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

<mark>MEETING NOTICE: Zoom ONLY</mark>
Join by phone: +1 669 900 9128
Phone Conference ID: 894 3477 6026
Join on your computer or mobile app:
https://us02web.zoom.us/j/89434776026

November 9, 2022
9:30 a.m. to 11:30 a.m.

AGENDA

9:30 - 9:31   1. Call to Order

9:31 - 9:33   2. **Action Item:** Authorization of Teleconferencing Meeting Option Pursuant to Government Code Section 54953(e).

        1) Find that there is a proclaimed State of Emergency
        2) Find that State and local officials have recommended measures to promote social distancing

9:33 - 9:37   3. **Action Item:** Approval of September 14, 2022 Meeting Minutes

PUBLIC COMMENTS

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

➢ Members of the public may request to speak about any issue within the purview of the Board
➢ Each speaker will be limited to three (3) minutes
➢ Board members may not discuss or take action on issues raised during public comment unless the issue is listed in this Agenda

PRESENTATIONS/DISCUSSION ITEMS

9:47 – 10:17   5. **Presentation Item:** Overview of San Diego Advancing and Innovating Medi-Cal (SDAIM): Heather Summers, Deputy Director, Medical Care Services, Health and Human Services Agency (HHSA)

10:17 – 11:00   6. **Discussion Item:** Review of Plan to Implement SSAB Eligibility Task Force (ETF) Recommendations with a focus on Recommendation #1 and #4: Dr. Alberto Banuelos, Assistant Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA)

11:00 – 11:30   7.   **Information Item:** Update on Local Response to COVID19 Emergency for all Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data: Adriana Ramirez, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA)

ADJOURNMENT/ NEXT MEETING

Next regular meeting will be held on December 14, 2022.

ASSISTANCE FOR THE DISABLED:
Agendas and records are available in alternative formats upon request. Contact the Social Services Advisory Board staff contact at 619-338-2932 with questions or to request a disability-related accommodation. To the extent reasonably possible, requests for accommodation or assistance should be submitted at least 24 hours in advance of the meeting so that arrangements may be made. Additional information can be found on the Social Services Advisory board website:
https://www.sandiegocounty.gov/content/sdc/hhsa/programs/ssp/social_services_advisory_board.html

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SSAB Meeting Minutes
September 14, 2022

Members Present	**Staff Present**
Jan Spencley	Rick Wanne, Director Self-Sufficiency Services
Anahid Brakke	Albert Banuelos, HHSA
Robin Maxson	Adriana Ramirez, HHSA
Phil Thalheimer	Allison Boyer, HHSA
Keara O'Laughlin	Assmaa Elayyat, HHSA
Rachel Morineau	Jeannie Hufford, HHSA
Carol Lewis	Ida Bell, HHSA
Buck Martin	Albert Garcia, HHSA
Greg Anglea	Michael Schmidt, HHSA
Vino Pajanor	Eric Rubio, HHSA
	Brenda Vargas, HHSA
Members Absent	David Hopkins, HHSA
	Patty Baker, HHSA
	Claudia Gurrola, HHSA
	Ruth Martin, Board/Supervisors District 1
	Victoria Floyd, Board/Supervisors District 2
	Amanda Berry, Board/Supervisors District 3
	Joshua Bohannan, Board/Supervisors District 4
	Guests
	Devin Ton, San Diego Hunger Coalition
	Joseph Kendrick, San Diego Hunger Coalition
	Jen Keyes, San Diego Hunger Coalition
	Ashley Jeznach, San Diego Hunger Coalition
	Amanda Mascia, San Diego Hunger Coalition
	Nancy Saavedra, San Diego Hunger Coalition
	Shelly Dieu, San Diego Hunger Coalition
	Mauricio Medina, San Diego Hunger Coalition
	Luis Monteagudo, 2-1-1 San Diego
	Karla Samoyoa, 2-1-1 San Diego

1. Meeting called to order via Zoom at 9:30 by Chair, Anahid Brakke.

2. Authorization of Teleconferencing Meeting Option Pursuant to Government Code Section 54953(e), was approved with all Board Members present voting yes.

3. The June 8, 2022 and July 13, 2022 Meeting Minutes were approved, with all Board Members present voting yes.

4. Public Comments:

   • A member of the public by the name of Penny, expressed her request for assistance and

gave input on the difficulties of providing proof of documents for receiving public benefits.

5. Discussion Item: Review of Plan to Implement SSAB Eligibility Task Force (ETF) Recommendations: Dr. Alberto Banuelos, Assistant Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA) and Assmaa Elayyat, Chief, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Mr. Banuelos and Ms. Elayyat provided a review of the recommendations with the group.

6. Action Item: Discuss the Creation of an Ad Hoc Committee of Less Than Quorum to Review and Make Suggested Changes to the County of San Diego Administrative Code for the Social Services Advisory Board Bylaws: Anahid Brakke, Chair, Social Services Advisory Board. Ms. Brakke proposed the creation of an additional Ad Hoc Committee, but it was agreed that it will be visited in a future meeting.

7. Information Item: Update on SSAB Ad Hoc Public Charge Subcommittee: Vino Pajanor, Vice Chair, Social Services Advisory Board. This item was tabled to time constraints and will be presented in the November 9, 2022 meeting.

8. Information Item: Update on Local Response to COVID19 Emergency for all Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data: Assmaa Elayyat, Chief, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ms. Elayyat briefly provided updates on CalFresh, Medi-Cal, CalWORKs and General Relief flexibilities, waiver expirations and extensions.

9. Action Item: October SSAB Meeting: Social Services Advisory Board (SSAB) Members. All Board members collectively agreed to cancel the October meeting, due to Self-Sufficiency hosting the California Welfare Directors Association 2022 Conference in San Diego.

ADJOURNMENT/SET NEXT MEETING:
The meeting was adjourned at 11:29 a.m. Next regular meeting will be held on November 9, 2022.

ITEM #5 OVERVIEW OF SAN DIEGO ADVANCING AND INNOVATING MEDI-CAL (SDAIM)

Heather Summers, Deputy Director, Medical Care Services

Health & Human Services Agency

LIVE WELL SAN DIEGO

ITEM #6 REVIEW OF PLAN TO IMPLEMENT SSAB ELIGIBILITY TASK FORCE (ETF) RECOMMENDATIONS WITH A FOCUS ON RECOMMENDATIONS #1 & #4

Dr. Alberto Banuelos, Assistant Director

Self-Sufficiency Services

LIVE WELL SAN DIEGO

ITEM	SSAB/TASK FORCE RECOMMENDATIONS	ACTION PLANS	MEASUREMENTS OF SUCCESS	EXPECTED DATE OF COMPLETION
1	Establish County and Community Based Organization (CBO) initiative to reduce denied applications – with an emphasis on denials related to failure to provide verification. The initiative should include the following activities, as well as any other priorities identified by the County and CBOs during planning and implementation.	•When waivers expire, consider expanding focus to include denials due to failure to interview. •Create additional two-way communication channels (text, chat and video conferencing) so customers can easily ask follow-up questions about their case and check the status of their application.	•Analyze data and conduct analysis on application denials due to failure to provide and establish a tracking report that is produced once per month and monitored. •Conduct three refresher trainings for staff on alternatives to paper for verification and create desk guides. • Community forum was held on August 30th with CBOs to provide overview of CalFresh requirements and discuss failure to provide denials and discontinuances for CalFresh. • CalFresh failure to provide denial and discontinuance data will be discussed at November SSAB meeting.	1/1/2023
2	Simplify eligibility and redetermination processes and paperwork, including a focus on cash programs (eg, General Relief (GR), Cash Assistance Program for Immigrants (CAPI), County Medical Services (CMS), etc.).	•Conduct a complete analysis of all GR, CAPI, and CMS program policies and procedures and State laws and regulations, identify opportunities for simplification of eligibility and redetermination.	•Implement one or more identified eligibility simplification for redetermination procedures for GR, CAPI, and CMS.	2/1/2023
3	Benchmark staff workload levels with other counties and states; consider emerging best practices; and monitor, report and balance workload ratios across Family Resource Centers (FRCs) and other County sites. Continue to monitor and increase "first contact resolution."	•Research and identify other California County and other State staff workload and performance levels, and best practices.	•Continue to produce and distribute 163 daily, weekly, and monthly tracking and monitoring reports for staff work assignments across all offices and balance workload across FRCs. •Revised multiple reports to include additional data which helps staff better track work and workloads across FRCs.	Complete
4	Increase equity of access to County Self-Sufficiency Services by (1) hiring and recruiting more bilingual staff so they are consistently accessible and (2) by improving wait times and quality of third-party translation services to better serve clients in threshold and other languages and to lessen the impact on worker performance.	•Create tracking, monitoring, and performance reports of current baseline staff languages, and create tracking, monitoring, and performance report of County contracted service translation and interpreter providers, in order to better serve customers in their threshold language and increase staff performance.	•Increase the current number of bilingual Human Services Specialist (HSS) staff, currently 859 individuals which represents 54% of HSS staff overall. • 611 new HSS staff were hired since September 2021.	11/1/2022

