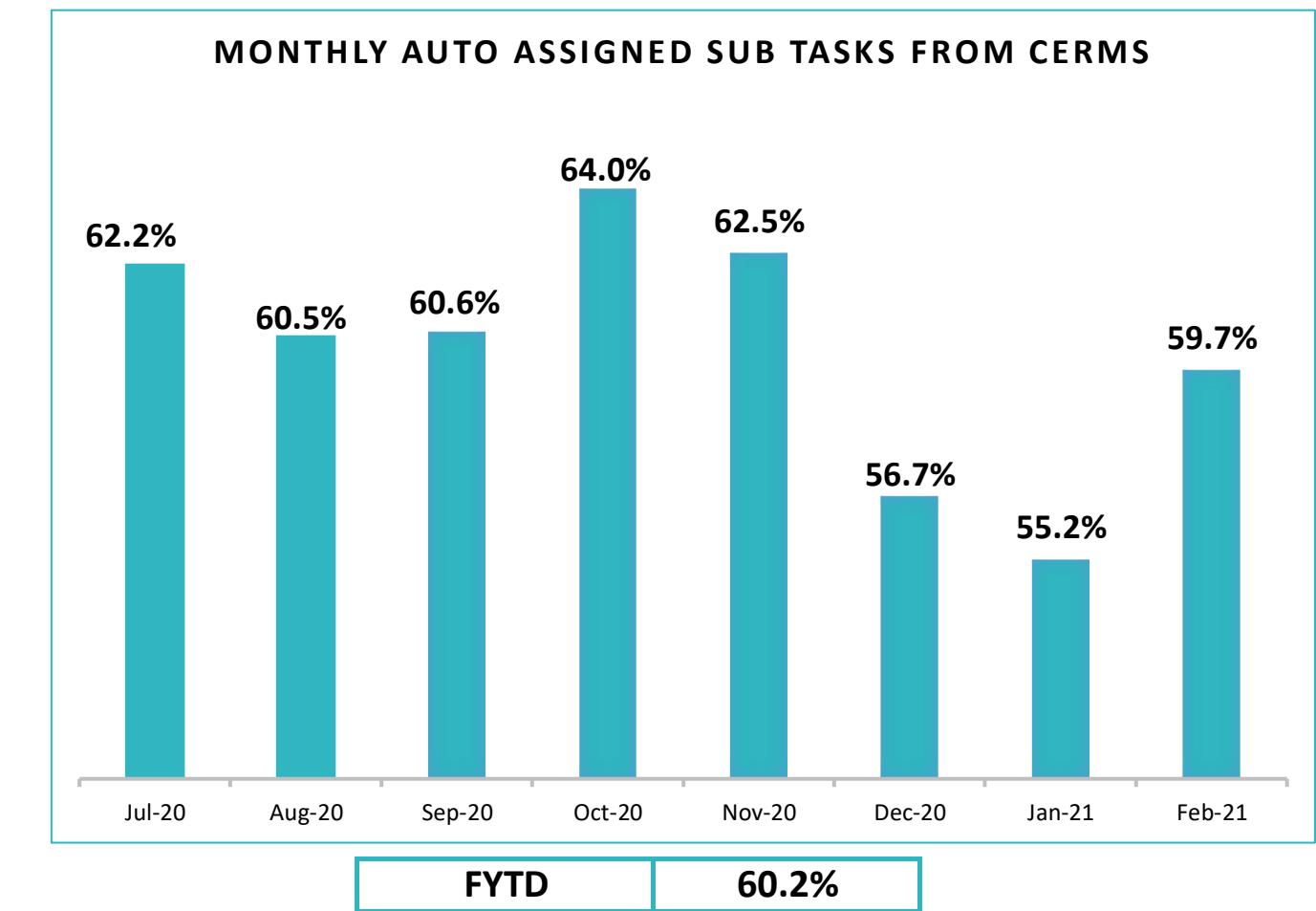
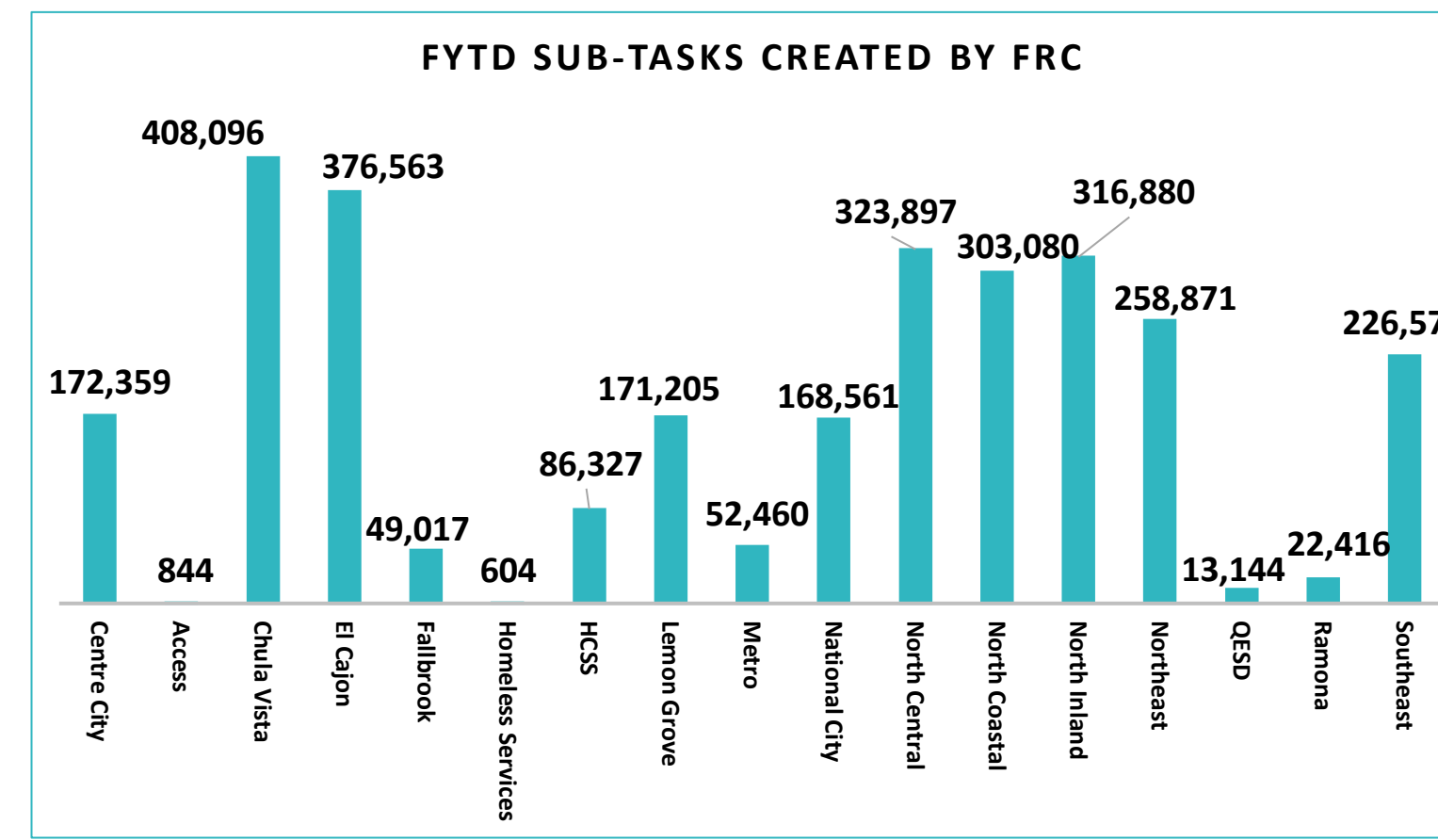
