



Alameda County
Social Services Agency



BI-ANNUAL REPORT
FY 2020-2022



"ALAMEDA COUNTY SOCIAL SERVICES AGENCY (SSA) DEMONSTRATES EXCELLENCE & INNOVATION IN THE DELIVERY OF HUMAN SERVICES. THE SSA IS THE FIRST LINE OF CONTACT FOR PROVIDING ACCESS TO VITAL PUBLIC BENEFITS TO OUR COMMUNITY MEMBERS. IN THE SPIRIT OF COLLABORATION, THE SSA PARTNERS WITH COMMUNITY-BASED ORGANIZATIONS TO DELIVER MEANINGFUL SERVICES TO INDIVIDUALS, YOUTH, FAMILIES & OLDER ADULTS."

**- PRESIDENT KEITH CARSON
ALAMEDA COUNTY BOARD OF SUPERVISORS, DISTRICT 5**

TABLE OF CONTENTS

▶ <u>WELCOME MESSAGE FROM THE AGENCY DIRECTOR</u>	02
▶ <u>DIVERSITY, EQUITY, INCLUSION & BELONGING STATEMENT</u>	05
▶ <u>WHO WE ARE</u>	06
▶ <u>OUR LEADERSHIP TEAM</u>	07
▶ <u>AGENCY OVERVIEW</u>	08
▶ <u>FINANCE & ANNUAL OPERATING BUDGET FY 21-22</u>	09
▶ <u>CLIENT OVERVIEW & DEMOGRAPHICS</u>	10
▶ <u>INNOVATIONS: COVID-19 RESPONSE</u>	11
▶ <u>DEPARTMENT OF ADULT & AGING SERVICES (AAS)</u>	14
▶ <u>DEPARTMENT OF CHILDREN & FAMILY SERVICES (CFS)</u>	26
▶ <u>DEPARTMENT OF WORKFORCE & BENEFITS ADMINISTRATION (WBA)</u>	32
▶ <u>DEPARTMENT OF GOVERNMENT & COMMUNITY RELATIONS (GCR)</u>	46
▶ <u>DEPARTMENT OF HUMAN RESOURCES</u>	58
▶ <u>OUR COMMISSIONS</u>	61
▶ <u>ACKNOWLEDGMENTS</u>	63

WELCOME MESSAGE FROM AGENCY DIRECTOR, ANDREA FORD



"TOGETHER, WE HAVE DONE A TREMENDOUS JOB IN RESPONDING TO THE MOST PRESSING NEEDS OF OLDER ADULTS, INDIVIDUALS, FAMILIES, CHILDREN & COMMUNITIES IMPACTED BY THE PANDEMIC. WE ARE DEEPLY GRATEFUL TO OUR STAFF & COMMUNITY PARTNERS WHO ENGAGE WITH THE SSA IN THIS VITAL WORK. "

Dear Community Partners,

I am honored to serve as the Director of the Alameda County Social Services Agency (SSA), where I have the opportunity to work with over 2,000 dedicated staff. We are proud to serve over 480,000 individuals across the county, in everything from Medi-Cal access for all, to In-Home Supportive Services for people with disabilities, older adults, programs for vulnerable individuals, children and their families, foster care and guardianship of children, housing support for our unhoused neighbors, child care programs for our youngest children, workforce development, and services for immigrants and refugees.

This inaugural SSA Bi-Annual Report is an opportunity to share our vision for human services, offering solutions to real-world challenges as we partner with our diverse communities.

Over the last two and a half years, the SSA adapted processes and services to respond to the COVID-19 pandemic requirements of sheltering in place and social distancing. Our programs pivoted to allow for more virtual and telephonic interactions between staff and those in need of services. Some of these flexibilities – such as telephonic signatures and the ability to upload documents online through a virtual kiosk – will continue as part of our regular business process. Our lobbies and waiting rooms were temporarily closed as we followed public health orders, and we were pleased to begin opening our public spaces and welcome the community back to in-person service in April 2022.

Thanks to the dedication, creativity, and hard work of our staff, the SSA played a central role in developing and implementing programs that served our communities' most critical needs during the COVID-19 pandemic. I would like to highlight a few innovations that supported SSA's achievements during this period:

ALAMEDA COUNTY RESPONSIBILITY TO COMMUNITY HEALTH PROGRAM

From August 2020 through June 2022, the County of Alameda Board of Supervisors approved the Alameda County Responsibility to Community Health Program (ARCH). SSA developed this program in coordination with the Health Care Service Agency to address the inequities for COVID-19 positive individuals' need to self-isolate, but due to their economic situation, needed to continue working to provide for themselves and their families.

\$24M

DISTRIBUTED IN
ECONOMIC ASSISTANCE

6,870+

COUNTY RESIDENTS
RECEIVED THE ECONOMIC
ASSISTANCE

STIPEND

FOR ELIGIBLE INDIVIDUALS
REGARDLESS OF
IMMIGRATION STATUS

EMERGENCY FOOD DISTRIBUTION

We deepened our partnership with the Alameda County Community Food Bank (ACCFB) and more than 400 partner agencies to quickly set up emergency food distribution sites in Oakland, Pleasanton, and throughout the county where families in need could receive boxes of food directly in their vehicles while maintaining social distancing.

4.9M

PREPARED MEALS
DISTRIBUTED BETWEEN
SEP 2020 - MAR 2022

8.9M

BAGS OF GROCERIES
DISTRIBUTED

27K

HOUSEHOLDS
SERVED PER MONTH

\$131M+

FUNDED IN CONTRACTS
TO 28 COMMUNITED-
BASED PROVIDERS

Additionally, the County provided 30 Disaster Service Workers (DSWs) for 6 months in Oakland and 30 DSWs for 4 months in Pleasanton. The DSWs were assigned to work at the sites as an extension of ACCFB staff to distribute emergency food to the community. Community partner sites that worked with ACCFB were temporarily closed and the Food Bank was not able to accept volunteers due to the COVID-19 pandemic.

DEPARTMENT OF WORKFORCE & BENEFITS ADMINISTRATION

We saw an unprecedented increase in our CalFresh caseload - which now serves over 144k individuals each month.



RECEIVED NATIONAL ASSOCIATION OF COUNTIES' (NACO) 2021 ACHIEVEMENT AWARD

in the category of Human Services for our innovative approach to automating the submission of CalFresh recertifications for thousands of county residents.



RECEIVED THE "FRESHY AWARD" FROM NOURISH CALIFORNIA 2022

to honor the actions of California individuals and organizations that have worked diligently in the last year to improve CalFresh.

DEPARTMENT OF CHILDREN AND FAMILY SERVICES

Overcoming the challenges presented by social distancing, the Department of Children and Family Services continued to meet the needs of vulnerable children and families, receiving reports of alleged child abuse or neglect for over 10,800 children in 2021. The department provided critical services to the more than 1,500 children who were either in foster care or remaining at home with a parent or guardian, and permanency was established for over 450 children who exited foster care to reunification, adoption, or legal guardianship.

10,800+

REPORTS OF ALLEGED CHILD
ABUSE OR NEGLECT
RECEIVED IN 2021

1,500

CHILDREN SERVED WHO
WERE IN EITHER FOSTER
CARE OR HOME WITH A
PARENT/GUARDIAN

450+

CHILDREN WHO EXITED FOSTER
CARE TO REUNIFICATION,
ADOPTION, OR LEGAL
GUARDIANSHIP WAS ESTABLISHED
PERMANENCY

DEPARTMENT OF ADULT & AGING SERVICES

Despite limiting in-person contact to reduce COVID-19 exposures, the Department of Adult and Aging Services drew on funding from the American Rescue Plan Act in 2021 – including the first ever federal dollars specifically directed to Adult Protective Services (APS) programs – to enhance screening for impacts related to COVID-19, facilitate vaccinations, and provide direct assistance to address the loss of support systems, income, food resources or housing.

\$330K+

TO ADULT
PROTECTIVE SERVICES

3,750+

VULNERABLE ADULT
CLIENTS SERVED FROM
THE ALLOCATION

THE CHRONICLE SEASON OF SHARING FUND

In 2021, SSA, in partnership with more than two dozen community organizations, disbursed funding provided by the Chronicle's Season of Sharing (SOS) Fund to assist households in preventing loss of housing and addressing other critical needs. Approximately 355 households received \$1.3 million in assistance to mitigate the direct and indirect impact of the COVID-19 pandemic resulting in job loss, illness, or lack of child care.

\$2M+

DISBURSED FUNDING
PROVIDED BY THE SAN
FRANCISCO CHRONICLE'S
SEASON OF SHARING FUND

600

HOUSEHOLDS ASSISTED IN
PREVENTING LOSS OF
HOUSING & ADDRESSING
OTHER CRITICAL NEEDS

350+

HOUSEHOLDS RECEIVED \$1.3
MILLION IN ASSISTANCE TO
MITIGATE THE IMPACT OF THE
COVID-19 PANDEMIC

SSA recognizes that the public health crisis presented by the COVID-19 pandemic was not experienced by all members of our community in the same way. We know that parents struggled to balance work with increased child care needs, older adults and people with disabilities required greater attention in isolation to minimize their risk, children and youth faced profound impacts from the disruption in their lives, and many immigrant families were excluded from the support of federal benefits. As an agency, we worked to address these challenges through the delivery of services – an effort that would be incomplete if we did not incorporate a deep understanding of the impact of systemic racism and other forms of discrimination experienced by members of historically marginalized communities. Our commitment to addressing these inequities is reflected in our Diversity, Equity, Inclusion, and Belonging (DEIB) Statement, shared for the first time in this Annual Report.

Together, we have done a tremendous job in responding to the most pressing needs of older adults, individuals, families, children, and communities impacted by the pandemic. We are deeply grateful to our staff and community partners who engage with the SSA in this vital work. We look forward to continuing to deliver essential safety-net services to the most vulnerable in our community, and work towards a brighter future that moves us beyond the pandemic and supports a resilient Alameda County.

Sincerely,



Andrea Ford, Agency Director

DIVERSITY, EQUITY, INCLUSION & BELONGING (DEIB) STATEMENT

At the Alameda County Social Services Agency, our mission is to promote the economic and social well-being of individuals, families, neighborhoods, and communities. An essential component of the work toward achieving our mission is our commitment to addressing structural racism, discrimination, and other inequities across our communities. More equitable outcomes can be achieved through a focus on diversity, equity, and inclusion throughout our Agency's policies, practices, and programs. The ultimate goal is to create a greater sense of belonging for all.

► **When we focus on diversity, we recognize and prioritize representation of all of those who make up our communities.**

This diversity focuses on both seen and unseen characteristics across our community members. Diversity integrates the variety of backgrounds and experiences into a richer understanding of who we are, where we come from, and how we can best work together to achieve common goals.

► **When we work towards equity, we acknowledge that we must directly confront the impact of racism and discrimination in our Agency and across all socioeconomic statuses across our communities.**

Equality means each individual or group of people is given the same resources or opportunities. Equity is a process that removes barriers that arise from bias and systemic injustices, expanding access to resources and opportunities for full participation in our society and a shared capacity to thrive.

► **When we focus on inclusion, we ensure that all people feel welcome, respected, and valued.**

Inclusion embraces our differences and honors our interdependence, allowing for a culture of understanding and uplifting a sense of belonging. Diversity without equity and inclusion, is exclusion.

As an Agency, we advocate for programs that help improve the lives of immigrants, refugees, LGBTQ individuals, women and children, boys and men of color, fathers, our older adults, and people with disabilities —to foster stronger communities and effect positive social change.

OUR STRATEGIC DIVERSITY, EQUITY, INCLUSION & BELONGING EFFORTS INCLUDE:

- Protection and support of policies and practices that eliminate disparities and ensure equitable opportunities and better futures for our clients.
- Support of policies and partnerships that focus on addressing critical challenges faced by people of color.
- Use of Race & Equity tools to capture a comprehensive approach to integrating race and equity into routine decision-making.
- Analysis of our service delivery to help develop strategies and actions that reduce racial and gender inequities.
- Ensuring all materials are available in all threshold languages to promote equal access to services for all clients.
- Opposition to any discriminatory or unequal treatment.
- Support of policies and programs that preserve, support, and expand services and opportunities for individuals with disabilities.
- Direct input from community members on the quality of our resources and services to invest in innovative improvements.

WHO WE ARE

The Alameda County Social Services Agency (SSA) provides basic safety-net services to at risk children, families, and adults. The SSA provides services through its four major departments including: Adult and Aging Services, Children and Family Services, Agency Administration, and Workforce and Benefits Administration. Our Agency core values include:

RESPECT

- We are a welcoming workplace where everyone is treated with dignity and respect.
- Staff at every level use words and actions that model respect to people we serve and one another.
- Issues of race and equity are important, and our composition increasingly reflects the communities we serve.

INTEGRITY

- We follow through on what we say we will do, and get consistently solid results.
- We uphold client confidentiality and privacy.
- We will act honestly, responsibly, and ethically at all times.

CUSTOMER SERVICE

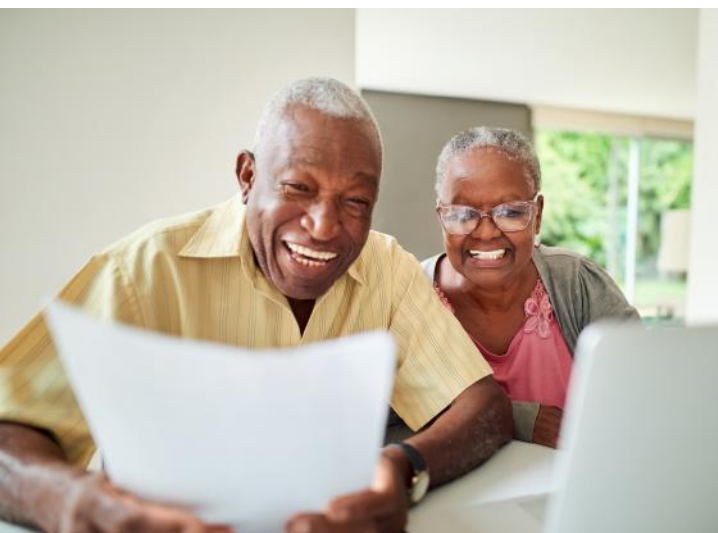
- We are helpful, professional, and polite by actively listening, smiling, and making eye contact.
- We are patient and accommodating to clients and community partners when explaining our process.
- By practicing empathy and exploring options with our clients, we go above and beyond to being solution focused.

INITIATIVE

- We value new ideas and innovation to traditional approaches, balancing resources of staffing, finances, workload, and time.
- We practice a flexible, collaborative approach to decision-making.
- We nurture our staff with professional development opportunities—to contribute and connect with leadership as a voice in shaping the Agency's direction.

RESPONSIBILITY

- Clear and focused goals help guide a unified purpose and direction in how we serve vulnerable populations.
- We use data and performance monitoring to drive our core work, which leads to improved community outcomes.
- Leveraging technology and systems improvements increase our efficiencies in providing the highest quality of care.



► OUR MISSION

To promote the economic and social well-being of individuals, families, neighborhoods, and communities.

► OUR VALUES

In partnership with community organizations, private institutions, advocates, and other public agencies, we strive to better equip those we serve to overcome challenges on their path to self-sufficiency and family stability to ensure that individuals are successful; families are healthy; and neighborhoods thrive.

OUR LEADERSHIP TEAM



▶ **ANDREA FORD**
Agency Director



▶ **FAITH BATTLES**
Adult & Aging Services,
Assistant Agency Director



▶ **MICHELLE LOVE**
Children & Family Services,
Assistant Agency Director



▶ **ANISSA B.-VILLARREAL**
Government & Community
Relations, Assistant
Agency Director



▶ **IN-TRANSITION**
Workforce & Benefits
Administration, Assistant
Agency Director



▶ **ROBERT WOOLLEY**
Interim Finance
Department Director



▶ **DETRA TEAL**
Interim Human
Resources Director

AGENCY OVERVIEW



HEADQUARTERED IN OAKLAND, THE SSA MANAGES 9 OFFICES ACROSS THE COUNTY TO PROVIDE A BROAD ARRAY OF SERVICES & SUPPORT TO ALAMEDA COUNTY RESIDENTS.

The SSA serves the community through countywide partnerships with funding to over 150 public, private, and community-based organizations to deliver services. With an FY 2021-2022 annual operating budget of \$870.7M, the SSA employs more than 2,500 employees working across its administration and operating departments.

▶ WORKFORCE & BENEFITS ADMINISTRATION

The Department of Workforce & Benefits Administration (WBA) is the largest department within the agency with an operating budget of \$346 million. It disburses nearly \$204.3 million in CalWORKs, General Assistance, CalFresh, and Refugee Cash Assistance benefits to clients.

▶ CHILDREN & FAMILY SERVICES

The Department of Children & Family Services (CFS), represents a quarter of the Agency at \$202.3 million. CFS disburses about \$138.2 million in Foster Care and Adoptions benefits for children.

▶ ADULT & AGING SERVICES

The Department of Adult & Aging Services (AAS), has a budget of \$205.4 million. AAS disburses over \$178.9 million in client In-Home Supportive Services (IHSS) benefits.

