

**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, 2<sup>nd</sup> Floor Conference Room, San Diego CA 92123  
Phone (619) 338-2932**

**Public Video Viewing/Comment Option:  
<https://sdcounty-ca-gov.zoom.us/j/85964627015>**

**November 13, 2024  
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 September 11, 2024 Meeting Minutes

**PUBLIC COMMENTS**

- 9:33 - 9:40     3. Guidelines for Public Comment on Items not listed on the agenda:
- Members of the public may request to speak about any issue within the purview of the Board
  - Each speaker will be limited to three (3) minutes
  - Board members may not discuss or take action on issues raised during public comment unless the issue is listed in this Agenda

**PRESENTATIONS/DISCUSSION ITEMS**

- 9:40 – 9:45     4. **Discussion Item:** SSAB Member Sharing, Comments, and Topics of Interest: All Social Services Advisory Board Members
- 9:45 – 10:15     5. **Action Item:** CalWORKs System Improvement Plan Board of Supervisors Letter: Patty Baker, Human Services Program Manager, Self-Sufficiency Services, Health and Human Services Agency (HHSA)
- 10:15 – 10:45     6. **Action Item:** Contract with San Diego Workforce Partnership Board of Supervisors Letter: Jeannie Hufford, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA)
- 10:45 – 11:30     7. **Information Item:** Update on Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data: Assmaa Elayyat, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA)

**ADJOURNMENT/ NEXT MEETING**

Next regular meeting will be held on December 11, 2024 at 5055 Ruffin Road, 2<sup>nd</sup> 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](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://sdcounty-ca-gov.zoom.us/j/81914266397>

**SSAB Meeting Minutes  
September 11, 2024**

**Members Present**

Jan Spencley  
Greg Anglea  
Robin Maxson  
Andrea Gonzalez  
Phil Thalheimer  
Carol Lewis  
Daniela Murphy

**Members Absent**

Vino Pajanor  
Rachel Morineau

**Staff Present**

Rick Wanne, Director, Self-Sufficiency Services  
Alberto Banuelos, HHSA  
Assmaa Elayyat, HHSA  
Jeannie Hufford, HHSA  
Ray Flores, HHSA  
Janelle Jones-Phillips, HHSA  
Bianca Graciano, HHSA  
Patty Baker, HHSA  
Mathew Brown, HHSA  
Gary Johnston, HHSA  
Chrisy Selder, BOS Dist 3

**Guests**

Jack Dailey, Legal Aid Society of San Diego  
Adrian Carstens, 2-1-1 San Diego  
Jessica Peter, 2-1-1 San Diego  
Michaela Jackson, Access to Independence  
Cierra Williams, SEIU  
Dan Castillo, SEIU  
Gerrell Howard, HHSA Staff  
Leticia Diazdeleon, HHSA Staff  
Kimberly Smith, HHSA Staff

1. Meeting called to order at 9:35 by Vice Chair, Jan Spencley.
2. The August 1, 2024 Meeting Minutes were approved, with all Board Members present voting yes.
3. Public Comments:
  - No public comment
4. **Discussion Item:** SSAB Member Sharing, Comments, and Topics of Interest: All Social Services Advisory Board Members. The Members did not have any comments or discussion at this time.

5. **Presentation Item:** Update on the Leave No Veterans Homeless Initiative: Mathew Brown, Chief, Agency Operations; Homeless Solutions and Equitable Communities, Health and Human Services Agency (HHS). Mr. Brown and Mr. Gary Johnston provided updates on the Leave No Veterans Homeless Initiative, sharing a report that 1,022 Veterans were housed since July 2023 through July 2024. They also mentioned that landlords have been their focus and priority, educating them and trying to incentivize them to rent to Veterans to continue to reduce the number and achieve Functional Zero.
6. **Presentation Item:** CalWORKs System Improvement Plan: Patty Baker, Human Services Program Manager, Self-Sufficiency Services, Health and Human Services Agency (HHS). Ms. Baker presented the background of the CalWORKs Program and Employment Services. She then explained Cal-OAR, which is a local, data-driven program management system that facilitates continuous improvement of county CalWORKs programs by collecting, analyzing, and disseminating outcomes and best practices. As required by Welfare and Institutions Code (WIC) 11523, Cal-OAR consists of three core components: performance indicators, a county CalWORKs self-assessment (Cal-CSA), and a CalWORKs system improvement plan (Cal-SIP). San Diego County will seek approval on 12/10/24 from the County Board of Supervisors for the Cal-SIP Report. Following Board of Supervisor approval, San Diego County will implement the Cal-SIP strategies identified.
7. **Information Item:** Update on Medi-Cal Renewals, PHE Lift for Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data: Assmaa Elayyat, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHS). Ms. Elayyat shared program updates such as the annual open enrollment for Covered California beginning on November 1<sup>st</sup> through January 31<sup>st</sup>. She explained that the County receives a higher volume of Medi-Cal applications during this time, therefore at staffing will be reviewed to ensure preparedness. Ms. Elayyat also shared that the Able Bodied Adults Without Dependents (ABAWD) California waiver has been extended through October 2025. She also presented an updated CalFresh flyer and various Self-Sufficiency Services reports.
8. **Action Item:** Cancellation of the October 9, 2024 Social Services Advisory Board Meeting: All Social Services Advisory Board Members. Mr. Rick Wanne let the Members know that the County of San Diego will be hosting the statewide 2024 County Welfare Directors Association of California (CWDA) Annual Conference here in San Diego, on October 9<sup>th</sup> to October 11<sup>th</sup>. All Board Members present voted to cancel the October 9, 2024 meeting.

**ADJOURNMENT/SET NEXT MEETING:**

The meeting was adjourned at 11:21 a.m. Next regular meeting will be held on November 13, 2024.

# **ITEM #4: SSAB MEMBER SHARING, COMMENTS, AND TOPICS OF INTEREST**

*All Social Services Advisory Board Members*



# ITEM #5: CALWORKS SYSTEM IMPROVEMENT PLAN BOARD OF SUPERVISORS LETTER

*Patty Baker, Human Services Program Manager, Self-Sufficiency Services  
Health and Human Services Agency (HHS)*





# COUNTY OF SAN DIEGO

## AGENDA ITEM

### BOARD OF SUPERVISORS

NORA VARGAS  
First District

JOEL ANDERSON  
Second District

TERRA LAWSON-REMER  
Third District

MONICA MONTGOMERY STEPPE  
Fourth District

JIM DESMOND  
Fifth District

**DATE:** 12/10/2024

**XX**

**TO:** Board of Supervisors

### **SUBJECT**

**APPROVE THE CALIFORNIA WORK OPPORTUNITY AND RESPONSIBILITY TO KIDS OUTCOMES AND ACCOUNTABILITY REVIEW SYSTEM IMPROVEMENT PLAN (DISTRICTS: ALL)**

### **OVERVIEW**

Title 42 § 601 of the United States Code establishes the Temporary Assistance for Needy Families entitlement program known in California as the California Work Opportunity and Responsibility to Kids (CalWORKs) program. The California Department of Social Services (CDSS) provides oversight of the CalWORKs program, and all 58 counties administer the program on behalf of the State, within their respective jurisdictions. CalWORKs provides a wide range of services to some of the most vulnerable families living on lower incomes in San Diego County. In addition to providing essential cash, nutrition and medical benefits to families, CalWORKs also incorporates a Welfare to Work (WTW) component that provides additional supportive services including childcare, transportation, and housing services as required by the Welfare and Institutions Code (WIC). The purpose of participating in WTW activities is for families to gain the proper support, resources, job skills, training, and education to obtain full-time employment that leads to self-sufficiency.

As a proactive measure, the State Legislature established the CalWORKs Outcomes and Accountability Review system (Cal-OAR) in 2017, to identify an improved, more comprehensive approach to measuring outcomes and successes of the CalWORKs program. The Cal-OAR initiative was established under WIC Section 11523 to facilitate a local accountability system that fosters continuous quality improvement. Cal-OAR requires monitoring and reporting of specific data measures, including supportive service utilization and post-aid metrics, to determine the effectiveness of the various WTW activities in which participants engage.

The Cal-OAR consists of three main components: performance indicators, a CalWORKs county's self-assessment process, and a CalWORKs county's system improvement plan. Through the State required Cal-OAR process, all California counties completed a CalWORKs self-assessment, including recipient and community feedback, and developed an improvement plan that focuses on improving performance indicators. Once the improvement plan is implemented, each county is required to implement and evaluate strategies for the performance indicators identified. A progress report is then developed to help inform any required updates to the selected performance indicators

**SUBJECT:** APPROVE THE CALIFORNIA WORK OPPORTUNITY AND RESPONSIBILITY TO KIDS OUTCOMES AND ACCOUNTABILITY REVIEW SYSTEM IMPROVEMENT PLAN (DISTRICTS: ALL)

and measures. In April 2023, the County of San Diego completed a self-assessment that was approved by CDSS. Subsequently, the County developed the improvement plan which was pre-approved by CDSS in September 2023.

Today's action requests the San Diego County Board of Supervisors approve the County CalWORKs System Improvement Plan, and authorize the Clerk of the Board to execute any amendments thereto that do not materially impact or alter its substance.

## **RECOMMENDATION**

### **CHIEF ADMINISTRATIVE OFFICER**

1. Approve the County of San Diego CalWORKs System Improvement Plan and authorize the Clerk of the Board to execute any amendments thereto that do not materially impact or alter its substance.

## **EQUITY IMPACT STATEMENT**

The California Work Opportunity and Responsibility to Kids Outcomes and Accountability Review system initiative will help make a positive impact on equity by encouraging and stimulating economic opportunities for the neediest families in San Diego County. The CalWORKs program is designed to remove barriers to expanding opportunities in traditionally underserved communities especially residents living on lower incomes. The job skills, training, and job placements gained through the WTW program can help advance opportunities for economic growth and lead residents to self-sufficiency while also stimulating the local economy which benefits the community.

## **SUSTAINABILITY IMPACT STATEMENT**

The California Work Opportunity and Responsibility to Kids Outcomes and Accountability Review initiative helps support the County of San Diego sustainability in terms of Health and Wellbeing and Economy by providing programs, services, and resources to the County's most vulnerable residents experiencing deep poverty. Obtaining self-sufficiency through proper job training and education helps advance the economic impact on the region, by aligning the County's available resources with essential services that maintain fiscal stability and ensure longevity. In addition, the Cal-OAR initiative facilitates the creation of policies to reduce and eliminate poverty and promote economic sustainability for all residents.

## **FISCAL IMPACT**

There is no fiscal impact associated with this recommendation. There will be no change in net General Fund cost and no additional staff years.

## **BUSINESS IMPACT STATEMENT**

The business impact of implementing the County CalWORKs System Improvement Plan (Cal-SIP) requires the implementation of monitoring and reporting on selected WTW and CalWORKs outcome measures. The Cal-OAR initiative required lead time with reviewing business operations and processes which have already been put into place in San Diego County.

## **ADVISORY BOARD STATEMENT**



**SUBJECT: APPROVE THE CALIFORNIA WORK OPPORTUNITY AND RESPONSIBILITY TO KIDS OUTCOMES AND ACCOUNTABILITY REVIEW SYSTEM IMPROVEMENT PLAN (DISTRICTS: ALL)**

The Social Services Advisory Board will review this item at their regular meeting on November 13, 2024.

**BACKGROUND**

The Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA), also referred to as Welfare Reform, replaced the Aid to Families with Dependent Children (AFDC) program with the Temporary Assistance for Needy Families (TANF) program. The federal government provides block grants to each State to operate their own TANF programs. States are each responsible for administering the program, including determining eligibility for cash benefits and services. In California, each county administers the TANF program as CalWORKs on behalf of the State.

California's TANF program was created in 1996 and is known as the CalWORKs program. The purpose of CalWORKs is to provide equitable access to the services, resources and opportunities families need to increase resilience, achieve economic mobility, break the cycle of poverty, and become self-sufficient. CalWORKs provides cash aid, employment services and childcare to eligible families with minor children. The program is designed to assist low-income families with meeting their basic needs as they move towards self-sufficiency through employment. In San Diego County, the CalWORKs program assisted over 50,000 residents last fiscal year,

Employment Services (ES), also known as WTW, case management, is the employment and training component of the CalWORKs program. Most parents participating in CalWORKs are required to participate in ES activities such as job training and education. ES provides families with multiple avenues to obtain opportunities to move toward self-sufficiency. In San Diego County, the ES program assisted over 13,000 parents last fiscal year.

State Senate Bill 89 (2017) added WIC Section 11523 to codify California's new Cal-OAR initiative which institutes a local data driven program management system that facilitates continuous improvement of the CalWORKs program, by collecting, analyzing, and disseminating outcomes and best practices regarding specified performance measures. To develop the Cal-OAR principles, CDSS convened statewide workgroups composed of various stakeholders, including current and former CalWORKs recipients, representatives from county human service agencies, and statewide advocates. The Cal-OAR workgroups developed recommendations for the Cal-OAR components, measures, and the work plan to be implemented in 2021, and will continue through June 30, 2026.

Cal-OAR is comprised of 6 components:

- Performance Measures Data
- The CalWORKs County Self-Assessment (Cal-CSA)
- Planning for the System Improvement Plan
- The CalWORKs System Improvement Plan (Cal-SIP)
- Implementation and Evaluation of Cal-SIP strategies
- County Progress Reports to CDSS

**SUBJECT: APPROVE THE CALIFORNIA WORK OPPORTUNITY AND RESPONSIBILITY TO KIDS OUTCOMES AND ACCOUNTABILITY REVIEW SYSTEM IMPROVEMENT PLAN (DISTRICTS: ALL)**

The Cal-OAR components reflect the CalWORKs Continuous Quality Improvement (Cal-CQI) process of planning, analysis, implementation and evaluation. Cal-CQI includes an in-depth self-assessment of the CalWORKs program, development of a plan to improve the County CalWORKs program, implementation of the improvement plan, and progress updates. Each component is a multi-step process that includes certain reporting requirements. One requirement of Cal-OAR is to include process and outcome performance measures within specified categories developed by CDSS in consultation with the Cal-OAR workgroup.

There are a total of 26 Cal-OAR Performance Measures that provide counties with a data-driven, comprehensive view of their CalWORKs program's outcomes to enable in-depth analyses and strategic planning for program improvement.

During the first cycle of Cal-OAR 6 performance measures will be reviewed:

- Initial Engagement
- Ongoing Engagement
- Supportive Services
- Education
- Employment and Wages
- Exits and Re-entries

The Cal-OAR performance measures align with the CalWORKs logic model and emphasize CalWORKs ES activities that lead to meaningful participant progress toward key outcomes, including participant engagement, supportive services, and program exits and reentries. Data for Cal-OAR Performance Measures are pulled from various systems by CDSS, reported to counties monthly, then added to an Online Cal-OAR Data Dashboard.

The Cal-CSA outlines the areas of improvement the County would like to focus on in their system improvement plan. To develop the Cal-CSA, the County reviewed Performance Measure data and utilized survey results from CalWORKs recipients and community members, reported in the County Access and Enrollment Assessment Report, to identify strengths and weaknesses within its CalWORKs and ES programs.

Creation of a System Improvement Plan is the next step of the Cal-OAR process where Counties are required to develop a Cal-SIP in consultation with a peer county. The Cal-SIP identifies focus areas based on the Cal-CSA and describes how a County intends to improve its ES program outcomes in specified areas. Planning efforts for the CalSIP entail inclusion of the Cal-CSA data gathering, community presentations and solicitation of feedback, and a peer review process that focuses on the County's selected areas for improvement and provides additional insight and technical assistance. During the peer review process, the County partnered with County to review the Cal-CSA reports and form strategies for improvement in the identified Cal-SIP focus area.

The County selected the following Performance Measures to focus on the CalSIP:

1. Increase the Attendance Rate Regarding the First ES Activity.
  - Increase the attendance rate for parent participation in their first ES activity from 33% to 75% within 2 years.

**SUBJECT: APPROVE THE CALIFORNIA WORK OPPORTUNITY AND RESPONSIBILITY TO KIDS OUTCOMES AND ACCOUNTABILITY REVIEW SYSTEM IMPROVEMENT PLAN (DISTRICTS: ALL)**

2. Decrease the Rate of Program Reentries of ES Participants.
    - Decrease the rate of program re-entries of ES participants into the CalWORKs program from 18% to 15% within 2 years.
  3. Equity Goal Requirement
    - San Diego County also included an Equity Goal in the Cal-SIP related to the second targeted performance measure
    - Ensure that the rate of program Refugee re-entries for Haitian/Creole language families also decreases during the 2-year period.
- ).
- Implement a warm handoff process to ES staff to engage non-responsive customers.
    - Improve ES knowledge base of eligibility staff to serve as messengers of the benefits of the program.
    - Increased monitoring of staff actions.
    - Leverage existing partner relationships to encourage customer engagement and participation.
    - Issue policy reminders to eligibility staff regarding rescinding application denials and discontinuances.
    - Continuing discussions promoting ES during Policy Accuracy Review meetings.
    - Issuing reminders to staff on the various methods customers can utilize to submit documentation to prevent denials or /discontinuances of program benefits..
    - Monitoring Haitian/Creole cases to ensure intensive case management to prevent discontinuances.
    - Evaluating of outcomes will continuously be monitored through review of the Performance Measure data.

Cal-OAR also requires counties to provide regular progress reports to CDSS. Counties will complete annual progress reports regarding the status of their Cal-SIP which includes a continuation of the peer review process and completion of reports on the outcomes of the Cal-SIP. The Cal-SIP progress report will describe the results of the improvement strategy implementation by sharing progress, successes, barriers and challenges, and adjustments to the improvement strategies.

Today's Board Action seeks approval of San Diego County's CalWORKs System Improvement Plan, San Diego County will implement the Cal-SIP strategies identified which will be continuously monitored for outcomes and adjustments if needed.

**LINKAGE TO THE COUNTY OF SAN DIEGO STRATEGIC PLAN**

The Cal-OAR initiative helps support the Community (Quality of Life) and Economy (Economic Opportunity) initiatives in the County's 2024-2029 Strategic Plan as well as the County of San Diego's *Live Will San Diego* vision by empowering the local workforce and aiming to improve quality of life for the region's most vulnerable families. By investing in our local workforce and providing supportive services the CalWORKs and WTW programs help empower residents to achieve gainful employment that leads to self-sufficiency. With the community in mind, quality of life can be improved for residents through the CalWORKs and WTW programs by providing

**SUBJECT:** APPROVE THE CALIFORNIA WORK OPPORTUNITY AND RESPONSIBILITY TO KIDS OUTCOMES AND ACCOUNTABILITY REVIEW SYSTEM IMPROVEMENT PLAN (DISTRICTS: ALL)

services that enhance the community through increasing the well-being of our residents including supporting adequate childcare, transportation, nutrition, and housing assistance.