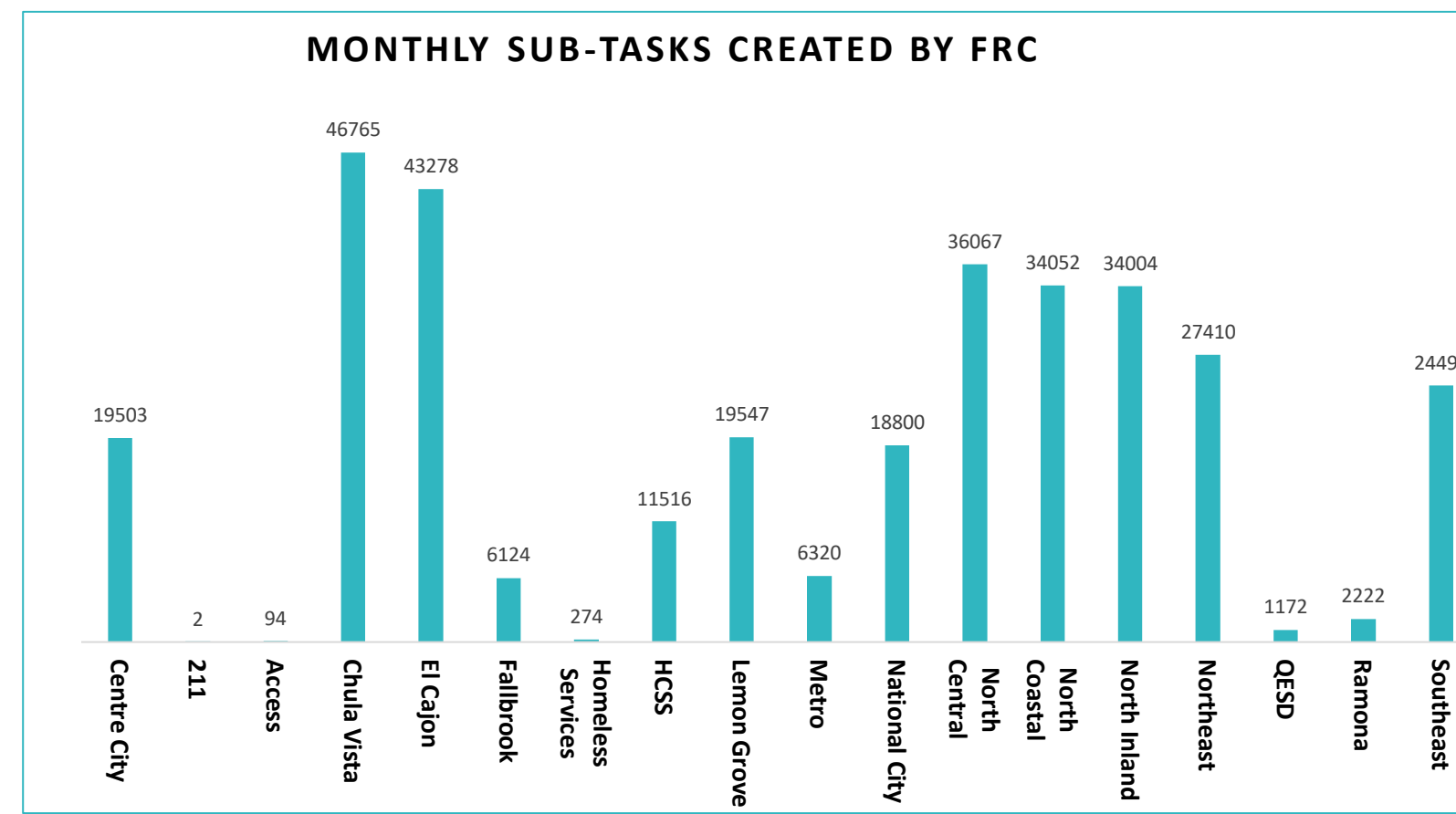
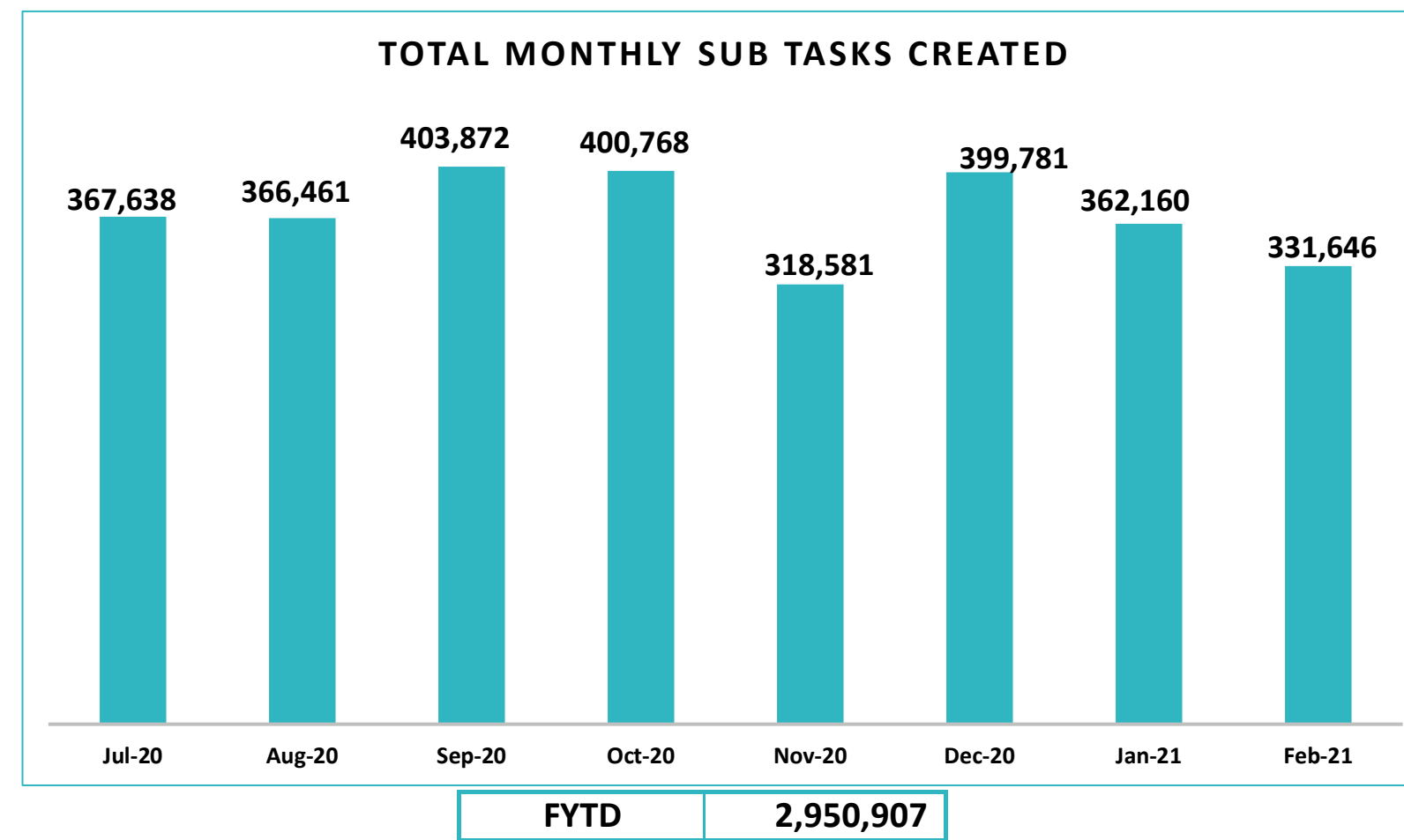