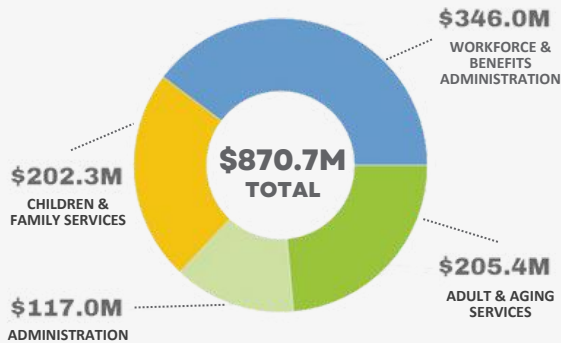
▶ AGENCY ADMINISTRATION

Agency Administration has a budget of approximately \$117 million and funds three administrative departments including Finance, Government and Community Relations, and Human Resources.

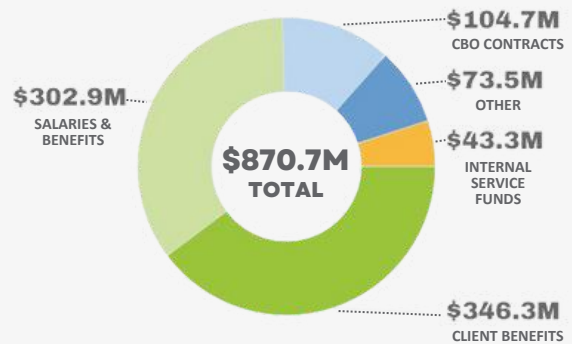
ANNUAL OPERATING BUDGET FY 2021-2022

The Finance Department supports the Agency by developing the Agency's budget, providing timely and accurate information and analysis, and managing accounting, claiming, contracting, facilities management, office services, purchasing, payment, and financial reporting functions.

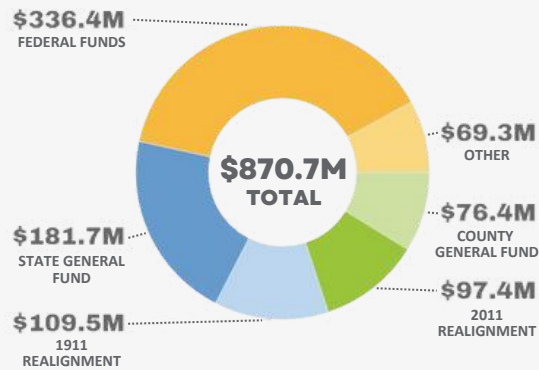
APPROPRIATION BY DEPARTMENT



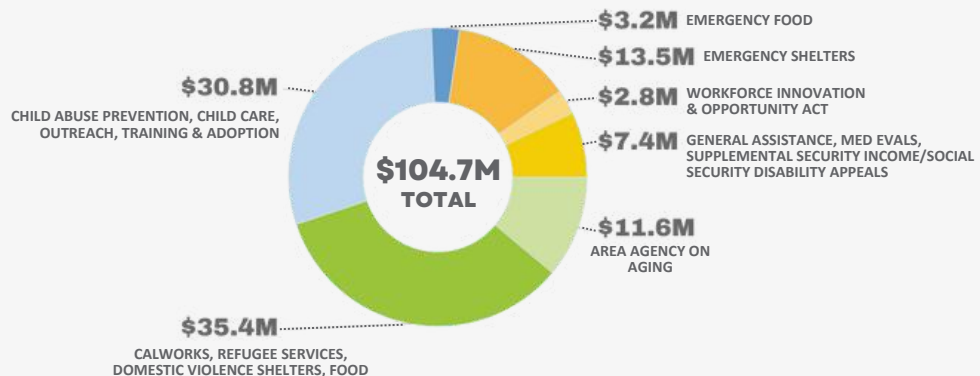
APPROPRIATION BY MAJOR OBJECT



REVENUE BY SOURCES

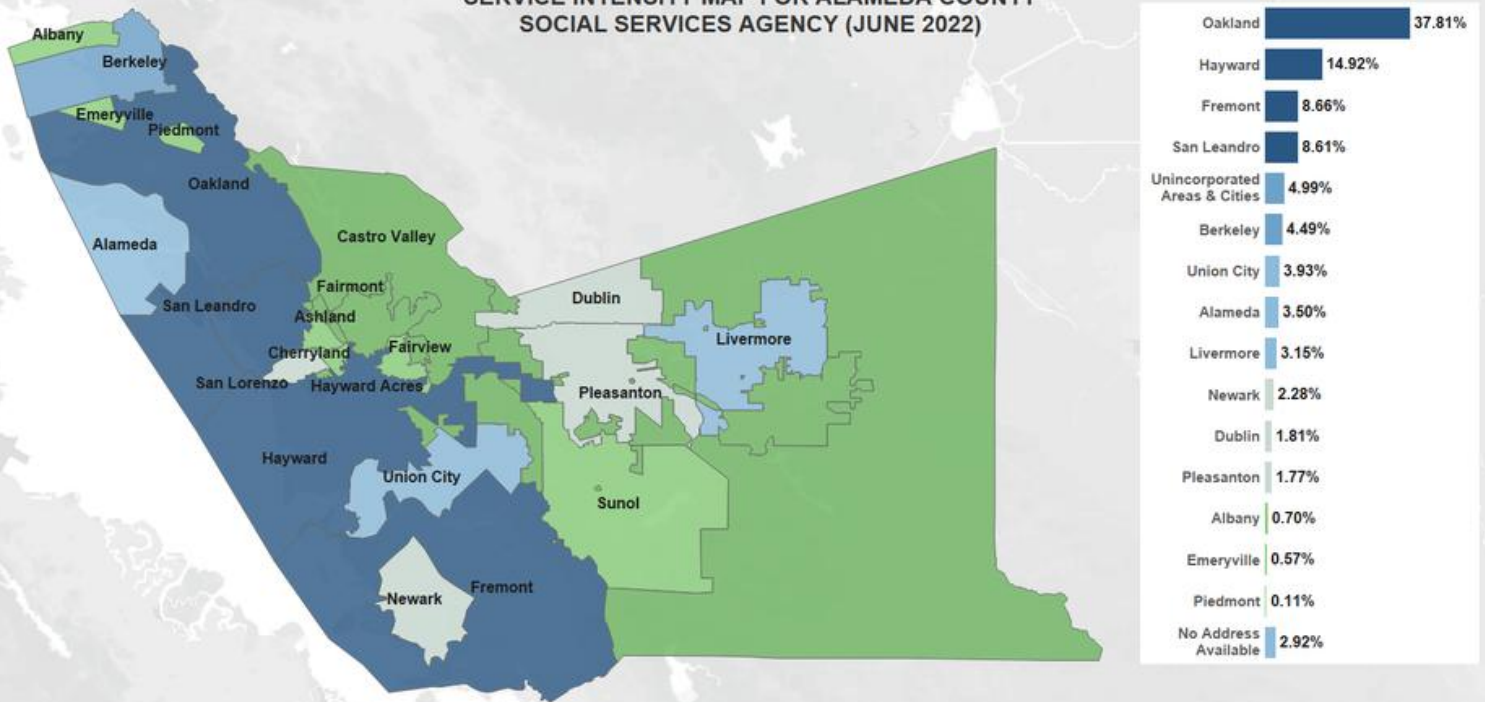


COMMUNITY-BASED ORGANIZATIONS (CBO) CONTRACTS



CLIENT OVERVIEW & DEMOGRAPHICS

SERVICE INTENSITY MAP FOR ALAMEDA COUNTY
SOCIAL SERVICES AGENCY (JUNE 2022)



The Service Intensity Map highlights the areas in Alameda County where the SSA clients reside. Nearly 38% live in Oakland, while the next largest concentrations include Hayward at 15% and the Unincorporated Areas of Ashland, Castro Valley, Cherryland, Fairview, San Lorenzo, and Sunol at nearly 5%. This map indicates areas of the county with higher population density and higher rates of poverty. The SSA, along with its community-based partners, is the safety-net for county residents. A partial list of services provided by the County that are dependent on State funding or funds passed through from the federal government include:

- **Adult Protective Services (APS)**
- **CalFresh / Supplemental Nutrition Assistance Program (SNAP)**
- **California Work Opportunity & Responsibility to Kids (CalWORKs) / Temporary Assistance to Needy Families (TANF)**
- **Child Welfare Services**
- **Employment Services**
- **Homelessness Programs**
- **In-Home Supportive Services (IHSS)**
- **Meals to Seniors and People with Disabilities**
- **Medi-Cal / Medicaid**
- **Mental Health Services**
- **State Supplementary Payment (SSP) / Supplemental Security Income (SSI)**
- **Subsidized Child Care**
- **Subsidized Housing**
- **Workforce Innovation and Opportunity Act (WIOA)**

In Alameda County, 9% of residents lived in poverty in 2020. According to the latest California Poverty Measure, a comprehensive poverty measure that accounts for the regional cost of living and California-specific safety-net programs, more than 14% of residents lived in poverty just before the start of the COVID-19 pandemic. We know that individuals and families faced increasing challenges meeting their basic needs over the last two years. A recent California Poverty Measure report also found that social safety-net programs helped keep almost three million California residents out of deep poverty and moderated the impact of poverty, especially for children. Now more than ever, many people rely on safety-net services. Even in times of economic expansion, safety-net programs are critical to helping residents meet basic needs given the high cost of living in Alameda County.

INNOVATIONS: COVID-19 RESPONSE



IN EARLY MARCH 2020, THE COVID-19 PANDEMIC WAS AN UNPRECEDENTED PUBLIC HEALTH EMERGENCY THAT IMPACTED COMMUNITIES WORLDWIDE.

The SSA responded to new State and local public health orders in response to the spread of COVID-19. Widespread closures of offices, schools and businesses led thousands to work from home for an indefinite period. This resulted in high unemployment rates due to the closure of establishments and worker displacement across the State. The SSA quickly mobilized at the Alameda County Emergency Operations Center (EOC) to initiate emergency programs to respond to the most urgent needs of clients and families. The following are highlights of the SSA's COVID-19 response efforts in partnership with other County agencies and community-based partners.

EMERGENCY OPERATIONS CENTER: MASS CARE & SHELTER BRANCH

SSA established the Department of Government and Community Relations, Disaster Preparedness & Emergency Management (DPEM) team to lead the Care & Shelter Branch located at the EOC. The Care & Shelter Branch is responsible for the unincorporated Alameda County areas to support Emergency Shelter, Emergency Food and Emergency Child Care. The EOC also supports the incorporated cities upon request for disaster relief, such as in response to COVID-19.

EMERGENCY SHELTER & PROJECT ROOMKEY

In March 2020, Project Roomkey was established as part of the State response to the COVID-19 pandemic. Project Roomkey prevented the spread of COVID-19 by providing isolation and quarantine locations for people who are COVID-19 positive or exposed, and safe shelter for people who are homeless and at high risk for complications from the disease. Alameda County was tapped by Governor Newsom to be the first county in the State to implement Project Roomkey. In partnership with Alameda County Health Care Services Agency (HCSA), the SSA deployed an emergency homeless shelter known as Operation Comfort in Oakland for COVID-19 positive individuals, while also simultaneously launching a site known as Operation Safer Ground for people experiencing homelessness and over the age of 65 or otherwise at high risk. HCSA later launched an additional seven sites. As of Spring 2022, over 1,300 previously unhoused individuals have moved from Alameda County's Project Roomkey hotels into permanent housing through the incredible work and collaboration of HCSA's Office of Homeless Care and Coordination, the SSA, and non-profit community partners.



EMERGENCY FOOD DISTRIBUTION, TESTING & SERVICES

In 2020-2021, the SSA, working through the EOC with city emergency management, met the immediate needs of families by identifying more than 200 resource sites countywide for emergency food, testing, and services. The following are highlights of key accomplishments as part of the COVID-19 response:

- The SSA established an Emergency Food, Testing, & Services Map to quickly organize and access information to services and benefits countywide; the map is updated monthly using information shared through the EOC.
- In March 2020, after over 80 Alameda County Community Food Bank (ACCFB) partners shut down food distribution sites, the SSA through partnerships at the EOC mobilized to set up two emergency distribution points, staffing both with over 30 county Disaster Service Workers until safety protocols were established for ACCFB volunteers and federal funding was provided.
- In February 2021, the Alameda County Public Health Department launched Community Vaccination Points of Dispensing (POD) sites and requested staffing support from SSA of non-clinical positions in the following four locations: East Oakland, Fruitvale, Cherryland/Ashland, and Union City. The SSA through the EOC, organized over 800 employees from 20 County departments under the creation of the ad hoc Adopt-A-POD initiative which provided over 6,400 non-clinical hours and supported the dispensing of nearly 60,000 COVID-19 vaccines to Alameda County residents and workforce.

► **Emergency Food Vendor Pool**

The Emergency Food Vendor Pool served home-bound seniors, youth, medically vulnerable individuals, and individuals and families that were experiencing food insecurity and hunger because of the COVID-19 pandemic.

EMERGENCY FOOD VENDOR POOL IMPACT

\$131M
IN FUNDING

28
PROVIDERS

580+
PARTNERS

10K
HOUSEHOLDS
SERVED PER MONTH

5M
PREPARED MEALS

9M
BAGS/BOXES OF
GROCERY

► **Great Plates Delivered**

Starting in June 2020, Great Plates Delivered served home-bound seniors that experienced food insecurity and hunger. From its inception through December 2020, the Great Plates program distributed food to approximately 900 seniors and older adults from 65 participating local restaurants valued at \$4,900,000.

► **Alameda County Response to Community Health Program (ARCH)**

In August 2020, the Alameda County Response to Community Health Program (ARCH) was allocated \$24 million and served 60,000 Alameda County residents affected by the COVID-19 pandemic who were not receiving any other income replacement benefits. The ARCH Program provided a one-time stipend to COVID-19 positive individuals and families, regardless of immigration status, ensuring financial support to isolate or quarantine. This enabled infected and exposed people to stay home to reduce the spread of disease.

EMERGENCY CHILD CARE RESPONSE

At the onset of the pandemic, Governor Newsom issued Executive Order N-33-20 directing all residents to heed immediately to current State public health directives to shelter-in-place (SIP). When school closures ensued, child care was deemed part of the essential infrastructure and workforce. Since the inception of SIP, the Alameda County Emergency Child Care Response Team actively worked to develop a coordinated child care ecosystem for the intake and referral process. Since the inception of the SIP Order, demand for childcare has fluctuated and will continue to do so as health orders and economic conditions change. SSA contracted with the Alameda County First 5 to distribute initial grants to the child care community.

GRANTS DISTRIBUTED TO ALAMEDA COUNTY CHILD CARE NETWORKS

\$750K
IN EMERGENCY
CHILD CARE
SUBSIDIES

\$7M
IN CHILD CARE
GRANTS

\$1M
IN COMMUNITY
SUPPLIES

\$1M
IN TECHNOLOGICAL
INFRASTRUCTURE
SUPPORTS FOR THE EARLY
CARE & EDUCATION FIELD

4
COUNTYWIDE
VACCINATION
CLINICS FOR CHILD
CARE PROVIDERS



DEPARTMENT OF ADULT & AGING SERVICES



IN THIS SECTION

- ▶ **IN-HOME SUPPORTIVE SERVICES**
- ▶ **ADULT PROTECTIVE SERVICES**
- ▶ **AREA AGENCY ON AGING**
- ▶ **PUBLIC AUTHORITY**
- ▶ **PUBLIC ADMINISTRATOR & PUBLIC GUARDIAN/CONSERVATOR**
- ▶ **VETERANS SERVICE OFFICE**

THE DEPARTMENT OF ADULT AND AGING SERVICES (AAS) STRIVES TO BE CONSUMER-FOCUSED AND ACCESSIBLE TO THE COMMUNITY. THE DEPARTMENT OFFERS COORDINATED SERVICES THAT PROTECT, SUPPORT, AND ADVOCATE FOR AN AGING POPULATION, PARTICULARLY INDIVIDUALS WITH DISABILITIES.

COVID-19 RESPONSE

In response to the COVID-19 pandemic, AAS successfully:

- Converted the Senior Nutrition program from congregate to home-delivered meals.
- Awarded one-time \$250 stipends to In-Home Supportive Services recipients, providers, and Area Agency on Aging (AAA) recipients.
- Released public service announcements to highlight community services addressing such topics as Social Isolation, Caregiver Support, and Food Security.

As many services shifted to telehealth and videoconferences, the AAS developed and launched a countywide survey for older adults to identify gaps in access to digital resources, which resulted in several policy and program recommendations to address local needs, as well as a partnership with the California Department of Aging (CDA) to develop the Connections, Health, Aging and Technology (CHAT) program. Through CHAT, the AAA distributed Google speakers to community members and distributed iPads to seniors with training and technical assistance provided by community-based partners.

DIVERSITY, EQUITY & INCLUSION

AAS is committed to treating older adults and individuals with disabilities with dignity and respect and ensuring programs and services are accessible to all and lead to optimal quality of life. As part of its work around diversity, equity, and inclusion, the Department:

- Provided staff with advanced training on equity and inclusion.
- Increased recruitment of bilingual IHSS providers to prepare for a growing number of undocumented Californians aged 50 or over that are now eligible for Medi-Cal.
- Is participating in a Plan Do Study Act to assure its programs accurately reflect clients who identify as lesbian, bisexual, transgender and questioning (LGBTQ) and offer relevant resource.