Respectfully submitted,

USE "INSERT PICTURE"  
FUNCTION TO INSERT  
SIGNATURE

EBONY N. SHELTON  
Chief Administrative Officer

**ATTACHMENT(S)**

San Diego County Cal-SIP Plan  
Appendix A - Cal-OAR Cal-SIP Plan Signature Page

DRAFT

# CALWORKS SYSTEM IMPROVEMENT PLAN BOARD OF SUPERVISORS LETTER

Patty Baker, Human Services Program Manager, Self-Sufficiency Services  
Social Services Advisory Board  
November 13, 2024



LIVE WELL  
SAN DIEGO

# CalWORKs Outcomes and Accountability Review (Cal-OAR)

## CalWORKs Self Improvement Plan (Cal-SIP)



- In 1997, the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA) replaced the Aid to Families with Dependent Children (AFDC) program with the Temporary Assistance for Needy Families (TANF) program
- California's TANF program was created in 1996 and titled the California Work Opportunity and Responsibility to Kids (CalWORKs) program
- CalWORKs provides cash aid and Employment Services to low-income families with minor children
- The Employment Services component of the CalWORKs program provides support with:
  - Acquiring or enhancing skills to obtain/retain employment
  - School – including English as a Second Language and higher education
  - Transportation payments
  - Child Care payments
  - Removing barriers to employment
  - Intensive Case Management

# Cal-OAR Background



- Established by California Senate Bill 89 (Statutes of 2017) as Welfare and Institutions Code 11523
- Cal-OAR is the State's CalWORKs Outcomes and Accountability Review
- Cal-OAR institutes a local data-driven program management system that facilitates continuous improvement of county CalWORKs programs by collecting, analyzing and disseminating outcomes and best practices regarding specified performance measures
- The Cal-OAR process is structured into 5-year cycles and is comprised of 6 components:
  - Performance Measures Data
  - The CalWORKs County Self-Assessment (Cal-CSA)
  - Planning for the System Improvement Plan
  - The CalWORKs System Improvement Plan (Cal-SIP)
  - Implementation and evaluation of Cal-SIP strategies
  - Progress Reports

# Cal-OAR Components



- Performance Measure Data provided by the California Department of Social Services (CDSS) is reviewed on a monthly basis
- The Cal-OAR County Self Assessment (Cal-CSA) was completed in April 2023 and approved by CDSS in May 2023, this included utilizing performance data, survey data from CalWORKs recipients and community members
- Planning for the Cal-OAR System Improvement Plan (Cal-SIP) began in June 2023 and has been an ongoing effort
- The Cal-SIP Plan was finalized in September of 2023, which included Cal-CSA data gathering, community presentations and solicitation of feedback, and a peer review process from another county
- San Diego County will focus on two areas for system improvement:
  - Increase the Employment Services attendance rate
  - Decrease the rate of program exits and re-entries



# Next Steps



- The Cal-SIP Plan is required by California statute to be approved by the County Board of Supervisor
- San Diego County is seeking Board approval of the Cal-SIP Plan
- Following Board approval, San Diego County will implement the Cal-SIP strategies identified in the plan
- Cal-SIP strategies will be continuously monitored for outcomes and adjustments
- A yearly progress report will be submitted to CDSS describing the results of the improvement strategies by sharing progress, successes, barriers, challenges and any necessary adjustments

# Recommendation



The Board action request is:

- Approve the County of San Diego CalWORKs System Improvement Plan and authorize the Clerk of the Board to execute any amendments thereto that do not materially impact or alter its substance

# **ITEM #6: CONTRACT WITH SAN DIEGO WORKFORCE PARTNERSHIP BOARD OF SUPERVISORS LETTER**

*Jeannie Hufford, Deputy Director, Self-Sufficiency Services  
Health and Human Services Agency (HHS)*





# COUNTY OF SAN DIEGO

## AGENDA ITEM

### BOARD OF SUPERVISORS

NORA VARGAS  
First District

JOEL ANDERSON  
Second District

TERRA LAWSON-REMER  
Third District

MONICA MONTGOMERY STEPPE  
Fourth District

JIM DESMOND  
Fifth District

**DATE:** December 10, 2024

**XX**

**TO:** Board of Supervisors

### **SUBJECT**

**AUTHORIZE A SINGLE SOURCE CONTRACT PROCUREMENT WITH SAN DIEGO WORKFORCE PARTNERSHIP FOR CALIFORNIA WORK OPPORTUNITY AND RESPONSIBILITY TO KIDS EXPANDED SUBSIDIZED EMPLOYMENT, AND CALFRESH EMPLOYMENT AND TRAINING (DISTRICTS: ALL)**

### **OVERVIEW**

The County of San Diego Health and Human Services Agency, Self-Sufficiency Services (SSS) provides a variety of programs and services to assist adults living on lower incomes with becoming self-sufficient. Two programs administered by SSS providing self-sufficiency opportunities are the California Work Opportunity and Responsibility to Kids (CalWORKs) Expanded Subsidized Employment program and the CalFresh Employment and Training (E&T) program. The CalWORKs Expanded Subsidized Employment program serves over 1,300 participants annually and the E&T program serves over 1,100 participants annually with focus on job training and identifying and securing employment opportunities.

These services are currently contracted with the San Diego Workforce Partnership, which is the San Diego County's federally designated Local Workforce Development Board (LWDB). San Diego Workforce Partnership is a Joint Powers Authority between the County of San Diego and the City of San Diego. As the designated LWDB, San Diego Workforce Partnership has the unique expertise, skill, partners, and employer relationships to carry out the goals of the CalWORKs Expanded Subsidized Employment and the CalFresh E&T programs. The current contract will expire on June 30, 2025 with an option to extend up to an additional six months. Contracting with the federal LWDB for employment services will also allow the County to leverage funding and maximize resources.

Approval of this single source contract will benefit county by continuing to further the goal of self-sufficiency through employment. Approval of today's recommended action authorizes a single source procurement for San Diego Workforce Partnership to continue providing employment services through the CalWORKs Expanded Subsidized Employment program and CalFresh E&T program.

**SUBJECT:** AUTHORIZE A SINGLE SOURCE CONTRACT PROCUREMENT WITH SAN DIEGO WORKFORCE PARTNERSHIP FOR CALIFORNIA WORK OPPORTUNITY AND RESPONSIBILITY TO KIDS EXPANDED SUBSIDIZED EMPLOYMENT, AND CALFRESH EMPLOYMENT AND TRAINING (DISTRICTS: ALL)

**RECOMMENDATION(S)  
CHIEF ADMINISTRATIVE OFFICER**

1. In accordance with Board Policy B-66, Procurement of Products and Services from Other Governmental Agencies and Board Policy A-87, Competitive Procurement, approve and authorize the Director of the Department of Purchasing and Contracting to enter into negotiations with San Diego Workforce Partnership and subject to successful negotiations and a determination of a fair and reasonable price, award a contract for California Work Opportunity and Responsibility to Kids Expanded Subsidized Employment and CalFresh Employment and Training programs for up to one year and five option periods and an additional six months, if needed, and to amend the contract as needed to reflect changes to requirements, subject to the approval of the Deputy Chief Administrative Officer, Health and Human Services Agency.

**EQUITY IMPACT STATEMENT**

The California Work Opportunity and Responsibility to Kids Expanded Subsidized Employment program, and the CalFresh Employment and Training program contribute to making a positive impact on equity, by reducing barriers to employment for traditionally underserved communities, including communities of color and families living on lower incomes. More than 2,400 people benefit from these programs each year. The employment skills, training, and job placements gained through these programs can advance opportunities for economic growth and lead residents to self-sufficiency.

**SUSTAINABILITY IMPACT STATEMENT**

Today's proposed action to procure a contract for employment services programs supports the County of San Diego's (County) Sustainability Goal #2, to provide just and equitable access to County services. Obtaining self-sufficiency through proper job training and placement helps advance the economic opportunities for residents throughout the county by aligning the County's available resources with essential services that promote fiscal stability and longevity.

**FISCAL IMPACT**

Funds for this request are included in the Fiscal Year (FY) 2024-26 Operational Plan in the Health and Human Services Agency. If approved, this request will result in no cost and revenue in FY 2024-25 and costs and revenue of approximately \$5,300,000 in FY 2025-26. The funding sources are federal and State California Work Opportunity and Responsibility to Kids Expanded Subsidized Employment revenue and CalFresh Employment & Training revenue. There will be no change in net General Fund cost and no additional staff years.

**SUBJECT:** AUTHORIZE A SINGLE SOURCE CONTRACT PROCUREMENT WITH SAN DIEGO WORKFORCE PARTNERSHIP FOR CALIFORNIA WORK OPPORTUNITY AND RESPONSIBILITY TO KIDS EXPANDED SUBSIDIZED EMPLOYMENT, AND CALFRESH EMPLOYMENT AND TRAINING (DISTRICTS: ALL)

### **BUSINESS IMPACT STATEMENT**

The recommended actions will positively impact the business community, by expanding opportunities for job navigation and training for underserved communities. These efforts will help to grow the workforce and contribute to the local economy.

### **ADVISORY BOARD STATEMENT**

The Social Services Advisory Board will review this item at their regular meeting on November 13, 2024.

### **BACKGROUND**

San Diego Workforce Partnership is San Diego County's federally designated LWDB. San Diego Workforce Partnership is a Joint Powers Authority of the County of San Diego (County) and the City of San Diego (City). Under the California Workforce Development Board's State Plan, the primary purpose of the LWDBs is to facilitate access to workforce services and community partnerships at the local level. These services include employment opportunities and job training programs to meet the current and future needs of employers. All LWDBs are governed under the legislation of the Workforce Innovation and Opportunity Act (WIOA). The WIOA was signed into law on July 22, 2014. The WIOA is designed to help job seekers access employment, education, training and support services to succeed in the labor market. Under WIOA, the California Workforce Development Board is responsible for the oversight and continuous improvement of the workforce system in California. The statewide workforce development system is comprised of 49 Local Areas, each with its own LWDB.

San Diego Workforce Partnership is also the State of California's LWDB for the Southern Border Region. As the LWDB, San Diego Workforce Partnership receives federal WIOA funding, along with State and local funding and is required to provide and facilitate workforce services and community partnerships within the county. San Diego Workforce Partnership has a network of career centers and community partners to assist with employment opportunities. Contracting with the LWDB for employment services is not only promoted through WIOA, but will allow the County to leverage other funding sources and maximize resources.

### **Justification for Single Source Procurement**

Uniquely positioned as the only federally designated LWDB for San Diego County, the Southern Border region, and the state of California, San Diego Workforce Partnership provides programs no other organization in the county can provide. As a LWDB governed by Joint Powers of Authority between the County and the City, San Diego Workforce Partnership qualifies for a single source contract under Board Policy B-66, Procurement of Products and Services from Other Governmental Agencies, and Board Policy A-87, Competitive Procurement.

*Board Policy B-66*

*Board Policy A-87, Section 1.D.3)*

Legistar v1.0

**SUBJECT:** AUTHORIZE A SINGLE SOURCE CONTRACT PROCUREMENT WITH SAN DIEGO WORKFORCE PARTNERSHIP FOR CALIFORNIA WORK OPPORTUNITY AND RESPONSIBILITY TO KIDS EXPANDED SUBSIDIZED EMPLOYMENT, AND CALFRESH EMPLOYMENT AND TRAINING (DISTRICTS: ALL)

*Employment Services Programs*

The California Work Opportunity and Responsibility to Kids (CalWORKs) Expanded Subsidized Employment program and the CalFresh Employment and Training (E&T) program are a part of Early Engagement strategies being implemented as a result of the passage of Assembly Bill 74 and the Agricultural Act of 2014.

The CalWORKs Expanded Subsidized Employment program is an early engagement strategy to support self-sufficiency. CalWORKs participants that are required to participate in Welfare to Work activities are eligible for the CalWORKs Expanded Subsidized Employment program. Funding for this program can be applied to support wage and non-wage costs for job placements, operational costs, development of worksites, and training. The County serves over 1300 participants annually through the CalWORKs Expanded Subsidized Employment program.

The CalFresh E&T program is a federal program administered by counties with goals focused on employment and earning capacity of CalFresh recipients. Recipients who voluntarily participate are referred to the E&T program. The E&T program assists CalFresh recipients in gaining skills, training, work, or experience that will increase their ability to obtain regular employment.

Furthermore, recipients can be placed in Supervised Job Search and/or Job Club activities. The Supervised Job Search activity consists of placing written employment applications under general oversight with employers who have job openings. Job Club consists of in-person workshops on resume building, mock interviews, work ethic, problem solving, communication skills, as well as attending job fairs and hiring events. Underemployment and unemployment have led many CalFresh recipients to food insecurity, highlighting the need for ancillary programs, such as the E&T program, which can increase recipients' access to better jobs and wages.

Today's item requests to authorize a single source contract to be awarded to San Diego Workforce Partnership for CalWORKs Expanded Subsidized Employment and CalFresh E&T services to support participants in achieving self-sufficiency. for an initial term of one year with up to five option years at an annual amount of approximately \$5,300,000 each year and an additional six months, if needed.

**LINKAGE TO THE COUNTY OF SAN DIEGO STRATEGIC PLAN**

Today's actions support the Community (Quality of Life) and Equity (Economic Opportunity) initiatives in the County of San Diego 2024-2029 Strategic Plan as well as the County of San Diego *Live Well San Diego* vision by supporting services for low-income adults and promoting self-sufficiency throughout San Diego County.

**SUBJECT:** AUTHORIZE A SINGLE SOURCE CONTRACT PROCUREMENT WITH SAN DIEGO WORKFORCE PARTNERSHIP FOR CALIFORNIA WORK OPPORTUNITY AND RESPONSIBILITY TO KIDS EXPANDED SUBSIDIZED EMPLOYMENT, AND CALFRESH EMPLOYMENT AND TRAINING (DISTRICTS: ALL)

Respectfully submitted,

USE "INSERT PICTURE"  
FUNCTION TO INSERT  
SIGNATURE

EBONY N. SHELTON  
Chief Administrative Officer

**ATTACHMENT(S)**

N/A



# CONTRACT WITH SAN DIEGO WORKFORCE PARTNERSHIP BOARD OF SUPERVISORS LETTER

Jeannie Hufford, Deputy Director, Self-Sufficiency Services

Social Services Advisory Board

November 13, 2024



LIVE WELL  
SAN DIEGO

# CalWORKs Expanded Subsidized Employment



- Participation in CalWORKs Employment Services is required for all employable CalWORKs parent recipients.
- The goal is to assist parents to obtain employment through employment-directed activities
- CalWORKs participants are required to participate in Employment Services activities and are eligible for the Expanded Subsidized Employment Program (ESE)
- Currently the ESE program provides employment opportunities to persons that may lead to future long-term unsubsidized employment and self-sufficiency
- Participants receive assistance with interview preparation and resume tailoring to be matched with an appropriate employer based on their experience and job skills
- Funding for this program can be utilized to support wage and non-wage costs for job placements, operational costs, and development of worksites and training

# CalFresh Employment & Training



- CalFresh Employment and Training (E&T) is a federal program administered by California counties with goals focused on employment
- Recipients who are eligible for CalFresh E&T and choose to volunteer are referred to the Employment and Training program
- The purpose of CalFresh E&T program, is to increase the employment and earning capacity of CalFresh recipients, by providing participants with the support needed to obtain job skills and self-sufficiency
- CalFresh E&T provides participants with case management services and access to basic education, work experience, training, and job search assistance, as well as supportive services to assist with expenses related to finding and retaining work

# San Diego Workforce Partnership



- San Diego Workforce Partnership is San Diego County's federally and State designated Local Workforce Development Board governed under a Joint Powers Authority by the County of San Diego and the City of San Diego.
- All local workforce development boards are governed under the federal legislation of the Workforce Innovation and Opportunity Act (WIOA)
- The WIOA is designed to help job seekers access employment, education, training and support services to succeed in the labor market
- San Diego Workforce Partnership receives Federal WIOA funding along with State and local funding and is required to provide and facilitate workforce services and community partnerships within the San Diego Region
- As the designated federal and State Local Workforce Development Board, San Diego Workforce Partnership has the unique expertise, skills, partners and employer relationships to carry out the goals of both the CalWORKs ESE and CalFresh E&T programs
- San Diego Workforce Partnership qualifies for a single source contract under Board Policies A-87 and B-66 and this will allow the County to leverage funding and maximize resources

# Recommendations



The Board action request is:

1. In accordance with Board Policy A-87, Competitive Procurement, and Board Policy B-66, Procurement of Products and Services from Other Governmental Agencies, approve and authorize the Director of the Department of Purchasing and Contracting to enter into negotiations with San Diego Workforce Partnership and subject to successful negotiations and a determination of a fair and reasonable price, award a contract for California Work Opportunity and Responsibility to Kids Expanded Subsidized Employment and CalFresh Employment and Training programs for up to one year and five option periods and an additional six months, if needed, and to amend the contract as needed to reflect changes to requirements, subject to the approval of the Deputy Chief Administrative Officer, Health and Human Services Agency.

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

*Assmaa Elayyat, Deputy Director, Self-Sufficiency Services  
Health and Human Services Agency (HHS)*



# CalFresh Overview

## Program Updates

- Self-Sufficiency Services continues to see rampant EBT skimming and scamming theft occurring and is working closely with the California State Department of Social Services and the Bureau of Public Assistance Investigations
- Update on the following waivers granted by the Food and Nutrition Services (FNS):
  - Able Bodied Adults Without Dependents – CA waiver extended through **October 31, 2025**
  - Reinstatement waiver extended from July 1, 2022 through June 30, 2027



# Medi-Cal Overview

## PHE Unwinding Waivers

- Stable income waiver – eliminates the need to verify stable income sources during renewal (Social Security, retirement, disability, etc.)
- Zero income waiver – redetermination can be completed when no income information is available/verified so long as customer is reporting zero income and no income inconsistencies are flagged on the case
- 100% Federal Poverty Level (FPL) income waiver – redetermination can be completed without verification if income is below 100% FPL and no income inconsistencies are flagged on the case





# Office of Immigrant and Refugee Affairs

## Upcoming Changes

- The Department of Homeless Solutions and Equitable Communities which encompasses several departments including The Office of Immigrant and Refugee Affairs (OIRA) will be restructuring by the end of the calendar year
- The Office of Immigrant and Refugee Affairs (OIRA) will be joining the Self-Sufficiency Services team as part of this change



# MONTHLY UPDATES



Legend	<b>Self-Sufficiency Services Legislative Tracking Log</b>				
Approved/Chartered					
Advocacy Support					
Support					
Support, if Amended or Watch					
Revised: 11/1/2024					

Bill Number and Name	Date Introduced	Description	Affected Programs	Support/Oppose/Watch/Concerns	Status
SB 773 - CalWORKS: Homeless Assistance	2/17/2023	This bill would require benefit calculation for the PHA program to include benefits received from other government and nonprofit housing and homeless subsidy programs and any regularly received private support intended or designed to help the family with housing. This would not benefit customers because currently any housing subsidies received are deducted from the customer's housing obligation.	CalWORKS	Support, if amended	1/25/2024: Inactive Bill - Veto sustained.
AB 991 - Public Social Services: Reporting and Verifications	2/15/2023	This bill has no impact on current policy and procedure as it would, to the extent permitted under federal law, require state and county agencies to accept the reporting by an applicant or recipient of public social services of any lawfully required information, changes, and verification required by law that affect eligibility and benefit amounts, by any means available to the applicant or recipient, including, but not limited to, in person, by telephone, through fax, by email, or by any other electronic means.	CalWORKS/CAPI/GR/CalFresh /Medi-Cal	Active Support	02/01/2024: Inactive Bill - Died. Pursuant to Article IV, Section 10 (c) of the Constitution. From Committee: Filed with the Chief Clerk to Joint Rule 56.
SB 262 - California Farmworkers Drought Resilience Pilot Project	1/30/2023	This bill would require the California Drought Resilience Pilot project to provide monthly supplemental cash payments to households (HH's) in which one member of the HH is a farmworker. This payment would be exempt for CalFresh and CalWORKS. The bill would benefit customers, as the provisions would allow for less income to be counted when determining CalWORKS and CalFresh eligibility.	CalWORKS/CalFresh	Support	02/01/2024: Inactive Bill - Died. Returned to Secretary of Senate pursuant to Joint Rule 56.
AB 605 - CalFresh Fruit and Vegetable Supplemental Benefits Expansion Program	2/9/2023	This bill requires to include within the EBT system a supplemental benefits mechanism that allows an authorized retailer to deliver and redeem supplemental benefits, additional funds delivered to a CalFresh recipient's EBT card upon purchase of California-grown fresh fruits and vegetables using CalFresh benefits. This bill would provide a minimum of 3 grants to nonprofit organizations or governmental agencies for pilot projects to implement and test the supplemental benefits mechanism	CalFresh	Support	02/01/2024: Inactive Bill - Died. Pursuant to Article IV, Section 10 (c) of the Constitution. From Committee: Filed with the Chief Clerk to Joint Rule 56.
AB 870 - Public Social Services: Benefits for Students	2/14/2023	This bill will have the California Department of Social Services (CDSS) create a workgroup comprised of CDSS staff and relevant stakeholders that meets quarterly to share best practices, updates, challenges, or other topics related to programs and services offered to students. The workgroup must submit a report to the legislature with findings and recommendations relating to increasing enrollment in programs and services offered by the department that may be available to students, as specified, on or before June 30, 2024, and every 3 years thereafter.	CalWORKS/CalFresh	Support	02/01/2024: Inactive Bill - Died. Pursuant to Article IV, Section 10 (c) of the Constitution. From Committee: Filed with the Chief Clerk to Joint Rule 56
AB 1644 - Medi-Cal: medically supportive food and nutrition services.	2/17/2023	This bill does not impact county operations. This bill is regarding establishing a medically supportive food benefit for Medi-Cal customers.	Medi-Cal	Support	02/01/2024: Inactive Bill - Died. Pursuant to Article IV, Section 10 (c) of the Constitution. From Committee: Filed with the Chief Clerk to Joint Rule 56
SB 870 - Medi-Cal: Managed Care Organization Provider Tax	2/17/2023	This bill does not impact county operations. This bill extends the tax on managed care organizations which is used to fund the non-federal share of provider reimbursement.	Medi-Cal	Support	02/01/2024: Inactive Bill - Died. Returned to Secretary of Senate pursuant to Joint Rule 56.
AB 1514: Public Social Services: Student Eligibility	2/17/2023	This bill would require that a workgroup is created to provide recommendations for data usage from Free Application for Federal Student Aid (FAFSA) by county welfare departments. The data will then be used to prepopulate applications for students to receive public social services. The workgroup would be comprised of members of County Welfare Directors Association of California. The bill would require those recommendations to be submitted to the Legislature by December 31, 2024.	CalWORKS/CAPI/GR/CalFresh /Medi-Cal	Support	02/01/2024: Inactive Bill - Died. Pursuant to Article IV, Section 10 (c) of the Constitution. From Committee: Filed with the Chief Clerk to Joint Rule 56
AB 94 - Administration of Public Social Services-Blocked Telephone Calls	1/9/2023	This bill would prohibit outgoing calls from displaying a blocked phone number. The bill would impose a state mandated local program.	CalFresh	Watch	02/01/2024: Inactive Bill - Died. Pursuant to Article IV, Section 10 (c) of the Constitution. From Committee: Filed with the Chief Clerk to Joint Rule 56
AB 435 - Public Social Services: Automated Application Process	2/6/2023	This bill would require CalSAWS to accept and process electronic applications for additional cash assistance programs including the Cash Assistance Program for Immigrants (CAPI), the Trafficking and Crime Victims Assistance Program (TCVAP) and Refugee Cash Assistance (RCA). This bill would require that customers have access to apply for these cash assistance programs online by December 1, 2024. This bill would require that automation activities to be prioritized over county initiatives.	CalWORKS/CAPI	Support, if amended	02/01/2024: Inactive Bill - Died. Pursuant to Article IV, Section 10 (c) of the Constitution. From Committee: Filed with the Chief Clerk to Joint Rule 56
AB 274 - CalWORKS: CalFresh: eligibility: income exclusions	1/23/2023	This bill would exempt as income any grant, award, scholarship, loan, or fellowship benefit provided to any CalWORKS assistance unit member and/or CalFresh household for educational purposes. The bill will eliminate the verification requirement of financial aid, expediting the availability of benefits, and may increase student eligibility for CalFresh.	CalFresh	Support	09/30/2024-Inactive Bill - Vetoed by Governor.
AB 866 - Food Assistance for Nonminor Dependents	2/14/2023	The name of this Bill is now Juveniles: care and treatment. It does not seem to be related to food assistance.	CalFresh	Support	09/29/2024: Inactive Bill-Chartered. Chartered by Secretary of State-Chpater 936, Statutes of 2024.