Monthly Eligibility Performance Dashboard (FY 20/21)

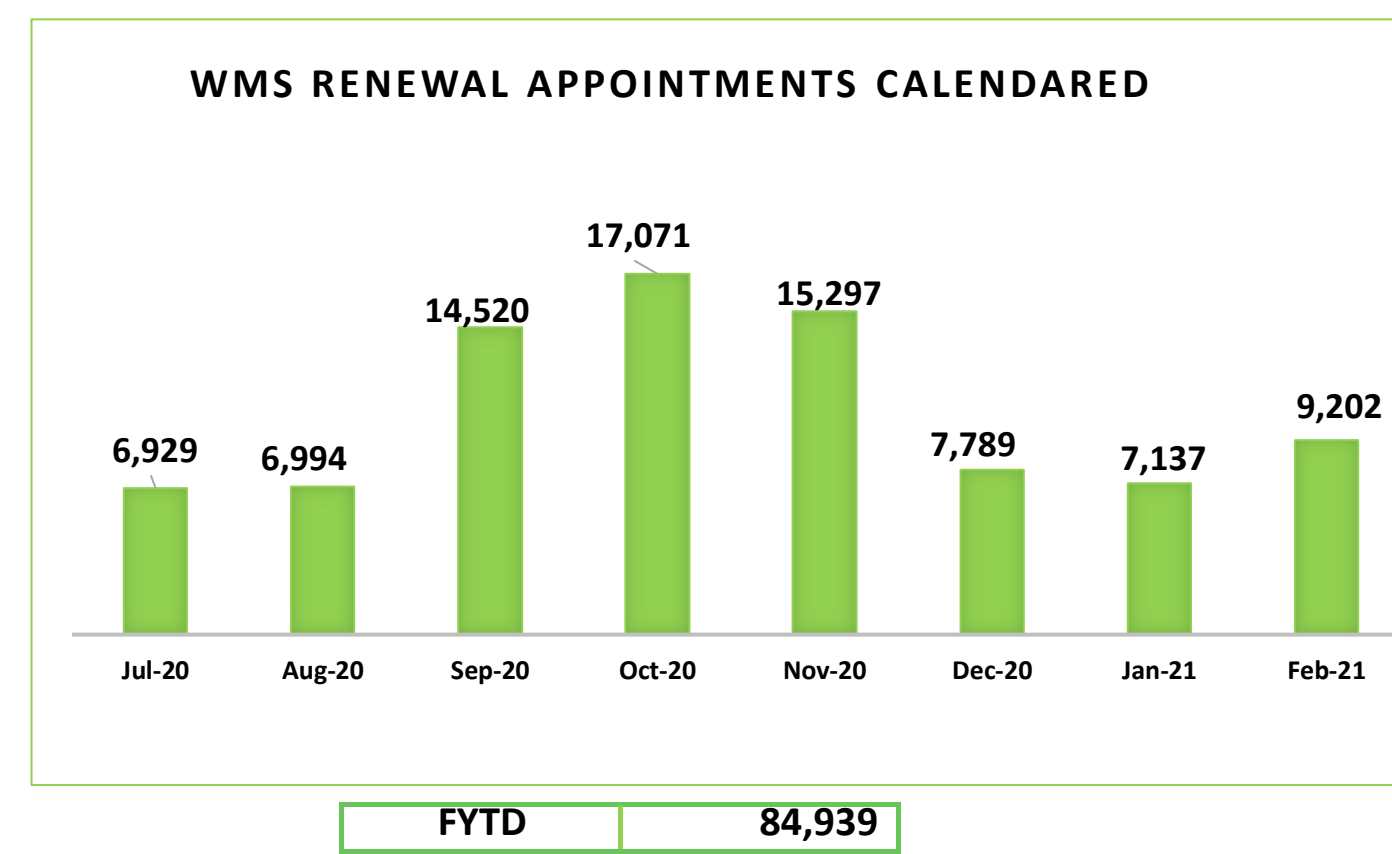
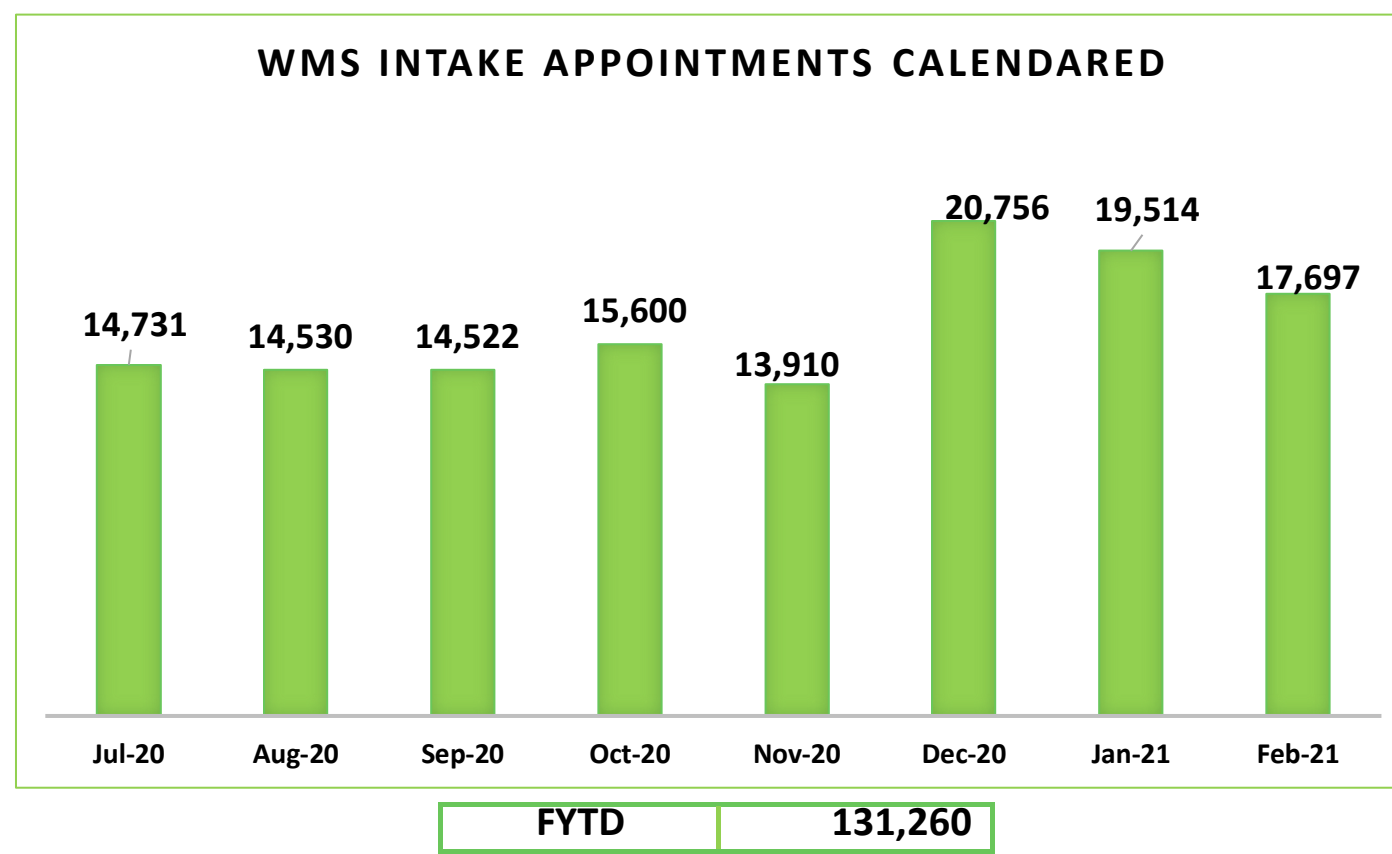
San Diego County