LOOKING FORWARD

AAS remains engaged in progressive efforts including participating in the State Master Plan on Aging, expanding its Age-Friendly County partnerships including finalizing the process of Alameda County being identified as age friendly as designated by the American Association of Retired Persons (AARP), and establishing the County as an Aging and Disability Resource Connection (ADRC) to promote and provide easy, uniform, and streamlined access to a broad array of long-term support services.



▶ IN-HOME SUPPORTIVE SERVICES



In-Home Supportive Services (IHSS) is a Medi-Cal program designed to provide services to those who are aged, blind, or have disabilities to help them remain safely in their own homes and live in the community.

Services include domestic and related services, personal care services, paramedical services, and protective supervision. The IHSS program is the largest of California's Home and Community-Based Services (HCBS) programs. In Alameda County, the IHSS Division is comprised of nearly 200 social work, clerical, administrative, and management staff that support the functions of the IHSS program and Public Authority for IHSS to ensure the delivery of high-quality services appropriate to the individual needs of program recipients. The total number of clients receiving IHSS increased by 7.7% during the pandemic.

★ **HIGHLIGHT: ELECTRONIC VISIT VERIFICATION (EVV) SYSTEM**

At the start of 2020, IHSS was focused on the statewide implementation of the federally mandated Electronic Visit Verification (EVV) system, which replaced paper-based timesheets with an online or telephonic timekeeping method and added the start/end time and location of services being provided.

Alameda County successfully transitioned its program recipients and providers to the EVV system before the year's end through persistent outreach, 1:1 technical assistance, and dedicated Call Center staffing.

COVID-19 RESPONSE

As the COVID-19 pandemic evolved, IHSS staff remained committed to:

- Meeting the needs of program recipients and enrolling new care providers while adhering to health and safety protocols through modified service delivery.
- Ensuring recipients had support during the shelter-in-place orders by placing wellness check calls.
- Assessing for additional need.
- Making referrals to the Public Authority Registry.
- Conducting initial assessments and annual reassessments by phone or video conferencing.
- Enabling online submission of provider enrollment documents.
- Offering an online version of the provider orientation with increased frequency and capacity.
- Processing emergency and supplemental paid sick leave for eligible IHSS providers, and new COVID-19 medical accompaniment payments for IHSS providers to accompany recipients to vaccination appointments.
- Partnering with the Alameda County Public Health Department to inform IHSS providers and recipients of COVID-19 testing sites and vaccination clinics, pop-ups, and points of distribution (PODs).

Due to the COVID-19 Public Health Emergency, state and federal governments have been enacting policy to mitigate the impact of the pandemic on various populations.



SENATE BILL (SB) 129 AND THE CALIFORNIA BUDGET ACT OF 2021 WERE SIGNED INTO LAW,

which authorized the distribution of Caregiver Pandemic Assistance (CPA) Payments through the California Department of Social Services (CDSS) to qualified care providers.



THE AMERICAN RESCUE PLAN ACT (ARPA) OF 2021 TEMPORARILY INCREASED FEDERAL MEDICAL ASSISTANCE

for Medi-Cal HCBS services, which includes IHSS HCBS Care Economy Payments (CEP) as part of the spending plan.



ADDITIONAL IHSS SERVICES



ALAMEDA COUNTY PUBLIC AUTHORITY (PA) FOR IHSS

The Alameda County PA is committed to:

- Promoting the independence of recipients and supporting quality homecare services by recruiting skilled providers .
- Providing training to IHSS providers and recipients.
- Administering the health plan for eligible providers.
- Supporting the work of a community-focused advisory committee.

During the COVID-19 pandemic, the PA:

- Distributed over 2,600 PPE kits to IHSS providers and their recipients.
- Established an Emergency Back-Up Provider system and transitioned all workshop trainings for IHSS providers and recipients to an online platform.



ADVISORY COMMITTEE ON IN-HOME SUPPORTIVE SERVICES

The Advisory Committee on In-Home Supportive Services serves as the PA's governing body and seeks to improve the availability and quality of IHSS and to further support services that enhance the lives of seniors and persons with disabilities who choose to live independently and with dignity in their own homes.

The Committee is comprised of former and current IHSS recipients, IHSS providers, advocates, and subject matter experts in disability rights, who have been approved by the Board of Supervisors.

The Committee meets quarterly to discuss IHSS program updates and PA service provision.



LOOKING FORWARD

The COVID-19 pandemic has had a disproportionately negative impact on our vulnerable older adult populations and those with disabilities. High rates of COVID-19 infection in group-living settings underscore the importance of IHSS programs that allow individuals to be cared for in their own homes. The 2022 State budget includes funding to establish a permanent back-up provider system, which allows for 80 hours per year per IHSS recipient, or up to 160 hours determined on a case-by-case basis.

IHSS program costs will continue to grow due to an aging population, increasing caseloads, wages, and benefits, resulting in a significant rise in the cost of care. While State funding for the program has increased, without continued State commitment, Alameda County will face surging IHSS costs and cuts to vital local services in future years.

26K+ CASELOADS **6K+** INDIVIDUALS

+4%
JUNE 2022

+8%
JUNE 2022

+2%
JUNE 2021

-2%
JUNE 2021

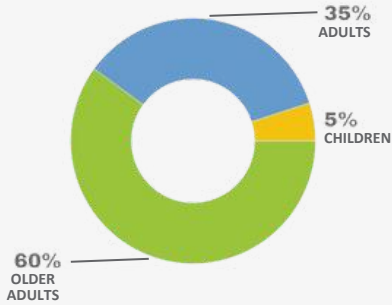
+2%
JUNE 2020

+3%
JUNE 2020

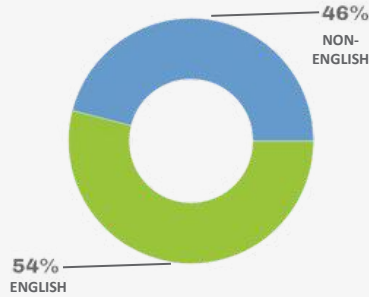


DEMOGRAPHICS OF INDIVIDUALS SERVED

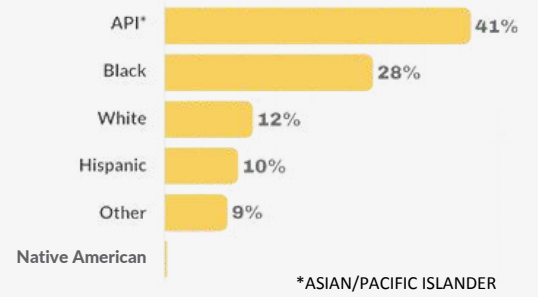
AGE



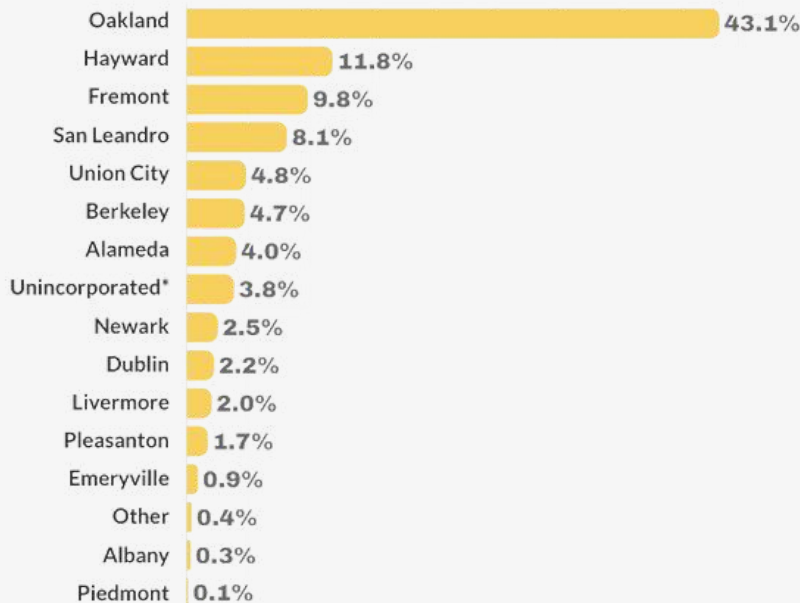
LANGUAGES



ETHNICITY



% OF INDIVIDUALS BY CITY

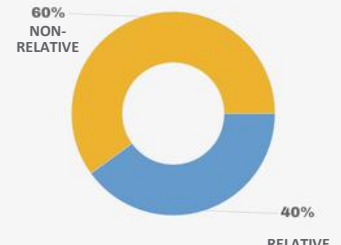


* INCLUDES CASTRO VALLEY & SAN LORENZO

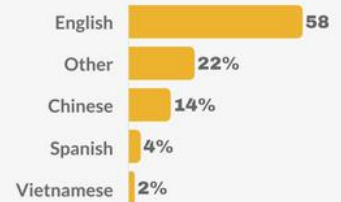
IHSS PROVIDER DEMOGRAPHICS

28K+
ELIGIBLE PROVIDERS

PROVIDER RELATIONSHIP



SPOKEN LANGUAGES



▶ ADULT PROTECTIVE SERVICES



Adult Protective Services (APS) is mandated to investigate reports of abuse or neglect of elders and dependent adults. APS responds to reports of abuse of Alameda County residents aged 60 years and older and dependent adults between ages 18-59, that may have limited mental or physical capacities, and cannot protect their rights or carry out typical daily activities. Though referrals for APS were down slightly by 3.5% in FY 21-22, the program is expected to grow significantly in FY 22-23 and beyond due to the expansion of the definition of elder from age 65+ to age 60+ and new investments focused on mental health, equity in aging, and homelessness.

★ HIGHLIGHT: HOME SAFE PROGRAM

The Home Safe Program is a statewide program established by the California Department of Social Services (CDSS) to support the safety and housing stability of individuals at-risk of homelessness and involved in APS by providing housing-related assistance.

In Alameda County, APS contracted with Legal Assistance for Seniors (LAS) to provide case management and housing navigation services. As the State extended and added funding over the last two years to establish Home Safe as a permanent program, Alameda County was able to expand its partnerships to include DayBreak and Felton, which focus on housing case management solutions.

🦠 COVID-19 RESPONSE

In response to the COVID-19 pandemic, APS:

- Transferred to a web-based intake hotline, allowing remote access, and modified service delivery to include phone and virtual assessments
- Met with clients outside of their homes to maintain social distance
- Distributed PPE to staff and clients
- Provided wellness checks to discuss isolation, loneliness, fears, and self-care
- Tracked client vaccination status
- Coordinated with vendors to provide medical transportation for clients
- Provided information and referrals to food delivery programs
- Assisted clients with telehealth appointments
- Provided technical assistance with devices
- Provided education to small hospitals about quarantine and isolation requirements before discharging an infected patient
- Became a resource for placement when appropriate, due to client living environments being exacerbated during the pandemic

ADULT PROTECTIVE SERVICES DATA SNAPSHOT | JUNE 2022

1.5K
CASELOADS

-2%
JUNE 2022

+29%
JUNE 2021

-4%
JUNE 2020

550+
REFERRALS

-3%
JUNE 2022

-2%
JUNE 2021

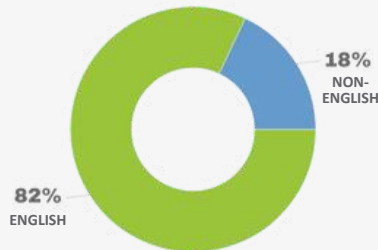
-8%
JUNE 2020

DEMOGRAPHICS OF INDIVIDUALS SERVED

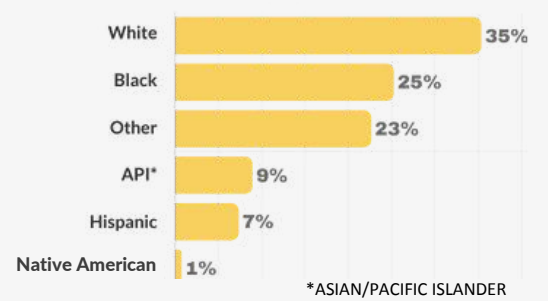
AGE



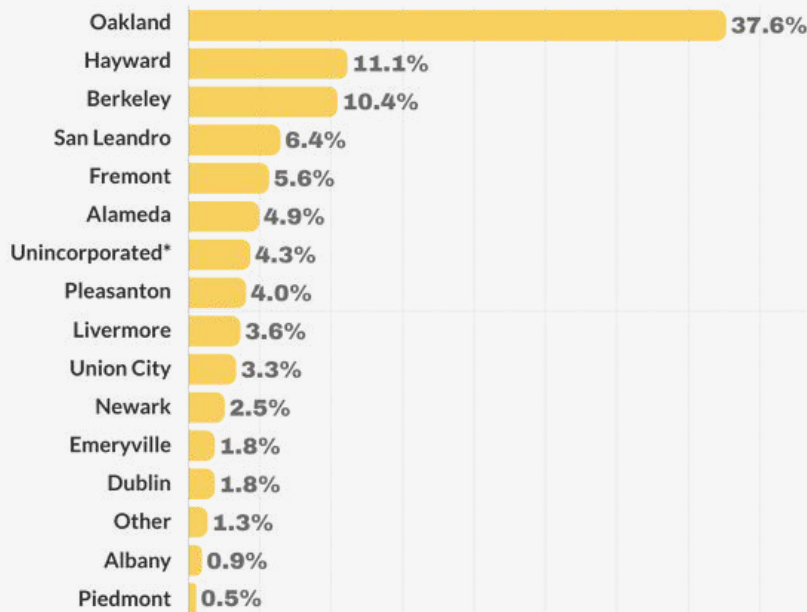
LANGUAGES



ETHNICITY



% OF INDIVIDUALS BY CITY



* INCLUDES CASTRO VALLEY & SAN LORENZO

APS FACTS

AB 135

EXPANDED "ELDER" FROM 65+ TO 60+ AND APS REFERRALS INCREASED AS EXPECTED

ADULTS 70+

ARE THE LARGEST GROUP OF APS CASES

50%

OF APS CLIENTS ARE PEOPLE OF COLOR

▶ AREA AGENCY ON AGING



The Alameda County Area Agency on Aging (AAA) supports the independence of thousands of older adults (ages 60+) in Alameda County by providing access to senior centers, legal assistance, friendly visitors, caregiver supports, medication and case management programs, and healthy meals in congregate settings and through home delivery.

With guidance from the Commission on Aging, the AAA funds more than 35 community-based organizations to provide advocacy and approximately one million units of service to address the needs of older adults.

The AAA is the local arm of a national aging network. Through the AAA, community-based organizations, public and private sector partners, and consumers all work together to advance the social, health and well-being of 75,000 older adults in Alameda County. The AAA provides services through grants from the Administration for Community Living, California Department of Aging, and the County of Alameda. Services include Adult Day Care, Family Caregiver Support programs, Food and Nutrition programs, Legal Assistance, Senior Information and Assistance, Long Term Care Ombudsman Services, Senior Center Services, and Visiting.

HUMAN IMPACT | FY 2020-2021

880K+

UNITS OF REGISTERED SERVICES PROVIDED (MEALS, ADULT DAY HEALTH, CASE MANAGEMENT, CAREGIVER COUNSELING & SUPPORT GROUPS)

110K+

UNITS OF UNREGISTERED SERVICES PROVIDED (COMMUNITY EDUCATION, SENIOR CENTER ACTIVITIES, INFO & ASSISTANCE)

3%

INCREASE FROM THE PRIOR FISCAL YEAR FOR REGISTERED SERVICES

115%

INCREASE FOR UNREGISTERED SERVICES OVER THE TWO YEARS

★ HIGHLIGHT: AGING DISABILITY & RESOURCE CONNECTION (ADRC)

The AAA, along with The Center for Independent Living (CIL) and Community Resources for Independent Living (CRIL) are working together as an emerging Aging Disability and Resource Connection (ADRC) to promote and provide easy, uniform, and streamlined access to a broad array of services, support, and advocacy for individuals seeking Long-Term Supports and Services (LTSS) and information about LTSS resources. Core services of the ADRC include enhanced information and referral, options counseling, short-term service coordination, and transitional services.