5	Give trained CBO assisters access to private, universalized customer and case manager dashboards or databases and data sharing agreements, so CBOs can check on application status themselves and assist their customers with paperwork, appointments, and due dates. Pursue and advocate for this feature in the California Statewide Automated Welfare System (CalSAWS) platform.	•Advocate for necessary privacy, confidentiality, and legal reforms required in order for CalSAWS to provide CBO assisters the ability to directly access customer application and case information..	•CalSAWS to implement CBO access for assisters to directly access customer and case information.	3/1/2023
6	With a clear statement from the County and through outreach with trusted community partners, address fears among customers living in immigrant, refugee and mixed status households about the use of public benefits affecting their pathways to citizenship (ie, concerns about the Public Charge rule).	•Identify additional opportunities to educate the public about Public Charge and accessing public assistance benefits. •Advocate for local, State, and Federal officials to take official actions and communications regarding Public Charge information.	•Increase by 25% the number of available resources on County Self-Sufficiency Services Public Charge webpage. •Increase by 25% the number of visits to County Self-Sufficiency Services Public Charge webpage, currently the page averages 183 hits per month. •Self-Sufficiency Services (SSS) and the Department of Homeless Solutions and Equitable Communities (HSEC) are collaborating to provide outreach and awareness on Public Charge resources to customers and CBO's. SSS provided a Public Charge overview training to HSEC staff on August 18, 2022. • Further guidance is pending from the state around the recent Public Charge court decision. HHSA will issue updated guidance to staff once further information is received from the State.	12/1/2022
7	Assess and adjust the training model to ensure HSS' are empowered and equipped to provide excellent customer service. Include intermittent on-the-job training between program trainings to give trainees experience in an FRC earlier. Create desk guides for difficult forms HHSA cannot fix with examples of completed forms.	•Review and assess all current training and desk guide materials and identify and eliminate obsolete information, and institute any required new material, and review on a regular basis.	•Implement immediate on the job training for new staff hired to provide experience in FRC's and call center as soon as possible. Hired 723 HSS staff since 2020 who are located at their respective FRC or call center location upon hire. •15,136 trainings were completed by HHSA staff for the 2022/23 Fiscal Year so far.	Complete, and ongoing

8	Expand availability of County application assistance by increasing outstationed eligibility workers in high-impact locations.	•Identify, seek, and invite additional outstationed opportunities for HSS' from CBOs. •Continue to measure success of outstationed staff by tracking number of persons contacted and number of applications received and submitted through outstationed sites.	•Assess and identify the number of outstationed HSS' currently throughout the County including tracking pre and post outstation statistics. Outstationed HSS' are placed onsite within the community and work closely with CBO's. Currently, a total of 73 outstationed staff support 79 locations across the County and have received and processed a total of 167,657 applications for the 2021/22 Fiscal Year through May. •Participated in and completed over 175 community outstation outreach and enrollment assistance events, collaborations, and trainings including events with the Live Well Mobile Office so far for the new 2022/23 Fiscal Year. • Added new CalFresh college liaison with Southwestern Community College.	Complete, and ongoing
9	Review the compensation study for eligibility staff to make sure pay is commensurate with neighboring counties and the County of San Diego's cost of living.		•The County and Service Employees International Union (SEIU) 221 have agreed upon a 3-year contract including wage, benefit, and equity cost of living adjustment increases.	Complete

10	The study team and SSAB encourage HHSA and the County Board of Supervisors to embrace the County's deserved leadership role by advocating for meaningful program improvements at the State and Federal level that will enable local systems improvements. In particular, HHSA should advocate for continuing with the positive changes in service delivery created by the pandemic (e.g. eliminating interviews).	•Work with County (County Office of Strategy and Intergovernmental Affairs (OSIA)), State and Federal legislative advocates, lobbyists, statewide organizations (County Welfare Directors Association) and policymakers to maintain and advance the benefits of COVID-19 related business process waivers and rules related to eligibility.	•Work with SSAB to submit four or more advocacy letters of support to continue waivers over the next year. •HHSA participated in a Congressional committee hearing on July 11th to discuss CalFresh enrollment barriers for Veteran population. •HHSA met with community and federal partners on July 17th to discuss CalFresh enrollment barriers for Veteran and Military populations. •HHSA met with federal partners on July 18th & 19th and provided an overview of operations and processes, HHSA also advocated with federal partners the need to further simplify program requirements and continue permanently the various CalFresh (SNAP) COVID related waivers in place including the interview waiver.	9/1/2022, and ongoing
11	Leverage and expand partnerships with CBOs that serve prioritized subgroups and are trusted messengers in those communities.	•Partner with the County Health and Human Services Agency, Department of Homeless Solutions and Equitable Communities (HSEC), to facilitate access and ease of enrollment into all programs and identify future opportunities for collaboration.	•Increase number of customers assisted in partnership with HSEC with a focus on homeless and disadvantaged subgroups. •Digital outreach flyers posted for community partners on HHSA website, including flyer translations, several orders of printed flyers also arrived that were provided to community members during the 2022/23 Fiscal Year. •67,283 application referrals from CBO's were received by HHSA so far for the 2022/23 Fiscal Year.	1/1/2023

12	Create digestible fact sheets and ensure availability in multiple languages.	•Seek trusted CBOs to assist with reaching hard to serve customers within their respective communities. •Seek and retain community input on fact sheet content and language context. •Provide distribute and deliver fact sheets using multiple platforms including: flyers, social media, County website, text campaigns, etc. in order to maximize community distribution.	•Draft six Self-Sufficiency Services fact sheets for all programs in all threshold languages.	10/1/2022
13	Align County and CBO approaches to outreach with customer preferences.	•Participate in existing and newly created CBO monthly and recurring meetings, forums, and convenings to align County and CBO approaches to outreach for customers. •Implement strategies and recommendations from community meetings and convenings in order to maximize reducing barriers to enrollment..	•Participate in at least twelve County and CBO collaboration meetings over the next year.	3/1/2023
14	Conduct cross-program outreach using electronic communication channels.	•Identify outreach, promotional, educational, and enrollment opportunities across all programs (complete). •Combine specific program outreach and educational materials in order to deliver multi-program messaging for enrollment (complete).	•Utilize, provide, distribute, and deliver information using multiple platforms including flyers, social media, County website, text campaigns, etc. in order to maximize community distribution. During the 2021/2022 Fiscal Year through May, 142,495 robo calls and 647,867 texts were sent to customers. The Goal is to increase this number by 10%. •Digital outreach flyers posted for community partners on HHSA website, including flyer translations.	12/1/2022

15	Leverage and expand mobile outreach unit and inter-disciplinary street outreach teams that include HHSA, CBOs, and other agencies.	•Partner and plan continuous interdisciplinary outreach and enrollment opportunities with the County HHSA HSEC. •Identify new opportunities with CBOs to reach those hardest to serve, including persons experiencing homelessness.	•Create a tracking and monitoring monthly dashboard report to measure impact.	Complete
16	Streamline phone applications by replicating 211's abbreviated rights and responsibilities approach.	•Abbreviated rights & responsibilities by the County not allowable under State/Federal regulations, 211 is a contractor and is able to use this method because a telephonic signature is captured, but full Rights & Responsibilities must be provided by the County. The County will identify opportunities to streamline CBO application submission best practices.	•Additional research to be conducted to identify measurement of success, if feasible.	Contingent upon research findings
17	Continue the positive trend related to program churn in CalWORKs, CalFresh, and Medi-Cal.	•Continue to monitor monthly churn data report for all programs. •Identify any positive trends and opportunities to reduce churn, in order to maintain continuous enrollment.	•Reduce overall 90-day churn re-application rate of 30%.	Complete, and ongoing
18	Create an HHSA welcome packet with all of the information customers need to successfully continue their benefits.	•Work with CBOs and *Live Well San Diego* partners to gather input on a benefits enrollment welcome packet. •Partner with the County HHSA HSEC to facilitate access and ease of enrollment into all programs.	•Finalize and implement welcome packet.	9/1/2022
19	Leverage best practices using behavioral economics principles for renewal reminders like HHSA's text reminders and robocalls.	•Analyze, review, and identify opportunities for improvement to existing Self-Sufficiency Services text and robocall messages. •Work with CBOs and other community partners to identify new opportunities for text and robocall messaging in order to support continuous program eligibility.	•Increase number of robocall and text messages by 10%. During the 2021/2022 Fiscal Year through May, 142,495 robo calls and 647,867 texts were sent to customers. •37,207 robo calls and 577,354 texts were sent to customers so far for the 2022/23 Fiscal Year.	3/1/2023

20	Explore new ways to motivate staff and create incentives for high performers.	•Continue focusing on opportunities to identify and uplift exceptional customer service delivery by staff. •Continue Self-Sufficiency Services leadership initiative including management mentor program, leadership book club, leadership training opportunities, etc.	•The County and Service Employees International Union (SEIU) 221 have agreed upon a 3-year contract including wage, benefit, and equity cost of living adjustment increases. Continue utilizing San Diego County employee recognition program for monetary reward and time off.	Complete, and ongoing
21	HHSA should continue collaboration and building trust with community partners through a lens of equity and inclusion.	•Work with County Office of Equity and Racial Justice to identify strategies to engage with community, customers, staff, and partners through a lens of equity and inclusion.	•Identifying 5 new entities to engage with who help underserved communities.	9/1/2022
22	HHSA should begin involving customers as advisors when improving the system.	•Continue to utilize customer satisfaction survey data to improve system performance. •Seek input from customers, CBOs, and community partners on policy and procedure changes when appropriate on an ongoing basis.	•Increase number of surveys returned by 10%. During the 2021/2022 Fiscal Year through May, 9,595 surveys were submitted.	1/1/2023
23	HHSA would benefit from procuring organizational development support to help leadership promote the culture and procedural changes throughout the organization.	•Work with County Department of Human Resources and HHSA Training and Development Department to increase organizational development and leadership development for staff. •Continue to utilize and enhance organizational and leadership development services from the University of California Davis to support and promote continued positive cultural change throughout the organization.	•Identify and implement at least 1 organizational leadership level training to help support and promote organizational changes. •HHSA began 2 new leadership classes for supervisory and management level staff with the University of California Davis starting in the 2022/23 Fiscal Year.	10/1/2022