Data Month : February 2021

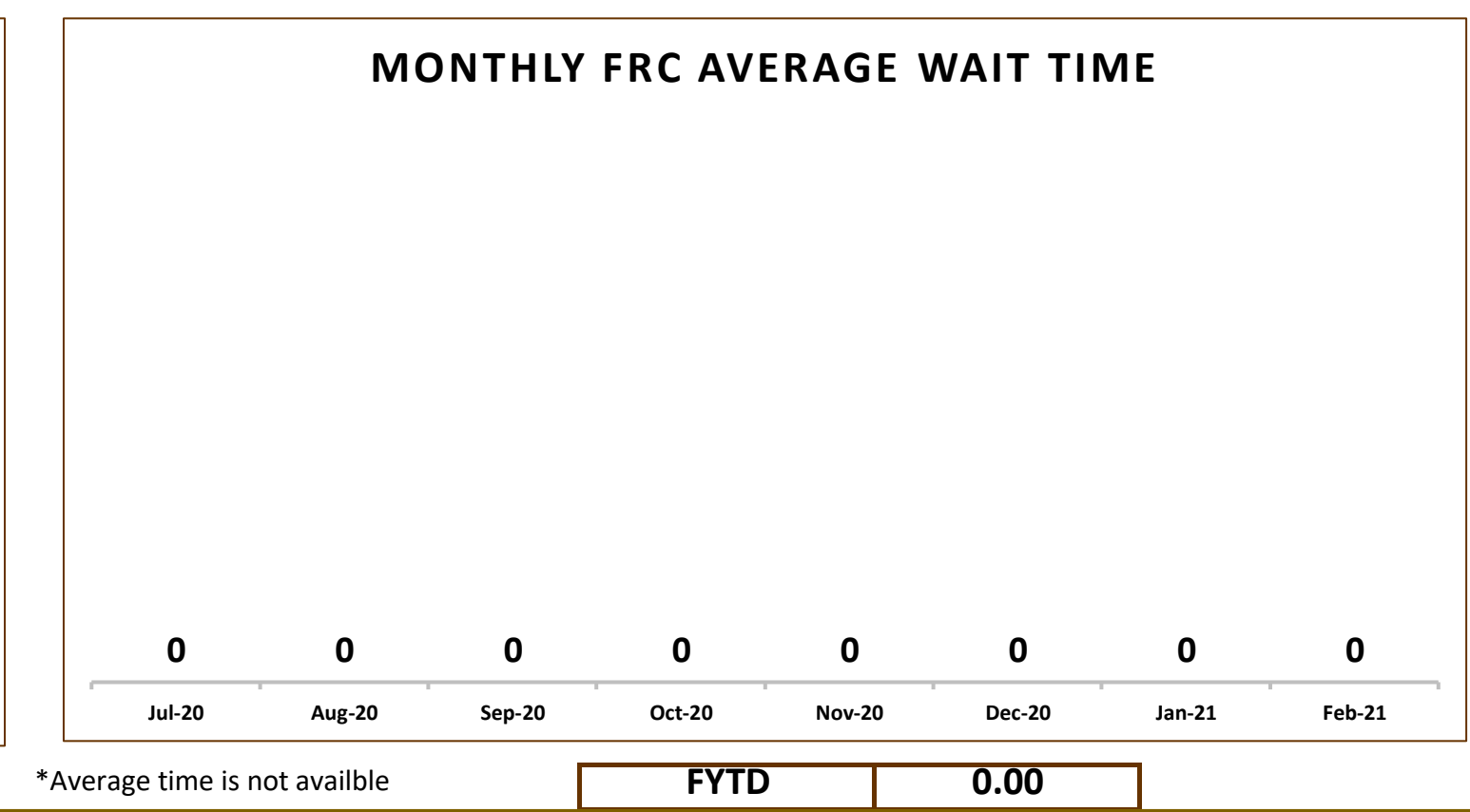
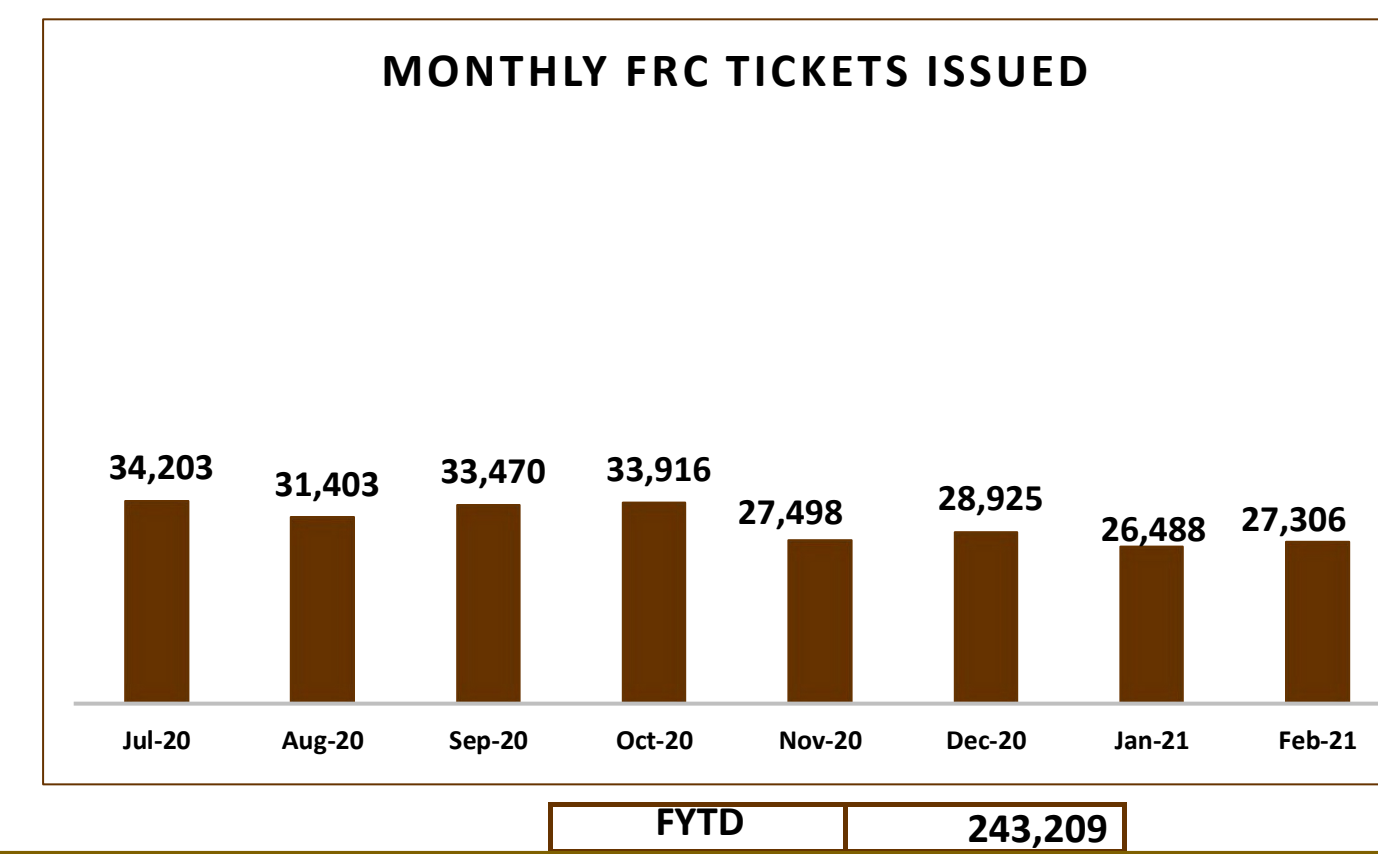
Work Management System (WMS) Subtasks Created