**AREA AGENCY
ON AGING
DATA SNAPSHOT | JUNE 2022**



17K+
CASELOADS

87K+
REFERRALS

-11%
JUNE 2022

-21%
JUNE 2022

+18%
JUNE 2021

+22%
JUNE 2021

+283%
JUNE 2020

+53%
JUNE 2020

CONGREGATE & HOME-DELIVERED MEALS BREAKDOWN

26K

CONGREGATE MEALS PROVIDED

7K

INDIVIDUALS RECEIVED CONGREGATE MEALS

61K+

HOME-DELIVERED MEALS

11K

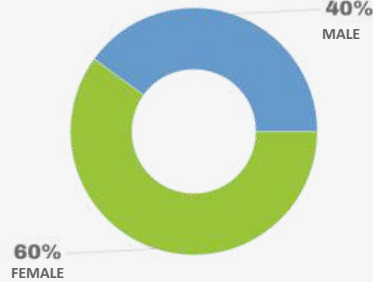
INDIVIDUALS RECEIVED HOME-DELIVERED

CONGREGATE MEALS | RECIPIENT DEMOGRAPHICS

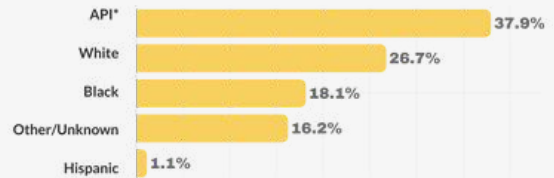
AGE



GENDER



ETHNICITY



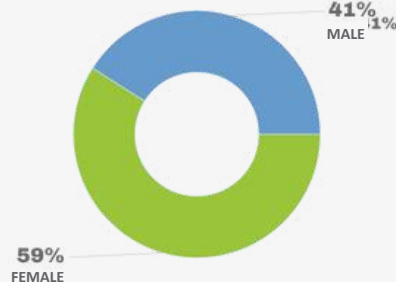
*ASIAN/PACIFIC ISLANDER

HOME-DELIVERED MEALS | RECIPIENT DEMOGRAPHICS

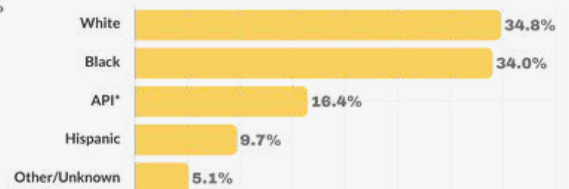
AGE



GENDER



ETHNICITY



*ASIAN/PACIFIC ISLANDER

► PUBLIC ADMINISTRATOR & PUBLIC GUARDIAN/CONSERVATOR



The Public Administrator (PA) is a legally mandated office of Alameda County government. It serves as a fiduciary capacity to distribute the assets of estates of county residents who have passed away and no personal representative has been appointed as administrator.

In Alameda County, the Public Guardian (PG)/Conservator-Investigator, in the Public Administrator's office, aids adults with cognitive impairment or developmental disabilities with protection issues that prohibit them from providing for their own care, money management, or defense against abusers.

COVID-19 RESPONSE

During the COVID-19 pandemic, annual status reports were conducted by telephone or video conference, mostly with facility staff or family living with the conservatee, which often required pre-planning and assistance with technology. As courts closed to in-person for conservatorship matters, deputy staff had to travel to facilities to orchestrate the virtual appearance of proposed conservatees. The PG's office also established specific plans for conservatees who were living in their own home to ensure their safety as related to COVID-19 and tracked the positive COVID-19 cases of conservatees living in facilities.

▶ VETERANS SERVICE OFFICE



The Alameda County Veterans Service Office (CVSO) was established by the Alameda County Board of Supervisors to assist veterans, family members, and their dependents in obtaining benefits from federal, state, and local agencies administering programs for veterans.

The CVSO provides information to and assists individuals with accessing programs through the US Department of Veterans Affairs (VA) and California Department of Veterans Affairs (CalVet) and files claims for benefits, such as compensation, pension, accrued benefits, education benefits, home loans, and housing assistance programs for homeless veterans. The need for ongoing and strategic interagency coordination is urgent: Alameda County has the highest number of homeless/unsheltered veterans in the Bay Area, according to the 2022 Point in Time (PIT) count.

COVID-19 RESPONSE

As the COVID-19 pandemic persisted, the CVSO continued to assist the public by way of amended face-to-face meetings as well as telephonic and technology assisted processes.

JULY 2020 - JUNE 2022

13K+
VETERANS/
DEPENDENTS SERVED

4K+
CLAIMS PROCESS

660+
DEPENDENT COLLEGE
FEE WAIVERS APPROVED

\$3M
IN EDUCATION
WAIVERS

TOM'S STORY

Tom, a 78-year-old veteran, resides in Berkeley, suffering from claustrophobia, depression, and other chronic conditions that prevent him from being able to care for himself and his home. Tom came to the attention of Adult Protective Services (APS) after a report alleging deteriorating health and safety concerns was received. APS found Tom intoxicated and the home hoarded. A subsequent Public Guardian (PG) investigation determined that Tom could not safely return home, and that his family is not able to act in his best interest. The PG was then appointed conservator over his person and estate. The squatters were eventually evicted, his hoarded home was cleaned up and a new caregiver was hired. Through the efforts of APS and PG, Tom's care and conditions have improved considerably, allowing him to live safely in his home.

DEPARTMENT OF CHILDREN & FAMILY SERVICES



THE DEPARTMENT OF CHILDREN AND FAMILY SERVICES (CFS) IS FOCUSED ON IMPROVING THE LIVES OF CHILDREN AND FAMILIES IN THE COUNTY BY SERVING CHILDREN AND YOUTH WHO HAVE EXPERIENCED OR ARE AT RISK OF EXPERIENCING ABUSE OR NEGLECT.

CFS is committed to improving outcomes through safety, permanency, and well-being. Services include:

- Abuse and Neglect Investigations
- Family Crisis and Ongoing Support Services
- Reunification and Family Maintenance Services
- Guardianship, Adoption, and Foster Care Services

In addition, CFS provides the following programs, including but not limited to:

- Family Maintenance Services
- Family Preservation
- Parent Engagement Program
- Kinship Support Services Program
- Resource Families
- Permanent Youth Connections
- Independent Living
- Extended Foster Care

HUMAN IMPACT | FY 2021-2022

250+

CHILDREN/YOUTH EXITED TO REUNIFICATION

120+

CHILDREN/YOUTH EXITED TO ADOPTION

80

CHILDREN/YOUTH EXITED TO LEGAL GUARDIANSHIP

★ HIGHLIGHT: RECRUITMENT & MEDIA CAMPAIGN

A full-time Resource Parent Recruiter has been established and involved in various activities including attending community events, conducting and coordinating orientation training for new resource parents three times per month, and serving as liaison to the Alameda County Foster Parent Association.

Recruitment consultants were also hired to increase the number of Resource Family Approval (RFA) homes serving teens, Commercial Sexual Exploitation of Children (CSEC) youth, LGBTQI+ youth, and other underserved populations. To date, they have:

- Conducted CFS staff focus groups.
- Collaborated in Foster Family Agency (FFA) monthly provider meeting and quarterly Short-Term Residential Therapeutic Program (STRTP) provider meetings.
- Instituted Placement Collaborative Meetings to leverage teamwork in support of hard-to-place youth.
- Partnered with CFS to conduct re-recruitment campaign to convert RFA homes serving younger children to expand age ranges.
- Identified five additional homes to serve teens.

CFS has also engaged with Hill & Associates on a media campaign with three main goals:

1. Promoting the name change from “foster” parent to “resource” parent
2. Increasing awareness of need for resource parents in Alameda County
3. Increasing recruitment of resource parents in specific zip codes

In addition, CFS has revitalized the County’s Recruitment website (myresourcefamily.org), which allows all users to explore videos and FAQs about becoming an RFA caregiver, fill out and submit an interest form, and sign up for the RFA orientation class. CFS uses a mix of traditional and digital media to raise awareness and chip away at myths about who can/cannot be a resource parent.



↑ **UPDATE: TITLE IV-E WAIVER**

Since 2007, under the Title IV-E Waiver, there has been a significant reduction in children placed in out-of-home foster care. Overall, the annual number of children entering foster care declined by 45% since the start of the Waiver and 25-30% of all children in active cases continue to be served in-home while still maintaining reductions in recurrences of maltreatment. However, the federal Title IV-E Waiver sunset on September 30, 2019. The loss of the federal Waiver has resulted in restructuring and paring down of programs and services to meet budget limitations.

▶ **Safety Organized Practice (SOP)**

CFS launched an internal video marketing campaign to highlight and promote the benefits of the Safety Organized Practice (SOP) framework, tools, and/or skills and share the positive impacts on children and families served. To date, 5,345 children have been served using the SOP. CFS will ensure in the review that it maintains a robust array of services and programs for children, youth, and families, such as the full utilization of the SOP framework and the future steps of reviewing and collecting data to inform best practices in leveraging SOP.

▶ **Strong Families Alliance of Alameda County (SFA)**

In 2020, the Strong Families Alliance of Alameda County (SFA) was created to connect residents of Alameda County and the greater Bay Area to local resources, providers, and supports that are available at no cost. The website offers information about trainings, events and information on child safety and well-being, as well as child abuse prevention.

↑ **UPDATE: ASSESSMENT CENTER GUARANTEED EMERGENCY BEDS**

The Assessment Center (AC) is a licensed, confidential, and unlocked transitional shelter care facility for children, youth and Non-Minor Dependents (NMD) entering foster care or changing placements within the County's foster care system.

The County contracts with WestCoast Children's Clinic (WCC) to manage the day-to-day operations and care for the children, youth and NMDs that frequent the AC. Client stays at the AC are temporary, as it is not a group home nor is it a placement. The goal and expectation for clients that come to the AC is that they are placed in a new home within 72 hours of their arrival.

As a licensed facility, the AC has to meet the following mandates:

- Caring for children ages 0-6 years as a last option
- Caring only for children, youth, and NMDs that have no other options than to receive care at the AC
- Transitioning children, youth, and NMDs from remaining at the AC past 72 hours
- Reducing reliance on the AC

To reduce our reliance on the AC, the SSA will need to increase housing options for youth. Recruitment efforts will be important in increasing the housing capacity in the County by:

► **Engaging Inactive Caregivers**

Alameda County is currently contacting our Inactive RFA homes to support them in reinstating their RFA approval and resume accepting placements. The County has more than 50 Inactive homes on our list.

► **Establishing Emergency Resource Family Homes**

In October 2021 and March 2022, the County attended the Alameda County Caregiver Association meetings to begin the recruitment process for emergency homes.

► **Increasing Foster Family Agency Homes (that accept older youth and teens)**

The County has received a proposal from a Foster Family Agency to recruit additional Intensive Services Foster Care (ISFC) homes, 4 emergency RFA homes, and 4 RFA long-term homes. The County plans to partner with the FFA and engage them in the RFP process. The County is seeking to partner with other FFAs to submit proposals to build placement capacity.

► **Establishing Guaranteed Short-Term Residential Therapeutic Program (STRTP) Beds**

The County has partnered with 2 STRTP providers to develop emergency/guaranteed beds contracts. The County is seeking to add 2 additional STRTPs to offer additional placement support for female youth.



 **COVID-19 RESPONSE**

Fewer children were in school or other public settings due to the COVID-19 pandemic, leading to fewer reports received on the hotline. However, this trend did not continue in the first six months of the current FY 21-22, prompting a projection of more referrals for FY 22-23. There were over 5,000 referrals in the first six months of this fiscal year. This can be attributed to the reintroduction of in-person learning and other activities that correlate with more calls to the hotline, which we expect to continue.

LOOKING FORWARD

The Families First Prevention Services Act (FFPSA) is federal legislation signed in 2018 which shifts funding paradigms and service delivery approaches to focus on preventing entry into foster care, congregate care placements and providing aftercare services, providing enhanced support for kinship caregivers, and expanding eligibility and support for transition-age youth. The California Department of Social Services (CDSS) recently released a 5-year state prevention plan to implement FFPSA. The department will continue to partner with the State to ensure compliance with new requirements and identify approved prevention services to keep children safely with their families.



THE MILLS FAMILY STORY

CFS intervened with the Mills family, where a teenaged daughter was battling a life-threatening eating disorder. The Mills and medical providers struggled for years to collaborate, which continuously led the family to be out of compliance with medical treatment plans. CFS was able to convene a Child and Family Team meeting at the hospital with the medical providers, without the use of medical or social work jargon. This meeting ultimately fostered a breakthrough in communication between the family and medical providers. Where the child was once too anxious to participate in meetings, she now actively participates in her team meetings and advocates for herself with medical providers.

CHILD WELFARE

DATA SNAPSHOT | JUNE 2022

1.5K+
CASELOADS

980
PLACEMENTS

-15%
JUNE 2022

-12%
JUNE 2022

+5%
JUNE 2021

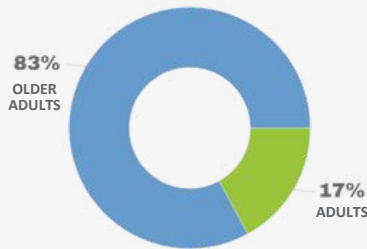
-2%
JUNE 2021

+3%
JUNE 2020

-5%
JUNE 2020

DEMOGRAPHICS OF INDIVIDUALS SERVED

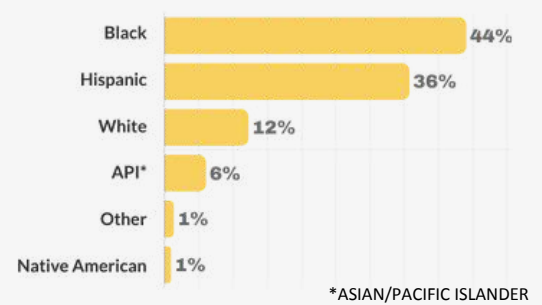
AGE



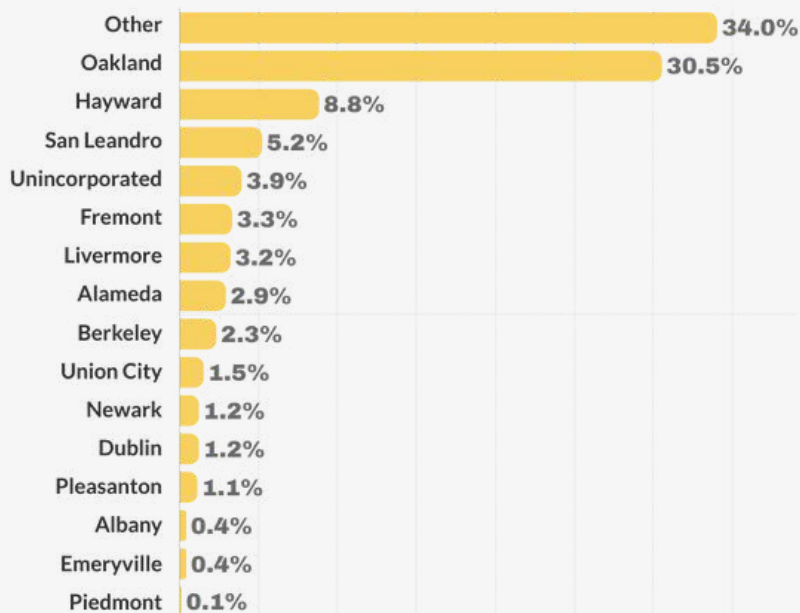
LANGUAGES



ETHNICITY



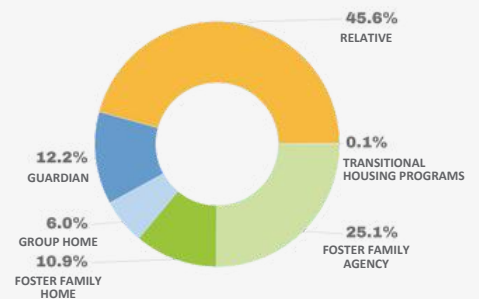
% OF INDIVIDUALS BY CITY



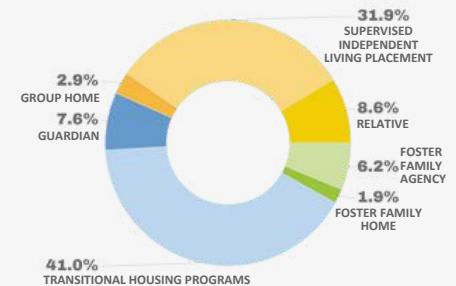
• INCLUDES CASTRO VALLEY & SAN LORENZO

TYPE OF PLACEMENTS

CHILDREN (0-17)



NON-MINOR DEPENDENT YOUTH (18+)



DEPARTMENT OF WORKFORCE & BENEFITS ADMINISTRATION



IN THIS SECTION

- ▶ **MEDI-CAL**
- ▶ **CALFRESH**
- ▶ **CALWORKS**
- ▶ **GENERAL ASSISTANCE**
- ▶ **REFUGEE CASH ASSISTANCE, CASH ASSISTANCE PROGRAM FOR IMMIGRANTS**
- ▶ **OFFICE OF PUBLIC AFFAIRS**
- ▶ **COMMUNITY PROGRAMS**

THE DEPARTMENT OF WORKFORCE AND BENEFITS ADMINISTRATION (WBA) EMPOWERS INDIVIDUALS AND FAMILIES TO ENHANCE THEIR OVERALL QUALITY OF LIFE THROUGH A WORKFORCE DEVELOPMENT SYSTEM AND COMPREHENSIVE SUPPORTIVE SERVICES, WITH A CULTURALLY SENSITIVE AND COMPASSIONATE WORKFORCE.

The Department of Workforce and Benefits Administration:

- Promotes self-sufficiency and provides continuing economic assistance through public and private sector partnerships.
- Provides discretionary services to meet the needs of low-income residents, including employment and education assistance to CalFresh, CalWORKs, and General Assistance recipients through the Welfare-to-Work and CalFresh Employment and Training program.
- Provides mental health and medical assessments and case management services for disabled recipients as they transition onto Supplemental Security Income or Social Security Disability Insurance.
- Provides other safety-net services such as emergency food, housing assistance, emergency shelters, and domestic violence support for residents in crisis.



