

San Diego County Access and Enrollment Assessment Enrollment Task Force Meeting Notes January 11th, 2021, 3-5 PM PT

Attendees:

Koné Consulting/Urban Institute Team: Alicia Koné, Elsa Falkenburger, Oswaldo Urdapilleta, Karin Ellis, Rebecca Sevin,

Task Force Members: Anahid Brakke, Greg Anglea, Jan Spencley, Keara O’Laughlin

Guests: Alberto Banuelos, Amanda Berry, Amanda Schultz Brochu, Assmaa Elayyat, Dave Lagstein, Jack Dailey, Karla Samayoa, Lauren Abrams, Lindsey Wade, Rick Wanne

Notes:

1. Timeline	
Notes	Decision/Action
<ul style="list-style-type: none"> - January TBD – Social Media Challenge - Jan 7th - Survey data tables to ETF - Jan 11th ETF meeting –2 hours with facilitator - Jan 25th ETF meeting –2 hours with facilitator - Jan 31st Report submitted to ETF (ETF will disseminate to full SSAB) - Feb 08th ETF meeting (with members and guests, without consultants) –2 hours with facilitator, discuss/determine ETF recommendations for SSAB review - Feb 16th SSAB meeting – review recommendations - Feb 22nd ETF meeting – 2 hours with members and guests, without consultant and facilitator - Feb 25th SSAB/ ETF Final report/ recommendations due - March 7th BOS letter docket date - March 15th Board of Supervisors Meeting 	<ul style="list-style-type: none"> - Adding 2 hour ETF meeting February 22nd
2. Update on Social Media Challenge	
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<p>Social medial challenge has two purposes – an opportunity to share data and make collected data available to a larger audience – inform folks about this work and allow to reflect. Moving forward with two main changes based on limited capacity of organizations. Content is the same but working with fewer organizations. And instead of gathering comments and de-identifying data we will conduct a phone/zoom debrief to discuss themes. Will write up what we did so it could be a tool used again in the future.</p>	<ul style="list-style-type: none"> -
3. Key findings and draft recommendations	
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<p>See attached powerpoint slides for summary and voting exercise. The report is organized into sections where topics are covered with more depth, with the understanding that a lot overlaps – thus creating a “cross-cutting” section. There is an artificial distinction between</p>	<ul style="list-style-type: none"> -

outreach and application assistance that was made to help organize topics.

Something rose to the level of a finding because it became a theme across the different modes of information gathering. Our “gold standard” is to triangulate data across sources. Recommendations include ideas gathered from stakeholders and promising practices.

Discussion notes below:

Outreach

- Request to include examples on what leveraging and expanding partnerships with CBOs serving and trusted by prioritized subgroups looks like
- Language and technology access will be covered in detail in the Program Access section. Request to increase the language availability beyond 3 main languages – Spanish, Arabic, Vietnamese.
- Communities to prioritize – Consider mixed-immigrant status households as a subgroup of immigrant and refugee households. Ex: public charge webpage still needs edits.
- Content created by the County carries more weight.
- Definitely see connections between recommendations.
- Questions about website or recommendations to make information on website more accessible. Would be covered under Program Access.

Applications & Eligibility Processing

- Surprised that CBO approval rate is low. Not a fan of the word simplified re: single program apps – they might be single program but they aren’t simple.
- Request to dig into approval rate data to better understand the methodology of that data. If it’s still hard for CBOs to get applications approved – creates lots of great questions for further discussion
- Request to share this data by program
- Clarify joint application is survey data. Want to know where the admin data comes from too. Making sure it’s really clear in the findings what data source is being referenced.
- Benefits CalWIN allows 1 application – customer selects which program they apply for, one app only. If they select CF and MC it’s still one app
- Request for additional information on cross program outreach strategies and the eligibility “funnel”.
- Request that simplified apps recommendation include skip logic based on previous experience.
- Request to clarify where to prioritize app assistance and outstationed eligibility workers – start with priority subgroups.
- Request to prioritize performance measures that include failure to provide to collaborate on reducing the single, largest, preventable denial reason. Have some pilot projects that we

<p>could build upon – the way that cases are coded in the system and being able to see different denial code reasons. Hope for improvement with CalSAWS. May also want to look at failure to interview in the future.</p> <ul style="list-style-type: none"> - Re: universalized case management dashboard - would it be read only or something like CIE. Would need information about CalSAWS to answer that question. Verifying program enrollment is important for CalAIM too. Request to look into best practices in other states – especially MOAs because liability is a barrier. <p>Renewals, Recertifications, and Change Reporting</p> <ul style="list-style-type: none"> - Request for best practices for renewal practices for GR. Some things we’ve heard - name someone to contact if can’t get ahold of applicant/beneficiary. Use multiple modes of communication. Loss of contact, abandoned mail, homeless mail locations, etc. all may contribute to that churn. Also very brief appeal timelines and burden to obtaining review may lend itself to reapplication vs. a re-opening of their prior case. County has more control over GR – special opportunity to improve GR. BOS could make significant program changes. <p>Any gaps?</p> <ul style="list-style-type: none"> - Concerned the problems in CalHEERS and CalWIN will be replicated in CalSAWS. Currently have horrible interfaces which causes issues – including churn. Can make note in this report. Alberto is contact for CalSAWS work group and would be happy to have support. - Would like to see a recommendation around the County, SSAB, and community advocates collectively engaging and identify systems improvements 	
<p>4. Next steps</p>	
<p style="text-align: center;">Notes</p>	<p style="text-align: center;">Decision/Action</p>
<ul style="list-style-type: none"> - Next ETF meeting (with Koné team) Tuesday, January 25th 	