MONTHLY WMS CALENDARED APPOINTMENTS

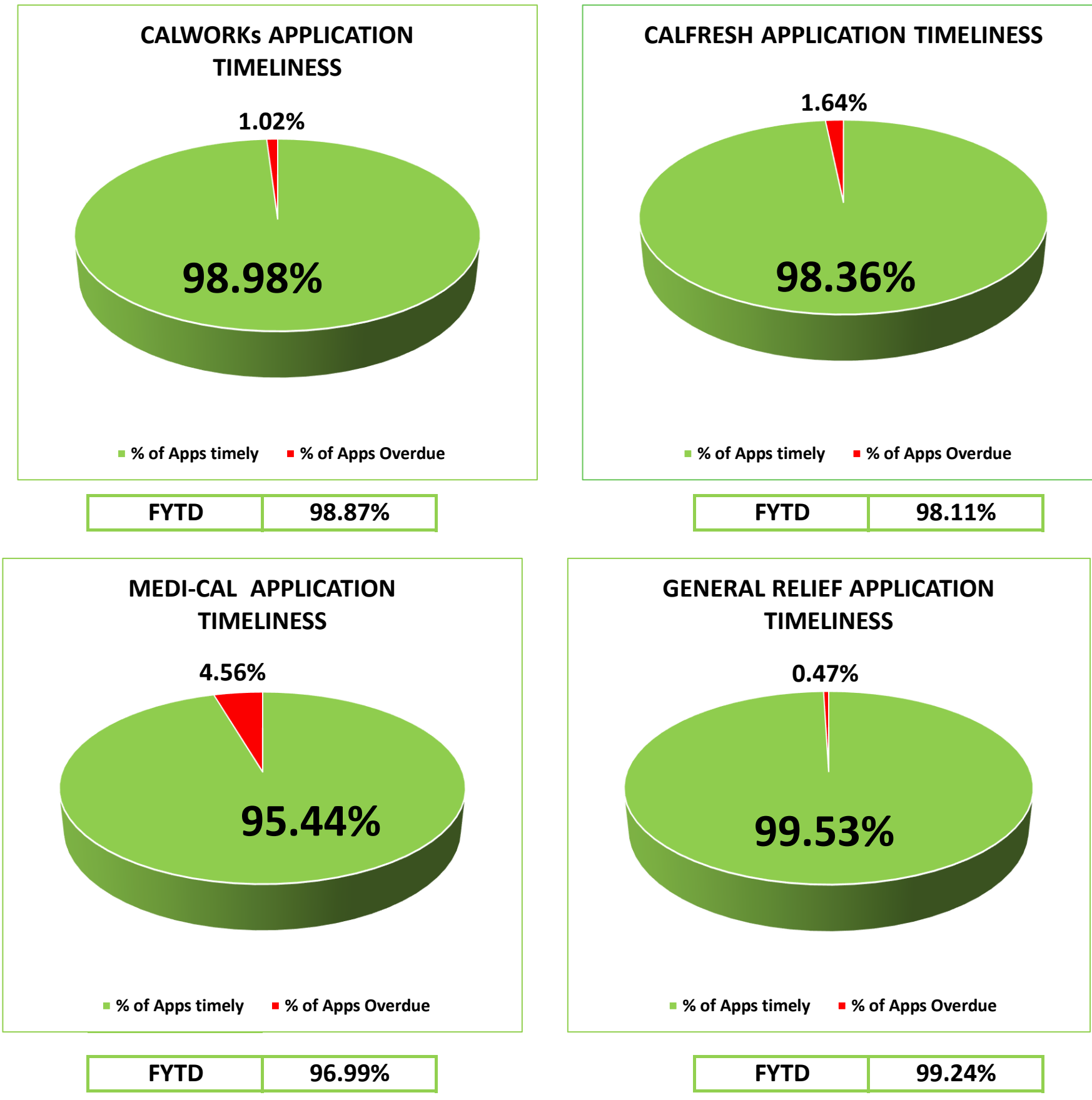


LOBBY MANAGEMENT

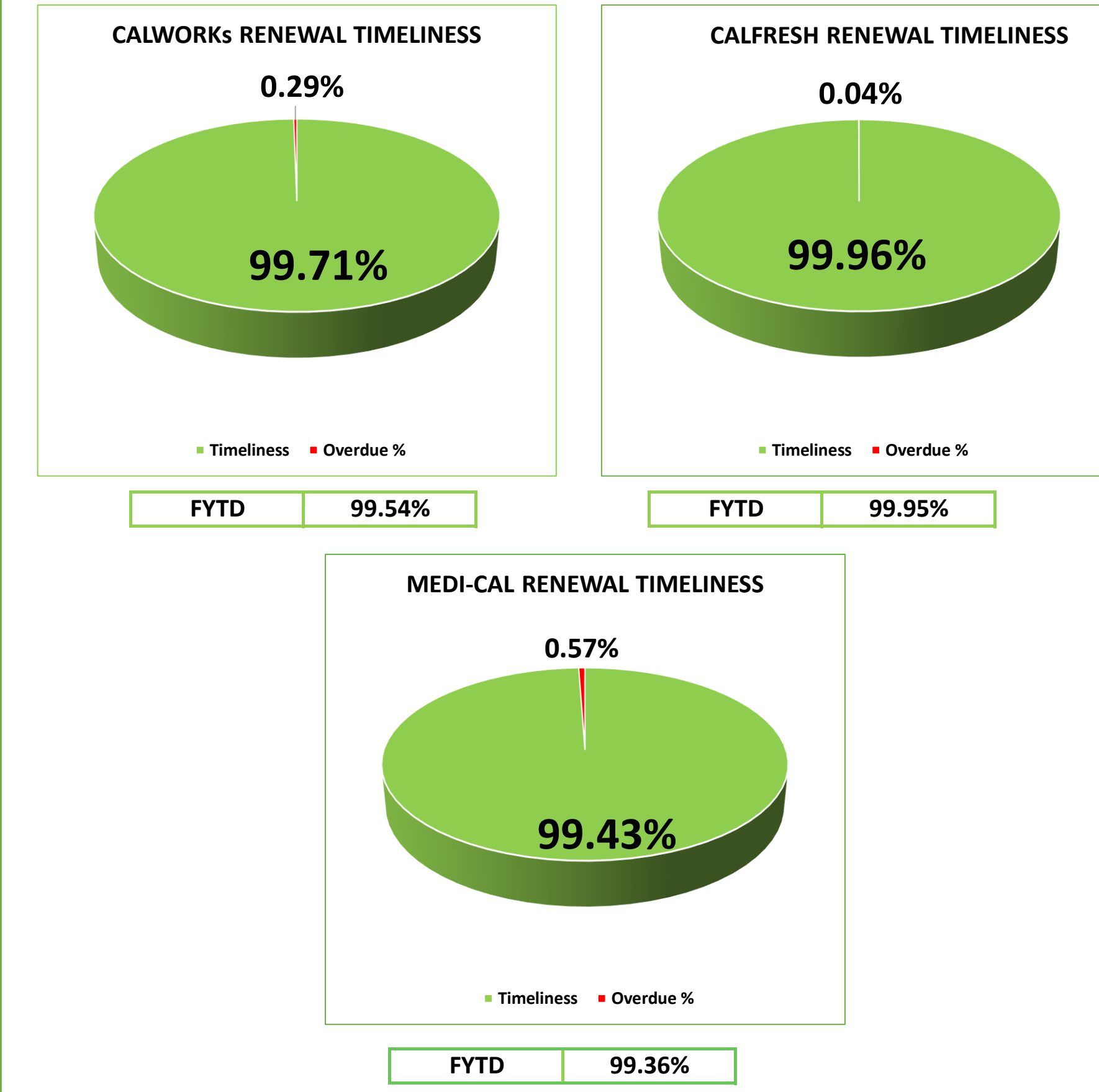


CASE PROCESSING PERFORMANCE (CALWIN)