COVID-19 RESPONSE

Governor Gavin Newsom signed a comprehensive package of immediate relief in February 2021 for individuals, families, and businesses suffering the most significant economic hardship due to the pandemic. This state stimulus includes several programs supported by the California Department of Social Services (CDSS):

- Direct relief to lower-income Californians through a \$600 one-time Golden State Grant to households enrolled in the California Work Opportunity and Responsibility to Kids (CalWORKs) program and recipients of Supplemental Security Income/State Supplementary Payment (SSI/SSP) and Cash Assistance Program for Immigrants (CAPI).
- Addition of just over \$400 million in new federal funds to provide stipends of \$525 per enrolled child for all state-subsidized child care and preschool providers serving approximately 400,000 children in subsidized care statewide, including those in CalWORKs Stage One child care.
- Additional aid for individuals and families, including a combined \$35 million for food banks and diapers, as well as an additional \$24 million for financial assistance and services through Housing for the Harvest, a program providing support for agricultural workers who must quarantine due to COVID-19.
- Approximately \$6 million to support outreach and application assistance to community college students made newly eligible for CalFresh food assistance. The agreement also provided \$12 million in state funds to support associated county administrative workload.
- CalFresh emergency allotments have continued to be issued each month, raising each eligible household's regularly monthly allotment to the maximum based on household size. Such federally funded and county-administered allotments have been issued since March 2020.
- For CalWORKs families, temporary waivers and flexibilities were implemented under Executive Orders. This provided continued access to necessary support and services during the pandemic, waiving many in-person requirements.



Medi-Cal is California's Medicaid program. It is a public health care coverage program for low-income families and individuals who live in California, including families with children, seniors, persons with disabilities, foster care youth, pregnant women, and low-income people with specific diseases such as tuberculosis, breast cancer, or HIV/AIDS.

Full Scope Medi-Cal is available to U.S. citizens and eligible immigrants and to all children and adults up to age 25 and adults aged 50 and over, regardless of immigration status. Restricted Scope Medi-Cal is currently available to adults between the ages of 25-50 who do not have legal immigration status, and covers emergency care, pregnancy and postpartum services, tuberculosis, renal dialysis, and long-term care. Effective, January 1, 2024, full-scope Medi-Cal will expand to include eligible adults aged 26 to 49 per SB 184.

 **COVID-19 RESPONSE**

As of September 2022, the COVID-19 pandemic has taken the lives of over 94,000 individuals in California, and the number of Californians that have tested positive for the virus continues to climb past 10,000. Most evident are the disparities among low-income communities of color.

Studies show that COVID-19 disproportionately affects Latinx, Black, and Pacific Islanders statewide. State response to COVID-19 includes a focus on Medi-Cal retention and enrollment.

28%
OF MEDI-CAL RECIPIENTS
ARE CHILDREN

6K
ADULTS 50 YRS+ TRANSITIONED
FROM RESTRICTED TO FULL-
SCOPE MEDI-CAL IN MAY 2022

 **LOOKING FORWARD**

The 2022 State budget expands health coverage to more Californians by providing \$835.6 million and provides full scope Medi-Cal coverage to over 700,000 adults aged 26 to 49 years in California, regardless of immigration status, effective January 1, 2024.

The California Advancing and Innovating Medi-Cal (CalAIM) proposal is reintroduced with the goal of better supporting Medi-Cal recipients experiencing homelessness, children with complex medical conditions, children and youth in foster care, and older adults and will launch beginning January 1, 2023.

MEDI-CAL
DATA SNAPSHOT | JUNE 2022



254K+
CASELOADS

451K+
INDIVIDUALS

+8%
JUNE 2022

+8%
JUNE 2022

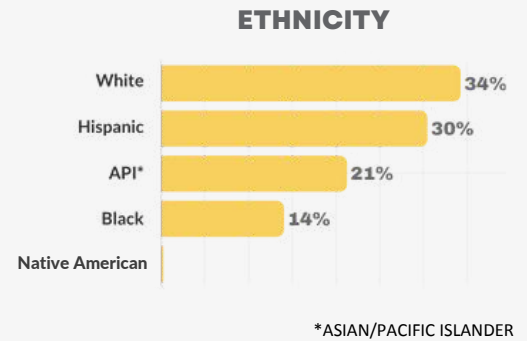
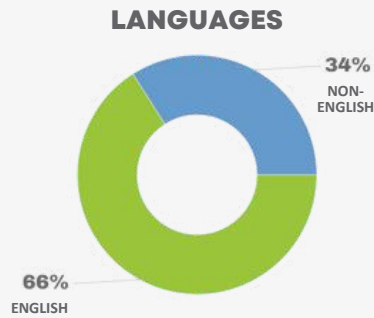
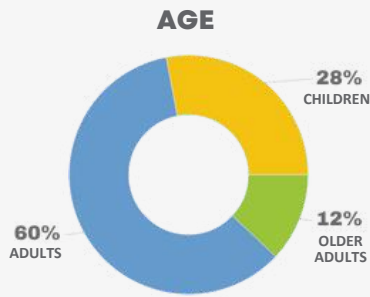
+13%
JUNE 2021

+13%
JUNE 2021

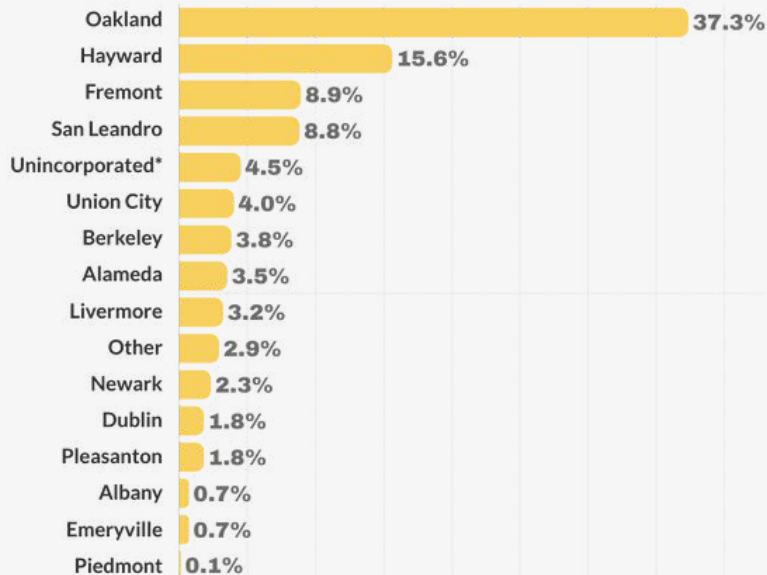
+3%
JUNE 2020

+2%
JUNE 2020

DEMOGRAPHICS OF INDIVIDUALS SERVED



% OF INDIVIDUALS BY CITY



* INCLUDES CASTRO VALLEY & SAN LORENZO

MEDI-CAL % CHANGE BY AGE GROUPS (JAN 2020)

▲ 37%
ADULTS
18-64 YRS

▲ 25%
OLDER ADULTS
65+

▲ 15%
CHILDREN
0-17 YRS



CalFresh is California's version of the federal program known as the Supplemental Nutrition Assistance Program (SNAP). The CalFresh program provides assistance for low-income households to purchase nutritious food by issuing monthly benefits on an Electronic Benefit Transfer (EBT) card, similar to a debit card, to purchase food at retail stores and farmers markets that accept EBT cards. CalFresh is a vital support to ensure individuals and families can meet their basic nutritional needs.

Food insecurity is defined as a lack of consistent access to enough food for an active, healthy life. Individuals who are low-income and food insecure must make tough decisions such as purchasing inexpensive and unhealthy food or choosing between paying for healthy food or other basic needs.

HUMAN IMPACTS

19%

IS THE FOOD INSECURITY RATE
IN ALAMEDA COUNTY

\$239

IS THE AVERAGE MONTHLY
CALFRESH BENEFIT PER PERSON

1 IN 5

CHILDREN FACE THE THREAT OF
HUNGER EVERY DAY

🦠 COVID-19 RESPONSE: EMERGENCY FOOD DISTRIBUTION, PREPARED MEALS

Disaster CalFresh can be activated for a 30-day period, following a natural disaster such as a flood, fire, earthquake, or any other natural disaster. Disaster CalFresh provides a month's worth of allotments on an EBT card which can be used to purchase food at authorized retail stores. This service is available when a Presidential Declaration for Individual Assistance has been declared in the affected area, and an applicant household residing or working in the disaster area is experiencing an adverse effect and is planning to purchase food during the disaster benefit period.

During the pandemic, the California Department of Social Services (CDSS), in partnership with the California Department of Education (CDE), received approval to operate the program in response to COVID-19-related school and child care closures. The Pandemic EBT (P-EBT) provides food benefits to help families with young children (under age 6) who received CalFresh Food benefits and school age children who were eligible for free or reduced-price school meals through the federal School Breakfast or National School Lunch Program for School Year 2020-21, and assumed to have attended school via distance learning at least some of that time.

Alameda County also offers a variety of programs and services to provide prepared meals to residents in need.

- The Alameda County Community Food Bank (ACCFB) mobilizes and distributes food to Alameda County's low-income residents, including through soup kitchens.
- The Restaurant Meals Program allows homeless, older (age 60 and over), and disabled CalFresh households to use CalFresh benefits to purchase prepared meals at participating restaurants.
- Older Adult Meal programs provide nutritious hot meals for adults aged 60 and over through group dining at senior centers and other locations.
- There are also several home-delivered meal programs in Alameda County for older adults aged 60 and over, who are homebound and unable to provide for themselves.



LOOKING FORWARD

While California recovers from the economic downturn resulting from the COVID-19 pandemic, CalFresh is the first line of defense against hunger. The CalFresh program expands individuals' and families' food budgets, enabling them to purchase fresher and more nutritious foods like fruits and vegetables. CalFresh supports the economic stability of eligible low-income individuals and families. In addition, as part of ongoing relief, the SSA is in the process of procuring contracted services for emergency prepared meals distribution and CalFresh outreach to continue to distribute and deliver nutritious hot meals to individuals and families including homebound individuals with disabilities.



CALFRESH

DATA SNAPSHOT | JUNE 2022

89K+

CASELOADS

+15%

JUNE 2022

-9%

JUNE 2021

+45%

JUNE 2020

146K

INDIVIDUALS

+12%

JUNE 2022

-9%

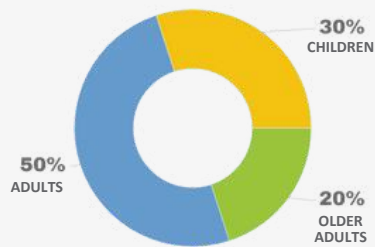
JUNE 2021

+39%

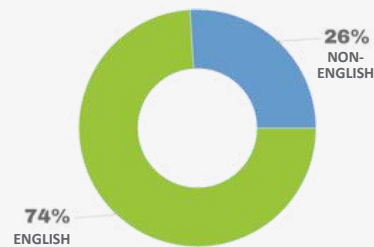
JUNE 2020

DEMOGRAPHICS OF INDIVIDUALS SERVED

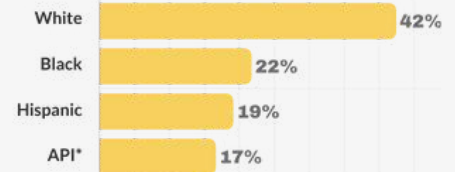
AGE



LANGUAGES

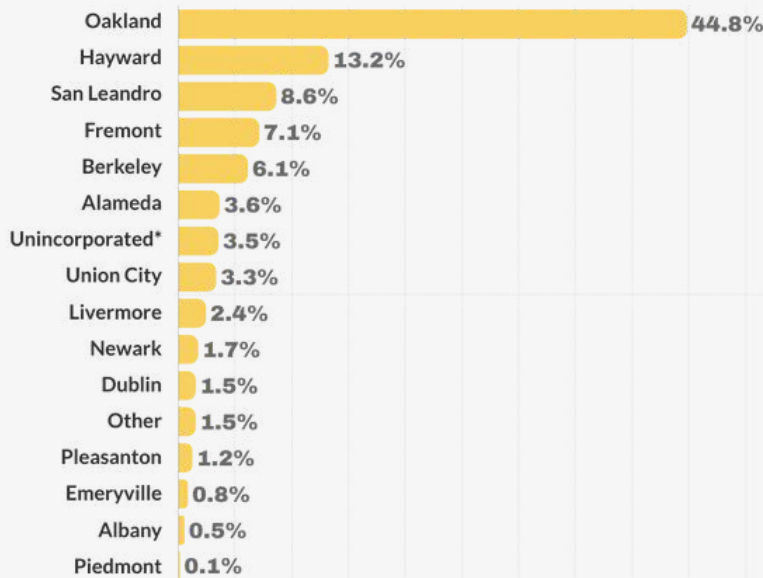


ETHNICITY



*ASIAN/PACIFIC ISLANDER

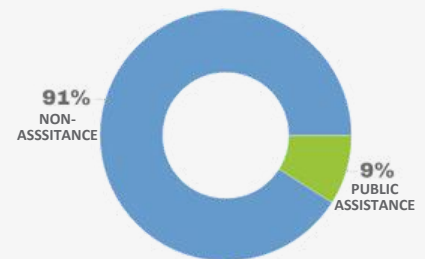
% OF INDIVIDUALS BY CITY



* INCLUDES CASTRO VALLEY & SAN LORENZO

NON-ASSISTANCE (NA) & PUBLIC ASSISTANCE (PA) INDIVIDUALS

BREAKDOWN



NA & PA INDIVIDUALS BY AGE





The California Work Opportunity and Responsibility to Kids (CalWORKs) program provides time-limited cash aid, as well as employment and supportive services, to eligible adults with children.

CalWORKs is an employment-based program that requires employable adults to participate in work-related activities to receive aid. In general, services are available to families with a child, with both parents in the home, but the primary wage earner is unemployed, and to families in which a child has been deprived of parental support or care because of the absence, disability, or death of a parent. CalWORKs services are designed to promote self-sufficiency and provide parents with assistance to enter or re-enter the workforce.

HUMAN IMPACTS

\$1,264

IS THE CURRENT MAXIMUM MONTHLY CALWORKS GRANT FOR A FAMILY OF THREE

1 IN 10

CHILDREN IN ALAMEDA COUNTY LIVE BELOW THE POVERTY LINE

9%

OF ALAMEDA COUNTY'S POPULATION LIVES BELOW THE POVERTY LINE

★ **HIGHLIGHT: CHILD CARE ASSISTANCE, HOUSING SUPPORT, STARTING OUT STRONG PROGRAM**

The CalWORKs Housing Support Program (HSP) assists CalWORKs recipients who need help obtaining or keeping permanent housing. Services include assistance with rental expenses, security deposits, utility payments, or moving costs, as well as hotel vouchers, landlord recruitment, case management, housing outreach and placement, legal services, and credit repair. HSP served 101 unduplicated clients in FY 20-21 and 108 unduplicated clients FY 21-22.

The CalWORKs Starting Out Strong (SOS) program matches new and expectant CalWORKs parents with a nurse or trained professional, who provides guidance, coaching, and connections to resources and referrals. It provides opportunities for parents to learn new parenting skills, children to be enrolled in high-quality child care services and other enrichment activities, and families to improve health and lower stress levels. CalWORKs SOS served 96 unduplicated clients in FY 20-21 and FY 21-22.

LOOKING FORWARD

We are projecting a decline and plateauing for program caseloads over the FY 22-23 period in comparison with the baseline of FY 20-21. This reflects the impact of anticipated economic and wage growth / recovery over the forecasting period along with growth in the number of available service jobs with higher base wages attributable to the Great Resignation. Caseloads for the program were declining pre-pandemic.

ANTHONY'S STORY

After applying for CalWORKs benefits, Anthony and his wife received assistance from the SSA. He was provided with an EBT card and CalFresh benefits that same day. Anthony conveyed relief that he and his family would also receive health benefits through Medi-Cal. CalWORKs allowed him and his wife to feed their children and obtain temporary shelter and homelessness assistance. After the approval of his benefits, Anthony was introduced to the SSA's employment staff. He was most appreciative of the assistance of his employment counselor in obtaining a job with Tesla. Anthony explains, "I came to Social Services to get some help and find a job. My case manager referred me for a job interview, helped me with transportation and, at last, I got an awesome job. I am grateful to Alameda County!"



WELFARE TO WORK & CALWORKS HOUSING ASSISTANCE

CalWORKs recipients, unless exempt, are required by law to participate in Welfare-to-Work activities as a condition of eligibility for benefits. All participants will be required to be engaged in employment and/or training activities for 32 hours per week for single-parent cases, and 35 combined hours per week for parents in a two-parent case. In addition to child care, transportation, and ancillary services, welfare-to-work supportive services include mental health, substance abuse, and domestic abuse services.

CalWORKs participants may be eligible to obtain assistance with permanent and temporary housing, help with moving costs, eviction prevention, and case management. Services include Temporary Homeless Assistance, Permanent Homeless Assistance, the CalWORKs Housing Support Program, and the Family Stabilization Program.

