



COUNTY OF LOS ANGELES COMMISSION FOR PUBLIC SOCIAL SERVICES

12860 CROSSROADS PARKWAY SOUTH, CITY OF INDUSTRY, CA 91746
(562) 908-8669

<https://dpss.lacounty.gov/en/about/pss.html>



COMMISSIONERS

Chairperson
ADELE ANDRADE-STADLER

Vice Chairperson
VERONICA LEWIS

JOE BROWN
YVONNE CHAN, Ed.D.
SUE ELHESSEN, Ed.D.
RAUL ESTRADA
MICHAEL FLOOD
MIHRAN KALAYDJIAN
MARY GALVAN ROSAS
POLLYANNA LEE
BOOKER PEARSON
PAIGE PELONIS
LORI C. STEIN
DYNASTY TAYLOR

COMMISSION STAFF

Executive Director
LA FRANCE TOLIVER

Commission Secretary
TINA PHAN

MEETING MINUTES via TELECONFERENCE

**Thursday, May 19, 2022
500 West Temple Street
Los Angeles, CA 90012**

Please note this is a summary of the meeting not a “verbatim” transcription.

1.0 CALL TO ORDER / ROLL CALL / ESTABLISH A QUORUM

Adele Andrade-Stadler, Chairperson

Meeting was called to order at 10:33 a.m. A quorum was established.

Roll Call/Commissioners Present:

Adele Andrade-Stadler
Veronica Lewis
Michael Flood
Yvonne Chan
Mary Galvan Rosas
Mihran Kalaydjian

Summer McBride
Booker Pearson
Sue ElHessen
Paige Pelonis
Lori Stein

Commissioners Absent:

Joe Brown (U)
Raul Estrada (U)
Dynasty Taylor (E)

Commission Staff:

La France Toliver
Tina Phan

INTRODUCTION OF GUESTS

Dr. Jackie Contreras, DPSS
Shawn Luna, County Counsel

Michelle Sepulveda, DPSS
Elizabeth Morris, DPSS

2.0 PUBLIC COMMENT (Non-Agenda Items)

Adele Andrade-Stadler, Chairperson

There were no written nor verbal comments from the public on Agenda/Non-Agenda Items.

3.0 REVIEW AND APPROVE MINUTES FROM MARCH 2022 MEETING

Adele Andrade-Stadler, Chairperson

MOTION: Commissioner Chan moved to approve the minutes and Commissioner Pearson seconded the motion. No changes. No further discussion.

CALL FOR VOTE: Minutes were approved / passed by majority vote with one abstention as follows:

Adele Andrade-Stadler - Aye	Booker Pearson - Aye
Veronica Lewis - Aye	Lori Stein - Aye
Sue ElHessen - Aye	Paige Pelonis - Abstain
Yvonne Chan - Aye	Mihran Kalaydjian - Aye

4.0 DIRECTOR'S REPORT

Dr. Jackie Contreras, Chief Deputy Director

Dr. Contreras provided updates on the following topics:

For the past 12 years, the Board of Supervisors has dedicated the month of May as **CalFresh Awareness Month**. DPSS joined the Office of L.A. County Supervisor Holly J. Mitchell, on May 4th, with a Community Kick-off Event and Resource Fair at East Rancho Dominguez Park in Compton. Over 400 bags of fresh produce were provided by the L.A. Regional Food Bank. Thank you to Commissioner Flood for your dedication to eliminating food insecurity. This year's awareness campaign is a robust, multilingual, collaborative effort to publicize the CalFresh program and its many benefits for low-income individuals and families.

On Monday, April 25, we launched **BenefitsCal**, a user-friendly secure website that replaced the Your Benefits Now (YBN) portal. BenefitsCal is a one-stop shop, where Los Angeles County residents can easily apply for CalFresh, Medi-Cal, CalWORKs, and General Relief, as well as obtain information on other resources. You can access BenefitsCal on your phone without the need for a separate app.

As of May 16, 2022, we received over **44,000** applications through BenefitsCal, and over **486,900** documents were uploaded. In addition, over **6,200** customers used BenefitsCal to report a change in their case information, and over **8,100** customers submitted their Semi-Annual Report (SAR 7) using BenefitsCal.

Effective May 1, 2022, **Medi-Cal** expanded from restricted to Full Scope Medi-Cal benefits to persons 50 years of age or older, who qualify regardless of immigration status. Beneficiaries currently receiving Restricted Medi-Cal will be transitioned into Full-Scope Medi-Cal.