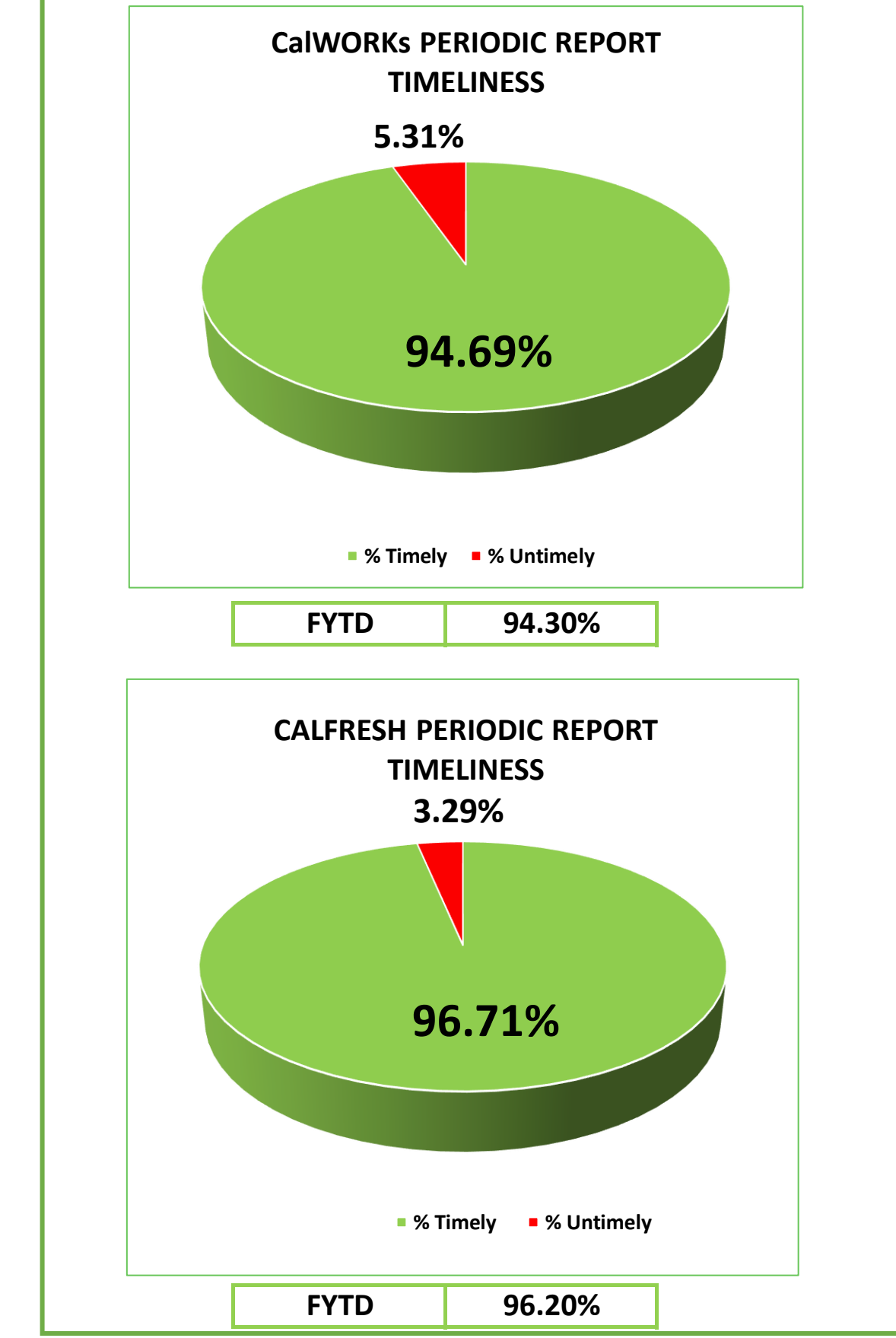
MONTHLY APPLICATION TIMELINESS



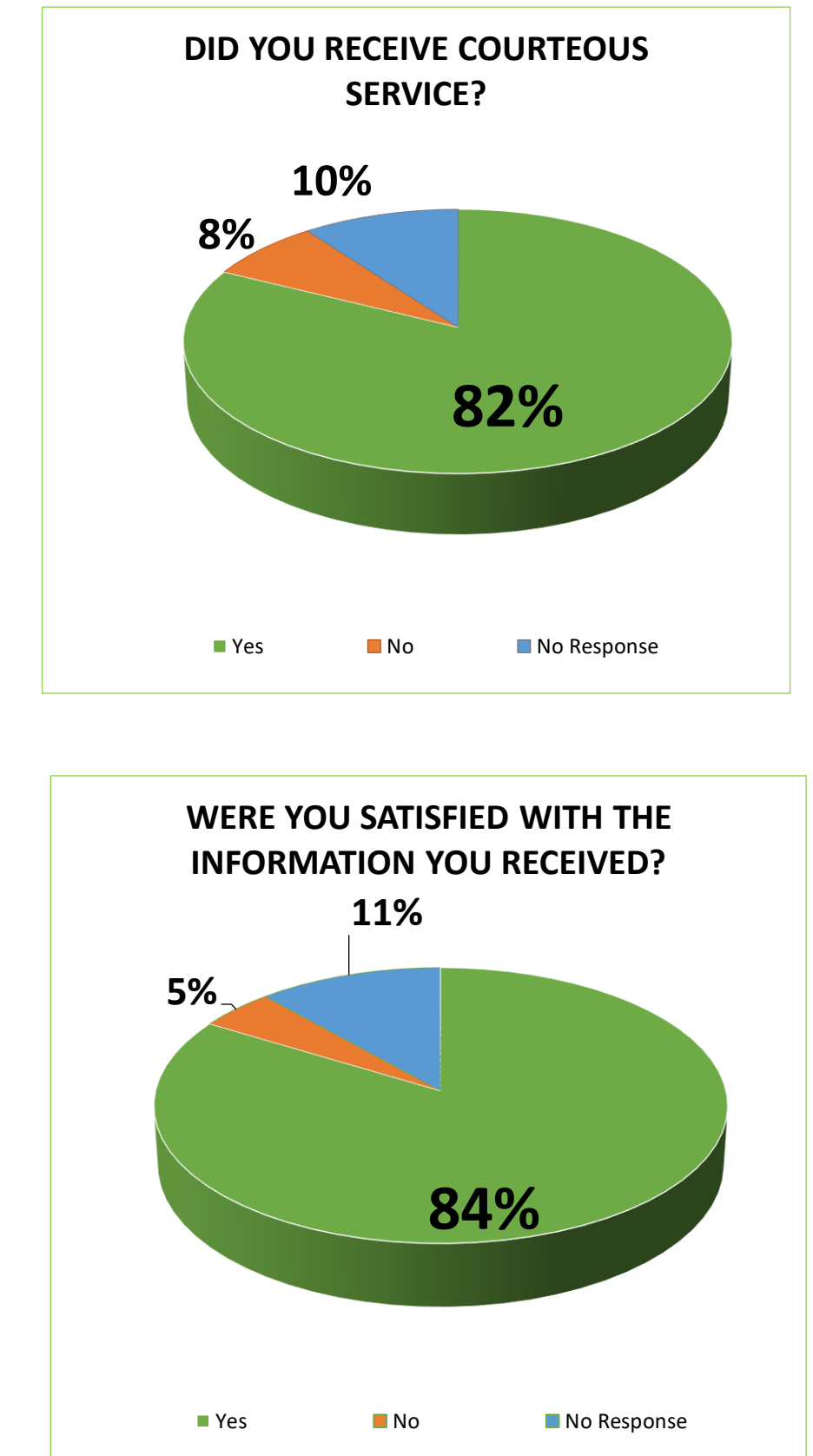
MONTHLY RENEWAL TIMELINESS



MONTHLY PERIODIC REPORT TIMELINESS