24	Pursue with California Department of Social Services (CDSS) a demonstration of a simplified universal application paper packet that uses plain talk in multiple languages, gives applicants a clear explanation of what to expect in the process, and is supported by a mobile-friendly online application with easy-to-understand instructions.	•Work with County OSIA, State and Federal legislative advocates, lobbyists, statewide organizations (County Welfare Directors Association) and policymakers to pursue a demonstration pilot of a simplified universal application. •Communicate directly with CDSS leadership on creating an opportunity for a demonstration of a simplified application in multiple languages and supported by mobile friendly application with easy to understand instructions. •Advocate and request CalSAWS to identify any and all opportunities for a simplified application in multiple languages that is mobile friendly and easy to understand.	•Identify and submit advocacy request for simplified universal application to CDSS. •Implement changes if approved.	11/1/2022

Aggregated Denied / Discontinued Cases* by Program for FY 21/22

Denials

Program	Total Applications	Applications Approved	Applications Denied	% of Total Applications Denied
CalFresh	210,869	133,871	76,998	36.51%
Total	210,869	133,871	76,998	36.51%

Discontinuances

Program	Total Cases	Discontinued Cases	% of Case Discontinuances
CalFresh	286,254	78,303	27.35%
Total	286,254	78,303	27.35%

*Cases unduplicated by program (multiple apps in the period for the program & case are only counted once)

of Selected Reasons for each Case by Disposition

CalFresh			
Distinct Case Count			
Reason Count by Case	**Denied**	**Discontinued**	**Distinct Total**
1	54,251	10,038	64,289
2	13,294	46,203	59,497
3	4,807	19,578	24,385
4	3,509	2,276	5,785
5	956	199	1,155
6	178	6	184
7	3	3	6
Distinct Total	**76,998**	**78,303**	**155,301**
Duplicated Total	**115,165**	**171,334**	**286,499**

Note: The distinct total of sent out notices contain the duplicated total of reasons

Duplicated Case Count by Denial Reason

CalFresh Denial Reason	Duplicated Count
Deny Food Stamps because of a failure to provide verification	31,097
Household's Gross Income exceeds Gross Income limit	17,451
The client failed to provide verification.	15,606
Income Received is not Verified.	6,986
The individual's income verification is not received	6,170
FS AG failed because of pending verification.	4,557
CalFresh MCE elderly/disabled Household above the gross income limit.	4,033
Net Non-Exempt Income exceeds Net Income Limit	3,832
The individual failed to sign Statement Of Facts	3,297
Student does not meet student work requirements	3,268
Other	2,963
Withdrawal of Food Stamps because the applicant requests withdrawal	2,815
Worker requests a cancellation of Food Stamps	2,478
Food Stamps case failed because one or more household members receive aid in another case.	1,852
The case failed because the benefit amount is zero.	1,849
Head of household is either not a resident of the county or the residency is not verified.	1,688
Food Stamps Household does not qualify for Separate Household.	1,395
Identity of Applicant/ head of household is not verified in the SFU	1,176
County of Residence is not the same as the county of application for all the individuals in the case	922
Everyone in household failed to provide residency verification	904
Citizenship is not verified.	536
Denial of Food Stamps because the applicant failed to complete necessary paperwork	136
Food Stamps denial due to client's non-cooperation with the EFDP/Home visit worker	49
CalFresh ESAP Household failed eligibility	34
Denial of Food Stamps because the applicant has died before completing the determination	24
Denial of Food Stamps because the client did not keep the appointment	21
Denial of Food Stamps because the client was a No Show to the Application Appointment	8
The client refused to provide required verification for eligibility determination - FS (Compliance).	8
Denial of Food Stamps when an applicant is no longer living in a recovery center	6
SNB/TNB Program Request has been denied as there are no eligible SSI/SSP recipients	3
SNB Program Request has been denied as SNB was previously evaluated on the case.	1
TOTAL	**115,165**

Duplicated Case Count by Discontinuance Reason

CalFresh Discontinued Reason	Duplicated Count
Ongoing CalFresh MCE Households who are ineligible for non-financial reasons.	63,787
Discontinue Food Stamps case for Non-compliance of SAR 7	33,940
Non-compliance with Redetermination process and for other eligibility requirements not met.	12,165
Failure to complete RRR process	12,162
CalFresh ESAP Household failed eligibility	7,741
Household's Gross Income exceeds Gross Income limit	7,520
Discontinue Food Stamps case for incompletion of SAR 7	4,958
Food Stamps is discontinued because the recipient verbally requested discontinuance	3,596
Discontinue Food Stamps because of a failure to provide verification	2,995
The client failed to provide verification.	2,399
Head of household is either not a resident of the county or the residency is not verified.	2,031
CalFresh MCE elderly/disabled Household above the gross income limit.	1,887
Income Received is not Verified.	1,795
Net Non-Exempt Income exceeds Net Income Limit	1,794
The individual's income verification is not received	1,542
County of Residence is not the same as the county of application for all the individuals in the case	1,332
The case failed because the benefit amount is zero.	1,117
ICT to another county for CalFresh	1,108
Inter-County Transfer.	956
Discontinue CalFresh - ICT	916
FS AG failed because of pending verification.	832
CalFresh case has 130% IRT Reporting	747
FS Restoration has been Denied.	619
The client requests for Termination/Discontinuance of Food Stamps	547
Restoration of Aid - Household's Gross Income exceeds Gross Income limit	398
The individual failed to sign Statement Of Facts	362
Disc CalFresh - No Longer Cnty Resident.	310
Food Stamps case failed because one or more household members receive aid in another case.	241
Food Stamps Household does not qualify for Separate Household	213
SNB is discontinued as the household is no longer receiving CalFresh	199
Inter-County Transfer and for other eligibility requirements not met.	157
CalFresh started after TCF certification period.	146
Other	151
CalFresh case is between 131 - 200% of the FPL	111
The individual is deceased.	95
Food Stamps failed because expense verification that was pending while on EXFS is still pending after the due dat	84
Restoration of Aid - Net Non-Exempt Income exceeds Net Income Limit	79
Restoration of Aid - The case failed because the benefit amount is zero.	72
CalFresh household has moved out of the state of California	54
Identity of Applicant/ head of household is not verified in the SFU	49
Citizenship is not verified.	27
SNB/TNB Program Request has been denied as there are no eligible SSI/SSP recipients	16
The client refused to provide required verification for eligibility determination - FS (Compliance).	15
Inter County Transfer sent for CalFresh	13
The FS benefit changed because gross income is different from the prior gross income.	9
Discontinuance of Food Stamps due to fair hearing/court order	7
The eligibility was determined based on COLA request.	6
Discontinuance of Food Stamps because the client did not keep the appointment	5
ICT to another county for CalFresh - TCF	5
Failure to comply with RRR process	3

Housing amount has changed, causing the Total Gross Income to change	3
Terminate TFS because client reapplies for Regular Food Stamps/ CalWORKs.	3
TFS case failed because all the individuals are receiving aid in another Food Stamp case.	3
The client signs a disqualification hearing waiver that they have committed 1st or 2nd IPV and the remaining FS H	3
Disc. TFS because client reapplied for CalWORKs	2
A change in the utility cost amount caused a change in the gross benefit amount	1
SNB is discontinued as the household is now approved for TNB	1
SNB Program request has been denied as CalFresh failed eligibility when the previously excluded SSI/SSP recipien	1
Student does not meet student work requirements	1
TCF terminated because a new CalWORKs application has been approved on the case.	1
The individual did not sign SAWS 2 or other form	1
The State hearing decision finds that client committed 1st or 2nd IPV and the remaining FS HH member's income	1
TOTAL	**171,334**

ITEM #7
UPDATE ON LOCAL RESPONSE TO COVID-19 EMERGENCY FOR ALL PUBLIC ASSISTANCE PROGRAMS, WAIVERS, ENROLLMENT, SERVICE DELIVERY, DATA

Adriana Ramirez, Deputy Director

Self-Sufficiency Services

LIVE WELL SAN DIEGO

PROGRAM FLEXIBILITIES & WAIVERS

Current Flexibilities & Options

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

  - Initial application and recertification interviews **December 31st 2022**

  - Telephonic signature **December 31st 2022**

  - Quality control face to face interviews **December 31st 2022**

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

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

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

ADDITIONAL UPDATES

- Emergency Allotments

    - **Approved for November, benefits will be issued December 18th**

    - All CalFresh households receive a minimum allotment of $95 monthly as of April

- Pandemic EBT (P-EBT)

    - All P-EBT cards have been mailed to young children under 6

    - P-EBT cards for school age children are currently being mailed

    - CDSS is currently drafting the P-EBT 3.0 plan which covers the 2021–22 school year

        - **Requires FNS approval**

- **CalFresh and EBT website updated with new flyer and more information to help protect customers against EBT skimming and scamming**

BENEFIT ALLOTMENT UPDATES

- The Food and Nutrition Service (FNS) is applying Cost of Living Adjustments (COLAs) to SNAP maximum allotment amounts, income eligibility standards, and deductions.

- All COLAs became effective October 1, 2022

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM
MAXIMUM MONTHLY ALLOTMENTS
OCTOBER 1, 2022 TO SEPTEMBER 30, 2023

Maximum SNAP Allotments for 48 States and D.C.