7.7K
CASELOADS

+9%
JUNE 2022

-24%
JUNE 2021

+2%
JUNE 2020

18.4K
INDIVIDUALS

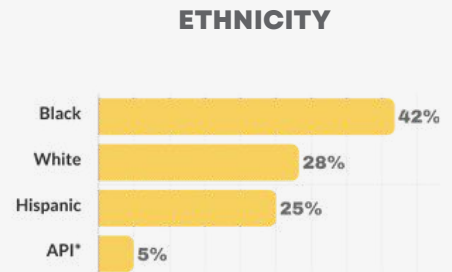
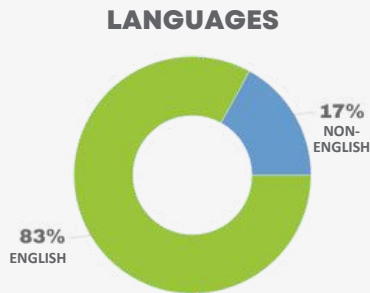
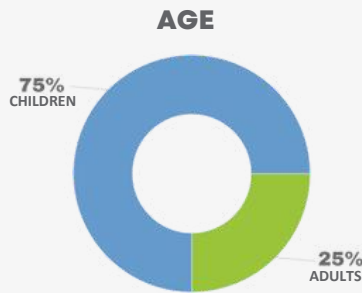
+16%
JUNE 2022

-21%
JUNE 2021

+4%
JUNE 2020

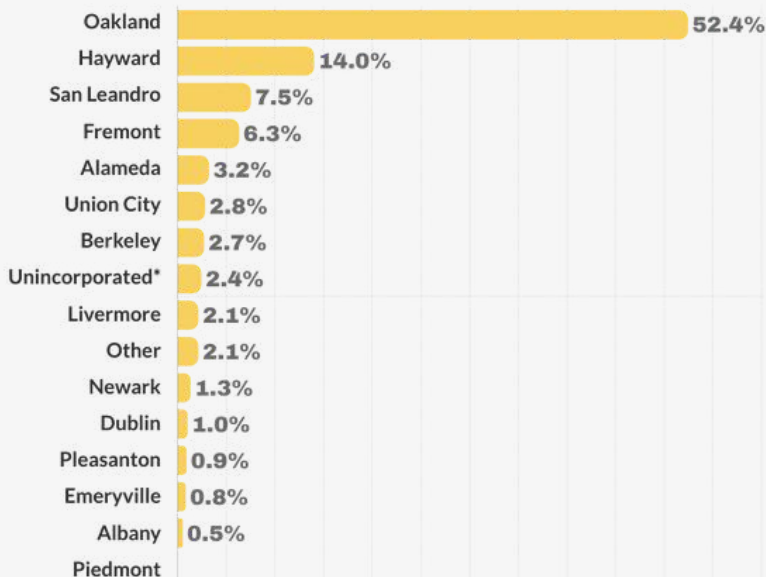


DEMOGRAPHICS OF INDIVIDUALS SERVED



*ASIAN/PACIFIC ISLANDER

% OF INDIVIDUALS BY CITY



• INCLUDES CASTRO VALLEY & SAN LORENZO

WELFARE TO WORK INDIVIDUALS

3.4K+

CLIENTS IN EMPLOYMENT SERVICES

1.6K+

PAYING JOBS

120

NEW MONTHLY JOB STARTS

2

SUPPORTED WORK & COMMUNITY EXPERIENCE



General Assistance (GA) is a state-mandated, three-month time-limited social safety-net program that is locally administered and 100% funded by Alameda County.

The program provides financial assistance to indigent adults who are county residents and have no other means of support. All GA cash assistance is considered a loan and recipients must sign a reimbursement agreement as a condition of eligibility. The GA program prepares clients, unless exempt, for possible employment through a variety of training and educational activities.

COVID-19 RESPONSE

Californians continue to struggle economically during the recovery from the pandemic with little-to-no savings while facing mounting debt and risk of eviction and homelessness. According to the Bay Area Equity Atlas, approximately 34,000 Alameda County residents are behind on their rent; of those, 74% are from low-income households who experienced job and income loss during the pandemic. Black, Pacific Islander, and Latinx Californians, including immigrants, are over 50% more likely to live in renter households.

Many GA recipients are experiencing homelessness due to local increased rent prices and lack of affordable housing. The Housing and Disability Advocacy Program (HDAP) helps disabled General Assistance recipients who are experiencing homelessness apply for housing and disability benefits while also providing housing assistance. Services include outreach, case management, disability advocacy, and housing assistance. HDAP served 67 unduplicated clients in FY 20-21 and FY 21-22.



6.3K
CASELOADS

+20%
JUNE 2022

-41%
JUNE 2021

-1%
JUNE 2020

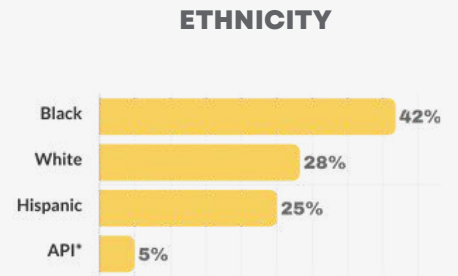
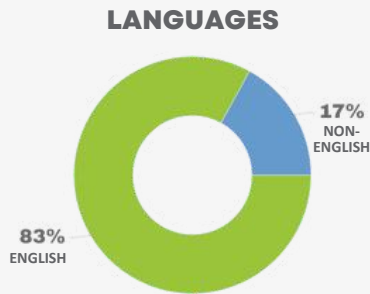
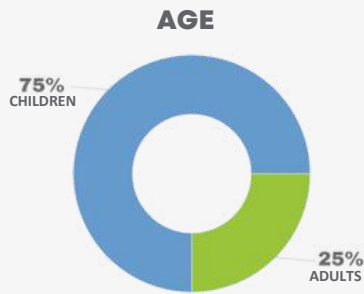
6.4K
INDIVIDUALS

+20%
JUNE 2022

-41%
JUNE 2021

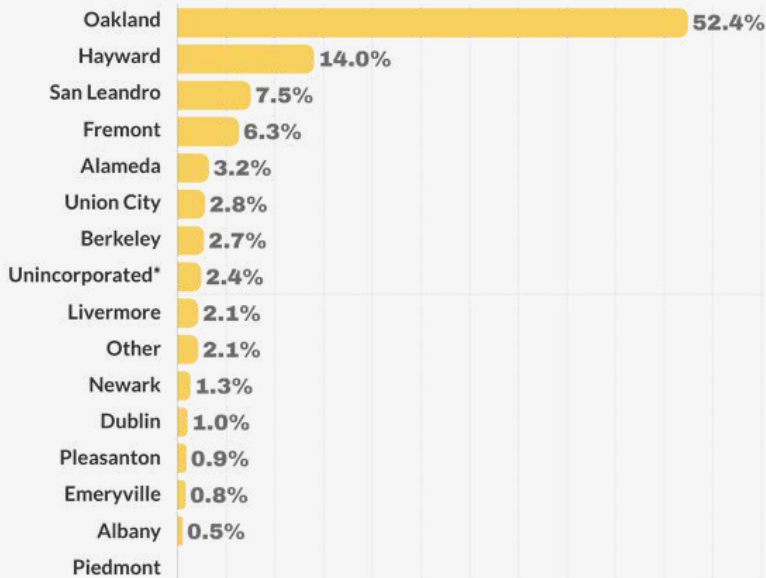
-2%
JUNE 2020

DEMOGRAPHICS OF INDIVIDUALS SERVED



*ASIAN/PACIFIC ISLANDER

% OF INDIVIDUALS BY CITY



* INCLUDES CASTRO VALLEY & SAN LORENZO

DEMOGRAPHIC STATS

8.9%
OF ALAMEDA COUNTY
RESIDENTS LIVE IN POVERTY

4 IN 10
BAY ARE RESIDENTS
ARE RENTERS

60%
OF GENERAL ASSISTANCE
RECIPIENTS LIVE IN
OAKLAND

▶ REFUGEE CASH ASSISTANCE, CASH ASSISTANCE PROGRAM FOR IMMIGRANTS

The Refugee Cash Assistance (RCA) program provides up to twelve months of cash assistance for refugees who are either single adults or couples without dependent children.

Eligible individuals may receive RCA, Medi-Cal and CalFresh during the first 12 months in the United States. RCA recipients are also enrolled in an employment and training program to help them find employment and are provided with additional refugee supportive services. The Cash Assistance Program for Immigrants (CAPI) provides benefits for legal non-citizens in financial need who are ineligible for federal Supplemental Security Income (SSI) due to their immigrant status. Blind or disabled non-citizens of any age, or seniors aged 65 and older may be eligible to receive CAPI.



▶ OFFICE OF PUBLIC AFFAIRS

The Office of Public Affairs serves as the Agency's principal point of contact with clients, news media, businesses, outside agencies, and the general public.

Public Affairs is responsible for informing the community about the Agency's operations and activities, including the Director's priorities and policies, key initiatives, and legal mandates. Public Affairs advises department executives and the Director on all aspects of media relations and communications issues. Public Affairs also oversees several community-focused programs and initiatives.

COVID-19 RESPONSE

In July 2020, Public Affairs launched a monthly Agency e-newsletter to share valuable information on COVID-19 relief and other resources to community members and partners. Topics have included emergency food distribution and Pandemic EBT, emergency child care relief, free COVID-19 testing and vaccination provided by the County, mortgage and rent relief to those affected by COVID-19, and small business relief.



Coordinated by the Office of Public Affairs, the Volunteer Income Tax Assistance (VITA) program provides no-cost IRS certified tax preparation assistance annually to low- and moderate-income households. VITA also offers assistance to eligible inmates at the Santa Rita Jail, and to families seeking to claim the Child Tax Credit (ACTC) that was expanded for the 2021 tax year.

COVID-19 RESPONSE

In response to the COVID-19 pandemic, the program transitioned to a hybrid service model that entailed customer document drop-off/pick-up, virtual tax preparation, and strict health protocols. During the February to April 2022 tax season, 90 volunteers filed 2,176 federal returns and 2,045 state returns, resulting in a total of \$5,225,958 federal and state refunds and credits for Alameda County tax filers. The average income of households served was below \$40,000.

Also coordinated by the Office of Public Affairs, the Chronicle Season of Sharing (SOS) Fund provides annual funding to the SSA to assist eligible households in Alameda County who demonstrate a critical need arising from emergency circumstances beyond their control. Since the start of the COVID-19 pandemic, SOS has been vital, especially in providing rental assistance for households who have been impacted by COVID-19-related illness or death, job loss or instability, or lack of child care. It has been a particularly critical resource for those who were not otherwise eligible for state or federal unemployment and pandemic benefits due to immigration or employment status.

From January 2020 to December 2021, a total of more than \$2,797,000 was disbursed to assist over 600 Alameda County households directly impacted by the pandemic. These community programs provided urgent relief to individuals who were at-risk of homelessness, eviction, financial hardship or job loss due to the COVID-19 pandemic.

DEPARTMENT OF GOVERNMENT & COMMUNITY RELATIONS



IN THIS SECTION

- ▶ OFFICE OF POLICY, STRATEGY & INNOVATION
- ▶ WORKFORCE DEVELOPMENT BOARD
- ▶ INFORMATION SERVICES & PROGRAM INTEGRITY DIVISION
- ▶ OFFICE OF DATA & EVALUATION
- ▶ DISASTER PREPAREDNESS & EMERGENCY MANAGEMENT
- ▶ CHILD CARE/EARLY CARE & EDUCATION
- ▶ ALL IN ALAMEDA COUNTY

THE GOVERNMENT AND COMMUNITY RELATIONS (GCR) DEPARTMENT SERVES AS THE PRIMARY LIAISON BETWEEN THE AGENCY AND FEDERAL, STATE, AND LOCAL GOVERNMENT ENTITIES AND COMMUNITY ORGANIZATIONS ON ISSUES AFFECTING SOCIAL SERVICES.

GCR represents the Agency at community events and fosters positive relationships with the community and provides strategic counsel to the Agency Executive Team and offers Agency administration services.

Several departments within GCR are responsible for the overall functioning of the Agency and the well-being of its staff. These include:

- Office of Policy, Strategy & Innovation (PSI), which provides strategic, policy and fund development oversight and decision-making for the Agency. PSI is also responsible for the California Alternative Payment Program (CAPP).
- Information Services and Program Integrity Division (ISPID), which provides a variety of services to both internal and external clients. Information Systems maintains and updates the Agency's technology.
- Program Integrity, which administers Appeals/Compliance, Quality Assurance & Quality Control, and the Work Participation Unit. Income & Eligibility Verification staff assist eligible county families to receive their entitled public benefits.
- Office of Data and Evaluation (ODE), which conducts agency wide data analysis, program evaluations, and has administrative oversight of the performance metrics in contracts.
- Office of Disaster Preparedness and Emergency Management (DPEM), which supports the Agency and community in preparing for, responding to, and recovering from disasters or emergencies.
- ALL IN Alameda County, which is a countywide initiative charged with working across sectors to address issues of poverty.



COVID-19 RESPONSE

Throughout the COVID-19 pandemic, GCR has been instrumental in the Agency's work to support affected families and individuals. The Office of Disaster Preparedness and Emergency Management (DPEM) was created to coordinate and operate the countywide Mass Care and Shelter branch at the Emergency Operations Center to establish emergency shelters, keep the community food bank in operation, and assist in dispensing vaccines. The Emergency Child care Response Team coordinated child care for families and providers; meanwhile, the PSI continues to advocate for public policies at the State and federal level to support our local community.



The Office of Policy, Strategy, and Innovation (PSI) provides fund development, legislative and budget analysis, and decision-making support resources for SSA. PSI assists policymakers in understanding the implications of pending and adopted legislation and develops policy and program recommendations to best meet the needs of our local community, while leading strategic change management initiatives to elevate organizational capability. It provides oversight of all fund development activities for the Agency and the implementation of the Agency's strategic plan as it relates to fundraising and program development.

2021-2022 CALIFORNIA LEGISLATIVE SESSION

5,100

BILLS WERE INTRODUCED

507

**BILLS WERE
REVIEWED BY PSI**

77

**BILLS WERE RECOMMENDED
SUPPORT BY PSI**

★ HIGHLIGHTS

► Legislative Advocacy

PSI led the development of an SSA budget proposal that was strongly supported by the Alameda County Board of Supervisors. SSA partnered with the Senior Services Coalition of Alameda County, and the California Association of Area Agencies on Aging (C4A) and the California Welfare Directors Association to request vital funding and supports to older adults and seniors in need. This included a one-time State budget ask of \$33.25 million over three years for two key California Department of Aging (CDA) Supportive Services programs, specifically Case Management and Visiting.

► Public Outreach

PSI led an outreach campaign to inform immigrants about the reversal of the “public charge”, a federal administrative rule. PSI created FAQs and infographics in over 10 different languages to inform the community that they can safely use health, nutrition, and housing programs for which they and their families are qualified, without fear of it affecting their immigration status.

► Annual Legislative Convening

On Wednesday, July 13, 2022, Alameda County Social Services Agency held its 2022 Legislative Convening - Seize the Moment: Moving Beyond Recovery. Over 170 participants representing 142 local community partners joined forces virtually to discuss how to center racial equity in services and policies, develop programs to meet the needs of Alameda County residents affected by the COVID-19 pandemic, and share ideas on how to enhance solutions that work.



The Alameda County Workforce Development Board (ACWDB) is a 27-member employer-led body that provides administrative, fiscal, and policy oversight of Workforce Innovation and Opportunity Act (WIOA) Title I programs and services.

WIOA services are available throughout Alameda County to meet the training and employment needs of local area job seekers. Job seekers are equipped with resources and training opportunities that facilitate labor market success and employment in Alameda County's high-growth sectors. Job seeker services are available for adults, dislocated workers (laid-off workers), youth, and young adults.

Business services are also available to help employers meet their goals. ACWDB's internal Business Service Unit works rapidly to connect employers to relevant resources, while assisting with talent recruitment efforts, and engaging as an intermediary to facilitate employer interest in WIOA training subsidy programs. Training subsidy programs offset business expenses associated with on-the-job and incumbent/customized training.



COVID-19 RESPONSE

- ACWDB joined forces with Goodwill Industries and Corporate E-Waste to supply over 200 low-to-moderate income households and individuals with refurbished laptops.
- ACWDB secured \$400,000 to place over 20 dislocated workers in employment at the Alameda County Community Food Bank. These workers were employed as Food Insecurity Workers through ACWDB's Health Emergency Response Occupational Stimulus (HEROS) grant.
- ACWDB partnered with the City of Fremont, Evolve Manufacturing, Ohlone College, and Work-2-Future to support the Earn-and-Learn Fremont (ELF) Project to equip laid-off workers with critical manufacturing production line skills. Participants were placed onsite at Evolve Manufacturing in Fremont to assemble and provide quality control for COVID-19 test kits. Through their work, participants earned a SMART Manufacturing certificate at Ohlone College.