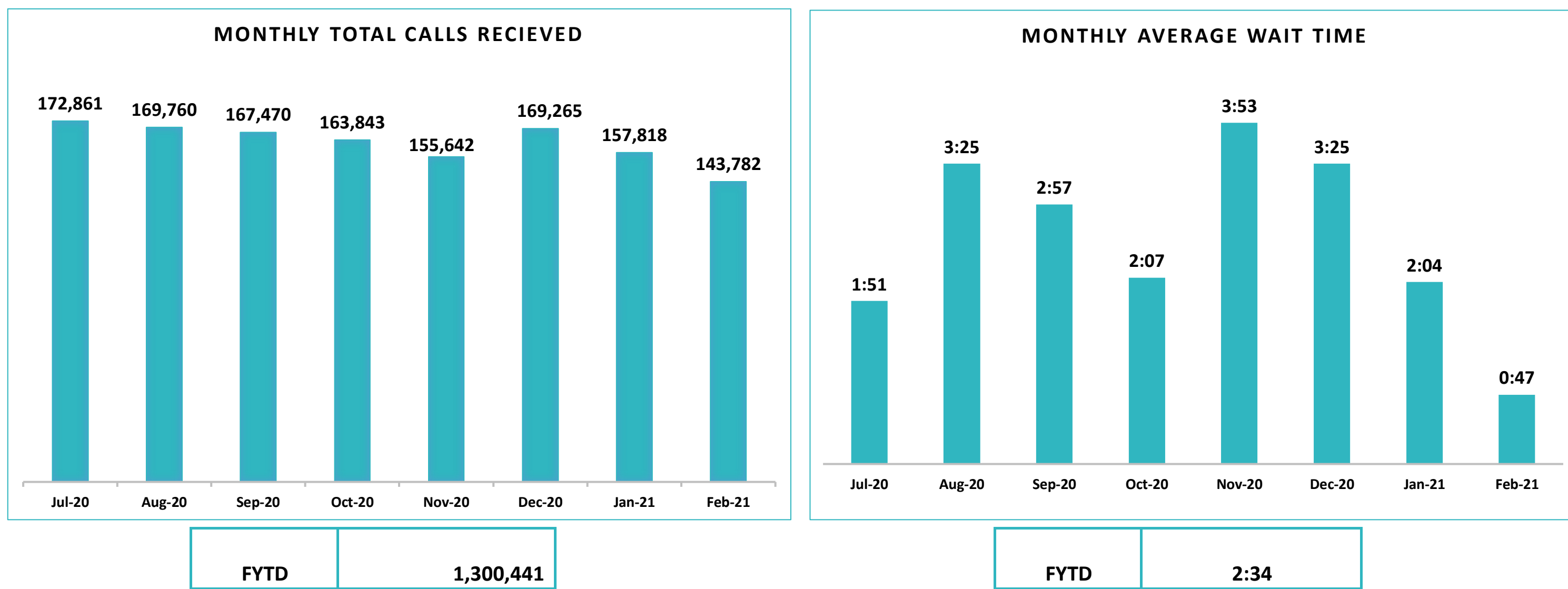


CUSTOMER SATISFACTION SURVEY

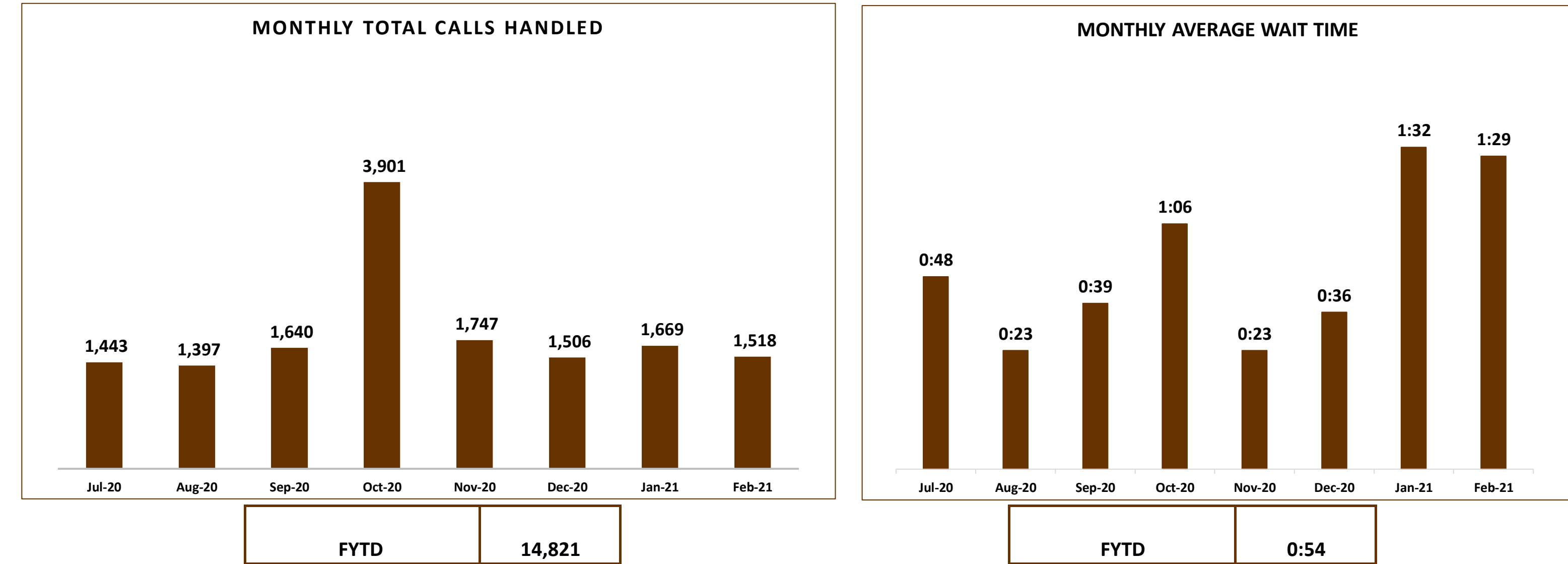


ACCESS CALL CENTER

ACCESS CALL CENTER



RESCHEDULE APPOINTMENT CALLS (211)