AB 1239 - Incarcerated persons: Family Planning, Access, Care, and Treatment Program.	2/16/2023	The name of this bill has changed to Worker's Compensation: Disability payments. This bill would extend the authorization to deposit indemnity payments (Worker's compensation/disability payments) in a prepaid card account until January 1, 2027. This bill does not seem to affect any Social Services.	N/A	Support	09/28/2024: Inactive Bill-Chartered. Chartered by Secretary of State - Chapter 806, Statutes of 2024.
AB 1470 - Medi-Cal: Behavioral Health Services: Documentation Standards	2/17/2023	This bill does not impact county operations. This bill requires DHCS to standardize forms including intake and assessment forms, relating to medical necessity criteria, mandatory screening and transition of care tools, and documentation requirements pursuant to CalAIM Terms and Conditions. The bill would require the department to consult with representatives of specified associations and programs for purposes of implementing these provisions. The bill would authorize the department to develop and maintain a list of department-approved nonstandard forms.	Medi-Cal	Support	09/14/2024: Inactive Bill - Vetoed. Vetoed by Governor.
SB 819 - Medi-Cal: Certification	2/17/2023	This bill does not impact county operations. This bill would additionally exempt from the Medi-Cal enrollment procedures an intermittent site or mobile health care unit that is operated by the above-described government-run license-exempt clinic if that clinic has notified the department of its separate locations, premises, sites, or units.	Medi-Cal	Support	09/22/2024: Inactive Bill-Chartered. Chartered by Secretary of State. Chapter 448, Statutes of 2024.
SB 1016 - Latino and Indigenous Disparities Reduction Act	3/18/2023	This bill will no longer be an impact to the CalFresh program. This amendment removes responsibility from CalFresh in capturing data on Latino and Indigenous people.	CalFresh	Active Support	09/28/2024: Inactive Bill-Chartered. Chartered by Secretary of State - Chapter 873, Statutes of 2024.
AB 2033 - Public, Postsecondary Education, EBT Cards, Basic Needs Services and Resources	3/19/2024	This bill would require, on or before September 1, 2025, each campus of the California Community Colleges and each campus of the California State University, and request each University of California campus, to identify and apply for at least one general store or a store that sells food on campus to become an authorized retail food store under SNAP and, if approved, ensure the store or stores accept the use of EBT cards, as specified. To the extent that the bill would impose new duties on community college districts, it would impose a state-mandated local program. This bill contains other related provisions and other existing laws.	CalFresh and CalWORKs	Active Support	09/28/2024: Inactive Bill-Chartered. Chartered by Secretary of State - Chapter 913. Statutes of 2024.
AB 3156 Medi-Cal: Managed Care Plans	2/16/2024	This bill would express the intent of the legislature to exempt Medi-Cal eligible or dual Medicare and Medi-Cal eligible customers who use Medi-Cal as a secondary form of health coverage from mandatory enrollment in a managed care plan if they receive services from regional center	Medi-Cal	Active Support	09/20/2024: Inactive Bill - Vetoed. Vetoed by Governor.
SB 1415 - CalWORKs	5/16/2024	This bill would as of 1/1/26 or when automation is in place: <ul style="list-style-type: none"> <li>•For the purposes of determining the family's total monthly household income for permanent housing assistance, require the county human services agency to include any amount that is or will be regularly received from other government and nonprofit housing and homeless subsidy programs and any regularly received private support intended or designed to help the family with housing.</li> <li>•Require the county to refer the assistance unit to any other homeless assistance services provided under the CalWORKs program and would authorize the county to give priority to the assistance unit for those services.</li> <li>•Clarify that the standard payment of \$175 to \$500 per semester or quarter to a CalWORKs eligible individual who is participating full time or part time in an educational activity at a publicly funded or nonprofit postsecondary educational institution, as specified, for the purpose of paying costs associated with attending that institution is considered a standard payment for books, computers, and other college supplies.</li> </ul>	CalWORKs	Active Support	09/27/2024: Inactive Bill - Chartered. Chartered by Secretary of State. Chapter 798, Statutes of 2024.
AB 2224 - Human Services: Special Immigrant Juvenile Status	2/7/2024	The bill has been amended to strike out the provision pertaining to human services and eligibility to public social and health care services for individuals who have filed a petition with USCIS for Special Immigrant Juvenile Status (SIJS) or have received a judicial determination enabling them to file the petition for SIJS. The amendment inserts provisions pertaining to court orders and guardianship for individuals with SIJS. The bill no longer has any impact on CalFresh, CalWORKs, or Medi-Cal.	CalFresh/CalWORKs/Medi-Cal	Support	09/29/2024: Inactive Bill - Chartered. Chartered by Secretary of State - Chapter 955, Statutes of 2024.
SB 242 - California HOPE for Children Trust Account Program	1/25/2023	The bill would require eligibility workers to not consider California Hope, Opportunity, Perseverance, and Empowerment (HOPE) Trust accounts as property for the purposes of determining eligibility for means tested social services programs such as Medi-Cal, CalWORKs, CalFresh, General Assistance, Medi-Cal, Kinship Guardianship Assistance Payment, Adoption Assistance Program (AAP), and Cash Assistance Program for Immigrants (CAPI).	CalWORKs/CAPI/GR/CalFresh /Medi-Cal	Support, if amended	09/30/2024: Inactive Bill - Chartered. Chartered by Secretary of State. Chapter 1010, Statutes of 2024.
AB 310 - State Department of State Hospitals Civil Services Psychiatrists. (Formerly CalWORKs)	1/26/2023	This bill does not relate to CalWORKs anymore. Bill related now to the State Department of State Hospitals.	CalWORKs	Support, if amended	9/14/2024: Inactive Bill - Chartered. Chartered by Secretary of State - Chaptered 231, Statutes of 2024.

AB 2263 - The California Guaranteed Income Study and Funding Act	2/8/2024	This bill will establish the Guaranteed Income Study and Funding Act Coordinating Council that will consist of 6 appointees from specific departments. The bill will require the council to attain the following objectives: 1. Determine what administrative capacity, infrastructure and data sharing across state and local agencies are necessary to implement a long term, permanent statewide guaranteed income program. 2. Examine the feasibility and challenges of scaling up permanent guaranteed income programs to reach socially and economically vulnerable populations, focusing on regions with a high cost of living. 3. Explore funding mechanisms and revenue sources that can support the expansion of permanent guaranteed income programs and ultimately redistribute wealth. 4. Establish data driven approach to identify priority populations, taking into consideration social, gender, economic and racial disparities in California to ensure the guaranteed income program targets those most in need and most affected by these disparities. The bill would also require on or before July 1, 2026, the Legislature and the Governor to appoint 11 members to a steering committee to provide technical assistance to and approve recommendations by the Guaranteed Income Study and Funding Act Coordinating Council. The bill would require on or before July 1, 2027, the council to seek to obtain specified goals, including local, state and federal resources, benefits and services that seek to prevent and end poverty in California and create a data	CalWORKs, CalFresh, Medi-Cal, CAPI, GR	Watch	09/22/2024: Inactive Bill - Vetoed. Vetoed by Governor.
AB 2795 - CalWORKs Indian Health Clinic Program	3/21/2024	This bill would amend section 10553.15- Funding the Indian Health Clinic. Designate that funding authorization for Indian health clinics as the CalWORKs Indian Health Clinic Program. Require the department to provide semiannual prospective payments to a grantee under the program equal to no more than 90% of the total grant amount during a 12-month fiscal year. Require the grant payments to be contingent upon a written request for payment from the grantee, and the submission by the grantee, and the approval by the department, of specified progress reports and budget expenditure reports. Require the department to retain the final payment, pending satisfactory submission by the grantee of all progress reports required by the grant, budget expenditure reports, and an annual reconciliation report for the grant year, as specified.	CalWORKs	Watch	09/27/2024: Inactive Bill - Chapered. Chapered by Secretary of State. Chapter 663, Statutes of 2024.
SB 1289 - Medi-Cal County Call Centers Data	2/15/2024	This bill requires The Department of Health Care Services (DHCS) to establish statewide minimum standards for county call center metrics including, but not limited to call volume, average wait times by language, call answer rate, call abandonment rate, maximum wait times, total handle time, disconnects, calls resolved by interactive voice response, callbacks, and calls disconnected during high-call-volume periods. These standards must match regular industry call center standards and be added to regulation by 7/1/2026. Counties would begin collecting and submitting the metrics starting 4/1/2025 (and each quarter thereafter) and the state will compile and publish a report with identified challenges and targets or standards for improvement publicly by 5/15/2025.	Medi-Cal	Watch	09/27/2024: Inactive Bill - Chapered. Chapered by Secretary of State. Chapter 792, Statutes of 2024.
SB 600 - California CalFresh Minimum Benefit Adequacy Act of 2023	2/15/2023	This bill would, by January 1, 2025, require the department to establish the CalFresh Minimum Nutrition Benefit (MNB) Program to provide a household with a monthly CalFresh allotment of less than a minimum monthly benefit, established by the bill to be \$50, with an additional state-funded monthly MNB that is equal to the difference between their monthly CalFresh allotment and \$50. The bill would require the department to annually adjust the minimum monthly benefit amount, as prescribed, and would require these benefits to be delivered through the EBT system. By imposing additional duties on counties administering the program, the bill would impose a state-mandated local program	CalFresh	Support	7/11/2023: Active Bill -In Committee Process. July 11 set for first hearing canceled at the request of author.
AB 2141 - Cash Assistance Programs: Direct Deposit	2/6/2024	This bill would include general assistance benefits amount the cash assistance benefits that may be delivered by direct deposit. It would require for programs providing cash assistance benefits to include information on application regarding the applicant's right to have their funds directly deposited. It would require each county to inform the recipient of that right during their redetermination for eligibility.	CalWORKs, General Relief, and CAPI	Active Support	05/16/2024: Active Bill -In committee: Held under submission
AB 2241 - Public Social Services Reporting and Verification	2/8/2024	This bill would, to the extent permitted under federal law, require state and county agencies to accept the reporting by an applicant or recipient of public social services of any lawfully required information, changes, and verification required by law that affect eligibility and benefit amounts, by any means available to the applicant or recipient, including, but not limited to, in person, by telephone, through fax, by email, or by any other electronic means. This bill would require county agencies to meet the specified software security requirements on or before January 1, 2026. This bill would require county agencies to accept reporting by any means available to an applicant or recipient prior to January 1, 2026, if the county agency uses software that meets those requirements.	CalWORKs, CalFresh, Medi-Cal, County Medical Services (CMS), Cash Assistance Program for Immigrants (CAPI), and General Relief (GR)	Active Support	05/16/2024: Active Bill -In committee: Held under submission.
AB 46 - Personal Income Taxes: Exclusion: Military Services Retirement and Surviving Spouse Benefit Payment Act.	12/5/2022	This bill excludes from gross income, under the Personal Income Tax (PIT) Law, uniformed services retirement pay and annuity payments from a United States Department of Defense Survivor Benefit Plan received by qualified taxpayers, as specified. California compared to other states: A significant number of states exclude military retirement pay from being taxed in the state, and California appears to be an outlier. Twenty-seven states do not tax military retirement pay and fourteen states tax military retirement income partially through income exemptions and exclusions.	OMVA	Support	08/15/2024: Active Bill -In Committee Process: Held under submission.  37

AB 311 - An act to amend Section 18930 of the Welfare and Institutions Code, relating to public social services.	1/26/2023	This bill would remove the age limitation of 55 years of age or older for the program if the individual's immigration status is the sole basis for their ineligibility for CalFresh benefits and make any individual eligible for the program if the individual's immigration status is the sole basis for their ineligibility for CalFresh benefits. By extending eligibility for CFAP, which is administered by the counties, this bill would impose a state-mandated local program.	CalFresh	Support	8/15/2024: Active Bill - In committee: Held under submission.
SB 245 - California Food Assistance Program: Eligibility and Benefits	1/26/2023	This bill would remove the age limitation of 55 years of age or older and make any individual eligible for the program if the individual's immigration status is the sole basis for their ineligibility for CalFresh benefits. By extending eligibility for CFAP, which is administered by the counties, this bill would impose a state-mandated local program.	CalFresh	Support	08/15/2024: Active Bill - In Committee Process: August 15 hearing: Held in committee and under submission.
SB 260 - CalWORKs: Supportive Services	1/30/2023	This bill would include menstrual product costs as a necessary supportive service, and, on and after April 1, 2025, would make a member of an authorized assistance unit who is between 10 and 55 years of age, inclusive, eligible for an unspecified allocation per month to assist with menstrual product costs if they are documented in the case file as female or the county has received verification that a nonfemale member of the household is menstruating.	CalWORKs	Active Support	9/1/2023: Active Bill - September 1 hearing: Held in committee and under submission.
AB 325 - Human Services: Noncitizen Victims	1/30/2023	This bill would prohibit the discontinuance of benefits due to a denial of a T or U Visa if the customer is eligible for these benefits on another basis. This bill expands services to noncitizen victims of parental maltreatment, noncitizen children who have been abused, neglected, or abandoned and noncitizens who fear persecution. The bill would add to the categories of eligible customers for the benefits to include individuals who have filed a formal application or petition with the appropriate federal agency for status or relief under the federal Violence Against Women Act. This bill will increase participation for CalFresh and remove barriers to eligibility for noncitizen population.	CalWORKs/CAPI/CalFresh/Medi-Cal	Support	9/1/2023: Active Bill - In committee: Held under submission.
AB 1393 - Student Aid Commission: California Dream Act applicants: Food Support Pilot Program	2/17/2023	The Student Aid Commission establishing the Food Support Program to issue grants to students who meet the eligibility criteria for the California Dream Act. These are students who are non-immigrants, such as DACA, TPS, or U Visa holders who normally would not be eligible to CF to receive a quarterly grant for food, while attending school.	CalFresh	Support	9/1/2023: Active Bill - In committee: Held under submission.
H.R. 3520: The Veteran Care Improvement Act	5/18/2023	This bill will improve the provision of care and services under the Veterans Community Care Program of the Department of Veterans Affairs, and for other purposes.	OMVA	Support	07/18/2023: Active Bill - Forwarded by Subcommittee to Full Committee (Amended) by Voice Vote.
AB 2452 - CalWORKs- Supportive Services	2/13/2024	This bill will remove the regional market rate and set a standard allotment of \$100 to be issued in advanced for the current month and months thereafter if they are participating in an assigned WTW activity. If the actual cost of transportation for a month exceeds \$100, the customer shall be issued a supplemental payment for the amount over \$100 within 10 days. In addition, transportation cost, include cost for transportation of children if needed for the participant to participate in work activities.	CalWORKs	Active Support	08/15/2024: Active Bill - In Committee Process. In committee: Held under submission.
SB 1396 - CalWORKs Home Visiting Program	2/16/2024	This amendment would: Extend high-quality, evidenced-based, culturally competent home visiting services to pregnant people, parents or caretaker relatives, tribal families, and children, for at least 24 months, and not to exceed the duration of the applicable home visiting program model. Change previous language to "extend those provisions to apply to children for at least 24 months and not to exceed the duration of the applicable home visiting program". The previous language regarding "apply to children from 24 months and not to exceed the child's 5th birthday" has been removed. Authorize a voluntary participant whose participation would otherwise be terminated because the participant no longer meets CalWORKs income, eligibility, or need criteria to continue through the duration of the home visiting program or for up to an additional 12 months, whichever is longer.	CalWORKs	Active Support	08/15/2024: Active Bill - In Committee Process. August 15 hearing: Held in committee and under submission.
SB 1355 - Medi-Cal: In-Home Supportive Services: Redetermination	2/16/2024	This bill would change the Medi-Cal redetermination period for In-Home Supportive Services recipients from one year to three. IHSS recipients would be continually eligible for Medi-Cal for three years unless deceased, out of state, or the original eligibility was in error or based on fraud. The implementation would be dependent on federal approval and financial participation, appropriation of funding by the legislature, and system programming.	Medi-Cal	Active Support	05/16/2024: Active Bill - In Committee Process. May 16 hearing: Held in committee and under submission.
SB 333 - Homeless Pupils: California Success, Opportunity, and Academic Resilience (SOAR) Guaranteed Income Program	2/7/2023 (Amended 04/01/2024)	This bill would require the State (California) Department of Social Services (CDSS) to establish the SOAR GIP. SOAR would provide homeless youth enrolled in public schools that are in grade 12 to receive \$1,000 per month for 5 months from April 1, 2025, to August 1, 2025, if they choose to enroll in SOAR. SOAR GIP income would be exempt as income and resources for determining eligibility to CalWORKs, Cash Assistance Program for Immigrants (CAPI), General Relief, and CalFresh.  The bill would require the state department or agency that administers the programs to approve an exemption or waiver or to seek one from the federal government. If the state fails to receive the necessary federal exemption or waiver, the bill will authorize the State Department to consider alternatives to prevent adverse consequences for California SOAR GIP participants.	CalWORKs/CAPI/GR/CalFresh /Medi-Cal	Active Support	08/15/2024: Active Bill - In Committee Process. August 15 hearing: Held in committee and under submission.

