

San Diego County Access and Enrollment Assessment Enrollment Task Force Meeting Notes October 5th, 2021 4:00 PM PT

Attendees:

Koné Consulting/Urban Institute Team: Alicia Koné, Karin Ellis, Lucy Streett, Claudia Page, Elsa Falkenburger,

Task Force Members: Jan Spencley, Keara (Pina) O’Laughlin

Guests: Rick Wanne, Dr. Alberto Banuelos, Assmaa Elayyat, Amanda Berry, Amanda Schultz Brochu, Jack Dailey, Lindsey Wade, Mehrsa Imani, Karla Samayoa, Shanti Huynh

Notes:

1. Surveys – final outreach push	
Notes	Decision/Action
<ul style="list-style-type: none"> - Almost 7,000 client/consumers have responded to the survey - County staff – 392 responses (target is 250) - CBO survey – 125 responses (target is 65) <ul style="list-style-type: none"> o About 70% of respondents serve entire county o About 75% provided feedback on Calfresh, 65% on Medi-Cal, 25% on CalWORKs, 10% on CAPI, and 20% on General Relief - Client/ consumer survey responses are representative by type of program (CalFresh, CalWORKs, MediCal, GR, and CAPI) based on caseload data <ul style="list-style-type: none"> o About 80% applied for CalFresh, about 60% applied for Medi-Cal, about 9% applied for CalWORKs, less than 1% CAPI, and about 4% General Relief - Shared “hot off the press” client survey demographic information on languages spoken, gender, ethnicity, race, age, citizenship status. <ul style="list-style-type: none"> o Over 60% applied for benefits in the past 18 months (during COVID) o About 32% of all respondents speak Spanish most of the time, 60% speak English most of the time, 2% Tagalog, 1% Arabic, and other languages less than 1% of respondents spoke most of the time o Most respondents were working age adults (almost 75% were 25-64 year olds), but good representation from 65+ (over 20%) only 2% of respondents were 18-24 year olds o Almost half of respondents identify as Hispanic or Latinx, almost half identify as white, 8% identified as Black of African American, almost 8% Asian, other races represented less than 5% 	<ul style="list-style-type: none"> - Final outreach push: <ul style="list-style-type: none"> o Opportunity to reach more 18-24 year olds – Hunger Coalition to do a push with colleges now that school is back in session - Survey closes Friday, October 8th

<ul style="list-style-type: none"> ○ 16% are not US citizens, and of those almost 90% lived with a citizen in the household, and over 10% reported being undocumented - There is room to conduct additional outreach to 18-24 year olds <ul style="list-style-type: none"> ○ Medi-Cal would be more difficult to reach that age range because graduate students would qualify for school health insurance ○ SDSU Health Services and Family Health Centers – have eligibility workers there now - Will be producing tables once survey closes with first level analysis for preliminary report presentation - Be thinking about what cross tabulations (possible relationships between survey questions) you might be interested in asking about for second level analysis 	
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2. Site visit – summary of activities

Notes	Decision/Action
<ul style="list-style-type: none"> - In the past two weeks we’ve been working on virtual site visits and remote observations including: <ul style="list-style-type: none"> ○ County HHS Call Center – Tier 1 and Tier 2 ○ Application/RRR/Eligibility processing at 3 additional FRCs ○ Observed intakes for all programs except CAPI ○ Observe/participate on a virtual training session - Upcoming this week – observation of 2-1-1 application assistance – including Spanish-speaking and possibly with language translation service (for language other than Spanish) 	

3. Preliminary Report

Notes	Decision/Action
<p>Clarify plan for docketing</p> <ul style="list-style-type: none"> - Packet deadline shifted to Nov 1st - Cover letters to be included from HHSA (Board Letter), ETF, and Koné team (Executive Summary) - Koné team will provide Powerpoint presentation to be included in the packet but will not be expected to present until Final Report <p>Report Presentation Outline</p> <p>Executive Summary</p> <p>Introduction</p> <ul style="list-style-type: none"> Background Study Objectives Approach/Methodology <p>Overview</p> <ul style="list-style-type: none"> Self-Sufficiency Programs <p>Summary of Key Findings</p> <ul style="list-style-type: none"> Outreach Outreach Strategies and Tactics 	<ul style="list-style-type: none"> - Consider budget discussions in timeline which will occur in January - Recommendations will be left for Final Report

<p>Community Partner Opportunities</p> <p>Accessibility</p> <ul style="list-style-type: none"> Program Access Application and Renewal Requirements Application and Renewal Process Language Access Technology Access (other) Access Barriers <p>Enrollment</p> <ul style="list-style-type: none"> [Business Processes] Case Management/ Work Flow Customer Services [customer centered culture] <p>Other</p> <ul style="list-style-type: none"> Staffing Levels of Eligibility Workers State and Federal Regulations <ul style="list-style-type: none"> - Discussion around Access / Barriers – language and technology access were identified in original study objectives, including more general “Access Barriers” section to incorporate other barriers that have come up during the study. - Discussion around staffing levels - ETF interested in baseline and comparisons but this can be hard to find. Koné team is going to do a staffing level analysis and is looking for comparisons and best practices (APHSA) as exact comparisons are difficult to find. 	
<p>4. Focus Groups and Data Walks – timeline and planning</p>	
<p style="text-align: center;">Notes</p>	<p style="text-align: center;">Decision/Action</p>
<p>Focus Groups and Data Walks come in November after the preliminary findings - stakeholders and residents/community members to help do some sense-making about what we’ve learned so far</p> <p>Focus group planning will kick off October 18th and wrap up before the end of November</p> <ul style="list-style-type: none"> - Will need to narrow down participants based on what we’re learning from interviews, site visits, and survey data - Will need help with recruiting and hosting <p>Data Walks to be conducted in the month of November</p> <ul style="list-style-type: none"> - More to come after Urban Institute has met with their IRB tomorrow/ Weds - 2 different strategies: <ul style="list-style-type: none"> o Virtual/ Zoom meeting with stakeholders including breakout rooms to facilitate some consensus building with stakeholders. Discussing it collaboratively to help yield proactive next steps o Reach out to program participants/clients/potentially eligible residents – using organizations social media platforms (consumer-facing) 	<p>Koné team will share additional planning information on focus groups and data walks in advance of next ETF meeting</p> <p>Be prepared to finalize the plan at next meeting on the 19th</p>

<ul style="list-style-type: none"> ▪ Consultant team will generate content – data graphics and concise narrative to share, provide training/support to organizations ▪ Organizations will share and then pull together comments (and de-identify) as a source of additional data and analysis 	
<p>5. Next Steps</p>	
<p>Notes</p>	<p>Decision/Action</p>
<p>Survey closes Friday, October 8th Next ETF meeting Tuesday, October 19th</p> <ul style="list-style-type: none"> - Will share first level survey analysis - Will share planning information on focus groups and data walks in advance - Proposing not holding more logistical meetings on Fridays (October 15th and 29th) so consulting team can focus on analysis 	<p>ETF may want to utilize Friday planning meetings to coordinate letter drafting instead</p>