Household Size	48 States and DC
1	$281
2	$516
3	$740
4	$939
5	$1,116
6	$1,339
7	$1,480
8	$1,691
Each additional person	$211

PROGRAM FLEXIBILITIES & WAIVERS

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

  - Telephonic/verbal signature on application – **extended permanently**

  - Flexibilities on identity and pregnancy verifications – **extended permanently**

- Initial application interview waiver has expired, interviews for new applications resumed effective December 1, 2021

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

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

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

PROGRAM FLEXIBILITIES & WAIVERS

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

- Annual renewal suspension

- Negative action suspension

Extended program flexibilities that remain in place permanently:

- Telephonic and verbal attestation and signature

- Flexible verification requirements

Public Health Emergency renewed through January 11, 2023 by Federal Administration, DHCS will provide a 60-day notice prior to ending it

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

POLICY CHANGES

- Postpartum Care Expansion:
    - Effective April 1, 2022
    - Expands Postpartum Care from 60 days to 1 year from the end of pregnancy

- Medi-Cal Older Adult Expansion:
    - Effective May 1, 2022
    - Expands full scope Medi-Cal to adults aged 50+ regardless of immigration status

- Property Limit Increase for Non-MAGI programs:
    - Effective July 1, 2022
    - Property limit for one person increases from $2,000 to $130,000
    - Property limit for two people increases from $3,000 to $195,000
    - Increase for each additional person goes from $150 per person to $65,000 per person

    Note: State plan to eliminate the asset limit for Non-MAGI programs effective January 1, 2024 is still pending federal approval

MONTHLY UPDATES

ELIGIBILITY SERVICES BY THE NUMBERS...

November 2022 *(Data Month: October 2022)*

PARTICIPANTS

- **CalFresh**: 368,569 recipients, up 4.52% from last year.
    - 127,048 child recipients (0-18), up 1.72% from last year.
    - 81,789 senior recipients (60+), up 18.17% from last year.

- **CalWORKs**: 45,227 recipients, up 19.24% from last year.
    - 32,114 child recipients (0-18), up 9.09% from last year.
    - Welfare-to-Work: 12,862 participants, up 57.03% from last year.

- **CMS:** 8 CMS recipients, down 63.64% from last year.

- **General Relief:** 3,713 recipients, up 28.26% from last year.

- **Medi-Cal**: 999,493 recipients, up 8.53% from last year.
    - 330,675 child recipients (0-18), up 3.56% from last year.
    - 13,669 Medi-Cal Expansion Over 50 Years.

Program	Cases	Recipients	% Change in Recipients Previous Month	Previous Year	Unduplicated Number of Recipients (October 2021–October 2022)
CalFresh	213,158	368,569	0.92%	4.52%	512,544
CalWORKs	15,512	45,227	0.62%	19.24%	60,900
CMS	8	8	-46.67%	-63.64%	73
General Relief	3,702	3,713	-1.67%	28.26%	11,023
Medi-Cal	542,601	999,493	0.66%	8.53%	1,036,975
Total	**774,981**	**1,417,010**	**0.72%**	**7.80%**	**1,145,202****

*Recipients include 363,831 under ACA Medicaid Coverage Expansion.
**The number of *unduplicated* recipients for *all* programs.

PROCESSING

Applications Registered		
Program	October 2022	FYTD
CalFresh	20,264	78,686
CalWORKs	2,255	9,122
CMS	17	130
General Relief	2,439	9,272
Medi-Cal	9,274	38,944
Total	**34,249**	**136,154**

Renewals Generated		
Program	October 2022	FYTD
CalFresh	10,097	42,948
CalWORKs	1,739	6,010
CMS	8	26
General Relief	112	480
Medi-Cal	44,552	173,242
Total	**56,508**	**222,706**

Periodic Reports Generated		
Program	October 2022	FYTD
CalFresh	11,577	51,025
CalWORKs	736	3,500
General Relief	2	8
Medi-Cal	27	89
Total	**12,342**	**54,622**

Documents Imaged	
October 2022	FYTD
432,953	**1,729,233**

Tasks Created	
October 2022	FYTD
401,413	**1,597,256**

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	October 2021	October 2022	Change	FYTD
Total Calls	152,005	175,782	23,777	669,944
Abandoned	1,196	4,011	2,815	14,675
Average Wait Time	0:27	1:39	1:12	1:42

Community Based Organization (CBO)				
Month	October 2021	October 2022	Change	FYTD
Total Calls	4,373	4,760	387	19,534
Abandoned	52	295	243	969
Average Wait Time	1:05	4:48	3:43	4:06

Emails Received	
October 2022	FYTD
3,763	17,786

FAMILY RESOURCE CENTER VISITS

Month	October 2021	October 2022	Change	FYTD
Total Tickets Issued	34,317	36,358	6%	141,002
Average Wait Time (min.)	(*-)	(*-)	N/A	

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

FYTD=Fiscal Year To Date

Processing Timeliness
Applications, Periodic Reports, and Renewals

CalFresh
- Regular Applications: State required days to disposition = 30 Days
  - San Diego = 18 Days
- Expedited Applications: State required days to disposition = 3 Days
  - San Diego = 3 Days
- Semi-Annual Reporting Timeliness = 90.46%
- Annual Renewal Timeliness = 99.94%

CalWORKs
- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 19 Days
- Immediate Need: State required days to disposition = 1 Day
  - San Diego = 1 Day
- Semi-Annual Reporting Timeliness = 91.11%
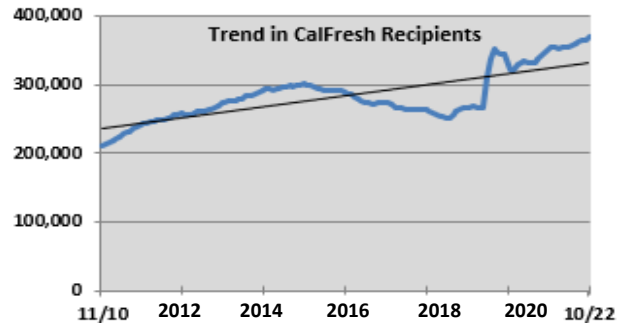- Annual Renewal Timeliness = 99.48%

Medi-Cal
- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 23 Days
- Annual Renewal Timeliness = 99.98%

Medi-Cal Recipients		
FY Nov 10	FY Oct 22	**190%**
344,067	**999,493**	Increase

Trend in Medi-Cal Recipients
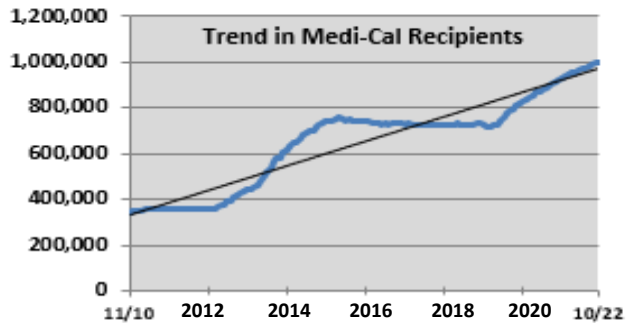
CalFresh Recipients		
FY Nov 10	FY Oct 22	**75%**
210,101	**368,569**	Increase

Trend in CalFresh Recipients

CalWORKs Recipients		
FY Nov 10	FY Oct 22	**-46%**
84,314	**45,227**	Decrease

Trend in CalWORKs Recipients
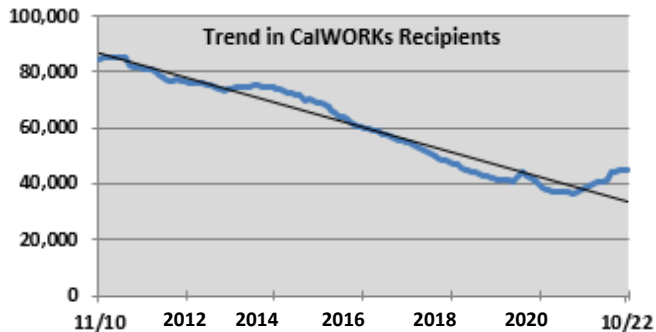
General Relief Recipients		
FY Nov 10	FY Oct 22	**258%**
1,036	**3,713**	Increase

Trend in General Relief Recipients
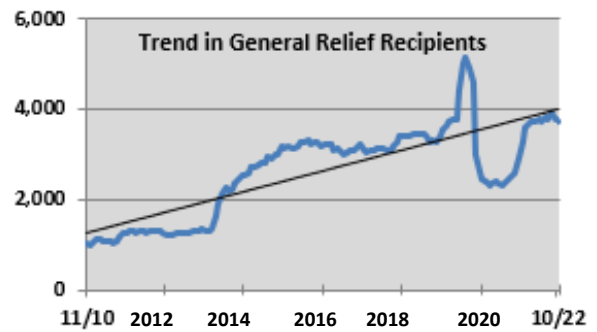
Monthly Self-Sufficiency Services Performance Dashboard (FY 22/23)

| San Diego County | Data Month : October 2022 |

Work Management System (WMS) Subtasks Created

TOTAL MONTHLY SUB TASKS CREATED

- Jul-22: 376,276
- Aug-22: 392,439
- Sep-22: 427,128
- Oct-22: 401,413

| FYTD | 1,597,256 |

MONTHLY SUB-TASKS CREATED BY FRC

- Centre City: 20840
- 211: 0
- Access: 34
- Chula Vista: 62218
- El Cajon: 49303
- Fallbrook: 6534
- Homeless Services: 415
- HCSS: 12440
- Lemon Grove: 23700
- Metro: 8466
- National City: 26344
- North Central: 51319
- North Coastal: 36836
- North Inland: 43577
- Northeast: 31992
- QESD: 1183
- Ramona: 2955
- Southeast: 23257

FYTD SUB-TASKS CREATED BY FRC

- Centre City: 80,292
- Access: 157
- Chula Vista: 240,543
- El Cajon: 197,719
- Fallbrook: 24,351
- Homeless Services: 1529
- HCSS: 46,713
- Lemon Grove: 92,318
- Metro: 37,718
- National City: 100,460
- North Central: 201,019
- North Coastal: 152,397
- North Inland: 165,836
- Northeast: 129,952
- QESD: 19,311
- Ramona: 10,630
- Southeast: 96,311