SB 9 - Raising the Age for Extended Foster Care Pilot Program Act of 2023	12/5/2022	This bill would expand the dependency and jurisdiction of the juvenile court to the age of 22 years if the court finds that the NMD is experiencing homelessness or is at risk of homelessness (if not under the jurisdiction of the juvenile court). This bill would also expand the age limit for NMDs to be eligible for cash aid to the age of 22. The provisions of this bill would increase the number of customers who qualify for NMD CalWORKs aid.	CalWORKs	Support, if amended	6/27/2023: Active Bill - From committee: Do pass and re-refer to Com. on APPR. with recommendation: To consent calendar. (Ayes 11. Noes 0.) (June 27). Re-referred to Com. on APPR.
SB 85 - Immigration – Case Management and Social Services	1/13/2023	This bill would reallocate state funds in order to expand the Reception and Placement Program (commonly known as R&P in California) for refugees and asylees. The reallocated funding would allow recipients of the funding to provide an additional 90 days of state funded R&P case management services to refugees and asylees. Because San Diego is a refugee impacted county, San Diego RAs are likely to be eligible for the reallocation of funds from nonimpacted counties. There will be no additional funding allocated for this program extension and the funding will only be available subject to appropriation. As such, this bill would not impact Self-Sufficiency Services staffing or workload.	Self-Sufficiency Services HHSA	Watch	09/28/2024: Active Bill - In Floor Process. In Senate. Consideration of Governor's veto pending.
AB 564 - Medi-Cal Enrollment	2/8/2023	The bill requires the Department of Health Care Services to allow applicants and providers to submit to submit electronic signatures for all enrollment forms, including, but not limited to, claims and remit forms, in the Medi-Cal program.	Medi-Cal	Watch	6/14/2023: Active Bill - Referred to Com. on Health.
AB 596 - Early Learning and Care: Rate Reform	2/9/2023	The bill would require the Department of Social Services, in collaboration with the California Department of Education, to develop alternative methodology to calculate subsidy payment rates for child care and development programs and services.	CalWORKs	No Analysis Attached	08/15/2024: Active Bill - In Committee Process. In committee: Held under submission.
SB 491 - Public Social Services: County Departments	2/14/2023	This bill would require counties to develop and implement a program to ensure residents without a permanent mailing address have a place to receive and pick-up all government related (includes city, county, state, federal, and contracted agencies) mail. The bill does not provide detail on how it should be implemented.	CalWORKs/CAPI/GR/CalFresh /Medi-Cal	Watch	9/1/2023: Active Bill - September 1 hearing: Held in committee and under submission.
AB 2150 - Public Social Services: Higher Education	2/6/2024	This bill would require for the county Human Services agency to receive input from the basic needs director and coordinators from public institutions of higher education, and stakeholders to develop protocols for	CalFresh/CalWORKs/Medi-Cal/CAPI/General Relief	Support, if amended	05/16/2024: Active Bill - In Committee: Held under submission.
SB 1107 - Public Social Services: County Departments: Mail Programs	2/13/2024	This bill would require county human services agencies that administer public benefits to develop and implement a program that allows residents experiencing homelessness, if they opt in, to receive and pick-up all government related (city, county, state, federal, tribal government, and contracted agencies) mail at a place designated by the county. The county would be required to provide program participants with information regarding the pick-up location including the hours of operation. Counties would be encouraged to expand upon these standards by holding all types of mail for customers experiencing homelessness, providing various mail pick-up points, and informing them when they have mail.	CalWORKs, CalFresh, CAPI, GR, CMS, and Med-Cal	Support, if amended	05/16/2024: Active Bill - In Committee Process. May 16 hearing: Held in committee and under submission
AB 1968 - CalFresh: enrollment for senior citizens	1/30/2024	This bill would require the California Department of Social Services (CDSS) to create a system to automatically enroll qualifying individuals who meet the eligibility requirements to Supplemental Security Income/State Supplementary Payment (SSI/SSP) or Cash Assistance Program for Immigrants (CAPI), in CalFresh or California Food Assistance Program (CFAP). Eligibility workers would be required to contact qualifying individuals and notify them of their estimated potential CalFresh/CFAP benefit amount and assist them in applying for the benefits to establish eligibility. CDSS would be required to seek a waiver from the United States Department of Agriculture in order to implement the requirements of the bill. The bill would take effect January 1, 2026, or after the automatic enrollment process takes effect, whichever is sooner.	CalFresh	Support, if amended	05/16/2024: Active Bill - In Committee: Held under submission
AB 2654 - Disbursements: Fraud	3/21/2024	This bill was amended on 04/18/2024; under new name Political Reform Act of 1974: nondisclosure agreements. This bill would prohibit lobbyist and certain public officials and employees from entering into a nondisclosure agreement relating to the drafting, negotiation, discussion or creation of legislation. The bill does not seem to affect Social Services		Watch	04/25/2024: Active Bill- In Committee Process. In committee: Set, first hearing. Failed passage. Reconsideration granted.
AB 2415 - Cash Assistance for Aged, Blind, and Disabled Immigrants	3/19/2024	This bill would extend eligibility to aged, blind, and disabled customers regardless of immigration status, provided they meet program criteria. It also exempts certain individuals from having to apply for SSI benefits to receive assistance. The bill's enactment is subject to funding, and it would increase county responsibilities, constituting a state-mandated local program.	CAPI	Support, if amended	05/16/2024: Active Bill - In Committee: Held under submission.



# ELIGIBILITY SERVICES BY THE NUMBERS...

November 2024 (Data Month: October 2024)

## PARTICIPANTS

- **CalFresh:** 405,805 recipients, up 5.66% from last year.
  - 132,984 child recipients (0-18), up 4.04% from last year.
  - 97,933 senior recipients (60+), up 7.55% from last year.
- **CalWORKs:** 52,456 recipients, up 7.29% from last year.
  - 38,256 child recipients (0-18), up 9.35% from last year.
  - Welfare-to-Work: 13,600 participants, down 7.48% from last year.
- **CMS:** 9 CMS recipients, down 25.00% from last year.
- **General Relief:** 6,190 recipients, up 33.18% from last year.
- **Medi-Cal:** 925,755 recipients, down 5.65% from last year.
  - 308,436 child recipients (0-18), down 4.97% from last year.
  - 19,291 Medi-Cal Expansion Over 50 Years.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (October 2023–October 2024)
			Previous Month	Previous Year	
CalFresh	240,782	405,805	0.63%	5.66%	548,403
CalWORKs	18,362	52,456	1.32%	7.29%	72,816
CMS	9	9	-25.00%	-25.00%	47
General Relief	6,169	6,190	3.29%	33.18%	15,976
Medi-Cal	535,372	925,755	-0.73%	-5.65%	1,139,254
<b>Total</b>	<b>800,694</b>	<b>1,390,215</b>	<b>-0.24%</b>	<b>-2.01%</b>	<b>1,249,843**</b>

\*Recipients include 354,284 under ACA Medicaid Coverage Expansion.

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



## PROCESSING

Applications Registered		
Program	October 2024	FYTD
CalFresh	23,722	89,445
CalWORKs	2,884	11,456
CMS	36	127
General Relief	4,092	15,975
Medi-Cal	15,742	59,823
<b>Total</b>	<b>46,476</b>	<b>176,826</b>

Renewals Generated		
Program	October 2024	FYTD
CalFresh	12,916	53,051
CalWORKs	1,664	6,390
CMS	4	11
General Relief	140	547
Medi-Cal	40,529	144,022
<b>Total</b>	<b>55,253</b>	<b>204,021</b>

Periodic Reports Generated		
Program	October 2024	FYTD
CalFresh	13,868	58,670
CalWORKs	1,324	5,694
General Relief	0	0
Medi-Cal	66	231
<b>Total</b>	<b>15,258</b>	<b>64,595</b>

Documents Imaged	
October 2024	FYTD
520,089	1,785,977

Tasks Created	
October 2024	FYTD
394,759	2,392,167

## ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	October 2023	October 2024	Change	FYTD
Total Calls	300,195	228,244	-71,951	830,753
Abandoned	13,576	3,426	-10,150	15,379
Average Wait Time	2:24	0:43	-1:41	0:52

Community Based Organization (CBO)				
Month	October 2023	October 2024	Change	FYTD
Total Calls	7,294	7,337	43	28,155
Abandoned	244	66	-178	439
Average Wait Time	4:00	0:58	-3:02	1:30

Emails Received	
October 2024	FYTD
2,920	11,223

## FAMILY RESOURCE CENTER VISITS

Month	October 2023	October 2024	Change	FYTD
Total Tickets Issued	49,770	53,126	6%	206,422
Average Wait Time (min.)	(* -)	(* -)	N/A	

\* Due to COVID-19 Waivers, Avg time is not available for October 2024

## Processing Timeliness Applications, Periodic Reports, and Renewals

### CalFresh

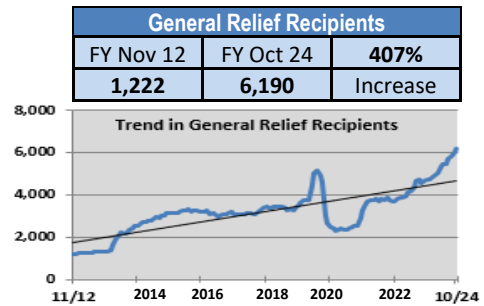
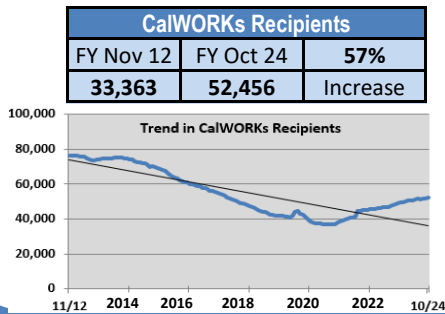
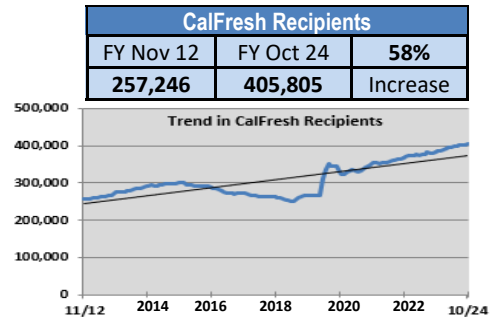
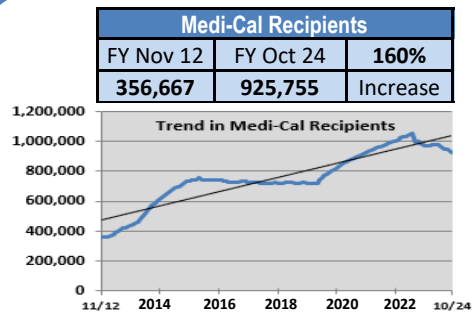
- Regular Applications: State required days to disposition = 30 Days
  - San Diego = 19 Days
- Expedited Applications: State required days to disposition = 3 Days
  - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 97%
- Annual Renewal Timeliness = 91%

### CalWORKs

- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 18 Days
- Immediate Need: State required days to disposition = 1 Day
  - San Diego = 1 Day
- Semi-Annual Reporting Timeliness = 98%
- Annual Renewal Timeliness = 91%

### Medi-Cal

- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 21 Days
- Annual Renewal Timeliness = 96%



## Office of Military and Veterans Affairs (OMVA) Data Tracker

OMVA Service Delivery	October 2024	FYTD
Calls Received	3,269	19,498
Calls Received– Average Wait Times	2:20	3:51
In-Person Customer Visits	1,630	9,625
Driver's License Applications	2	28
License Plate Applications	279	1,155
College Fee Waiver Applications	168	3,756
VA Claim Appointments Made	583	2,487
VA Claim Appointments Wait Time (Business Days)	10	9
Community Events	7	19
Contacts Made at Community Events	218	569

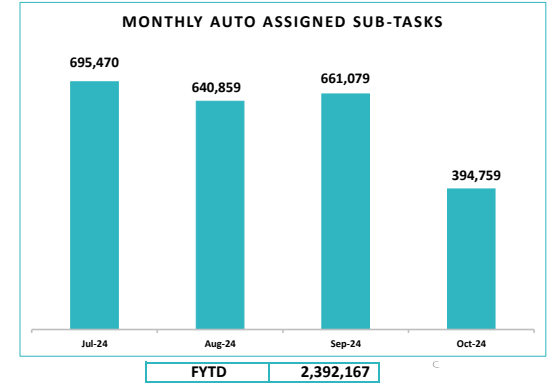
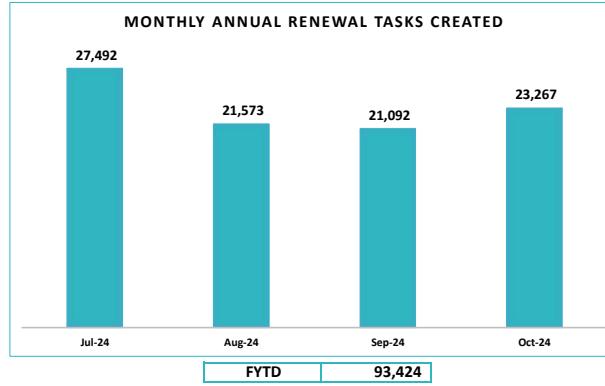
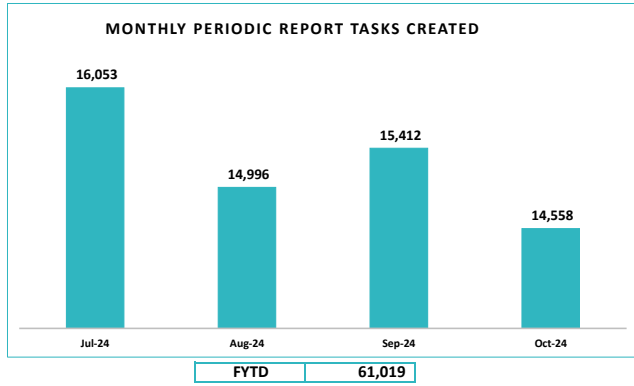
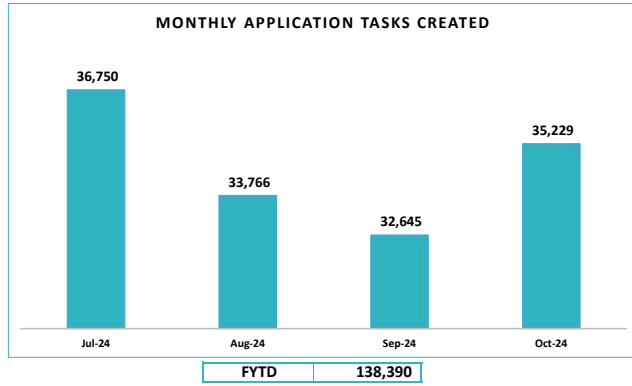
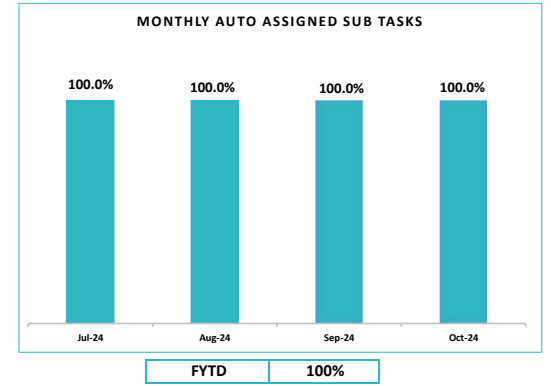
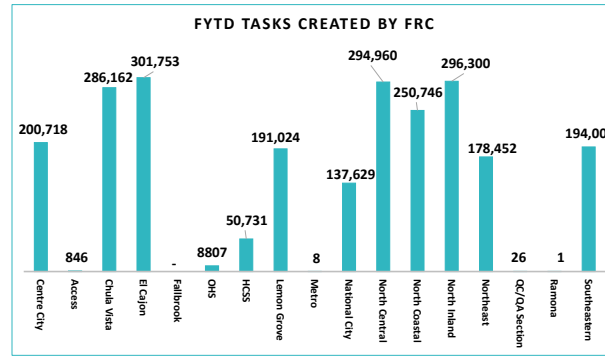
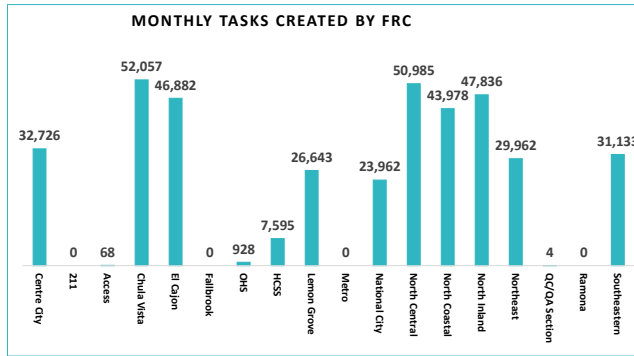
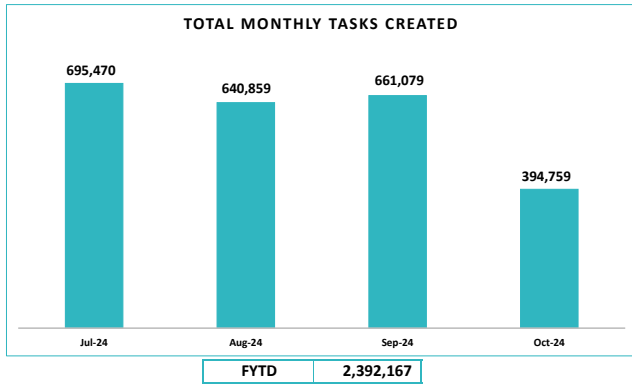


# Monthly Self-Sufficiency Services Performance Dashboard (FY 24/25)

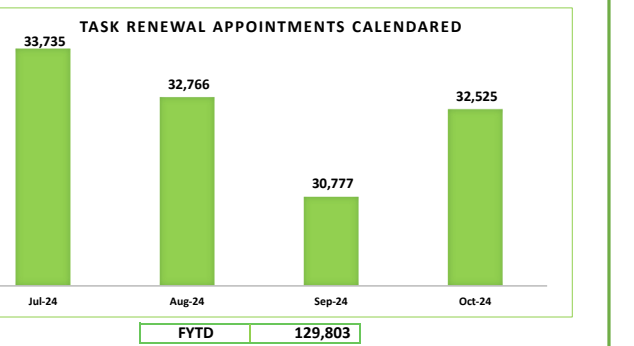
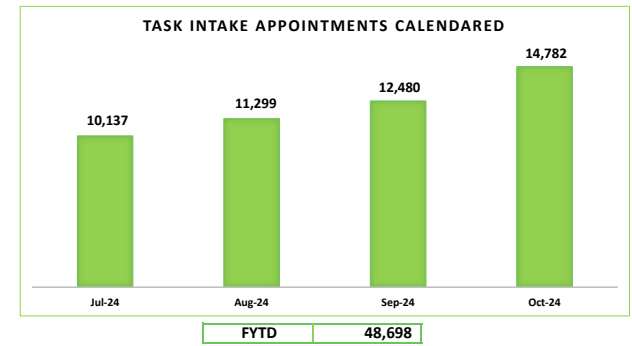
San Diego County

Data Month : October 2024

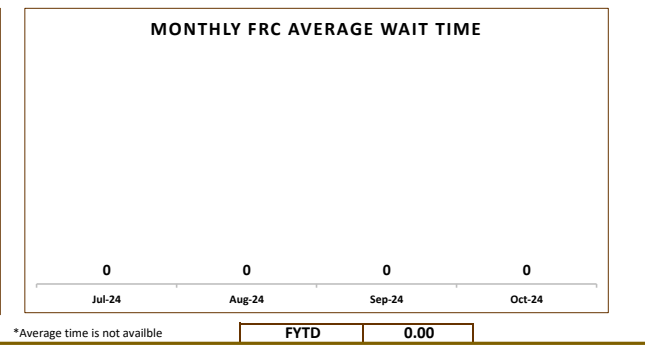
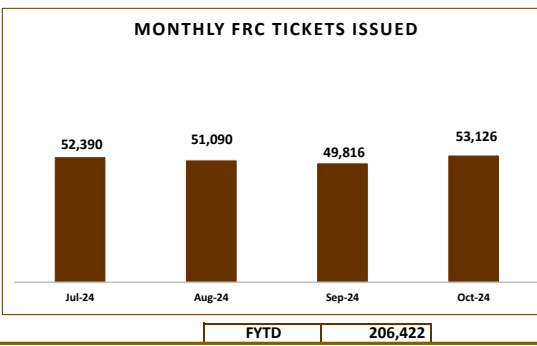
## CalSAWS Tasks Created



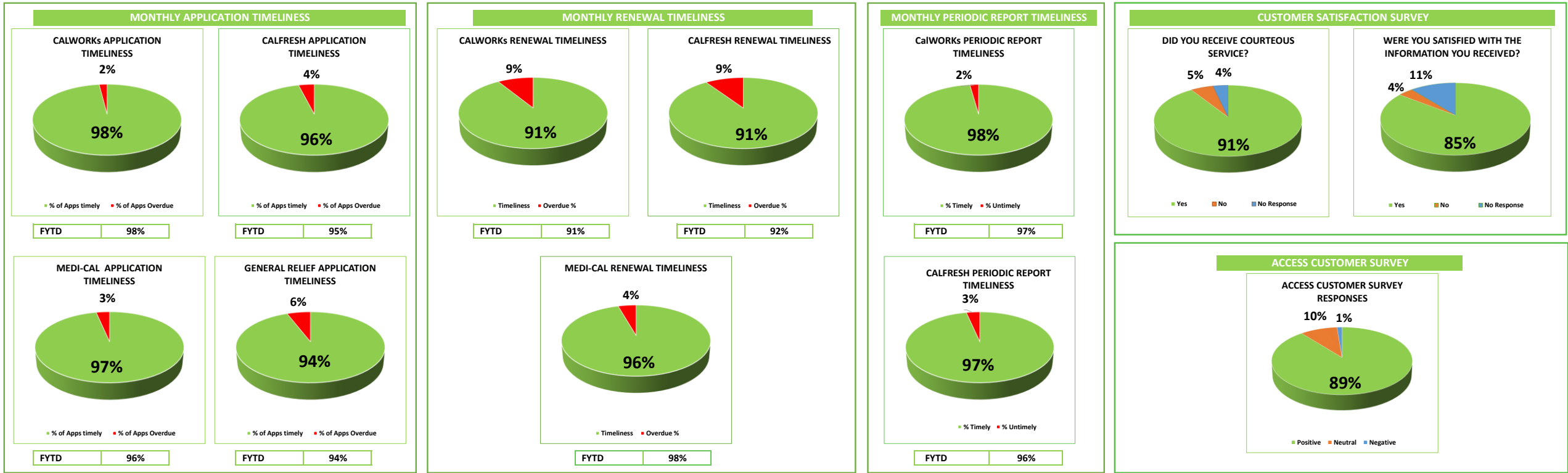
## MONTHLY CALSAWS CALENDARED APPOINTMENTS



