

ALAMEDA COUNTY BOARD OF SUPERVISORS' SOCIAL SERVICES COMMITTEE

Monday, July 28, 2014

12:00 p.m.

Supervisor Nate Miley, Chair
Supervisor Richard Valle

Location: Board of Supervisors' Chambers – Room 512 – 5th Floor
County Administration Building
1221 Oak Street, Oakland, CA 94612

Summary/Action Minutes

I. Public Authority Annual Report

Charles Calavan, Executive Director, Public Authority, Michelle Rousey, Chair of the Public Authority Advisory Board, presented a PowerPoint presentation on current and future challenges with the Public Authority. In addition, the Public Authority submitted its semi-annual report from July through December 2013, to the Committee.

The report included information on Registry and Response Services, Emergency IHSS worker replacement, services, goals and accomplishments training, operations and outreach and advocacy. Christine Morgan, Rose Acampora and Lynn Rivas of the Public Authority staff contributed to the Public Authority Report.

The Registry is serving many more new consumers through referrals from IHSS. The Public Authority has not had sufficient space to expand or to accommodate a newly hired Registry Coordinator. The Public Authority would benefit from having additional access to payroll and will look for more adequate space.

Purpose:

- Report progress
- Advocacy or Education
- Request Social Services Committee Recommendation or Position
- Other:

Recommendation from the Social Services Committee: Charles Calavan to work with Lori Cox, Director, Social Services Agency to find suitable work space for Public Authority staff.

II. Update on General Assistance Evaluation

Lori Cox, Director, Social Services Agency, presented a PowerPoint presentation on the Response the General Assistance Evaluation recommendations by the Roots Health Community Center.

- Recommendation 1: Define targeted outcomes and goals of the GA program as a foundation for all changes and future strategies
Response: The Social Services Agency will implement a strategic planning process beginning in August of 2014 and provide quarterly updates to the Social Services Committee on reform efforts and program development beginning in October 2014.

- Recommendation 2: Implement a paradigm shift with the aim of promoting the elevation, empowerment and self-sufficiency clients
Response: The Agency will develop and implement a comprehensive employment program to be effective no later than July 2015.
- Recommendation 3: Invest in data management and data capturing to better inform GA strategies
Response: The Agency will create a data development agenda to improve data collection and create performance metrics for contracts and enhanced management reports; will report quarterly
- Recommendation 4: Create an environment that is client-centered
Response: The Agency will eliminate good cause determination for declining CHASS bed, effective August 2014; eliminate mandatory vendor pay process; implement semi-annual reporting for clients; will review intake and mental health evaluation and improve where possible; will continue to improve the waiting room experience in self-sufficiency centers and satellite offices.
- Recommendation 5: Create an environment that is supportive to and ensures the success of agency staff
Response: The Agency will work with a training and consulting team and other stakeholders to conduct routine staff training; will continue working with labor unions on workload issues
- Create and support clear paths to self-sufficiency
Response: The Agency will continue to work with County partners on housing and homeless issues; will evaluate current SSI advocacy efforts and make adjustments to ensure resources are directed appropriately

Speakers

Ed Barnes, mental health services, supports the elimination of vendor pay; and would like to be a part of the strategic planning process; would like program processes posted on the Agency website. Offer clients a menu of benefits and services.

Michael Diehl, BOSS representative, supports the elimination of the time limits for General Assistance and would like to work with the Agency on employment training.

Steve Weiss, Bay Area Legal Aid, supports the Roots evaluation; would like to be a part of the strategic planning process. Mr. Weiss has some general concern about the GA clients; some people may not be employable now, but if they receive the supportive services they need, they could become employable.

Luann Hunyh, East Bay Community Law Center, supports the good cause determination; would like to be included in the strategic planning process.

Brian Geiser supports employment and housing services for the homeless and stabilized housing for GA clients.

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The Social Services Agency will update the Committee quarterly on their progress beginning in October 2014.

III. Update on Emergency Stabilization Funding for Senior Services through Area Agency on Aging and Emergency Shelters

Lori Cox, Director, Social Services Agency, presented a PowerPoint presentation on Stabilization funding for Seniors through the Area Agency on Aging.

The Board of Supervisors requested that the Agency develop a strategy for emergency stabilization funds for senior service providers and collaborate with the Health Care Services Agency to develop an integrated plan for long term delivery.

The Social Services Agency will provide a one-time 15% augmentation to all Area Agency on Aging contracts, provide technical assistance to providers and hire a Planner for the Area Agency on Aging.

Speakers

Wendy Peterson, Senior Services Coalition thanked the Agency and the Committee for their continued support for senior services.

Karen Grimsich, Administrator of Aging Services, City of Fremont, supports the augmentation of contracts for senior services and other efforts for seniors.

Emergency Shelters

Lori Cox, Director, Social Services Agency, presented a PowerPoint presentation to update the Committee on the County's Emergency Shelter Program.

The Social Services Committee directed the Agency to determine a funding source to maintain emergency shelter beds and in partnership with the Health Care Services Agency and other County departments to develop policy recommendations on warming centers, emergency shelters, rapid rehousing and affordable programs by the September Committee meeting.

The Social Services Agency will provide a one-time back fill to two (2) family shelters and continue discussions with other County departments and outside stakeholders to develop a countywide plan for emergency shelters and housing programs.

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PUBLIC COMMENT: None

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