CalFresh Applications for SSI Recipients Received and Approved FY 20/21

COSD	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21
CF Apps Received	1,255	1,234	1,156	1,146	954	1,151	1,116	1,113
CF Apps Approved	810	723	686	701	516	658	656	670
Total CF SSI Cases	30,935	31,966	32,977	33,768	33,977	33,613	33,244	33,512

Report Date 03/02/2021

SELF-SUFFICIENCY SERVICES



TELEWORK PERFORMANCE SUMMARY FEBRUARY 2021

Staff Telework

- Feb 2020 – 30
- Feb 2021 – 1,617
 - Permanent Telework – 1,095

Daily Attendance

- Feb 2020 – 85% of Staff Attendance
- Feb 2021 – 91% of Staff Attendance
- 6% Improvement in attendance

Access Call Center

- Feb 2020 – 140,000
- Feb 2021 – 143,782
- 2.5% increase in calls received

Access Average Speed of Answer

- Feb 2020 – 8 Minutes
- Feb 2021 – :47 Seconds
- 90% improvement in Average Speed of Answer

Access Calls Abandoned

- Feb 2020 – 13,430
- Feb 2021 – 1,548
- 88% Decrease in Abandoned Calls

Applications Received

- Feb 2020 – 30,310
- Feb 2021 – 28,228
- Total Apps Feb 2020 – Feb 2021: 437,419

Applications Processed

- Feb 2020 – 43,000
- Feb 2021 – 41,885
- All applications processed timely

Increase in Total Recipients

- Feb 2020 – Feb 2021 : 195,160
- 18.9% increase in total recipients

Benefits Issued Feb 2020 – Feb 2021:

- All Programs: \$892,260,213
- CalFresh: \$662,835,245
- Performance
 - CalFresh Accuracy Rate – 95%
- Customer Service Satisfaction Rate : 92%



REVIEW OF 2020 STRATEGIC GOALS, STRATEGIC GOALS FOR 2021, AND ANNUAL REPORT TO THE BOARD OF SUPERVISORS

Rick Wanne, Director, Self-Sufficiency Services





County of San Diego
SOCIAL SERVICES ADVISORY BOARD

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

March 18, 2020

Supervisor Greg Cox, Chair
San Diego County Board of Supervisors
1600 Pacific Highway
San Diego, CA 92101

SOCIAL SERVICES ADVISORY BOARD (SSAB) ANNUAL REPORT FOR 2019

Dear Chairman Cox,

Attached is the Social Services Advisory Board (SSAB) annual report of activities and accomplishments for 2019.

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

The SSAB looks forward to another productive year of service for the Board of Supervisors and the citizens of San Diego County in 2020.

Respectfully,

Philip Thalheimer, 2019 Chair
Social Services Advisory Board

Attachments

cc: Supervisor Jim Desmond, Vice-Chair
Supervisor Dianne Jacob
Supervisor Kristin Gaspar
Supervisor Nathan Fletcher
Helen Robbins-Meyer, Chief Administrative Officer
Nick Macchione, Director, Health and Human Services Agency
Rick Wanne, Director Eligibility Operations
Social Services Advisory Board Members

**Social Services Advisory Board (SSAB)
2019 Annual Report to the County Board of Supervisors**

March 2020

In accordance with the County Administrative Code, Article LIX, Section 911 the Social Services Advisory Board (SSAB) submits the following report of activities and accomplishments for 2019.

Background:

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

The plan for this time period was to advise the Board of Supervisors on measures relevant to the Self-Sufficiency Programs: CalWORKs, Employment Services, Medi-Cal, General Relief, CalFresh, Fraud Prevention and Program Integrity. We monitored the delivery of Social Services, as required by the County Charter.

Membership and Organization:

The SSAB consists of ten volunteer citizens who are appointed by the Board of Supervisors. Each Supervisor nominates two members, who are subject to approval by the full Board of Supervisors. A Chair and a Vice-Chair are elected annually and serve for one calendar year beginning in January.

The SSAB started 2019 with two membership vacancies, which all were filled. In 2019, no meetings were adjourned, due to the lack of a quorum. SSAB meetings were regularly announced to the public via the Clerk of the Board and SSAB websites and were held monthly. Meetings were held at a publicly accessible location, in accordance with the Brown Act.

Additionally, the SSAB held its annual SSAB Community Recognition Awards event in December 2019, where ten County members received an award.

2019 Priorities Established

1. Provide nominations for Community Recognition Awards.
2. Deeper level report every other month regarding operational efficiencies.
3. Keep community/stakeholders aware of the impact of changes in health care coverage.
4. Report(s) on Live Well San Diego, homelessness and refugees.
5. Quarterly letters to the Board of Supervisors.
6. Hold at least one meeting in closed session to revisit the Board's bi-laws, norms and member expectations.

Focus and Oversight

During 2019, the SSAB Board provided review and input on numerous self-sufficiency issues in the following categories:

- County Legislative Program Update.
- CalFresh and SSI Eligibility.
- Integrative Services Update.
- San Diego County Recommended FY 19/20 Operational Plan.
- 211 San Diego Overview of Services.
- CalFresh Awareness Month.
- Review Various Legislative Items.
- Tour of Gary and Mary West Serving Seniors.
- Review of National Feeding America Report and San Diego CalFresh Enrollment.
- Overview of Health and Humans Services Agency County Contracts.
- Health and Human Services Agency New Call Center Technology Implementation.
- Overview, County Veteran's Services Office.
- Overview of Health Services Advisory Board (HSAB).
- 2019 Social Services Advisory Board (SSAB) Community Recognition Awards Event.

2019 Board of Supervisors Letters Docketed for SSAB Action

	<u>Date</u>	<u>Action</u>
• California Statewide Automated Welfare System (CALSAWS) Consortium Joint Exercise of Powers Agreement (JPA) Memorandum of Understanding, and Assignment of CALWIN System Contracts to CALSAWS JPA	3/13/19	Approved
• Authorization to Apply For Housing For A Healthy California and Receive Awarded Funds (DISTRICT:ALL),	7/10/19	Approved
• Sunset Review of Board Policy A-67	10/09/19	Approved

2020 Goals/ Priorities/Areas of Focus

Due to two current vacancies on the Social Services Advisory Board and the COVID-19 emergency, the 2020 goals and priorities will be established at a later date.

HHSA staff support was provided by Director of Eligibility Operations, Rick Wanne.