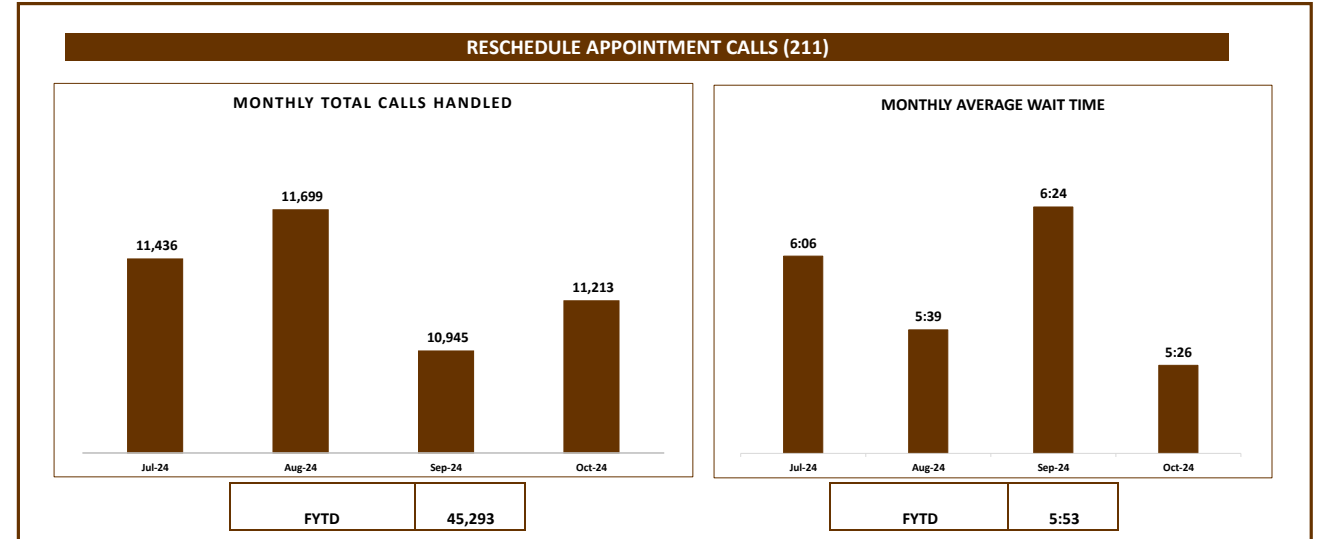
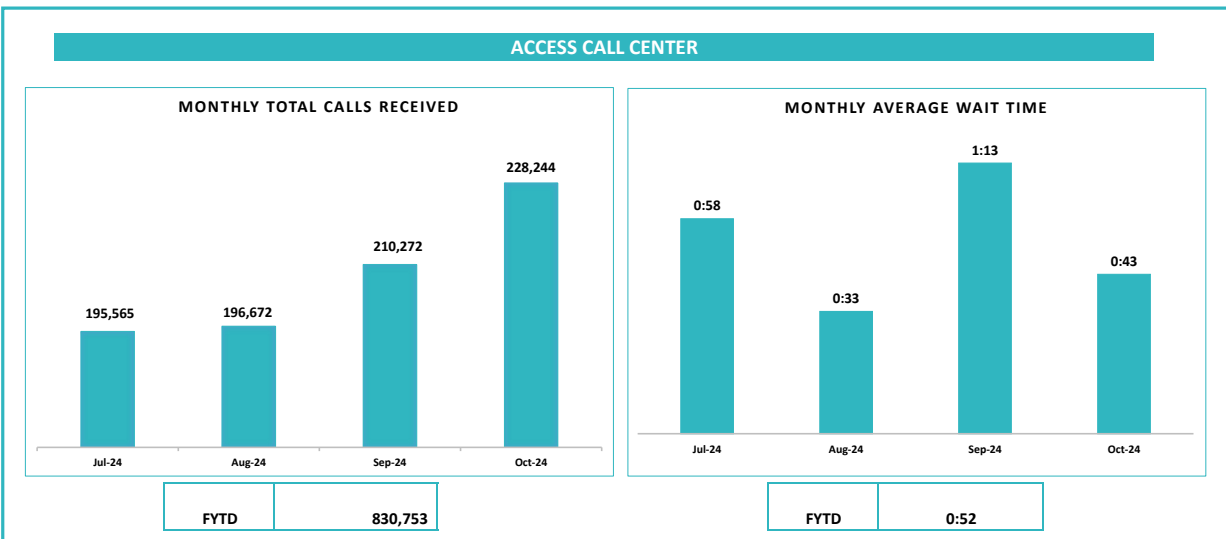
## LOBBY MANAGEMENT



CASE PROCESSING PERFORMANCE (CALSAWS)



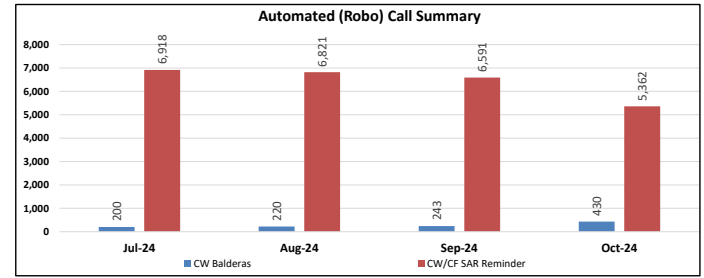
ACCESS CALL CENTER



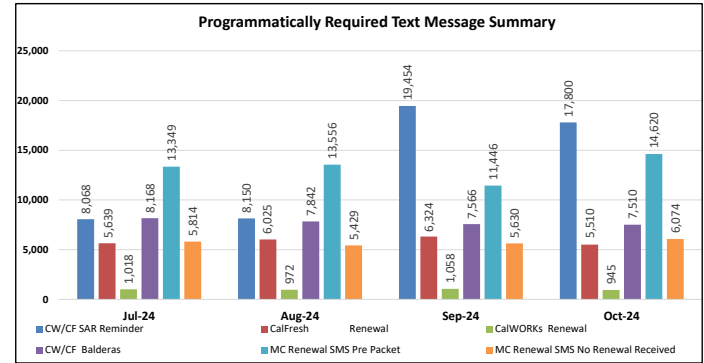


## Monthly Robo-Calls & Text Messaging Report FY 2024/2025

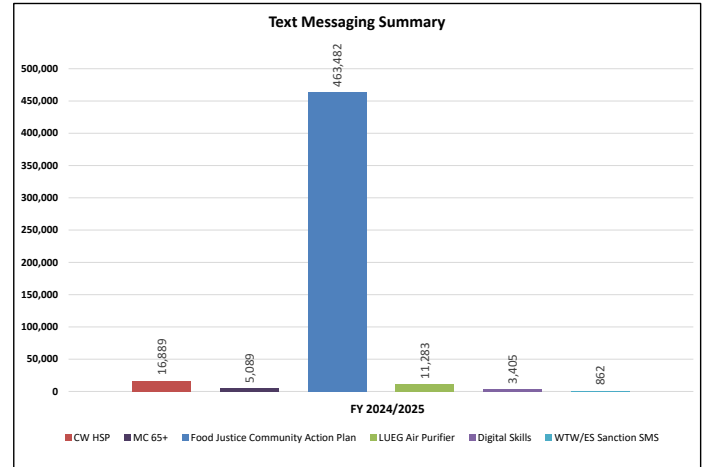
Automated (Robo) Call Summary			
Month	Program	CW Balderas	Grand Total
July 2024	CW/CF SAR Reminder	200	7,118
August 2024		220	7,041
September 2024		243	6,834
October 2024		430	5,792
November 2024			
December 2024			
January 2025			
February 2025			
March 2025			
April 2025			
May 2025			
June 2025			
<b>Grand Total</b>		25,692	26,785



Text Messaging Summary								
Month	CW/CF SAR Reminder	CW/CF Balderas	CalFresh Renewal	CalWORKs Renewal	MC Renewal SMS Pre Packet	MC Renewal SMS No Renewal Received	Other	Grand Total
July 2024	8,068	8,168	5,639	1,018	13,349	5,814	18,205	60,261
August 2024	8,150	7,842	6,025	972	13,556	5,429	478,956	520,930
September 2024	19,454	7,566	6,324	1,058	11,446	5,630	1,698	53,176
October 2024	17,800	7,510	5,510	945	14,620	6,074	2,151	54,610
November 2024								
December 2024								
January 2025								
February 2025								
March 2025								
April 2025								
May 2025								
June 2025								
<b>Grand Total</b>	53,472	31,086	23,498	3,993	52,971	22,947	501,010	688,977



Text Messaging Summary							
Month	CW HSP	MC 65+	Food Justice Community Action Plan	LUEG Air Purifier	Digital Skills	WTW/ES Sanction SMS	Grand Total
July 2024	16,889	1,316					18,205
August 2024		1,254	463,482	10,815	3,405		478,956
September 2024		1,230		468			1,698
October 2024		1,289				862	2,151
November 2024							
December 2024							
January 2025							
February 2025							
March 2025							
April 2025							
May 2025							
June 2025							
<b>Grand Total</b>	16,889	5,089	463,482	11,283	3,405	862	501,010



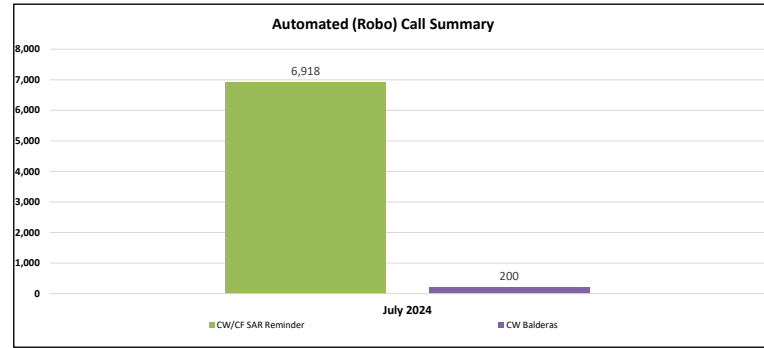
\*Note: Robo Calls have been temporarily suspended in all circumstances except for CalWORKs and CalFresh Balderas call notifications. In lieu of this, all former Robo Call recipients were reprogrammed to receive text message notifications to alert them of any upcoming case actions.

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

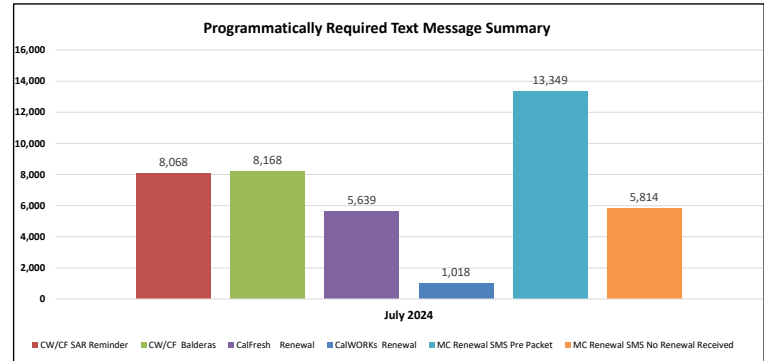
Effective 12/2020, Access is no longer doing the Monthly Consent Text Messaging RRR Campaign, nor mailing CF Packets.

July 2024

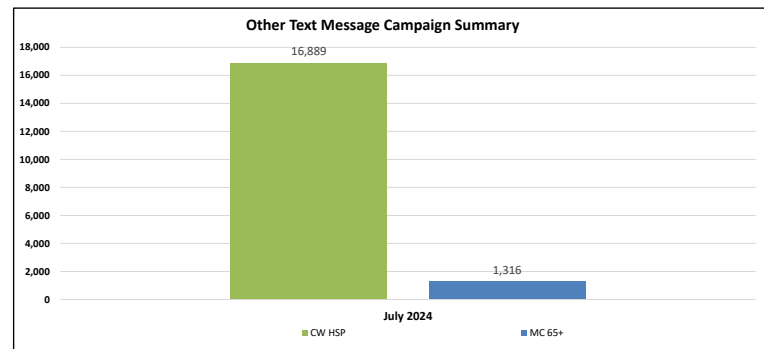
Automated (Robo) Call Summary	Program		
Month	CW/CF SAR Reminder	CW Balderas	Grand Total
July 2024	6,918	200	7,118
<b>Grand Total</b>	<b>6,918</b>	<b>200</b>	<b>7,118</b>



Text Messaging Summary	Program							
Month	CW/CF SAR Reminder	CW/CF Balderas	CalFresh Renewal	CalWORKs Renewal	MC Renewal SMS Pre Packet	MC Renewal SMS No Renewal Received	Other	Grand Total
July 2024	8,068	8,168	5,639	1,018	13,349	5,814	18,205	60,261
<b>Grand Total</b>	<b>8,068</b>	<b>8,168</b>	<b>5,639</b>	<b>1,018</b>	<b>13,349</b>	<b>5,814</b>	<b>18,205</b>	<b>60,261</b>



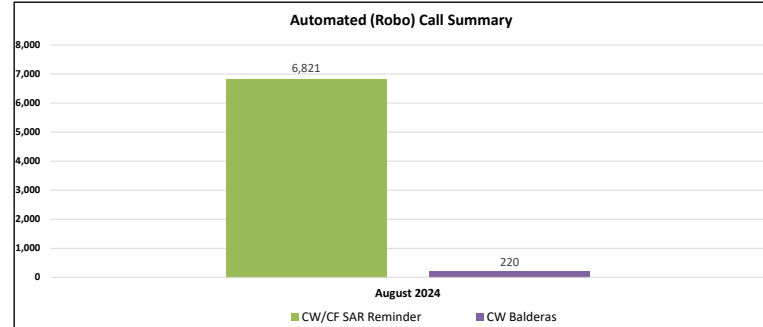
Text Messaging Summary	Special Campaign		
Month	CW HSP	MC 65+	Grand Total
July 2024	16,889	1,316	18,205
<b>Grand Total</b>	<b>16,889</b>	<b>1,316</b>	<b>18,205</b>



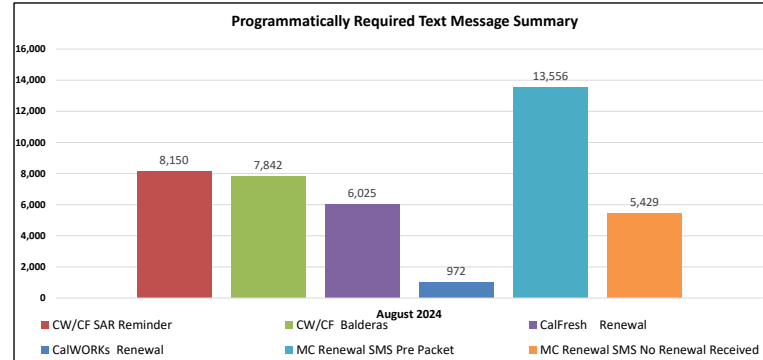
Report Data Month: 07/2024  
Report Run Date: 11/04/2024

### August 2024

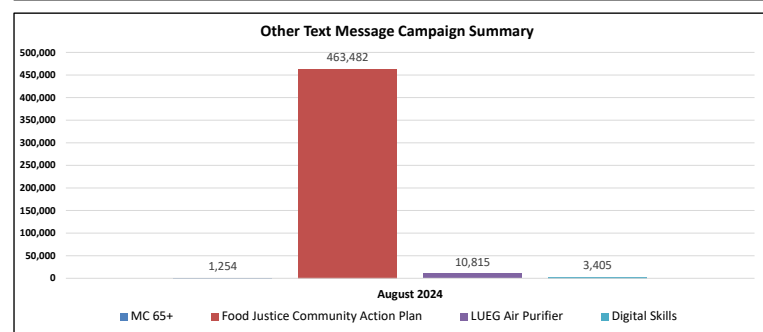
Automated (Robo) Call Summary			
Month	Program	CW Balderas	Grand Total
August 2024	CW/CF SAR Reminder	220	7,041
<b>Grand Total</b>	<b>6,821</b>	<b>220</b>	<b>7,041</b>



Text Messaging Summary								
Month	Program	CW/CF Balderas	CalFresh Renewal	CalWORKs Renewal	MC Renewal SMS Pre Packet	MC Renewal SMS No Renewal Received	Other	Grand Total
August 2024	CW/CF SAR Reminder	7,842	6,025	972	13,556	5,429	478,956	520,930
<b>Grand Total</b>	<b>8,150</b>	<b>7,842</b>	<b>6,025</b>	<b>972</b>	<b>13,556</b>	<b>5,429</b>	<b>478,956</b>	<b>520,930</b>

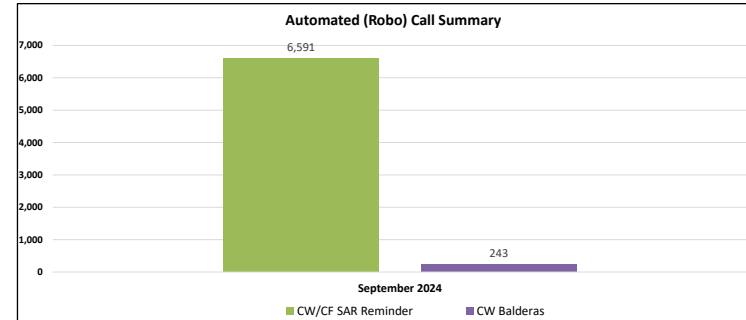


Text Messaging Summary					
Month	Special Campaign	Food Justice Community Action Plan	LUEG Air Purifier	Digital Skills	Grand Total
August 2024	MC 65+	463,482	10,815	3,405	478,956
<b>Grand Total</b>	<b>1,254</b>	<b>463,482</b>	<b>10,815</b>	<b>3,405</b>	<b>478,956</b>

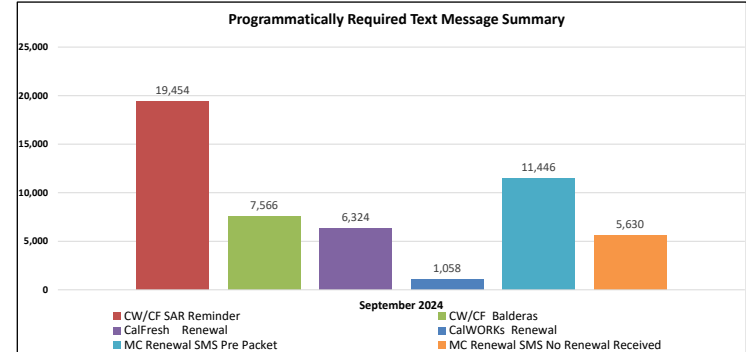


Report Data Month: 08/2024  
Report Run Date: 11/04/2024

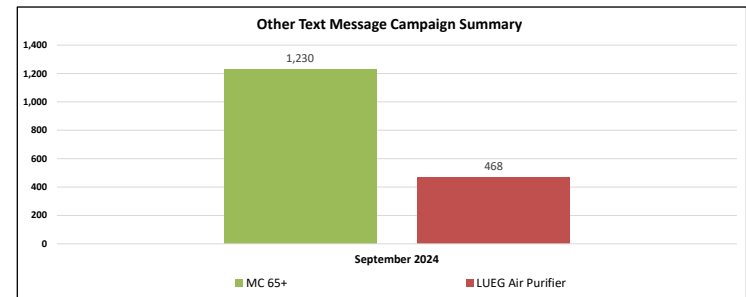
Automated (Robo) Call Summary			
Month	Program	CW Balderas	Grand Total
September 2024	CW/CF SAR Reminder	243	6,834
<b>Grand Total</b>		243	6,834



Text Messaging Summary								
Month	Program	CW/CF Balderas	CalFresh Renewal	CalWORKs Renewal	MC Renewal SMS Pre Packet	MC Renewal SMS No Renewal Received	Other	Grand Total
September 2024	CW/CF SAR Reminder	7,566	6,324	1,058	11,446	5,630	1,698	53,176
<b>Grand Total</b>		7,566	6,324	1,058	11,446	5,630	1,698	53,176