- To address workers who were laid off due to the COVID-19 pandemic, ACWDB secured \$153,000 in grants and distributed it in the form of direct cash payments to over 200 participants to assist with rent, utilities, transportation, and other necessary services, through the COVID-19 Emergency Response Supportive Services (CERSS) grant.
- ACWDB's network of service providers quickly adapted services to align with the reality of the pandemic, strengthening their virtual and online presence to continue service delivery. They held virtual job seeker workshops, virtual or contactless job fairs, virtual case management, and adopted new employer engagement strategies. Job seekers were encouraged to take advantage of these services by engaging in up-skilling and training efforts to enhance their career prospects.
- With funding from Vision Alameda, ACWDB provided an Earn-and-Learn stipend program through La Familia services to support youth and young adults.
- In 2022, ACWDB began a Learning Together Presentation series to help service providers and stakeholders in building collective awareness of Alameda County's diverse population. The series has brought together trusted organizations, such as the Department of Rehabilitation, Policy Link, and the California Edge Coalition to discuss various topics related to disability and racial inclusion.
- ACWDB secured \$300,000 for the COVID-19 In This Together (ITT) grant to initiate a free Employer Human Resources hotline and employer webinar series in partnership with the California Employers Association. The ITT grant also supported the Corporation for Manufacturing Excellence (MANEX) to provide technical assistance to small manufacturing companies that were impacted by the COVID-19 pandemic.
- ACWDB joined in an effort to use the Human-Centered Design approach to co-develop workforce strategies for justice-involved individuals, along with the Alameda County Probation department, Growth Sector and Rubicon Programs (Alameda County Better Careers Design Group - ACBCDG). Collaboratively, the ACBCDG secured \$500,000 through the James Irvine Foundation to implement co-developed strategies, which includes guaranteed income for participants, mentorship, training, and career support.



► INFORMATION SERVICES & PROGRAM INTEGRITY DIVISION

The Information Services & Program Integrity Division (ISPID) is responsible for developing, managing, and maintaining the Agency's computer systems as well as providing integrity activities that are meant to ensure that federal and State guidelines are followed in the delivery of public assistance benefits. This Division also:

- Provides internal technology, tools, and support needed to facilitate case management for the SSA's clients.
- Implements new technology, systems, and services plus the maintenance and operation of current systems in coordination with Alameda County Information Technology Department.

ISPID also provides the SSA with support in all systems including the following areas:

- CalWIN: Automated eligibility system used by Alameda County Social Services for CalWORKs, Medi-Cal, CalFresh, General Assistance and Foster Care eligibility programs.
- CWS/CMS: Statewide Child Welfare System that is used to manage children's services cases.
- EBT (Electronic Benefit Transfer): State debit card system that is used to issue CalFresh and cash aid for CalWORKs and GA programs that interfaces with CalWIN.

ISPID's Program Integrity encompasses:

- Appeals/Compliance which processes claims for clients who wish to appeal a decision made by the Social Services Agency about their benefits.
- The Quality Assurance and Quality Control units that monitor and report on internal processes.
- The Income and Eligibility Verification System (IEVS) unit that reviews and follows up on potential discrepancies in reported income and establishes Overissuance and Overpayment Claims upon verification.

These systems ensure that clients receive all benefits to which they are entitled, protect the interest of those in genuine need, and ensure that those who are not eligible for public assistance are denied access to funds. These systems aid in protecting the integrity of taxpayer resources.



🔍 LOOKING FORWARD

As the expiration date looms for the Emergency CalFresh allotments and Medi-Cal coverage that were extended during the COVID-19 pandemic, ISPID anticipates an increase of as much as 50% in CalFresh and Medi-Cal appeals in the last quarter of 2022. The Information Systems team will be instrumental in implementing and testing the California Statewide Automated Welfare System (CalSAWS), a statewide integrated case management system. CalSAWS functions will include eligibility determination, benefits calculation, benefits issuance, and information management, and will streamline efficiency and inter-county communication.



The Office of Data and Evaluation (ODE) creates, develops, and produces agency wide data reports and program evaluations. The ODE's overall aim is to conduct data analysis that informs and supports decision-making. ODE also:

- Performs research, conducts reviews of best practices, and supports program design
- Coordinates with program, contracts, finance staff and external partners to support agency contracts

★ HIGHLIGHTS

The ODE transforms data into action and takes a data-driven approach to communications with County agencies, community partners and policy makers. To ensure transparency and accountability to agency and community stakeholders, ODE regularly produces the SSA Agency Monthly Report to track key indicators at the program level. ODE utilizes the latest data technology with the use of Tableau, Power BI, ArcGIS, and other data visualization tools. ODE also plays a key role in the annual Budget Maintenance of Effort (MOE) process by collecting key metrics across all the SSA program that inform the County Budget Book each fiscal year.

Accomplishments with Results-Based Accountability (RBA) performance measurement:

- Created and maintained the cross-departmental workgroup on performance measures.
- Ensured performance measures are in the SSA's Community-Based Organization (CBO) Contracts.
- Implemented a web-based data system that tracks performance measures in the RBA framework.
- Supported 40+ contractors to enter data into the online scorecard tool successfully.

▶ DISASTER PREPAREDNESS & EMERGENCY MANAGEMENT

In response to the COVID-19 pandemic, the SSA established the Office of Disaster Preparedness and Emergency Management (DPEM) within GCR. DPEM supports the Agency and community in preparing for, responding to, and recovering from disasters or emergencies. DPEM also performs the following:

- Ensures the Agency is prepared for significant disasters and emergencies occurring in Alameda County, and maintains readiness to support disaster response, recovery, and mitigation.
- Leads for the Alameda County Office of Emergency Services (OES), which brings together all County departments in a coordinated response to all kinds of emergencies, including the COVID-19 pandemic and wildfires.
- Manages the Emergency Operations Center (EOC) Mass Care and Shelter Branch.

The Assistant Agency Director for GCR serves in the dual role of Care and Shelter Branch Chief during a declared emergency. The Care and Shelter Branch is responsible for emergency shelter, emergency food, and emergency child care. All County employees are designated as Disaster Service Workers (DSWs). DSWs assist in protecting public health and safety and preserving lives and property during disasters and emergencies. DPEM ensures Agency staff are aware of their role and able to complete trainings that may increase their readiness to respond as such.

★ HIGHLIGHTS

DPEM continues to strengthen the Agency's infrastructures to support a coordinated and cooperative program that engages the "whole community" in preparing for, responding to, and recovering from disasters and emergencies. Key accomplishments include:

- Staffed the Care and Shelter Branch at the Alameda County Emergency Operation Center (EOC). Through partnerships with community organizations and other County departments provided emergency shelter, food, and child care for those most vulnerable during the COVID-19 pandemic.
- Developed and implemented the Agency Wildfire Smoke Communications Protocol.
- Planned four vaccination clinics for the SSA through our partnership with the Health Care Services Agency, Public Health Department. Created the Adopt-A-POD initiative to organize over 20 county departments with over 800 non-clinical staff to vaccinate over 60,000 county residents.
- Designed a new 4-hour self-paced online Shelter Fundamentals Training Course in partnership with the Agency's Training and Consulting Team (TACT), the American Red Cross (ARC), and the Alameda County Office of Emergency Services (OES). Out of 2,400 Agency staff, approximately 1,700 have completed the course.
- Coordinated and successfully led Agency participation (19 staff) in the 2021 Golden Eagle Regional Training Exercise – a simulated exercise to test and develop County emergency and disaster response capabilities using real life tools, resources, and systems while coordinating various Care and Shelter response activities with critical County and community partners.



Alameda County administers over \$30M in child care subsidies for children 0 to 12 years of age, available to eligible families on a time-limited basis. Child care services are vital not only for providing critical support for a child's growth and development, but to supporting families in finding and maintaining continuous, long-term employment, education, and/or training.

TYPES OF ADMINISTERED CHILD CARE SUBSIDIES BY THE SSA

► CalWORKs Stage One

This program supports families' access to 12 months of immediate and continuous child care as they participate in welfare-to-work activities. The purpose of the program is to support parents as they transition to the stable, long-term child care necessary for the family to leave and remain off aid. The CalWORKs Child Care Assistance Program provides access to child care for current and former CalWORKs recipients (CalWORKs Stage 2 and 3). This program ensures that access to stable child care is never a barrier to fully engaging in the CalWORKs program, by providing subsidies to cover child care costs, for children under age 12 and children over age 12 with exceptional needs. This subsidy is administered by the Workforce and Benefits Administration.

► California Alternative Payment Program (CAPP)

CAPP prioritizes low-to-moderate income parents who meet the guidelines set forth by the California Department of Social Services. This subsidy is administered by GCR.

► Foster Care Child Care Allowance Program (FCCCAP)

This program, also known as the Emergency Child Care Bridge (Bridge), addresses lack of child care as a barrier for families otherwise willing to bring a foster child into their home, and for parenting foster youth. Supports provided in addition to subsidies include access to child care navigator services for families and Trauma-Informed Care (TIC) training and coaching for child care providers to enhance their ability to provide nurturing and safe environments for children. This subsidy is administered by Children and Family Services.

★ HIGHLIGHTS: ALAMEDA COUNTY CHILD CARE GRANTS

As of July 2021, all child care and development and nutrition programs, with the exception of the California State Preschool Program, transitioned from the California Department of Education to the California Department of Social Services.

In July 2022, the Office of Policy, Strategy & Innovation (PSI), in partnership with the SSA's Finance Department and Alameda County Information Technology Department (ITD), launched the Alameda County Child Care Grants program. The Alameda County Board of Supervisors directed the SSA to invest \$4 million of funds from the American Rescue Plan Act (ARPA) to the local Early Care and Education (ECE) system for existing infrastructure needs and capacity building. One-time grants are awarded to eligible licensed small and large Family Child Care (FCC) and Center-based programs in Alameda County, to be distributed by the SSA from July 2022 through March 31, 2023. In addition, the SSA funded \$1 million for the First 5 Alameda County Centralized Eligibility List.

🦠 COVID-19 RESPONSE

The Alameda County Emergency Child Care Response Team (ECCRT), a cross-sector collaborative, launched with the onset of the COVID-19 pandemic to support the ECE field. Members include:

- Alameda County Early Care & Education Planning Council (Planning Council)
- Alameda County Office of Education
- Alameda County Public Health
- Alameda County Social Services Agency
- BANANAS
- Community Child Care Council (4Cs) of Alameda County
- First 5 Alameda County (F5AC)
- Hively

The team worked diligently to coordinate concrete child care access and supports for over 2,100 families and their respective child care providers, aligning county-wide data and communications in the field and championing funding, policy, and planning locally and statewide.

DURING THE COVID-19 PANDEMIC

540+

FUNDING GRANTS WERE
DISSEMINATED TO THE
COUNTY PROVIDERS

500

AIR PURIFIERS WERE
DISTRIBUTED TO FCCS
THROUGHOUT THE COUNTY

4

VACCINATION CLINICS
HOSTED BY ECCRT

600+

CHILD CARE PROVIDERS AND
FAMILY MEMBERS WERE
PROVIDED VACCINATIONS

ANABELLE'S STORY

Anabelle is a family child care provider in Oakland and has been supporting families for more than 20 years. The COVID-19 pandemic has had a crippling effect on all providers and Anabelle was not different. She was worried with the scarcity and expense of additional cleaning products and personal protective equipment during a time of decreased revenue. Due to her connections with her local resource and referral agency, she was able to pick up some of the critical supplies she needed to maintain a healthy and safe environment for the children in her care.

1.3K
CHILDREN

+28%
JUNE 2022

-22%
JUNE 2021

+3%
JUNE 2020

1.1K
STAGE 1

80%
STAGE 1-
JUNE 2022

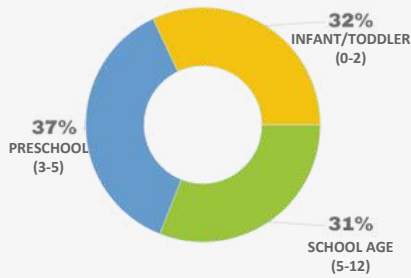
15%
CCAPP-
JUNE 2022

4%
FOSTER CARE -
JUNE 2022

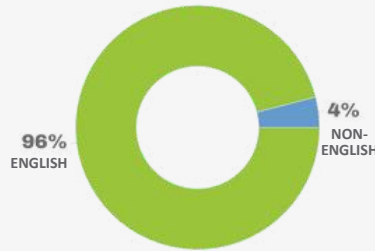


DEMOGRAPHICS OF INDIVIDUALS SERVED

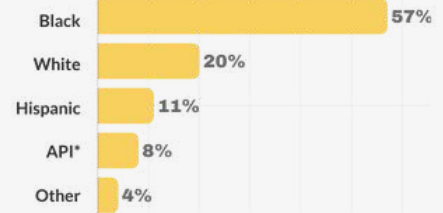
AGE



LANGUAGES

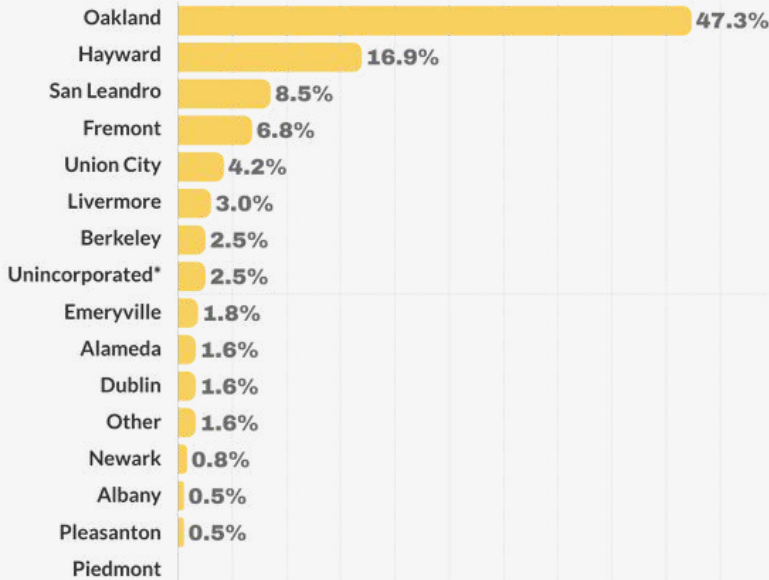


ETHNICITY



*ASIAN/PACIFIC ISLANDER

% OF INDIVIDUALS BY CITY



* INCLUDES CASTRO VALLEY & SAN LORENZO

PROVIDER TYPES

22%
CENTER-BASED

39%
FAMILY CHILD CARE

39%
LICENSE EXEMPT

▶ ALL IN ALAMEDA COUNTY



On July 1, 2022, ALL IN Alameda County (ALL IN) joined the Social Services Agency, Department of Government and Community Relations. ALL IN was founded as a countywide initiative by Alameda County Supervisor Wilma Chan in January 2014, coined as “the New War on Poverty”.

ALL IN is an innovation hub embedded within local government that prioritizes strategies that work towards achieving Alameda County’s Vision 2026, equity, and systems change. ALL IN actively collaborates with community organizations and leaders to inform our work. We are seen countywide as neutral conveners and actively sought by collaboratives to support and participate in convenings and build consensus around challenging issues affecting low-income communities of color. ALL IN seeks to build power and self-sufficiency in communities through capacity building strategies such as connecting organizations to each other and to resources and information throughout the County.

ALL IN’s work over the last three years has applied an intersectional lens to anti-poverty strategies, exploring upstream and mid-stream approaches to develop programs in our three focus areas. ALL IN has successfully established time-bound initiatives with sustainability in mind, transitioning those programs to internal and external partners as appropriate.

Signature programs that have evolved from ALL IN’s leadership and now being sustained by other entities include Recipe4Health/Food as Medicine, ALL IN Eats Circular Food Economy, the Youth Action Board for Ending Homelessness, the Healthy Food/Healthy Families Neighborhood Steering Committee and Healthy Food Champions, and the San Antonio Family Resource Center.

LOOKING FORWARD

To continue the legacy of Supervisor Wilma Chan, ALL IN is working with the Alameda County Board of Supervisors and the ALL IN Steering Committee to advance a series of priority strategies to address issues of poverty through 2024. ALL IN’s home at the Social Services Agency will be instrumental in continuing to promote the economic and social well-being of the most vulnerable residents of Alameda County.

HUMAN RESOURCES DEPARTMENT



IN THIS SECTION

- ▶ HUMAN RESOURCES ADMINISTRATION
- ▶ TRAINING & CONSULTING TEAM (TACT)

Human Resources (HR) provides personnel services for the SSA including:

► **Administration**

Ensures that HR operations run efficiently and smoothly. Reception fields telephone calls and in-person visitors as well as requests for verification of employment.