MONTHLY AUTO ASSIGNED SUB TASKS FROM CERMS

- Jul-22: 48.9%
- Aug-22: 49.6%
- Sep-22: 50.8%
- Oct-22: 52.1%

| FYTD | 50.4% |

MONTHLY APPLICATION TASKS CREATED

- Jul-22: 28,401
- Aug-22: 32,993
- Sep-22: 33,436
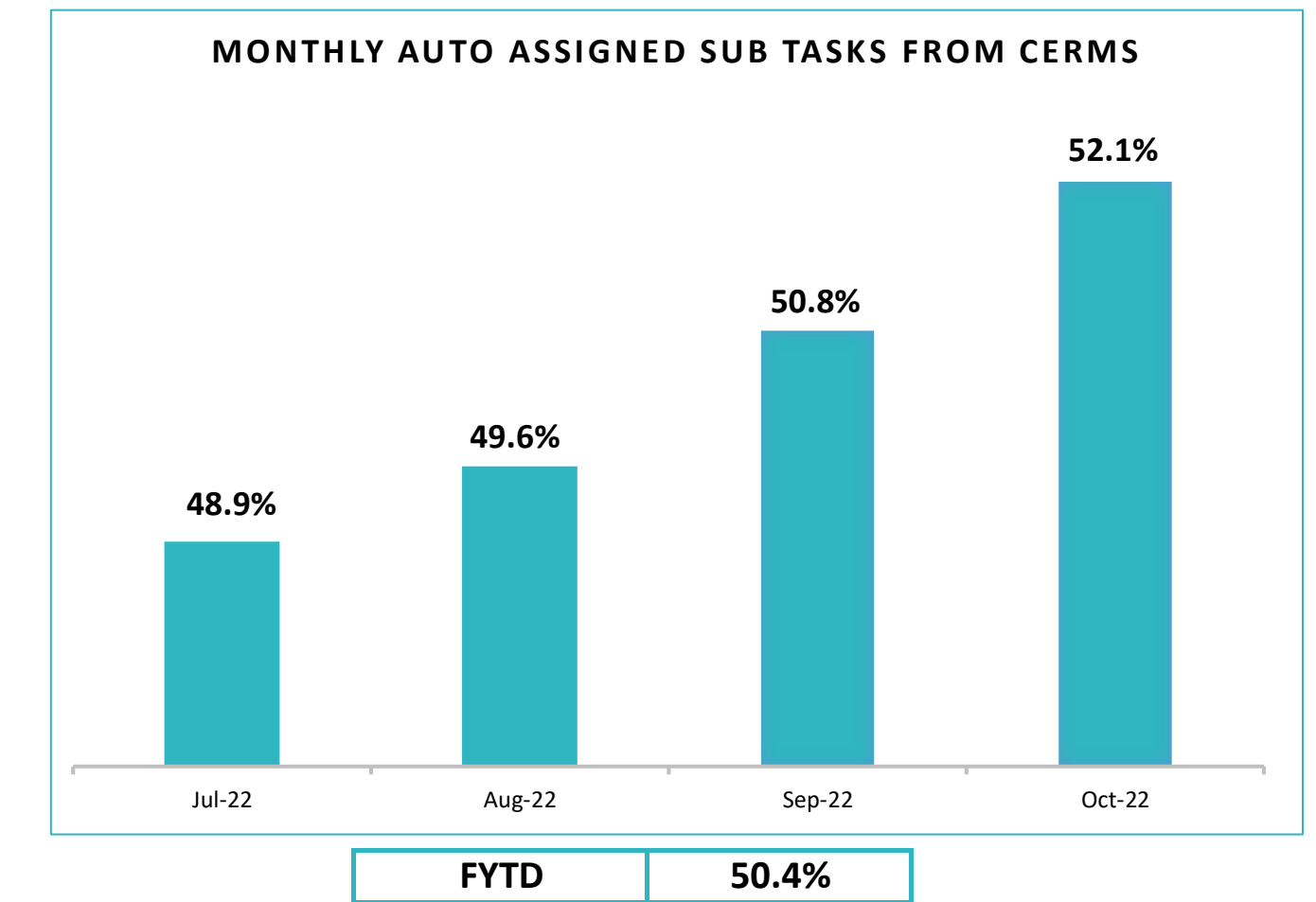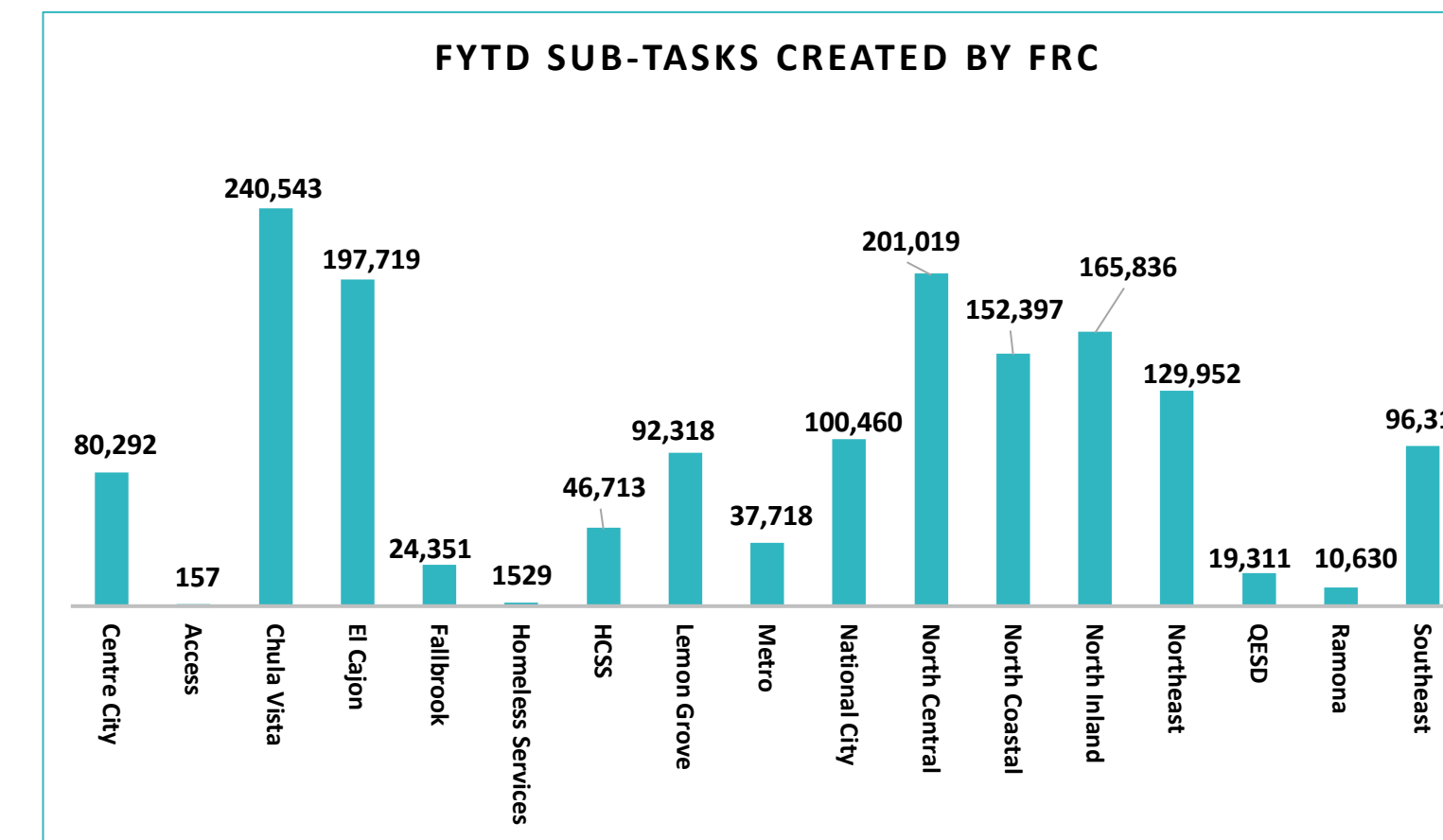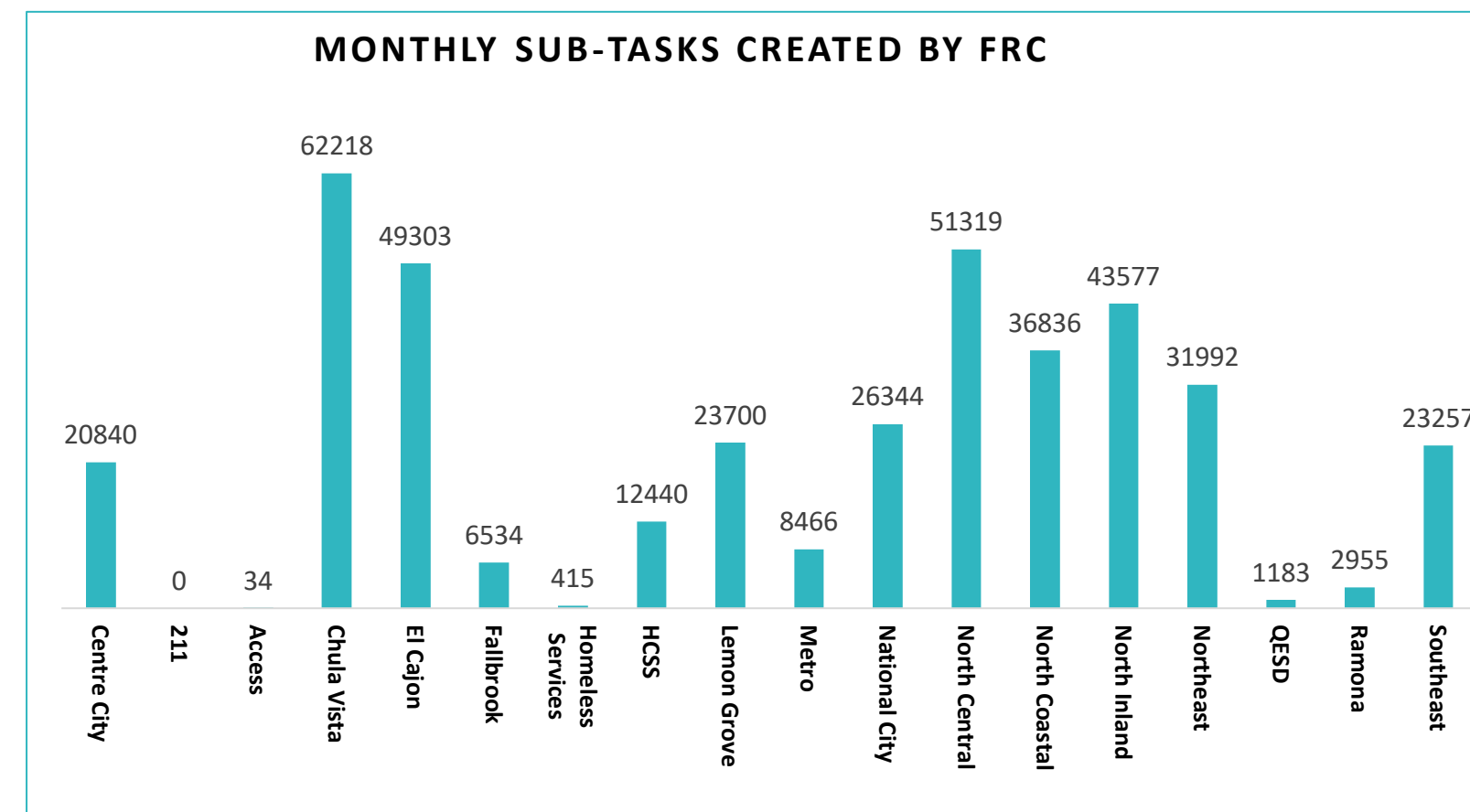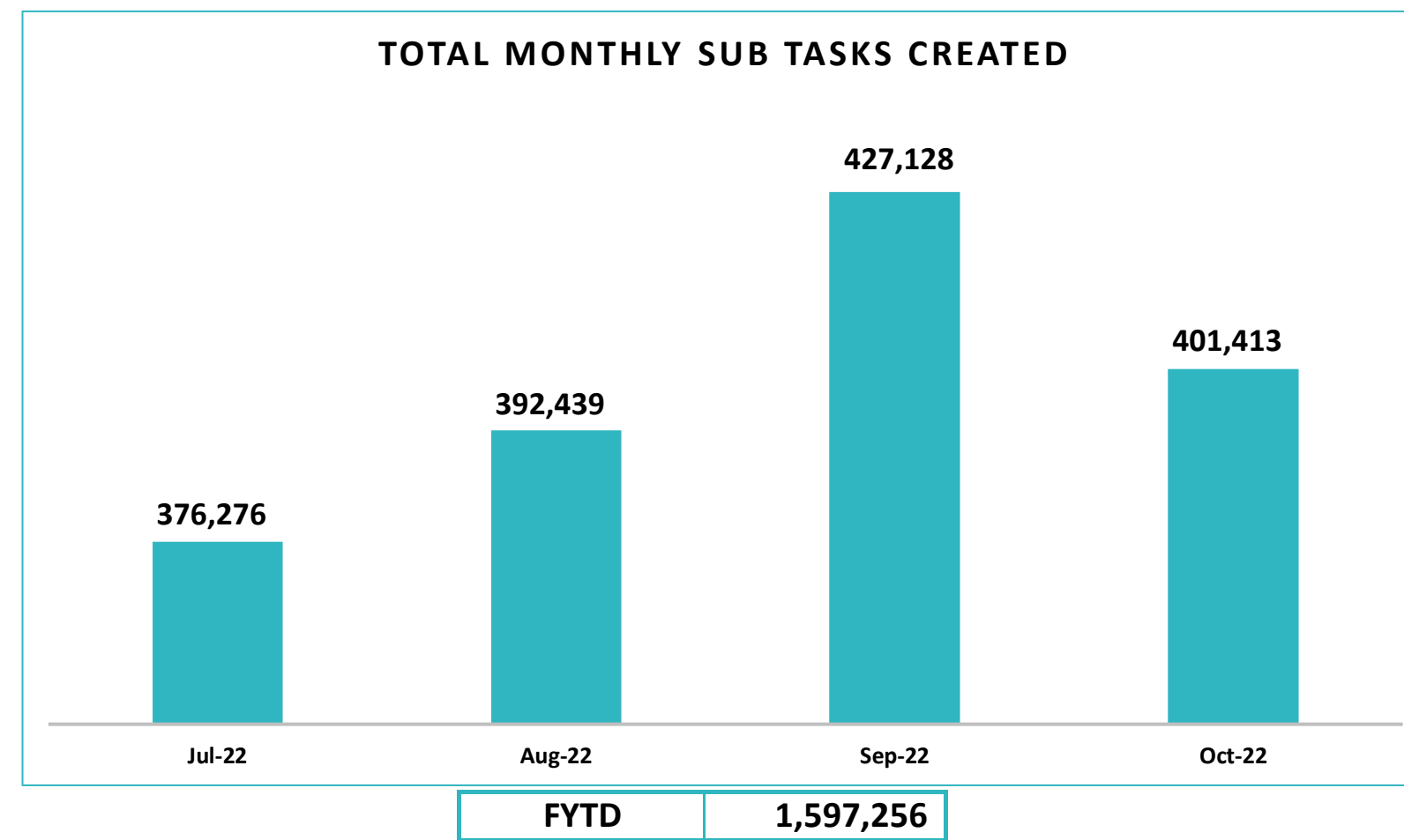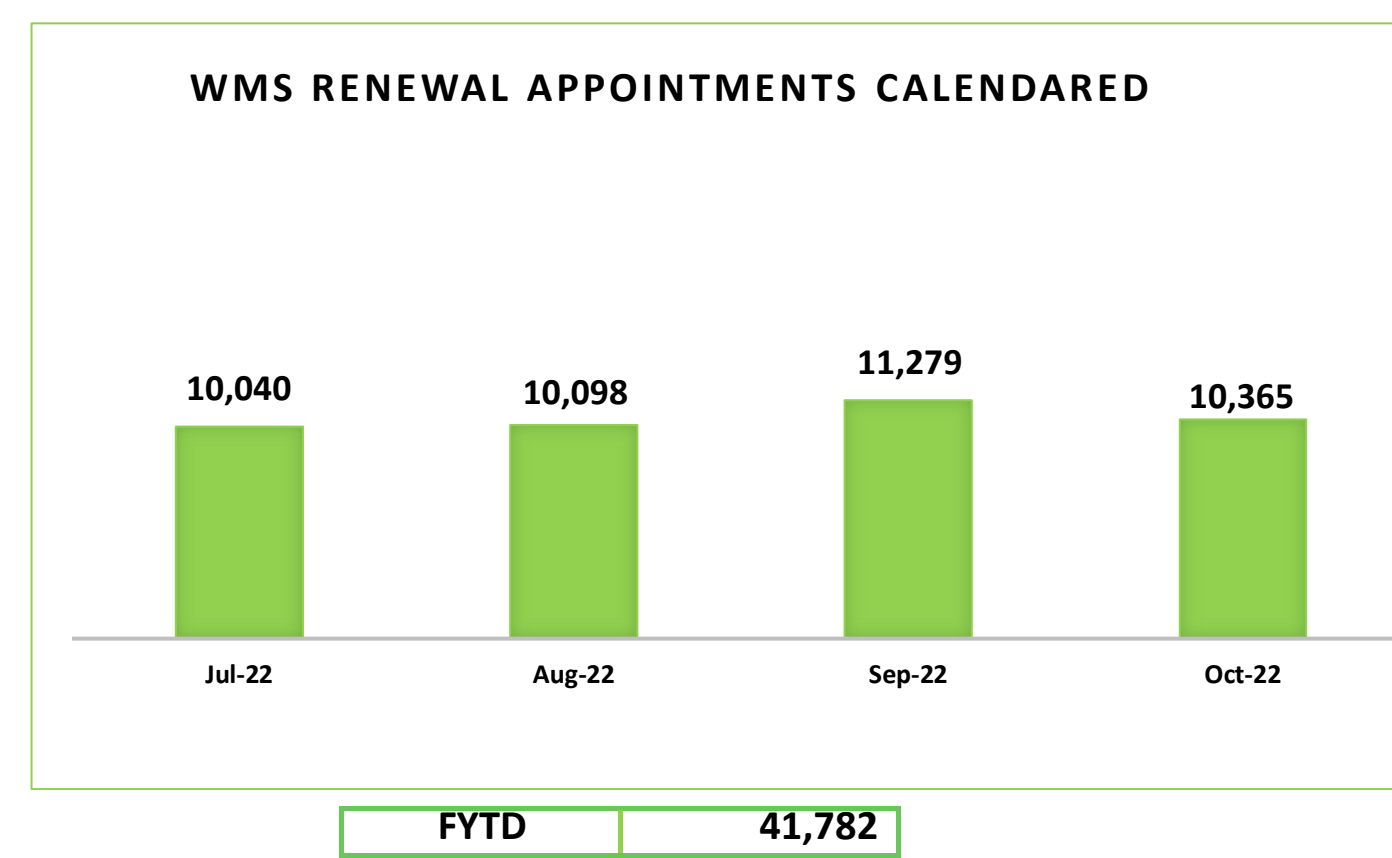- Oct-22: 32,059