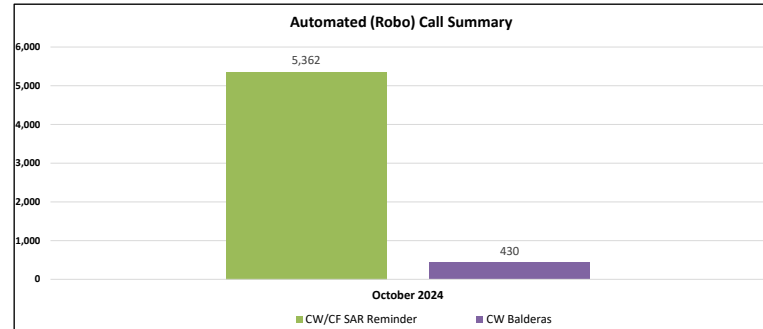


Text Messaging Summary			
Month	Special Campaign	LUEG Air Purifier	Grand Total
September 2024	MC 65+	468	1,698
<b>Grand Total</b>		468	1,698

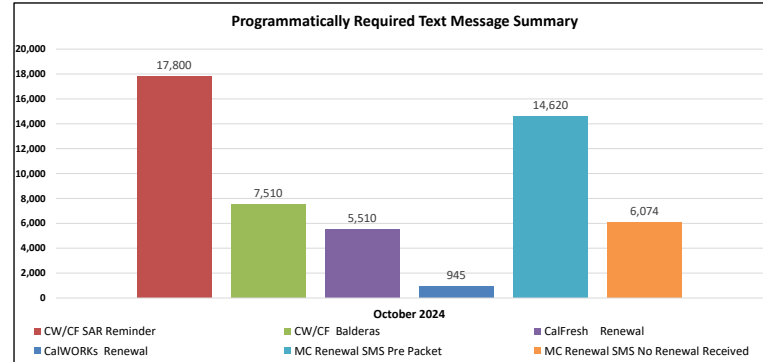




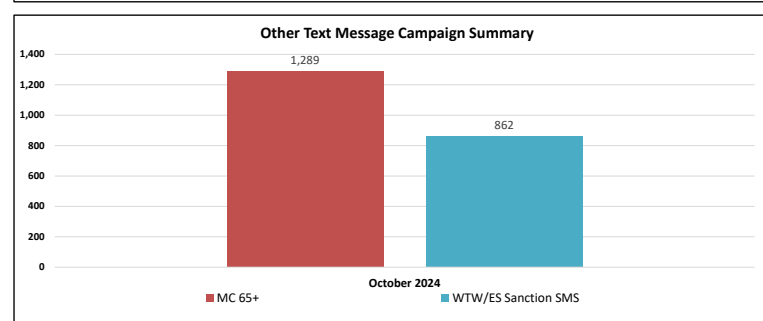
Automated (Robo) Call Summary			
Month	Program	CW Balderas	Grand Total
October 2024	CW/CF SAR Reminder	430	5,792
<b>Grand Total</b>		430	5,792



Text Messaging Summary								
Month	Program	CW/CF Balderas	CalFresh Renewal	CalWORKs Renewal	MC Renewal SMS Pre Packet	MC Renewal SMS No Renewal Received	Other	Grand Total
October 2024	CW/CF SAR Reminder	7,510	5,510	945	14,620	6,074	2,151	54,610
<b>Grand Total</b>		7,510	5,510	945	14,620	6,074	2,151	54,610



Text Messaging Summary			
Month	Special Campaign	WTW/ES Sanction SMS	Grand Total
October 2024	MC 65+	862	2,151
<b>Grand Total</b>		862	2,151



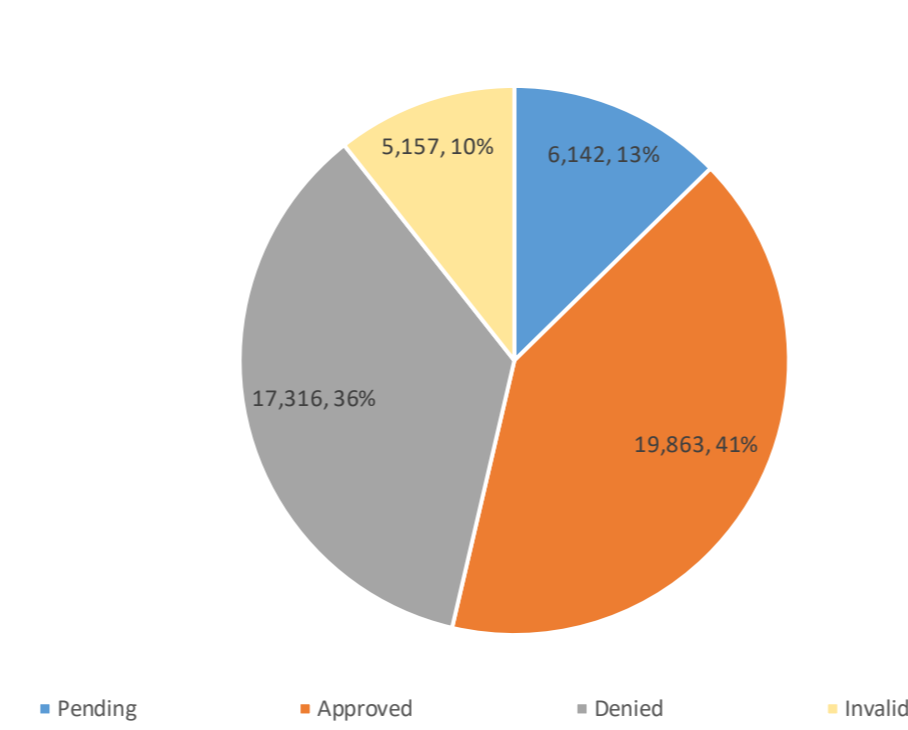


Community Based Organizations CalFresh Referrals

07/2024-10/2024

Table with columns: CBO, HCSS Outstation Staff V/N, Pending, Approved, Denied, Invalid\*, Total. Lists various community-based organizations and their referral statistics.

CalFresh Percentage of Referrals



\*Invalid applications received for a CalFresh program already in Pending or Approved status.



Community Based Organizations Medi-Cal Referrals

07/2024-10/2024

CBO	HCSS Outstation Staff V/N	Medi-Cal Application Referrals by Application Status				Total				
		Pending	Approved	Denied	Invalid*					
Family Health Centers of San Diego		191	111%	1,058	63%	315	18%	134	8%	1,738
211 San Diego		184	14%	875	50%	255	19%	242	18%	1,556
Sonoggs Health	Y	37	3%	746	67%	148	13%	171	16%	1,110
Sharp Health	Y	50	6%	550	63%	167	19%	104	12%	871
La Maestra Community Health Centers		64	8%	471	59%	129	16%	140	17%	804
Vista Community Clinic		50	7%	470	62%	172	23%	70	9%	762
UCSD Medical Center	Y	32	4%	458	67%	139	19%	71	10%	740
TrueCare		80	9%	417	62%	149	22%	50	7%	676
Neighborhood Health Care		40	10%	295	60%	111	22%	40	8%	495
Elevate PFS		42	10%	239	54%	101	23%	59	13%	441
Family Health Centers of San Diego - Sheriff's		31	7%	282	66%	34	8%	80	19%	427
San Ysidro Health Center		36	9%	395	76%	36	9%	32	8%	409
Tri City Medical Center	Y	2	1%	182	70%	50	19%	26	10%	260
Paradise Valley Health	Y	5	3%	125	68%	25	14%	29	16%	184
Rady Children's Hospital	Y	19	12%	98	62%	23	15%	18	11%	158
San Diego Family Care		8	7%	77	65%	24	20%	10	8%	119
MediData		0	0%	57	65%	15	17%	16	18%	88
St Vincent de Paul Village		6	10%	47	57%	15	18%	12	15%	82
Chula Vista Community Collaborative		8	11%	37	49%	12	16%	18	24%	75
Vista Community Clinic - Sheriff's		2	3%	34	54%	3	5%	24	38%	63
Vista Community Clinic The Gary Center		3	5%	44	80%	6	11%	2	4%	55
San Diego Unified School District		8	16%	33	66%	7	14%	2	4%	50
Casa Familiar		5	11%	30	64%	7	15%	5	11%	47
Palomas Health	Y	2	4%	29	67%	11	24%	4	9%	46
San Diegoans for Healthcare Coverage	Y	1	2%	37	88%	1	2%	3	7%	42
Imperial Beach Community Clinic		2	5%	23	61%	9	24%	4	11%	38
Park Avenue Healthcare Center		0	0%	25	61%	4	13%	3	8%	31
Borrego Health		0	0%	19	66%	8	28%	2	7%	29
Naphcare Inc.		1	4%	13	50%	4	15%	8	31%	26
Borrego Community Health Foundation		3	12%	12	48%	5	20%	5	20%	25
San Diego Freedom Ranch		2	8%	16	64%	3	12%	4	16%	25
Bonita Family Resource Center		5	24%	6	29%	8	38%	2	10%	21
Serenite Health		2	10%	16	76%	2	10%	1	5%	21
Immigration Center for Women and Children		3	16%	6	32%	3	16%	7	37%	19
Indian Health Council Inc		5	26%	13	68%	0	0%	1	5%	19
Downtown Impact		0	0%	6	38%	0	0%	7	44%	16
Riverside Healthcare Center		2	13%	10	63%	1	6%	3	19%	16
St. Paul's PACE		0	0%	9	56%	2	13%	5	31%	16
University Care Center		0	0%	13	87%	2	13%	0	0%	15
Southern Indian Health Council Inc		1	7%	9	64%	3	21%	1	7%	12
McAlister Institute South Bay Regional Recovery		0	0%	9	69%	2	15%	2	15%	13
Neighborhood Health Insurance Center		0	0%	4	31%	0	0%	9	69%	13
San Diego Regional Center		0	0%	10	77%	0	0%	3	23%	13
Paradise Valley Healthcare Center		3	25%	7	58%	1	8%	1	8%	12
San Ysidro Health	Y	1	9%	8	73%	1	9%	1	9%	11
Alpha Project for the Homeless		2	20%	6	60%	2	20%	0	0%	10
Castle Manor Nursing and Rehabilitation Center		2	22%	6	67%	1	11%	0	0%	9
Community Research Foundation		0	0%	5	56%	0	0%	4	44%	9
Interfaith Community Services		2	22%	3	33%	0	0%	4	44%	9
Bayside Community Center		0	0%	5	71%	1	14%	1	14%	7
Community Care Center		1	17%	5	83%	0	0%	0	0%	6
Gary and Mary West Pave		1	17%	4	77%	0	0%	1	17%	6
MiraCosta College		1	17%	2	33%	1	17%	2	33%	6
Mountain Shadows		1	17%	2	33%	1	17%	2	33%	6
San Diego Post Acute		1	17%	5	83%	0	0%	0	0%	6
Telecare AgeWise		0	0%	3	50%	1	17%	2	33%	6
Catholic Charities Diocese of San Diego - Homeless Services		1	20%	3	60%	0	0%	1	20%	5
Compass Inc		0	0%	3	60%	0	0%	2	40%	5
Financial Security Designs		1	20%	4	80%	0	0%	0	0%	5
Packard Senior Services		1	20%	3	60%	1	20%	0	0%	5
TEB Inc		2	40%	1	20%	0	0%	2	40%	5
World Relief SoCal		2	40%	2	40%	0	0%	1	20%	5
Deaf Community Services of San Diego		2	50%	1	25%	0	0%	1	25%	4
Haitian Refugee Community Center		0	0%	3	75%	0	0%	1	25%	4
Catholic Charities Diocese of San Diego		1	33%	2	67%	0	0%	0	0%	3
Center Star ACT		0	0%	1	33%	2	67%	0	0%	3
Healthcare in Action - San Diego		1	33%	0	0%	0	0%	2	67%	3
Libertaria Home Health		0	0%	0	0%	0	0%	3	100%	3
Neighborhood Healthcare		0	0%	1	33%	2	67%	0	0%	3
Sonmi Santa Association of America		0	0%	2	67%	0	0%	1	33%	3
Vista Knoll Specialized Care		1	33%	2	67%	0	0%	0	0%	3
Newman Administrative Services LLC		0	0%	2	67%	0	0%	1	33%	3
GETIX HEALTH		0	0%	1	50%	0	0%	1	50%	2
Health Advocates		0	0%	1	50%	0	0%	1	50%	2
Monterey County Health Department		0	0%	0	0%	0	0%	2	100%	2
Oceanside Comprehensive Treatment Center		2	100%	0	0%	0	0%	0	0%	2
Parallon		0	0%	0	0%	1	50%	1	50%	2
Safe Connections		0	0%	0	0%	0	0%	2	100%	2
Shoreline Community Services		0	0%	1	50%	0	0%	1	50%	2
TransFontana		0	0%	2	100%	0	0%	0	0%	2
Blessing Community Health Center		1	50%	0	0%	0	0%	1	50%	2
Healing Oaks Clinic		0	0%	2	100%	0	0%	0	0%	2
Access to Independence of San Diego Inc		0	0%	1	100%	0	0%	0	0%	1
Alpha Leffs		0	0%	0	0%	0	0%	1	100%	1
CA Department of State Hospitals		0	0%	1	100%	0	0%	0	0%	1
Capalina Comprehensive Treatment Center		0	0%	1	100%	0	0%	0	0%	1
Centro La Familia Advocacy Services		0	0%	1	100%	0	0%	0	0%	1
Clinicas Del Camino Real Inc		0	0%	1	100%	0	0%	0	0%	1
Community Health Systems, Inc. - Moreno Valley		1	100%	0	0%	0	0%	0	0%	1
COP		0	0%	0	0%	1	100%	0	0%	1
Crytal Stairs		0	0%	0	0%	1	100%	0	0%	1
DMH - Office of the Public Guardian		0	0%	0	0%	1	100%	0	0%	1
Esocondido Comprehensive Treatment Center		0	0%	0	0%	1	100%	0	0%	1
FirstSource		0	0%	1	100%	0	0%	0	0%	1
Infinium Healthcare Inc		0	0%	1	100%	0	0%	0	0%	1
Jackson House Temecula		0	0%	0	0%	0	0%	1	100%	1
Mental Health Systems TURIN - Alianza Wellness Center		0	0%	1	100%	0	0%	0	0%	1
Metro Community Ministries Inc		0	0%	0	0%	0	0%	1	100%	1
Office of the Federal Public Defender		0	0%	0	0%	0	0%	1	100%	1
Palomar College		0	0%	0	0%	1	100%	0	0%	1
Providence St. Joseph Health		0	0%	1	100%	0	0%	0	0%	1
The Happier Life Project		0	0%	1	100%	0	0%	0	0%	1
The Shores Post-Acute		0	0%	1	100%	0	0%	0	0%	1
Visionary Care Consultants		0	0%	1	100%	0	0%	0	0%	1
HealthPact		1	100%	0	0%	0	0%	0	0%	1
Young and Healthy		1	100%	0	0%	0	0%	0	0%	1
Telecare Corporation - Pathways to Recovery		1	100%	0	0%	0	0%	0	0%	1
EI Sol NEC		0	0%	0	0%	0	0%	0	0%	0
211 Orange County		0	0%	0	0%	0	0%	0	0%	0
Advocates 4 Medi-Cal Assistance		0	0%	0	0%	0	0%	0	0%	0
AHF HEALTHCARE CENTERS		0	0%	0	0%	0	0%	0	0%	0
Aid Finders		0	0%	0	0%	0	0%	0	0%	0
Atlatos Santa Rosa Community Health Centers		0	0%	0	0%	0	0%	0	0%	0
Alvarado Hospital LLC	Y	0	0%	0	0%	0	0%	0	0%	0
Awara Healthcare Center		0	0%	0	0%	0	0%	0	0%	0
Bushlhat Tai Chi Medical Foundation		0	0%	0	0%	0	0%	0	0%	0
Catholic Charities San Diego		0	0%	0	0%	0	0%	0	0%	0
Catholic Charities of Los Angeles		0	0%	0	0%	0	0%	0	0%	0
Catholic Charities of Orange County		0	0%	0	0%	0	0%	0	0%	0
CCC Health Services Department		0	0%	0	0%	0	0%	0	0%	0
Center for Healthy Communities		0	0%	0	0%	0	0%	0	0%	0
Change Lanes Youth Support Services		0	0%	0	0%	0	0%	0	0%	0
CHOC		0	0%	0	0%	0	0%	0	0%	0
Coalition of Orange County Community Health Center		0	0%	0	0%	0	0%	0	0%	0
Code for America		0	0%	0	0%	0	0%	0	0%	0
Community Research Foundation Senior Impact		0	0%	0	0%	0	0%	0	0%	0
Community Resource Center		0	0%	0	0%	0	0%	0	0%	0
Conifer Health Solutions		0	0%	0	0%	0	0%	0	0%	0
Cottage Health System		0	0%	0	0%	0	0%	0	0%	0
Duoss Living Inc		0	0%	0	0%	0	0%	0	0%	0
Elevate Patient Financial Solutions		0	0%	0	0%	0	0%	0	0%	0
Everest Hospice		0	0%	0	0%	0	0%	0	0%	0
Feeding San Diego	Y	0	0%	0	0%	0	0%	0	0%	0
FINO Food Bank		0	0%	0	0%	0	0%	0	0%	0
Golden Valley Health Center		0	0%	0	0%	0	0%	0	0%	0
HAS		0	0%	0	0%	0	0%	0	0%	0
HERALD CHRISTIAN HEALTH CENTER		0	0%	0	0%	0	0%	0	0%	0
Home Start CalFresh Grant		0	0%	0	0%	0	0%	0	0%	0
Hospital Association of Southern California		0	0%	0	0%	0	0%	0	0%	0
Hunger Action Los Angeles		0	0%	0	0%	0	0%	0	0%	0
Hoia Vista Youth Projects dba YEAP		0	0%	0	0%	0	0%	0	0%	0
Jewish Family Service		0	0%	0	0%	0	0%	0	0%	0
Julian Pathways Inc		0	0%	0	0%	0	0%	0	0%	0
K Street Force		0	0%	0	0%	0	0%	0	0%	0
Korean Community Services		0	0%	0	0%	0	0%	0	0%	0
Los Angeles County CSC		0	0%	0	0%	0	0%	0	0%	0
Main City Health and Wellness		0	0%	0	0%	0	0%	0	0%	0
Medi-Cal Regulation Specialists		0	0%	0	0%	0	0%	0	0%	0
Mental Health Systems TURIN BHS Action Central		0	0%	0	0%	0	0%	0	0%	0
Ministerios Betesda		0	0%	0	0%	0	0%	0	0%	0
National Care Advisors		0	0%	0	0%	0	0%	0	0%	0
NFMS		0	0%	0	0%	0	0%	0	0%	0
Orange Coast College		0	0%	0	0%	0	0%	0	0%	0
Parity Equality Center		0	0%	0	0%	0	0%	0	0%	0
Providence Health & Services		0	0%	0	0%	0	0%	0	0%	0
Renewing Hope For Refugees		0	0%	0	0%	0	0%	0	0%	0
Revive Pathway		0	0%	0	0%	0	0%	0	0%	0
Rolling Start, Inc.		0	0%	0	0%	0	0%	0	0%	0
Saint John's Community Health		0	0%	0	0%	0	0%	0	0%	0
San Diego Food Bank	Y	0	0%	0	0%	0	0%	0	0%	0