May is **Mental Health Awareness Month**. Your mental health is a critical part of overall wellness. Your social, emotional, and psychological well-being are just as important as eating healthy, exercising, and saving for the future. Visit [Tools 2 Thrive | Mental Health America \(mhanational.org\)](https://mhanational.org) for tools to help improve your mental health.

May is **Asian American and Pacific Islander (AAPI) Heritage Month** and celebrates Chinese, Indian, Japanese, Filipino, Vietnamese, Korean, Hawaiian, and other Asian and Pacific Islander ancestries that enrich our local culture. Visit [Celebrate Asian American Pacific Islander Heritage Month in LA | Discover Los Angeles](#) to find activities to help you celebrate AAPI Heritage Month in L.A. County.

May 2022 through August 2022, the **Toy Loan Program** is hosting its Annual Backpack and School Supply Drive to benefit low-income children in the community. Toy Loan serves over 2500 children each month at over 40 locations. Acceptable donations may include (new condition only: Backpacks, Lined Paper (college and wide rule), Index Cards, Folders, Notebooks/Notepads, Calculators, Pencils and Pens, Binders, Pencil Cases/Sharpeners, Art Supplies, Erasers, Glue, Rulers, and any other school items.) You can donate through Amazon Smile or call us at (213) 744-4344 to schedule a drop off. Deadline to donate is Thursday, August 11, 2022. Toy Loan is a 501(c)(3) non-profit organization, and all donations are tax deductible.

Follow up Action: Chairperson Andrade-Stadler asked if the department was attending community events where people can sign submit applications. She would like the commission to be informed when DPSS is having a community event in their supervisorial district.

6.0 **NEW BUSINESS**

PRESENTATION: DPSS CUSTOMER SERVICE CENTERS

Customer Service Center Division Administration
Michelle Sepulveda, Division Chief / Elizabeth Morris, HSA III In Charge

Ms. Sepulveda and Ms. Morris provided the following updates:

Pre-pandemic, the department established three CSC offices which have been in existence for 15 years since 2007. We began with 1054 Eligibility Staff and had an average call volume, ranging from 300K to 315K. Hours of operation were Monday through Friday, 7:30am – 5:30pm. Currently, our CSCs have expanded to eight offices with 2,200 total eligibility staff. Hours of Operation are Monday through Friday 7:30am – 7:30pm and Saturday 8am – 4:30pm.

CSC services include general case information; case updates and inquiries; semi-annual reporting (SAR/No Change; receive and process benefit applications for all programs (CalFresh, CalWORKs, General Relief, Medi-Cal)); access to the Automated Self-Services; and customers may request a new EBT card 24/7/365 days through the automated system without worker intervention.

CSC Operations include: First Contact Resolution; expanding the intake operations for all programs; expanding telework during the public health emergency; and telephonic signature, which allows the department to conduct business more effectively and efficiently for customers while they remain safe in their homes.

Statistical data concerning call volume: calls received from October 2021-March 2022 ranged from 586K calls to 643K calls. Data regarding calls by program included approved task completion and intake. Key performance indicators included: approved task completions, average wait times, average handle times for approved task completion and intake; application processing, applications received, approval rates by program; same day approval by program and same day disposition rate by program were discussed.

Follow up Actions: (1) Commissioner Lewis asked if the department tracked the number of duplicate calls in a month. She would like to see the number of dropped calls. Ms. Sepulveda stated that in March and April the department increased its capacity for callers to have the option to go to self-service or speak to a worker. The number of dropped calls decreased from 300K to 16K. (2) Commissioner Lewis asked if the commission could receive a quarterly update about CSCs progress concerning the 16k calls. (3) Chairperson Andrade-Stadler asked of the eligibility staff hired to staff the CSCs, did the department hire any TSEs? (4) Chairperson Andrade-Stadler would like information about CAPI/Refugee outreach. She will provide specific information concerning this request later. (5) Commissioner Lewis asked what the department is doing to provide support for no income/low-income persons considering the increased cost of living and gas prices.

7.0 **CONTINUED BUSINESS**

DISCUSSION: DRAFT GOALS / WORKPLAN
Dr. Sue ElHessen, Committee Chair

Commissioner ElHessen discussed the draft goals and workplan document with the commission. Commissioners were asked to provide their input concerning the draft and were encouraged to participate. Next meeting to be scheduled.

Follow up Action: The workplan will be placed on the agenda under Continued Business until approved.

8.0 **COMMISSIONER'S REQUEST FOR FUTURE TOPICS**

None.

9.0 CHAIR'S REPORT

Adele Andrade-Stadler, Chairperson

None.

10.0 ADJOURNMENT

The meeting was adjourned at 11:25 a.m.