| FYTD | 126,889 |

MONTHLY PERIODIC REPORT TASKS CREATED

- Jul-22: 15,168
- Aug-22: 14,363
- Sep-22: 13,993
- Oct-22: 13,123

| FYTD | 56,647 |

MONTHLY ANNUAL RENEWAL TASKS CREATED

- Jul-22: 33,781
- Aug-22: 33,995
- Sep-22: 35,953
- Oct-22: 34,481

| FYTD | 138,210 |

MONTHLY AUTO ASSIGNED SUB-TASKS FROM CERMS

- Jul-22: 150,782
- Aug-22: 175,620
- Sep-22: 183,153
- Oct-22: 182,012

| FYTD | 691,567 |

MONTHLY WMS CALENDARED APPOINTMENTS

WMS INTAKE APPOINTMENTS CALENDARED

- Jul-22: 17,447
- Aug-22: 20,938
- Sep-22: 19,567
- Oct-22: 20,721

| FYTD | 78,673 |

WMS RENEWAL APPOINTMENTS CALENDARED

- Jul-22: 10,040
- Aug-22: 10,098
- Sep-22: 11,279
- Oct-22: 10,365

| FYTD | 41,782 |

LOBBY MANAGEMENT

MONTHLY FRC TICKETS ISSUED

- Jul-22: 32,987
- Aug-22: 36,588
- Sep-22: 35,069
- Oct-22: 36,358

| FYTD | 141,002 |

MONTHLY FRC AVERAGE WAIT TIME

- Jul-22: 0
- Aug-22: 0
- Sep-22: 0
- Oct-22: 0

*Average time is not availble

| FYTD | 0.00 |
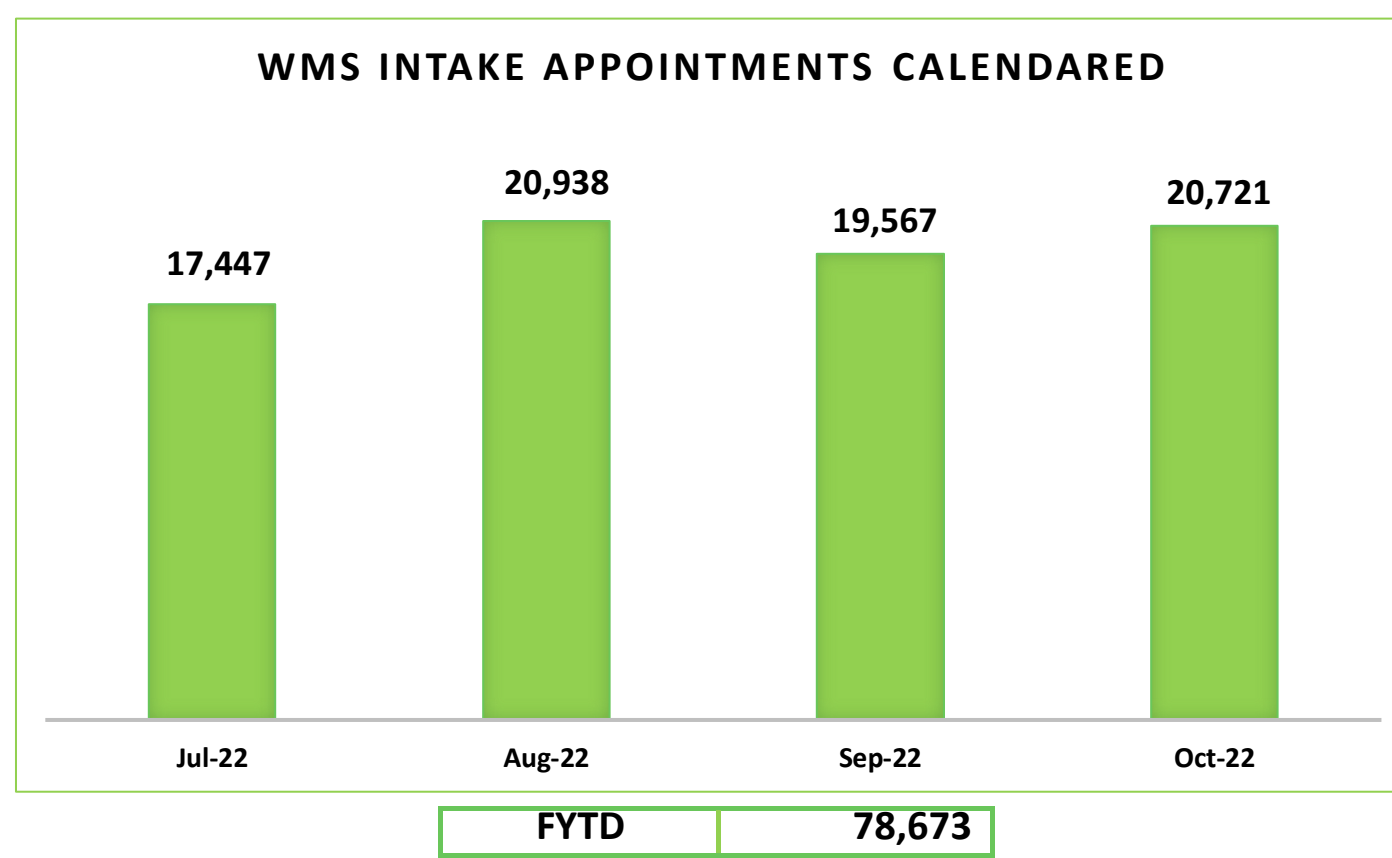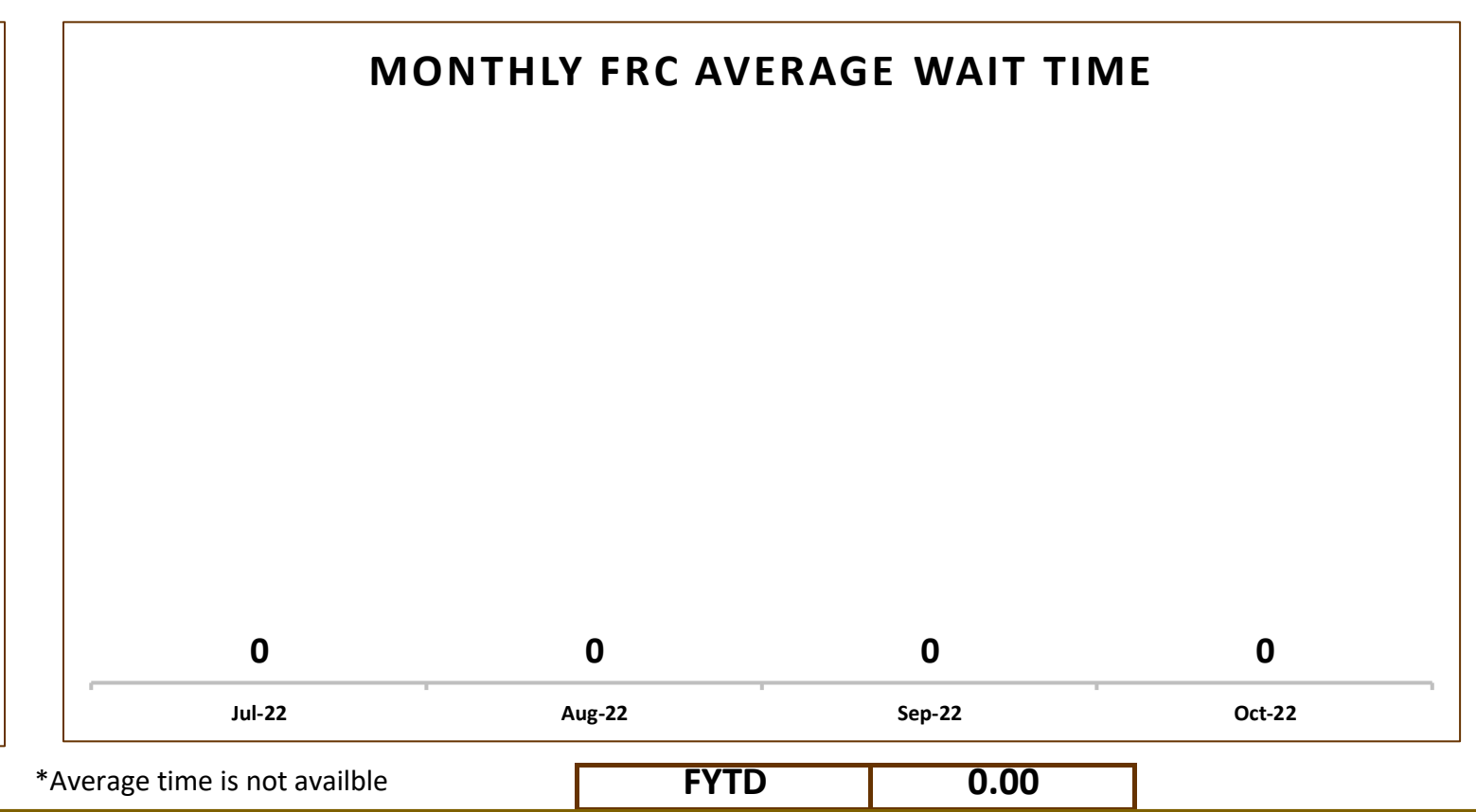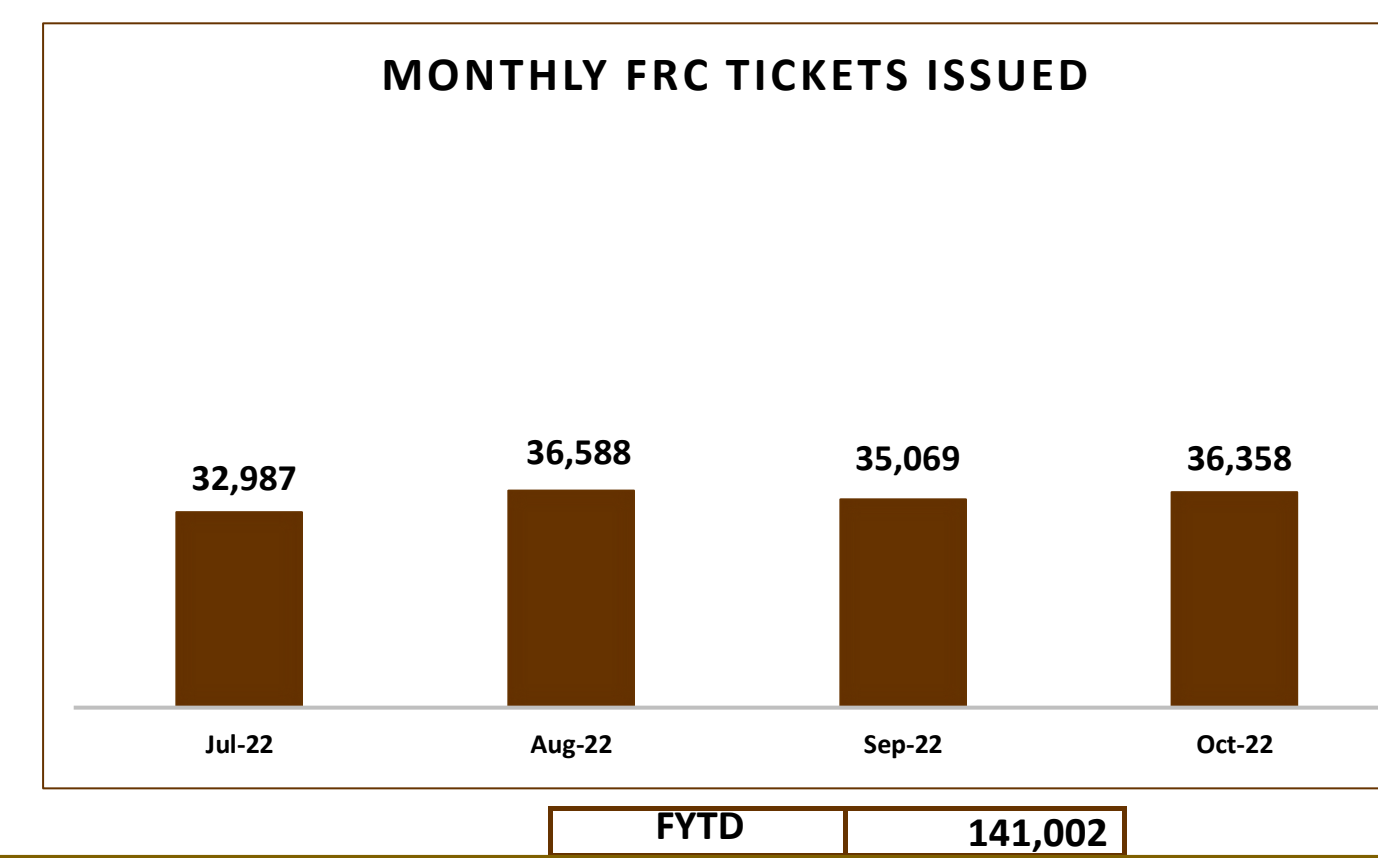
CASE PROCESSING PERFORMANCE (CALWIN)