Community Based Organizations CalWORKS Referrals

07/2024-10/2024

CalWORKS Application Referrals by Application Status										
CBO	ICSS Quotation Staff V/A	Pending	Approved	Denied	Invalid*	Total				
La Maestra Community Health Centers		0	10%	15	25%	25	42%	13	22%	59
Chula Vista Community Collaborative		4	20%	7	35%	8	40%	1	5%	20
Family Health Centers of San Diego		1	5%	2	10%	6	50%	3	25%	12
Rady Childrens Hospital	Y	0	1	13%	6	75%	1	13%	8	8
Vista Community Clinic		0	0	0	6	86%	1	14%	7	7
Interfaith Community Services		0	0	0	4	80%	1	20%	5	5
Casa Familiar		0	3	75%	1	25%	0	0	4	4
211 San Diego		0	1	33%	1	33%	1	33%	3	3
Alpha Project for the Homeless		1	33%	0	0	2	67%	0	3	3
Catholic Charities Diocese of San Diego		0	2	67%	1	33%	0	0	3	3
Catholic Charities Diocese of San Diego - Homeless Services		0	0	0	3	100%	0	0	3	3
Sharp Health	Y	0	0	0	3	100%	0	0	3	3
World Relief SoCal		1	33%	0	0	0	2	67%	3	3
Bonita Family Resource Center		0	0	0	2	100%	0	0	2	2
TrueCare		0	0	0	1	50%	1	50%	2	2
Bayside Community Center		1	100%	0	0	0	0	0	1	1
Community Research Foundation		0	0	0	1	100%	0	0	1	1
Haitian Refugee Community Center		0	1	100%	0	0	0	0	1	1
Healthcare in Action - San Diego		0	0	0	1	100%	0	0	1	1
Indian Health Council Inc		0	0	0	1	100%	0	0	1	1
Muller Institute South Bay Regional Recovery		0	1	100%	0	0	0	0	1	1
MiraCosta College		1	100%	0	0	0	0	0	1	1
Neighborhood Health Care		0	0	1	100%	0	0	0	1	1
Safe Connections		0	0	1	100%	0	0	0	1	1
San Ysidro Health Center		0	0	1	100%	0	0	0	1	1
Shoreline Community Services		0	0	0	1	100%	0	0	1	1
Somali Bantu Association of America		0	0	0	1	100%	0	0	1	1
UCSD Medical Center	Y	0	0	1	100%	0	0	0	1	1
Vista Community Clinic The Gary Center		0	1	100%	0	0	0	0	1	1
El Sol NEC		0	0	0	0	0	0	0	0	0
211 Orange County		0	0	0	0	0	0	0	0	0
Access to Independence of San Diego Inc		0	0	0	0	0	0	0	0	0
Advocates 4 Medi-Cal Assistance		0	0	0	0	0	0	0	0	0
AMF HEALTHCARE CENTERS		0	0	0	0	0	0	0	0	0
Aid Finders		0	0	0	0	0	0	0	0	0
Allados Santa Rosa Community Health Centers		0	0	0	0	0	0	0	0	0
Alpha Jobs		0	0	0	0	0	0	0	0	0
Alvarado Hospital LLC	Y	0	0	0	0	0	0	0	0	0
Avira Healthcare Center		0	0	0	0	0	0	0	0	0
Borrego Community Health Foundation		0	0	0	0	0	0	0	0	0
Borrego Health		0	0	0	0	0	0	0	0	0
Buddhist Tzu Chi Medical Foundation		0	0	0	0	0	0	0	0	0
CA Department of State Hospitals		0	0	0	0	0	0	0	0	0
Capalina Comprehensive Treatment Center		0	0	0	0	0	0	0	0	0
Castle Manor Nursing and Rehabilitation Center		0	0	0	0	0	0	0	0	0
Catholic Charities San Diego		0	0	0	0	0	0	0	0	0
Catholic Charities of Los Angeles		0	0	0	0	0	0	0	0	0
Catholic Charities of Orange County		0	0	0	0	0	0	0	0	0
CCC Health Services Department		0	0	0	0	0	0	0	0	0
Center for Healthy Communities		0	0	0	0	0	0	0	0	0
Center Star ACT		0	0	0	0	0	0	0	0	0
Centro La Familia Advocacy Services		0	0	0	0	0	0	0	0	0
Change Lanes Youth Support Services		0	0	0	0	0	0	0	0	0
CHOC		0	0	0	0	0	0	0	0	0
Cincoas Del Camino Real Inc		0	0	0	0	0	0	0	0	0
Coalition of Orange County Community Health Center		0	0	0	0	0	0	0	0	0
Code for America		0	0	0	0	0	0	0	0	0
Community Care Center		0	0	0	0	0	0	0	0	0
Community Health Systems, Inc. - Moreno Valley		0	0	0	0	0	0	0	0	0
Community Research Foundation Senior Impact		0	0	0	0	0	0	0	0	0
Community Resource Center		0	0	0	0	0	0	0	0	0
CompSpec Inc		0	0	0	0	0	0	0	0	0
Confier Health Solutions		0	0	0	0	0	0	0	0	0
COF		0	0	0	0	0	0	0	0	0
Cottage Health System		0	0	0	0	0	0	0	0	0
Crystal Stairs		0	0	0	0	0	0	0	0	0
Deaf Community Services of San Diego		0	0	0	0	0	0	0	0	0
DMH - Office of the Public Guardian		0	0	0	0	0	0	0	0	0
Downtown Impact		0	0	0	0	0	0	0	0	0
Duos Living Inc		0	0	0	0	0	0	0	0	0
Elevate Patient Financial Solutions		0	0	0	0	0	0	0	0	0
Elevate PFS		0	0	0	0	0	0	0	0	0
Essential Comprehensive Treatment Center		0	0	0	0	0	0	0	0	0
Everest Hospice		0	0	0	0	0	0	0	0	0
Family Health Centers of San Diego - Sheriff's		0	0	0	0	0	0	0	0	0
Feeling San Diego	Y	0	0	0	0	0	0	0	0	0
Financial Security Designs		0	0	0	0	0	0	0	0	0
FIND Food Bank		0	0	0	0	0	0	0	0	0
Firstsource		0	0	0	0	0	0	0	0	0
Gary and Mary West Pace		0	0	0	0	0	0	0	0	0
GETIX HEALTH		0	0	0	0	0	0	0	0	0
Golden Valley Health Center		0	0	0	0	0	0	0	0	0
H&S		0	0	0	0	0	0	0	0	0
Health Advocates		0	0	0	0	0	0	0	0	0
HEKALD CHRISTIAN HEALTH CENTER		0	0	0	0	0	0	0	0	0
Home Start CalFresh Grant		0	0	0	0	0	0	0	0	0
Hospital Association of Southern California		0	0	0	0	0	0	0	0	0
Hunger Action Los Angeles		0	0	0	0	0	0	0	0	0
Immigration Center for Women and Children		0	0	0	0	0	0	0	0	0
Imperial Beach Community Clinic		0	0	0	0	0	0	0	0	0
Infirum Health Inc		0	0	0	0	0	0	0	0	0
Isis Vista Youth Projects dba LEAP		0	0	0	0	0	0	0	0	0
Jackson House Temecula		0	0	0	0	0	0	0	0	0
Jewish Family Service		0	0	0	0	0	0	0	0	0
Julian Pathways Inc		0	0	0	0	0	0	0	0	0
K Street Forex		0	0	0	0	0	0	0	0	0
Korean Community Services		0	0	0	0	0	0	0	0	0
Libertaria Home Health		0	0	0	0	0	0	0	0	0
Los Angeles County CSC 8		0	0	0	0	0	0	0	0	0
Marin City Health and Wellness		0	0	0	0	0	0	0	0	0
MedData		0	0	0	0	0	0	0	0	0
Medi-Cal Regulation Specialists		0	0	0	0	0	0	0	0	0
Mental Health Systems TURK - Allianza Wellness Center		0	0	0	0	0	0	0	0	0
Mental Health Systems TURK - Action Central		0	0	0	0	0	0	0	0	0
Metro Community Ministries Inc		0	0	0	0	0	0	0	0	0
Ministerios Betesda		0	0	0	0	0	0	0	0	0
Monterey County Health Department		0	0	0	0	0	0	0	0	0
Mountain Shadows		0	0	0	0	0	0	0	0	0
Napheer Inc		0	0	0	0	0	0	0	0	0
National Care Advisors		0	0	0	0	0	0	0	0	0
Neighborhood Health Insurance Center		0	0	0	0	0	0	0	0	0
Neighborhood Healthcare		0	0	0	0	0	0	0	0	0
NEMIS		0	0	0	0	0	0	0	0	0
Oceanside Comprehensive Treatment Center		0	0	0	0	0	0	0	0	0
Office of the Federal Public Defender		0	0	0	0	0	0	0	0	0
Orange Coast College		0	0	0	0	0	0	0	0	0
Packard Senior Services		0	0	0	0	0	0	0	0	0
Palomar College		0	0	0	0	0	0	0	0	0
Palomar Health	Y	0	0	0	0	0	0	0	0	0
Paradise Valley Health	Y	0	0	0	0	0	0	0	0	0
Paradise Valley Healthcare Center		0	0	0	0	0	0	0	0	0
Parallon		0	0	0	0	0	0	0	0	0
Park Avenue Healthcare Center		0	0	0	0	0	0	0	0	0
Pars Equality Center		0	0	0	0	0	0	0	0	0
Prinridge Healthcare Center		0	0	0	0	0	0	0	0	0
Providence Health & Services		0	0	0	0	0	0	0	0	0
Providence St. Joseph Health		0	0	0	0	0	0	0	0	0
Renewing Hope For Refugees		0	0	0	0	0	0	0	0	0
Revue Pathway		0	0	0	0	0	0	0	0	0
Rolling Start, Inc.		0	0	0	0	0	0	0	0	0
Saint John's Community Health		0	0	0	0	0	0	0	0	0
San Diegoans for Healthcare Coverage	Y	0	0	0	0	0	0	0	0	0
San Diego Family Care		0	0	0	0	0	0	0	0	0
San Diego Food Bank	Y	0	0	0	0	0	0	0	0	0
San Diego Freedom Ranch		0	0	0	0	0	0	0	0	0
San Diego Post Acute		0	0	0	0	0	0	0	0	0
San Diego Regional Center		0	0	0	0	0	0	0	0	0
San Diego Rescue Mission		0	0	0	0	0	0	0	0	0
San Diego Unified School District		0	0	0	0	0	0	0	0	0
San Francisco Pretrial Diversion Project		0	0	0	0	0	0	0	0	0
San Ysidro Health	Y	0</								



Community Based Organizations General Relief Referrals

07/2024-10/2024

CBO	HSS Outstation Staff Y/N	General Relief Application Referrals by Application Status				Total				
		Pending	Approved	Denied	Invalid*					
211 San Diego		1	3%	6	16%	26	68%	5	13%	38
Community Research Foundation		2	9%	5	22%	8	35%	8	35%	23
Molitor Institute South Bay Regional Recovery		2	9%	5	22%	12	52%	4	17%	23
Indian Health Council Inc		5	29%	2	12%	7	41%	3	18%	17
Casa Familiar		0	0%	4	33%	5	42%	3	25%	12
Vista Hill Foundation - SmartCare		1	9%	6	55%	2	18%	2	18%	11
Sharp Health	Y	0	0%	0	0%	7	100%	0	0%	7
Downtown Impact		1	17%	1	17%	1	17%	3	50%	6
Mental Health Systems TURN - Alianza Wellness Center		0	0%	2	33%	1	17%	3	50%	6
Healthcare in Action - San Diego		0	0%	1	20%	2	40%	2	40%	5
World Relief SoCal		1	20%	0	0%	4	80%	0	0%	5
Center Star ACT		0	0%	1	25%	2	50%	1	25%	4
Interfaith Community Services		0	0%	3	75%	1	25%	1	25%	4
La Maestra Community Health Centers		0	0%	3	100%	0	0%	0	0%	3
Catholic Charities Diocese of San Diego		0	0%	0	0%	1	50%	1	50%	2
Chula Vista Community Collaborative		1	50%	0	0%	1	50%	0	0%	2
Family Health Centers of San Diego		0	0%	2	100%	0	0%	0	0%	2
Neighborhood Health Care		0	0%	2	100%	0	0%	0	0%	2
Oceanside Comprehensive Treatment Center		1	50%	0	0%	1	50%	0	0%	2
Vista Community Clinic		0	0%	2	100%	0	0%	0	0%	2
Access to Independence of San Diego Inc		0	0%	0	0%	1	100%	0	0%	1
Alpha Lofts		0	0%	0	0%	1	100%	0	0%	1
Bayside Community Center		1	100%	0	0%	0	0%	0	0%	1
Borrego Community Health Foundation		0	0%	0	0%	1	100%	0	0%	1
CA Department of State Hospitals		0	0%	0	0%	1	100%	0	0%	1
Capalina Comprehensive Treatment Center		0	0%	0	0%	1	100%	0	0%	1
Catholic Charities Diocese of San Diego - Homeless Services		1	100%	0	0%	0	0%	0	0%	1
Deaf Community Services of San Diego		0	0%	0	0%	1	100%	0	0%	1
Safe Connections		0	0%	1	100%	0	0%	0	0%	1
San Diego Family Care		0	0%	0	0%	1	100%	0	0%	1
San Ysidro Health Center		0	0%	0	0%	1	100%	0	0%	1
Shoreline Community Services		0	0%	1	100%	0	0%	0	0%	1
UCSD Medical Center	Y	0	0%	0	0%	1	100%	0	0%	1
Healing Oaks Clinic		0	0%	0	0%	1	100%	0	0%	1
EI Sol NEC		0	0%	0	0%	0	0%	0	0%	0
211 Orange County		0	0%	0	0%	0	0%	0	0%	0
Advocate 4 Medi-Cal Assistance		0	0%	0	0%	0	0%	0	0%	0
AHF HEALTHCARE CENTERS		0	0%	0	0%	0	0%	0	0%	0
Aid Finders		0	0%	0	0%	0	0%	0	0%	0
Aliados Santa Rosa Community Health Centers		0	0%	0	0%	0	0%	0	0%	0
Alpha Project for the Homeless		0	0%	0	0%	0	0%	0	0%	0
Alvarado Hospital LLC	Y	0	0%	0	0%	0	0%	0	0%	0
Aviana Healthcare Center		0	0%	0	0%	0	0%	0	0%	0
Bonita Family Resource Center		0	0%	0	0%	0	0%	0	0%	0
Borrego Health		0	0%	0	0%	0	0%	0	0%	0
Buddhist Tai Chi Medical Foundation		0	0%	0	0%	0	0%	0	0%	0
Castle Manor Nursing and Rehabilitation Center		0	0%	0	0%	0	0%	0	0%	0
Catholic Charities San Diego		0	0%	0	0%	0	0%	0	0%	0
Catholic Charities of Los Angeles		0	0%	0	0%	0	0%	0	0%	0
Catholic Charities of Orange County		0	0%	0	0%	0	0%	0	0%	0
CCC Health Services Department		0	0%	0	0%	0	0%	0	0%	0
Center for Healthy Communities		0	0%	0	0%	0	0%	0	0%	0
Centro La Familia Advocacy Services		0	0%	0	0%	0	0%	0	0%	0
Change Lanes Youth Support Services		0	0%	0	0%	0	0%	0	0%	0
CHCC		0	0%	0	0%	0	0%	0	0%	0
Clinicas Del Camino Real Inc		0	0%	0	0%	0	0%	0	0%	0
Coalition of Orange County Community Health Center		0	0%	0	0%	0	0%	0	0%	0
Code for America		0	0%	0	0%	0	0%	0	0%	0
Community Care Center		0	0%	0	0%	0	0%	0	0%	0
Community Health Systems, Inc. - Moreno Valley		0	0%	0	0%	0	0%	0	0%	0
Community Research Foundation Senior Impact		0	0%	0	0%	0	0%	0	0%	0
Community Resource Center		0	0%	0	0%	0	0%	0	0%	0
CompSpec Inc		0	0%	0	0%	0	0%	0	0%	0
Conifer Health Solutions		0	0%	0	0%	0	0%	0	0%	0
COP		0	0%	0	0%	0	0%	0	0%	0
Cottage Health System		0	0%	0	0%	0	0%	0	0%	0
Crystal Stars		0	0%	0	0%	0	0%	0	0%	0
DMH - Office of the Public Guardian		0	0%	0	0%	0	0%	0	0%	0
Duos Living Inc		0	0%	0	0%	0	0%	0	0%	0
Elevate Patient Financial Solutions		0	0%	0	0%	0	0%	0	0%	0
Elevate PPS		0	0%	0	0%	0	0%	0	0%	0
Esondido Comprehensive Treatment Center		0	0%	0	0%	0	0%	0	0%	0
Evening Hospital		0	0%	0	0%	0	0%	0	0%	0
Family Health Centers of San Diego - Sheriff's		0	0%	0	0%	0	0%	0	0%	0
Feeding San Diego	Y	0	0%	0	0%	0	0%	0	0%	0
Financial Security Designs		0	0%	0	0%	0	0%	0	0%	0
FIND Food Bank		0	0%	0	0%	0	0%	0	0%	0
Firstsource		0	0%	0	0%	0	0%	0	0%	0
Gary and Mary West Pace		0	0%	0	0%	0	0%	0	0%	0
GETN HEALTH		0	0%	0	0%	0	0%	0	0%	0
Golden Valley Health Center		0	0%	0	0%	0	0%	0	0%	0
Heavenly Refuge Community Center		0	0%	0	0%	0	0%	0	0%	0
HAS		0	0%	0	0%	0	0%	0	0%	0
Health Advocates		0	0%	0	0%	0	0%	0	0%	0
HEALTH CHRISTIAN HEALTH CENTER		0	0%	0	0%	0	0%	0	0%	0
Home Start Calfresh Grant		0	0%	0	0%	0	0%	0	0%	0
Hospital Association of Southern California		0	0%	0	0%	0	0%	0	0%	0
Hunger Action Los Angeles		0	0%	0	0%	0	0%	0	0%	0
Immigration Center for Women and Children		0	0%	0	0%	0	0%	0	0%	0
Imperial Beach Community Clinic		0	0%	0	0%	0	0%	0	0%	0
Infirmary Healthcare Inc		0	0%	0	0%	0	0%	0	0%	0
Ira Vista Youth Projects (IYA)		0	0%	0	0%	0	0%	0	0%	0
Jackson House Temecula		0	0%	0	0%	0	0%	0	0%	0
Jewish Family Service		0	0%	0	0%	0	0%	0	0%	0
Julian Pathways Inc		0	0%	0	0%	0	0%	0	0%	0
K Street Forex		0	0%	0	0%	0	0%	0	0%	0
Korean Community Services		0	0%	0	0%	0	0%	0	0%	0
Liberators Home Health		0	0%	0	0%	0	0%	0	0%	0
Los Angeles County CSC 8		0	0%	0	0%	0	0%	0	0%	0
Marin City Health and Wellness		0	0%	0	0%	0	0%	0	0%	0
Mediata		0	0%	0	0%	0	0%	0	0%	0
Medi-Cal Regulation Specialists		0	0%	0	0%	0	0%	0	0%	0
Mental Health Systems TURN BHS Action Central		0	0%	0	0%	0	0%	0	0%	0
Metro Community Ministries Inc		0	0%	0	0%	0	0%	0	0%	0
Ministerios Betesda		0	0%	0	0%	0	0%	0	0%	0
MiraCosta College		0	0%	0	0%	0	0%	0	0%	0
Monterey County Health Department		0	0%	0	0%	0	0%	0	0%	0
Mountain Shadows		0	0%	0	0%	0	0%	0	0%	0
Naphcare Inc		0	0%	0	0%	0	0%	0	0%	0
National Care Advisors		0	0%	0	0%	0	0%	0	0%	0
Neighborhood Health Insurance Center		0	0%	0	0%	0	0%	0	0%	0
Neighborhood Healthcare		0	0%	0	0%	0	0%	0	0%	0
NEWS		0	0%	0	0%	0	0%	0	0%	0
Office of the Federal Public Defender		0	0%	0	0%	0	0%	0	0%	0
Orange Coast College		0	0%	0	0%	0	0%	0	0%	0
Packard Senior Services		0	0%	0	0%	0	0%	0	0%	0
Palomar College		0	0%	0	0%	0	0%	0	0%	0
Palomar Health	Y	0	0%	0	0%	0	0%	0	0%	0
Paradise Valley Health	Y	0	0%	0	0%	0	0%	0	0%	0
Paradise Valley Healthcare Center		0	0%	0	0%	0	0%	0	0%	0
Parallon		0	0%	0	0%	0	0%	0	0%	0
Park Avenue Healthcare Center		0	0%	0	0%	0	0%	0	0%	0
Part Equality Center		0	0%	0	0%	0	0%	0	0%	0
Prineridge Healthcare Center		0	0%	0	0%	0	0%	0	0%	0
Providence Health & Services		0	0%	0	0%	0	0%	0	0%	0
Providence St. Joseph Health		0	0%	0	0%	0	0%	0	0%	0
Rady Childrens Hospital	Y	0	0%	0	0%	0	0%	0	0%	0
Revering Hope For Refugees		0	0%	0	0%	0	0%	0	0%	0
Revere Pathway		0	0%	0	0%	0	0%	0	0%	0
Rolling Start, Inc		0	0%	0	0%	0	0%	0	0%	0
Saint John's Community Health		0	0%	0	0%	0	0%	0	0%	0
San Diegoans for Healthcare Coverage	Y	0	0%	0	0%	0	0%	0	0%	0
San Diego Food Bank	Y	0	0%	0	0%	0	0%	0	0%	0
San Diego Freedom Ranch		0	0%	0	0%	0	0%	0	0%	0
San Diego Post Acute		0	0%	0	0%	0	0%	0	0%	0
San Diego Regional Center		0	0%	0	0%	0	0%	0	0%	0
San Diego Rescue Mission		0	0%	0	0%	0	0%	0	0%	0
San Diego Unified School District		0	0%	0	0%	0	0%	0	0%	0
San Francisco Pretrial Diversion Project		0	0%	0	0%	0	0%	0	0%	0
San Ysidro Health		0	0%	0	0%	0	0%	0	0%	0
Santa Barbara County Education Office	Y	0	0%	0	0%	0	0%	0	0%	0
Scripps Health	Y	0	0%	0	0%	0	0%	0	0%	0
Serene Health		0	0%	0	0%	0	0%	0	0%	0
Soap Mt		0	0%	0	0%	0	0%	0	0%	0
Somali Bantu Association of America		0	0%	0	0%	0	0%	0	0%	0
South Bay Community Services		0	0%	0	0%	0	0%	0	0%	0
Southern Indian Health Council Inc		0	0%	0	0%	0	0%	0	0%	0
St Vincent de Paul Village		0	0%	0	0%	0	0%	0	0%	0
St. Louise Resource Services		0	0%	0	0%	0	0%	0	0%	0
St. Paul's PLACE		0	0%	0	0%	0	0%	0	0%	0
Stepping Stone of San Diego		0	0%	0	0%	0	0%	0	0%	0
Telerecare AgeWise		0	0%	0	0%	0	0%	0	0%	0
TEAR Inc		0	0%	0	0%	0	0%	0	0%	0
The Happier Life Project		0	0%	0	0%	0	0%	0	0%	0
The Light for Seniors		0	0%	0	0%	0	0%	0	0%	0
The Shores Post-Acute		0	0%	0	0%	0	0%	0	0%	0
Third Avenue Charitable Organization		0	0%	0	0%	0	0%	0	0%	0
Transfronteras		0	0%	0	0%	0	0%	0	0%	0
Tin City Medical Center	Y	0	0%	0	0%	0	0%	0	0%	0
TrueCare		0	0%	0	0%	0	0%	0	0%	0
UC San Diego	Y	0	0%	0	0%	0	0%	0	0%	0
Union of Pan Asian Communities		0	0%	0	0%	0	0%	0	0%	0
University Care Center		0	0%	0	0%	0	0%	0	0%	0
University of San Diego		0	0%	0	0%	0	0%	0	0%	0
Urban Street Angels		0	0%	0	0%	0	0%	0	0%	0
Victoria Post Acute										