► **Payroll**

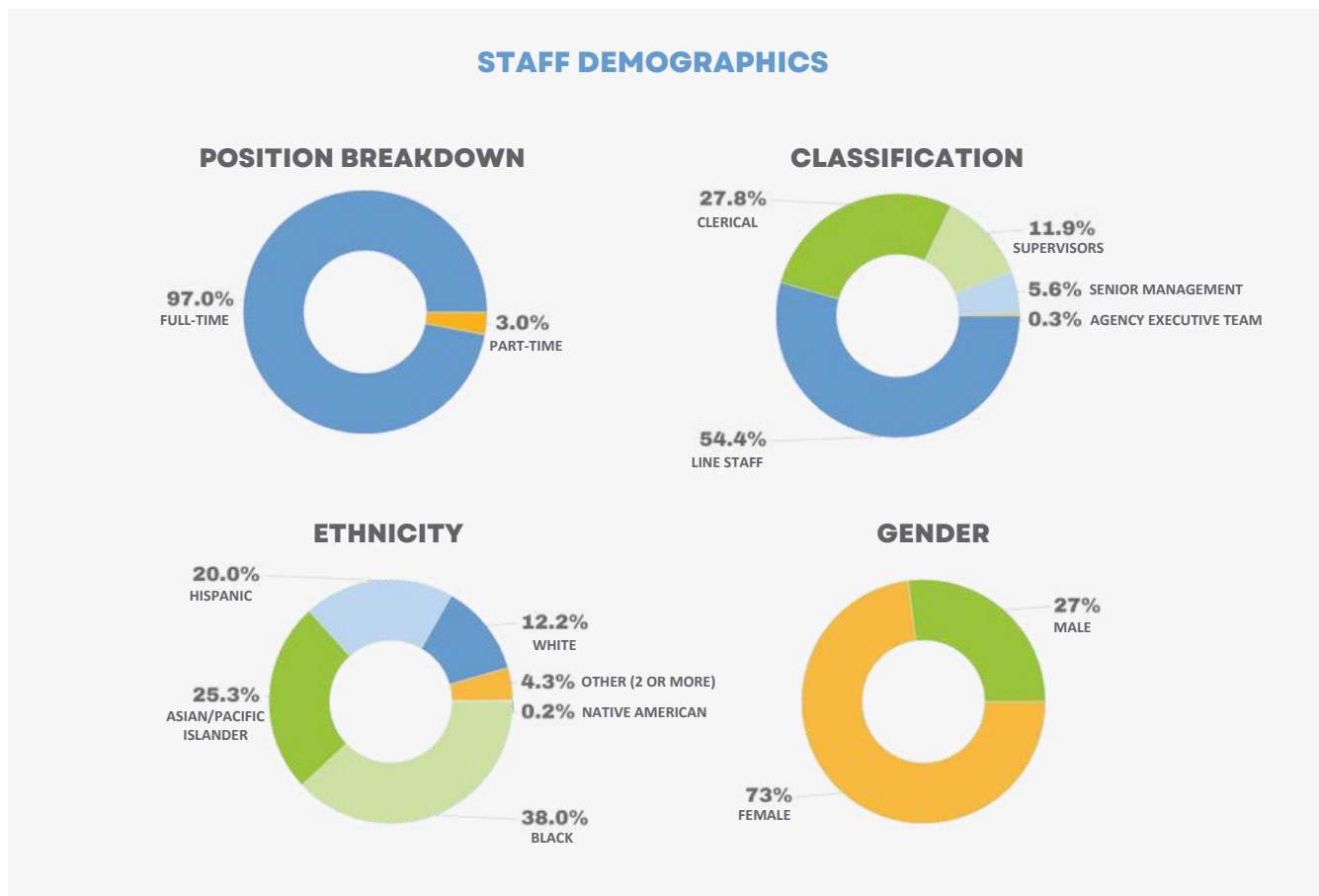
Processes timekeeping and acts as a liaison between SSA and the Auditor’s Office to ensure the prompt and accurate payment of staff.

► **Recruitment**

Coordinates the screening, testing, recruiting, succession planning, and retention of new staff for SSA- specific positions.

► **Employee & Labor Relations**

Responsible for managing the Agency’s health and safety programs, civil rights compliance, employee relations, and labor interactions.



▶ TRAINING & CONSULTING TEAM (TACT)



Under the Human Resources Department, the Training and Consulting Team (TACT) provides personal and professional development opportunities through a comprehensive training program and professional consulting on organizational development initiatives, career development and leadership development.

TACT's accomplishments for FY 2021-2022:

- Implemented annual training needs assessments to identify trends and upcoming training needs.
- Completed the second Virtual TACT Annual Training Conference to focus on LEVEL UP: Navigating the New Normal with a "Growth Mindset".
- Continued to improve upon utilization of the county-wide Learning Management System.
- Completed agency wide SOGIE (Sexual Orientation, Gender Identity, and Expression) training series.

TACT TRAININGS | FY 2021-2022

9.8K

PARTICIPANTS WERE PROVIDED TRAINING

21K+

HOURS OF "IN SERVICE" TRAINING FOR STAFF AT ALL LEVELS

630+

"OUT SERVICE" TRAINING COURSES FOR STAFF AT ALL LEVELS

2.3K+

PARTICIPANTS WITH UNIVERSITY/COLLEGE DESIGNED TRAINING

TACT ADMINISTRATIVE UNIT | FY 2021-2022

100+

IT SUPPORT TICKETS

100+

EDUCATION EXPENSE CLAIMS

80+

PREPAID TUITION CLAIMS

120+

WORK ORDER REQUESTS

COVID-19 RESPONSE

During FY 2021-2022, TACT continued to provide learning and development services to the SSA utilizing in-person, virtual, and hybrid training modalities.

- In-person courses were limited to smaller class sizes for those new to the Agency/County and those courses requiring more hands-on learning and support.
- Virtual training included a greater reliance on video and eLearning courses as well as TEAMs-based training using MS Office's platform and resources.
- TACT's hybrid methods worked best for individuals in classifications requiring longer training (i.e. induction cohorts) and included instructor led training via TEAMs with in-class learning support from training staff.

OUR COMMISSIONS



ALAMEDA COUNTY SOCIAL SERVICES AGENCY WORKS IN PARTNERSHIP WITH VARIOUS COMMISSIONS THAT ARE APPOINTED BY THE BOARD OF SUPERVISORS AND COMPRISED OF COMMUNITY PROVIDERS AND CONSTITUENTS OF ALAMEDA COUNTY.



ADVISORY COMMISSION ON AGING (ACA)

The Advisory Commission on Aging (ACA) advises and provides information to the Board of Supervisors and the Area Agency on Aging (AAA). The commission is made up of representatives concerned about the needs and interests of elders in Alameda County. The commission works in concert with the staff of the AAA to develop, plan, and administer programs designed to assist elders and their caregivers in the county. The ACA also collaborates with the AAA for the Annual Holiday Baskets Drive. Volunteers from the ACA, AAA, and AAS Department annually prepare and deliver holiday gift baskets to older adults and adults with disabilities in Alameda County.



ALAMEDA COUNTY COUNCIL FOR AGE FRIENDLY COMMUNITIES

The Age Friendly Council coordinates efforts to effect policy and system changes that enhance the overall well-being of older adults who live in Alameda County. The Council facilitates communication that identifies key issues for healthy aging communities and makes policy recommendations and advances initiatives that promote the health and social well-being of older adults.



COMMISSION ON THE STATUS OF WOMEN (COSW)

The Alameda County Commission on the Status of Women (COSW) was created in 1975 to help eliminate discrimination and prejudice against women in such areas as housing, employment, health services, child care, education, transportation, credit, legal rights, and community services.

► COVID-19 Response

In March 2022, the COSW received a \$25,000 communications grant from the California Commission on the Status of Women, which will be used to support COVID-19 recovery and response for women and girls in Alameda County, and to mobilize local implementation of the Convention on the Elimination of All Forms of Discrimination Against Women (CEDAW).

The COSW also organized the #DonatePeriod campaign, which collected donations of sanitary and hygiene supplies for unhoused women and girls and used social media to raise awareness of this ongoing critical health issue.



HUMAN RELATIONS COMMISSION

The Alameda County Human Relations Commission (HRC) was created in 1964 to create an environment in which each person may realize their highest potential unhampered by any discrimination based on race, ethnicity, religion, national origin, immigrant status, gender, age, actual or perceived sexual orientation, and mental or physical disabilities protected by the Americans with Disabilities Act. Through its Housing and Homeless Committee, the HRC has worked in partnership with EveryOne Home to develop policy solutions to mitigate homelessness in Alameda County.

► COVID-19 Response

During the COVID-19 pandemic, the HRC collaborated with Alameda County Health Care for the Homeless to provide vaccines and other services at a walk-up Community Care Site at Raimondi Park, Oakland.



VETERANS SERVICE OFFICE AND AFFAIRS COMMISSION

The Alameda County Veterans Service Office (CVSO) provides veterans, their dependents, and survivors with information regarding US Department of Veterans Affairs and CalVet benefits, and to help file claims for these benefits. The Veterans Affairs Commission advises and assists the Board of Supervisors on meeting the needs of veterans and their families for veterans' benefits, housing, food, shelter, transportation, and employment.

▶ ACKNOWLEDGMENTS

The Alameda County Social Services Agency gratefully acknowledges its many County and community partners who help make this work possible. Annually, the SSA works with over 230 County partners and community-based organizations, 14 cities, six unincorporated areas of the County, and the five districts of the County of Alameda.

IN MEMORIAM



Wilma Chan
District 3

COUNTY ADMIN



Susan Muranishi
County Administrator

ALAMEDA COUNTY BOARD OF SUPERVISORS



Keith Carson
President, District 5



Nate Miley
District 4



Dave Brown
District 3



Richard Valle
District 2



David Haubert
District 1

- 24 Hour Parent Teacher Children's Center
- A Better Way *
- Ability Now Bay Area
- Abode Services *
- Advisory Commission on Aging
- Afghan Coalition
- Afghan Elderly Association *
- Alameda Alliance for Health
- Alameda County Administrator's Office
- Alameda County Board of Supervisors
- Alameda County Community Food Bank *
- Alameda County Department of Rehabilitation
- Alameda County Deputy Sheriffs' Activities League *
- Alameda County Developmental Disabilities Council
- Alameda County District Attorney's Office
- Alameda County Early Care and Education Planning Council
- Alameda County Health Care Services Agency
- Alameda County Health Consortium
- Alameda County Homeless Action Center *
- Alameda County Housing and Community Development Agency
- Alameda County Library
- Alameda County-Oakland Community Action Partnership
- Alameda County Office of Education *
- Alameda County Probation Department
- Alameda County Sheriff's Office
- Alameda County Transportation Commission
- Alameda Health Consortium *
- Alameda Health System
- ALL IN Alameda County
- Allen Temple Health & Social Services Ministry
- Alliance for Community Health *
- The Alliance for Community Wellness *
- Alzheimer's Disease & Related Disorders Association *
- Alzheimer's Services of the East Bay
- American Indian Child Resource Center *
- Bananas, Inc. *
- Bay Area Community Health *
- Bay Area Community Land Trust
- Bay Area Community Resources
- Bay Area Community Services
- Bay Area Legal Aid
- Berkeley Food and Housing Project *
- Berkeley Youth Alternatives *
- Be Well *
- Beyond Emancipation *
- Brighter Beginnings *
- Building Futures with Women & Children
- Building Opportunities for Self-Sufficiency *
- Burma Refugee Families & Newcomers
- Calico Center *
- California Department of Rehabilitation
- California Immigrant Policy Center
- California Reinvestment Coalition
- Capital Transit *
- Castro Valley Adult School
- Catholic Charities of the Diocese of Oakland *
- Catholic Charities of the East Bay
- Center for Elders' Independence
- Center for Employment Opportunities
- The Center for Independent Living
- Centro Legal de la Raza
- Chabot-Las Positas Community College *
- Chapin Hall Center for Children *
- Children's Hospital and Research Center, UCSF Benioff *

- College of Alameda Career Center
- Community Child Care Council of Alameda County *
- Cornerstone Community Development Corporation *
- Covenant House California *
- Crisis Support Services *
- Davis Street Community Center *
- DayBreak Adult Care Centers *
- Downs Community Development Corporation *
- East Bay Agency for Children *
- East Bay Economic Development Alliance
- East Bay Innovations
- East Bay Korean-American Senior Services Center
- East Oakland Community Project *
- East Oakland Switchboard *
- Eden Area Regional Occupational Program *
- Eden United Church of Christ
- Eden I&R *
- Empowered Aging *
- Ephesian Children's Center
- Ethiopian Community and Cultural Center
- EveryOne Home
- Family Bridges *
- Family Caregiver Alliance *
- Family Emergency Shelter Coalition
- Family Paths *
- Family Service of San Leandro
- Family Support Services *
- Family Violence Law Center *
- Felton Institute *
- First 5 Alameda County *
- First African Methodist Episcopal Church *
- First Place for Youth *
- Fred Finch Youth Center *
- Girls Incorporated of Alameda County
- Goodwill Industries of the Greater East Bay
- The Greenlining Institute
- Hayward Adult School
- Hayward Area Recreation & Park District *
- Hayward Unified School District
- Housing Consortium of the East Bay
- HERA - Housing and Economic Rights Advocates
- Hively *
- Human Relations Commission
- HumanGood
- Immigration Institute of the Bay Area *
- International Institute of the Bay Area
- International Rescue Committee *
- John Burton Advocates for Youth
- J-Sei *
- Justice in Aging
- Kidango *
- Korean Community Center of the East Bay *
- La Clinica de la Raza *
- La Familia
- Language Line Services *
- Lao Family Community Development *
- Legal Assistance for Seniors *
- LIFE ElderCare *
- LifeLong Medical Care *
- Lincoln Child Center *
- Love Never Fails *
- Marcus Foster Education Institute
- Mercy Retirement and Care Center *
- Mid Alameda County Consortium for Adult Education
- MISSEY- Motivating, Inspiring, Supporting, and Serving Sexually Exploited Youth *
- National Council on Crime & Delinquency
- New Haven Adult School
- Northern Alameda County Consortium for Adult Education
- Northern Alameda Adult Education Collective
- Northern California Land Trust
- Nutrition Solutions *
- Oakland Community Land Trust
- Nutrition Solutions
- Oakland Community Land Trust
- Oakland Private Industry Council *
- Oakland Starting Smart and Strong Initiative
- Ohlone Community College District *
- On Lok Senior Health Services *
- Open Heart Kitchen *
- Options Recovery Services *
- Parent Voices
- Peralta Community College District
- Preventive Care Pathways *
- Raising Leaders
- Rebuilding Together Oakland *
- The Refuge *
- Refugee and Immigration Transitions *
- Regional Center of the East Bay
- Roots Community Health Center *
- Rubicon Programs (America's Job Center of California) *
- Ruby's Place *
- RydeTrans *
- S.O.S. – Meals on Wheels *
- SAVE – Safe Alternatives to Violent Environments *
- Safe Passages
- The Salvation Army *
- Senior Support Program of the Tri Valley *
- San Francisco Community Land Trust
- San Leandro Adult School
- SER – Jobs for Progress *
- Southern Alameda County Consortium for Adult Education
- Spanish Speaking Unity Council *
- Spectrum Community Services *
- St. Mary's Center *
- St. Vincent's Day Home
- State Council on Developmental Disabilities
- Stupski Foundation
- Side by Side *
- Supporting Future Growth Child Development Center
- Sutter Health
- Swords to Plowshares
- Terner Center for Housing Innovation
- Terra Firma Diversion *
- Tiburcio Vasquez Health Center *
- Tri-Cities Career Center
- Tri-City Volunteers *
- Tri-Valley Career Center
- Tri-Valley Haven for Women *
- Tri-Valley Regional Occupational Program *
- United Seniors of Oakland and Alameda County
- United Way of the Bay Area
- United Ways of California
- Vietnamese American Community Center of the East Bay *
- Washington Hospital
- WestCoast Children's Clinic *
- Western Center on Law and Poverty
- West Shield Adolescent Services *
- The Youth Employment Partnership
- Youth Radio
- Youth UpRising

* Indicates organizations which have received funding from the SSA for Fiscal Year 2021-2022 as a contracted partner.
We thank all of our valued partners and apologize for any errors or omissions in our listing.

▶ CONTACT US

SPEAK WITH ALAMEDA COUNTY SOCIAL SERVICES AGENCY STAFF DIRECTLY TO ASK QUESTIONS OR GET MORE INFORMATION ABOUT OUR SERVICES AND DEPARTMENTS.

▶ MAIN OFFICE

1111 Jackson Street
Oakland, CA 94607
(510) 271-9100

▶ ADULT & AGING SERVICES

Eastmont Town Center
6955 Foothill Boulevard, Suite 143
Oakland, CA 94605
(510) 577-1900

▶ SELF-SUFFICIENCY CENTER

Eastmont Town Center
6955 Foothill Boulevard, Suite 100
Oakland, CA 94605
(510) 383-5300

▶ GAIL STEELE MULTI-SERVICE CENTER (FORMERLY EDEN AREA)

24100 Amador Street
Hayward, CA 94544
(510) 670-6000

▶ ENTERPRISE SELF-SUFFICIENCY CENTER

8477 Enterprise Way
Oakland, CA 94621
(510) 639-1090

▶ FREMONT OFFICE

39155 Liberty Street, Suite C330
Fremont, CA 94536
(510) 795-2428

▶ LIVERMORE SELF-SUFFICIENCY CENTER

2499 Constitution Drive
Livermore, CA 94551
(925) 455-0747

▶ THOMAS L. BERKLEY SQUARE (NORTH OAKLAND)

2000 San Pablo Avenue
Oakland, CA 94612
(510) 891-0700

▶ EDGEWATER DRIVE

7751 Edgewater Drive
Oakland, CA 94621
(510) 208-0995



Alameda County Social Services Agency

alamedacountysocialservices.org