MONTHLY APPLICATION TIMELINESS

CALWORKs APPLICATION TIMELINESS
1.86%
98.14%
- % of Apps timely
- % of Apps Overdue

FYTD	98.46%

CALFRESH APPLICATION TIMELINESS
3.16%
96.84%
- % of Apps timely
- % of Apps Overdue

FYTD	97.19%

MEDI-CAL APPLICATION TIMELINESS
3.87%
96.13%
- % of Apps timely
- % of Apps Overdue

FYTD	96.24%

GENERAL RELIEF APPLICATION TIMELINESS
4.05%
95.95%
- % of Apps timely
- % of Apps Overdue

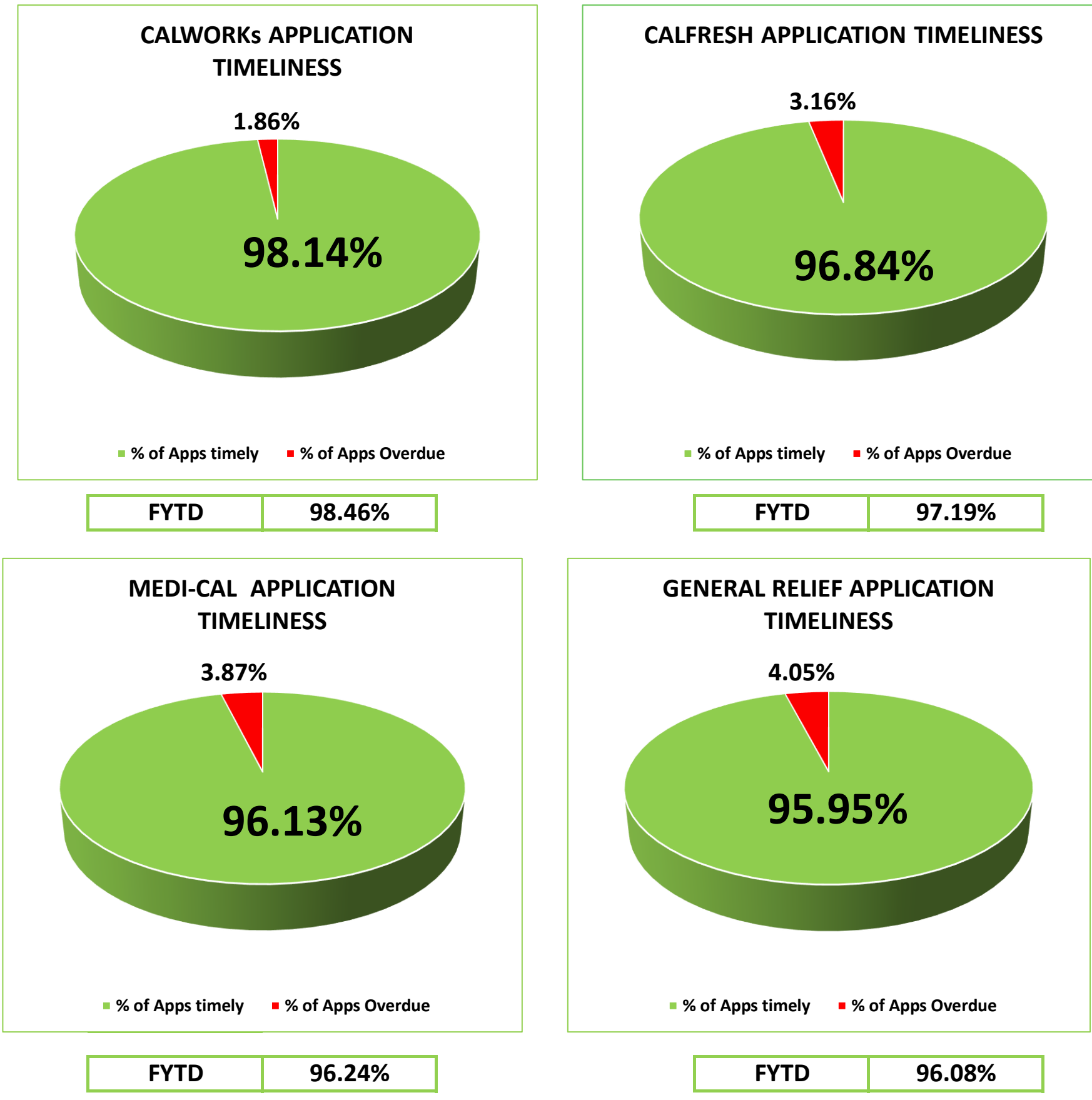| FYTD	96.08%

MONTHLY RENEWAL TIMELINESS

CALWORKs RENEWAL TIMELINESS
0.54%
99.48%
- Timeliness
- Overdue %

FYTD	99.54%

CALFRESH RENEWAL TIMELINESS
0.06%
99.94%
- Timeliness
- Overdue %

FYTD	99.94%

MEDI-CAL RENEWAL TIMELINESS
0.02%
99.98%
- Timeliness
- Overdue %

FYTD	99.98%

MONTHLY PERIODIC REPORT TIMELINESS

CalWORKs PERIODIC REPORT TIMELINESS
8.89%
91.11%
- % Timely
- % Untimely

FYTD	92.80%

CALFRESH PERIODIC REPORT TIMELINESS
9.54%
90.46%
- % Timely
- % Untimely

FYTD	92.62%

CUSTOMER SATISFACTION SURVEY

DID YOU RECEIVE COURTEOUS SERVICE?
11% 4%
85%
- Yes
- No
- No Response

WERE YOU SATISFIED WITH THE INFORMATION YOU RECEIVED?
4% 3%
93%
- Yes
- No
- No Response

ACCESS CALL CENTER

ACCESS CALL CENTER

MONTHLY TOTAL CALLS RECEIVED
- Jul-22: 155,136
- Aug-22: 168,851
- Sep-22: 170,175
- Oct-22: 175,782

FYTD	669,944

MONTHLY AVERAGE WAIT TIME
- Jul-22: 1:33
- Aug-22: 1:25
- Sep-22: 2:09
- Oct-22: 1:39

FYTD	1:42

RESCHEDULE APPOINTMENT CALLS (211)

MONTHLY TOTAL CALLS HANDLED
- Jul-22: 2,168
- Aug-22: 2,685
- Sep-22: 2,584
- Oct-22: 3,132

FYTD	10,569

MONTHLY AVERAGE WAIT TIME
- Jul-22: 0:59
- Aug-22: 1:34
- Sep-22: 0:33
- Oct-22: 0:51

FYTD	0:59