Community Based Organizations CalFresh Referrals

07/2024-10/2024

CalFresh Application Referrals by Application Status	
GSO	Total
Code for America	43,701
211 San Diego	2,062
Family Health Centers of San Diego	676
La Maestra Community Health Centers	513
Vista Community Clinic	218
San Ysidro Health	172
Scrapps Health	143
Home Start CalFresh Grant	101
Sharp Health	101
Neighborhood Health Care	78
Chula Vista Community Collaborative	72
Casa Familiar	69
Indian Health Council Inc	56
Jewish Family Service	54
TrueCare	52
Rady Childrens Hospital	49
Bonita Family Resource Center	45
San Ysidro Health Center	22
Vista Community Clinic The Gary Center	22
Catholic Charities Diocese of San Diego	21
McAlister Institute South Bay Regional Recovery	18
Community Research Foundation	16
UCSD Medical Center	16
Southern Indian Health Council Inc	14
Borrego Community Health Foundation	12
University of San Diego	12
MiraCosta College	11
Interfaith Community Services	10
Borrego Health	9
Vista Hill Foundation - SmartCare	8
Wesley House Student Residence Inc	8
Catholic Charities Diocese of San Diego - Homeless Services	7
World Relief SoCal	7
BaySide Community Center	6
Imperial Beach Community Clinic	6
Downtown Impact	6
Haitian Refugee Community Center	5
San Diego Food Bank	5
San Diego Unified School District	5
Social Security Administration	5
Duos Living Inc	4
Mental Health Systems TURN - Alliance Wellness Center	4
Shoreline Community Services	4
Somali Bantu Association of America	4
Center Star ACT	3
Oceanside Comprehensive Treatment Center	3
Safe Connections	3
St Vincent de Paul Village	3
Tri City Medical Center	3
Healing Oaks Clinic	3
Access to Independence of San Diego Inc	2
Alpha Project for the Homeless	2
Deaf Community Services of San Diego	2
Gary and Mary West Pace	2
Healthcare in Action - San Diego	2
UC San Diego	2
Alpha Lofts	1
CA Department of State Hospitals	1
Capalina Comprehensive Treatment Center	1
Clinicas Del Camino Real Inc	1
Community Resource Center	1
Escondido Comprehensive Treatment Center	1
Family Health Centers of San Diego - Sheriff's	1
Hunger Action Los Angeles	1
Jackson House Temecula	1
Office of the Federal Public Defender	1
Orange Coast College	1
Palomar College	1
Parallon	1
San Diego Rescue Mission	1
Serene Health	1
South Bay Community Services	1
Telecare Agewise	1
Transfronteras	1
Cal Poly Pomona	1
Telecare Corporation - Pathways to Recovery	1
El Sol NCC	0
211 Orange County	0
Advocates 4 Medi-Cal Assistance	0
AHF HEALTHCARE CENTERS	0
Aid Finders	0
Alaidos Santa Rosa Community Health Centers	0
Alvarado Hospital LLC	0
Aviara Healthcare Center	0
Buddhist Tzu Chi Medical Foundation	0
Castle Manor Nursing and Rehabilitation Center	0
Catholic Charities San Diego	0
Catholic Charities of Los Angeles	0
Catholic Charities of Orange County	0
CCC Health Services Department	0
Center for Healthy Communities	0
Centro La Familia Advocacy Services	0
Change Lanes Youth Support Services	0
CHIOC	0
Coalition of Orange County Community Health Center	0
Community Care Center	0
Community Health Systems, Inc. - Moreno Valley	0
Community Research Foundation Senior Impact	0
CompSpec Inc	0
Conifer Health Solutions	0
COP	0
Cottage Health System	0
Crystal Stairs	0
DMH - Office of the Public Guardian	0
Elevate Patient Financial Solutions	0
Elevate PFS	0
Everest Hospice	0
Feeding San Diego	0
Financial Security Designs	0
FIND Food Bank	0
Firstsource	0
GETIX HEALTH	0
Golden Valley Health Center	0
HAS	0
Health Advocates	0
HERALD CHRISTIAN HEALTH CENTER	0
Hospital Association of Southern California	0
Immigration Center for Women and Children	0
Infinium Healthcare Inc	0
Isla Vista Youth Projects dba LEAP	0
Julian Pathways Inc	0
K Street Forex	0
Korean Community Services	0
Libertana Home Health	0
Los Angeles County CSC B	0
Marin City Health and Wellness	0
MedData	0
Medi-Cal Regulation Specialists	0
Mental Health Systems TURN BHS Action Central	0
Metro Community Ministries Inc	0
Ministerios Betesda	0
Monterey County Health Department	0
Mountain Shadows	0
Napcare Inc	0
National Care Advisors	0
Neighborhood Health Insurance Center	0
Neighborhood Healthcare	0
NEMS	0
Packard Senior Services	0
Palomar Health	0
Paradise Valley Health	0
Paradise Valley Healthcare Center	0
Park Avenue Healthcare Center	0
Pars Equality Center	0
Pineridge Healthcare Center	0
Providence Health & Services	0
Providence St Joseph Health	0
Renewing Hope For Refugees	0
Revive Pathway	0
Rolling Start, Inc	0
Saint John's Community Health	0
San Diegans for Healthcare Coverage	0
San Diego Family Care	0
San Diego Freedom Ranch	0
San Diego Post Acute	0
San Diego Regional Center	0
San Francisco Pretrial Diversion Project	0
Santa Barbara County Education Office	0
Soap Mat	0
St. Louise Resource Services	0
St. Paul's PACE	0
Stepping Stone of San Diego	0
TERI Inc	0
The Happier Life Project	0
The Light for Seniors	0
The Shores Post-Acute	0
Third Avenue Charitable Organization	0
Union of Pan Asian Communities	0
University Care Center	0
Urban Street Angels	0
Victoria Post Acute	0
Visionary Care Consultants	0
Vista Community Clinic - Sheriff's	0
Vista Infol Specialized Care	0
Windsor Health Care SNF Management Company LLC	0
Blessing Community Health Center	0
NewGen Administrative Services LLC	0
HealthPact	0
Young and Healthy	0
<b>Total</b>	<b>48,478</b>

CF Referrals	
Code for America	43,701
211 San Diego	2,062
Family Health Centers of San Diego	676
La Maestra Community Health Centers	513
Vista Community Clinic	218
San Ysidro Health	172
Scrapps Health	143
Home Start CalFresh Grant	101
Sharp Health	101
Neighborhood Health Care	78
Chula Vista Community Collaborative	72
Casa Familiar	69
Indian Health Council Inc	56
Jewish Family Service	54
TrueCare	52
Rady Childrens Hospital	49
Bonita Family Resource Center	45
San Ysidro Health Center	22
Vista Community Clinic The Gary Center	22
Catholic Charities Diocese of San Diego	21
McAlister Institute South Bay Regional Recovery	18
Community Research Foundation	16
UCSD Medical Center	16
Southern Indian Health Council Inc	14
Borrego Community Health Foundation	12
University of San Diego	12
MiraCosta College	11
Interfaith Community Services	10
Borrego Health	9
Vista Hill Foundation - SmartCare	8
Wesley House Student Residence Inc	8
Catholic Charities Diocese of San Diego - Homeless Services	7
World Relief SoCal	7
BaySide Community Center	6
Imperial Beach Community Clinic	6
Downtown Impact	6
Haitian Refugee Community Center	5
San Diego Food Bank	5
San Diego Unified School District	5
Social Security Administration	5
Duos Living Inc	4
Mental Health Systems TURN - Alliance Wellness Center	4
Shoreline Community Services	4
Somali Bantu Association of America	4
Center Star ACT	3
Oceanside Comprehensive Treatment Center	3
Safe Connections	3
St Vincent de Paul Village	3
Tri City Medical Center	3
Healing Oaks Clinic	3
Access to Independence of San Diego Inc	2
Alpha Project for the Homeless	2
Deaf Community Services of San Diego	2
Gary and Mary West Pace	2
Healthcare in Action - San Diego	2
UC San Diego	2
Alpha Lofts	1
CA Department of State Hospitals	1
Capalina Comprehensive Treatment Center	1
Clinicas Del Camino Real Inc	1
Community Resource Center	1
Escondido Comprehensive Treatment Center	1
Family Health Centers of San Diego - Sheriff's	1
Hunger Action Los Angeles	1
Jackson House Temecula	1
Office of the Federal Public Defender	1
Orange Coast College	1
Palomar College	1
Parallon	1
San Diego Rescue Mission	1
Serene Health	1
South Bay Community Services	1
Telecare Agewise	1
Transfronteras	1
Cal Poly Pomona	1
Telecare Corporation - Pathways to Recovery	1
El Sol NCC	0
211 Orange County	0
Advocates 4 Medi-Cal Assistance	0
AHF HEALTHCARE CENTERS	0
Aid Finders	0
Alaidos Santa Rosa Community Health Centers	0
Alvarado Hospital LLC	0
Aviara Healthcare Center	0
Buddhist Tzu Chi Medical Foundation	0
Castle Manor Nursing and Rehabilitation Center	0
Catholic Charities San Diego	0
Catholic Charities of Los Angeles	0
Catholic Charities of Orange County	0
CCC Health Services Department	0
Center for Healthy Communities	0
Centro La Familia Advocacy Services	0
Change Lanes Youth Support Services	0
CHIOC	0
Coalition of Orange County Community Health Center	0
Community Care Center	0
Community Health Systems, Inc. - Moreno Valley	0
Community Research Foundation Senior Impact	0
CompSpec Inc	0
Conifer Health Solutions	0
COP	0
Cottage Health System	0
Crystal Stairs	0
DMH - Office of the Public Guardian	0
Elevate Patient Financial Solutions	0
Elevate PFS	0
Everest Hospice	0
Feeding San Diego	0
Financial Security Designs	0
FIND Food Bank	0
Firstsource	0
GETIX HEALTH	0
Golden Valley Health Center	0
HAS	0
Health Advocates	0
HERALD CHRISTIAN HEALTH CENTER	0
Hospital Association of Southern California	0
Immigration Center for Women and Children	0
Infinium Healthcare Inc	0
Isla Vista Youth Projects dba LEAP	0
Julian Pathways Inc	0
K Street Forex	0
Korean Community Services	0
Libertana Home Health	0
Los Angeles County CSC B	0
Marin City Health and Wellness	0
MedData	0
Medi-Cal Regulation Specialists	0
Mental Health Systems TURN BHS Action Central	0
Metro Community Ministries Inc	0
Ministerios Betesda	0
Monterey County Health Department	0
Mountain Shadows	0
Napcare Inc	0
National Care Advisors	0
Neighborhood Health Insurance Center	0
Neighborhood Healthcare	0
NEMS	0
Packard Senior Services	0
Palomar Health	0
Paradise Valley Health	0
Paradise Valley Healthcare Center	0
Park Avenue Healthcare Center	0
Pars Equality Center	0
Pineridge Healthcare Center	0
Providence Health & Services	0
Providence St Joseph Health	0
Renewing Hope For Refugees	0
Revive Pathway	0
Rolling Start, Inc	0
Saint John's Community Health	0
San Diegans for Healthcare Coverage	0
San Diego Family Care	0
San Diego Freedom Ranch	0
San Diego Post Acute	0
San Diego Regional Center	0
San Francisco Pretrial Diversion Project	0
Santa Barbara County Education Office	0
Soap Mat	0
St. Louise Resource Services	0
St. Paul's PACE	0
Stepping Stone of San Diego	0
TERI Inc	0
The Happier Life Project	0
The Light for Seniors	0
The Shores Post-Acute	0
Third Avenue Charitable Organization	0
Union of Pan Asian Communities	0
University Care Center	0
Urban Street Angels	0
Victoria Post Acute	0
Visionary Care Consultants	0
Vista Community Clinic - Sheriff's	0
Vista Infol Specialized Care	0
Windsor Health Care SNF Management Company LLC	0
Blessing Community Health Center	0
NewGen Administrative Services LLC	0
HealthPact	0
Young and Healthy	0
<b>Total</b>	<b>48,478</b>



Community Based Organizations Medi-Cal Referrals

07/2024-10/2024

Table with 2 columns: CSO and Total. Lists various community-based organizations and their Medi-Cal referral counts, totaling 11,678.





Community Based Organizations CalWORKS Referrals

07/2024-10/2024

Table with 2 columns: CSO and Total. Lists 151 community organizations and their respective referral counts, with La Maestra Community Health Centers having the highest count at 59.

CW Referrals







Community Based Organizations General Relief Referrals

07/2024-10/2024

Table with 2 columns: CBO and Total. Lists 196 community organizations and their corresponding number of general relief referrals.

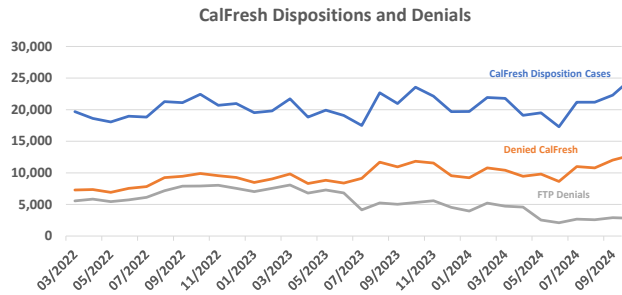
GR Referrals





**CalFresh Denials in the Month Regardless of Application Date  
from Disposition Report**

Month	CalFresh Disposition Cases	Denied CalFresh	% of Denied CalFresh	FTP Denials	% of FTP Denials
03/2022	19,689	7,278	36.96%	5,551	76.27%
04/2022	18,621	7,346	39.45%	5,833	79.40%
05/2022	18,048	6,914	38.31%	5,453	78.87%
06/2022	18,966	7,543	39.77%	5,728	75.94%
07/2022	18,832	7,825	41.55%	6,130	78.34%
08/2022	21,263	9,246	43.48%	7,170	77.55%
09/2022	21,115	9,460	44.80%	7,885	83.35%
10/2022	22,443	9,891	44.07%	7,905	79.92%
11/2022	20,679	9,544	46.15%	8,027	84.11%
12/2022	20,969	9,258	44.15%	7,539	81.43%
01/2023	19,525	8,483	43.45%	7,032	82.90%
02/2023	19,810	9,040	45.63%	7,543	83.44%
03/2023	21,709	9,829	45.28%	8,076	82.17%
04/2023	18,834	8,310	44.12%	6,806	81.90%
05/2023	19,916	8,818	44.28%	7,284	82.60%
06/2023	19,089	8,379	43.89%	6,816	81.35%
07/2023	17,504	9,136	52.19%	4,147	45.39%
08/2023	22,677	11,683	51.52%	5,232	44.78%
09/2023	20,962	10,946	52.22%	5,033	45.98%
10/2023	23,550	11,830	50.23%	5,300	44.80%
11/2023	22,144	11,563	52.22%	5,586	48.31%
12/2023	19,694	9,537	48.43%	4,529	47.49%
01/2024	19,711	9,211	46.73%	3,963	43.02%
02/2024	21,928	10,794	49.22%	5,208	48.25%
03/2024	21,780	10,415	47.82%	4,733	45.44%
04/2024	19,101	9,466	49.56%	4,579	48.37%
05/2024	19,490	9,808	50.32%	2,533	25.83%
06/2024	17,291	8,634	49.93%	2,101	24.33%
07/2024	21,178	10,993	51.91%	2,676	24.34%
08/2024	21,171	10,790	50.97%	2,590	24.00%
09/2024	22,308	12,016	53.86%	2,910	24.22%
10/2024	24,794	12,760	51.46%	2,815	22.06%





Months	Count of Case Number
Jun-23	7,453
Jul-23	2,507
Aug-23	10,338
Sep-23	8,478
Oct-23	9,607
Nov-23	9,701
Dec-23	7,386
Jan-24	5,998
Feb-24	7,952
Mar-24	8,480
Apr-24	8,789
May-24	12,082
Jun-24	9,573
Jul-24	9,729
Aug-24	15,327
Sep-24	13,029
Oct-24	13,818
<b>Grand Total</b>	<b>160,247</b>

**The top four discontinuance reasons are (in order from most to least):**

1. Failed to Complete Redetermination
2. No Eligible Mem
3. Inter-County Transfer
4. Failed MAGI



## Monthly Medi-Cal Renewal Report FY 2024-2025

Medi-Cal Renewals	Data as of 7/31				Data as of 8/31				Data as of 9/30				Data as of 10/31									
	Jul-24	%	Jul-24	%	Aug-24	%	Aug-24	%	Sep-24	%	Sep-24	%	Oct-24	%	Oct-24	%	Nov-24	%	Nov-24	%	Dec-24	%
Total Medi-Cal Renewals Due	33,032	100%	33,032	100%	33,538	100%	33,538	100%	36,923	100%	36,923	100%	40,529	100%	40,529	100%	39,673	100%	39,673	100%	52,510	100%
Total Medi-Cal Renewals Auto Renewed	14,729	45%	14,729	45%	15,151	45%	15,151	45%	14,727	40%	14,727	40%	18,659	46%	18,659	46%	18,614	47%	18,614	47%	27,789	53%
Total Medi-Cal Renewals Renewed via Combo Case*	8,371	25%	13,298	40%	8,850	26%	14,041	42%	10,899	30%	17,982	49%	11,549	28%	18,487	46%	11,513	29%	12,733	32%	13,068	25%
Total Medi-Cal Renewal Packets Mailed	9,438	29%	9,438	30%	9,149	27%	9,149	27%	10,915	30%	10,915	30%	9,904	24%	9,904	24%	9,201	23%	9,201	23%	11,231	21%
Packets Received, Not Yet Processed	863	3%	2,665	8%	337	1%	2,304	7%	532	1%	2,357	6%	634	2%	1,796	4%	475	1%	2,146	5%	444	1%
Total Medi-Cal Renewals Completed	23,100	70%	28,027	85%	24,001	72%	29,192	87%	25,626	69%	32,709	89%	30,208	75%	37,146	92%	30,127	76%	31,347	79%	40,857	78%
Total Medi-Cal Renewals Pending Receipt	9,069	27%	2,340	7%	9,200	27%	2,042	6%	10,765	29%	1,857	5%	9,687	24%	1,587	4%	9,071	23%	6,180	16%	11,209	21%

Source: Daily RRR Status Report  
 \*Combo: Medi-Cal With Active CF/GR/CW  
 Report Date: 11/01/2024