

**ALAMEDA COUNTY
BOARD OF SUPERVISORS'
SOCIAL SERVICES COMMITTEE**

Monday, January 27, 2014

12:30 p.m. - 2:00 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. Update on the SSI Trust Clinic

Lori Cox, Director, Social Services Agency, John Engstrom, Policy Analyst and Janet Biblin, Management Analyst, Behavioral Health Care Services presented a PowerPoint presentation to update the Committee on the County's SSI Advocacy Program and the SSI Trust Clinic.

In January of 2012 the Health Care Services Agency and the Social Services Agency collaborated on a project called the SSI Trust Clinic, to move clients from no income or General Assistance (GA) income to SSI disability income.

Since January of 2012, 4,482 clients have been screened into the GA/SSI queue, which are possibly eligible for SSI disability payments. There have been 1,941 clients served and 719 clients allowed to apply for SSI and 433 outstanding referrals.

The SSI Trust Clinic Update

- Obtained a Conditional Use Permit from the City of Oakland
- Released an RFP for a medical provider on December 16, 2013
- Estimated start date of contract for the medical provider is July 1, 2014

Purpose:

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

This item was informational only and required no Committee action.

II. Disaster Preparedness

Gerald Smith, Management Analyst and Disaster Preparedness Coordinator for the Social Services Agency (SSA) presented a PowerPoint presentation on the Agency's disaster preparedness activities.

The SSA is the lead agency for Mass Care and Shelter support for unincorporated Alameda County. The Agency is responsible for providing trained staff for the Care and Shelter Branch of the Emergency Operations Center.

The Agency is also responsible for providing support for mutual aid resources and disaster preparedness workers to Alameda County cities when needed.

Highlights of 2013 activities:

- The Care and Shelter Branch received an upgrade of new furniture and computers
- Trained 284 Agency employees in the Incident Command System, Standardized Emergency Management System and the National Incident Management System
- Participated in the “Golden Guardian” Disaster Response Exercise
- Participated in the “Operation Independence” Shelter Operations Exercise
- SSA staff received “Child-Friendly Spaces” training by the Save the Children Organization
- Participated in the Great California Shakeout Disaster Drill

Future Disaster Preparedness Planning

- Developing an RFQ to contract a Disaster Planning consultant to work on agency disaster communication plan for employees
- Working with the Children in Disasters Committee and Save the Children to provide more “Child-Friendly Spaces” training
- The Sheriff’s Office of Emergency Services is planning tabletop and functional mutual aid exercises for County agency participation

Purpose:

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

This item was informational only and required no Committee action.

III. Technology Update

Don Edwards, Assistant Agency Director, Social Services Agency presented a PowerPoint presentation on the Agency’s Technology Update.

The Alameda County Social Services Agency became one of the first agencies in the State to have electronic imaging of documents immediately available to agency staff. There are approximately 105 million electronic images contained in the system, immediately accessible which provides better customer service to the clients. All documents require a barcode for imaging.

The agency purchased a high speed document processing systems which extracts documents from envelopes, conveys documents into scanner and reads barcodes on document, places documents into the correct case file. This system has reduced processing time and clerical error.

In addition the agency has purchased self-service kiosks for several agency offices. The kiosk allows clients to request replacement of EBT, Benefits and Medi-Cal cards and submit/scan forms and documents. The kiosks are available in English, Spanish, Farsi, Vietnamese, Chinese and Tagalog. The kiosk issues the client a receipt after the completion of the transaction.

The technology enhancements improve worker efficiency, reduce paper and thereby contribute to the County’s sustainability program. Mr. Edwards will return to this Committee at a future date for additional updates on the agency’s technology enhancements.

Speaker

Ed Barnes, Mental Health Advocates: Supports the work that the Agency has been doing in the area of technology. Technology does not always serve clients better. Problems with the technology system: 1) not all documents are imaged into the system; 2) it takes a long time to go through imaged documents and find the necessary document 3) notices of action– copies of document are not kept 4) paper documents submitted are being destroyed, and replaced with imaged documents 5) A self-service kiosk is not suitable for all clients.

Supervisor Miley requested Mr. Barnes to submit his concerns in writing to his office and to the Social Services Agency and Social Services Agency staff will respond to his concerns at the next technology update for the Agency.

Purpose:

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

This item was informational only and required no Committee action.

PUBLIC COMMENT

Steven Weiss, Bay Area Legal Aid: Informed the Committee of projects in which Bay Area Legal Aid is collaborating with community partners to assisting homeless veterans in Oakland and South County. The collaborations are with the East Oakland Community Project, St. Mary's Center and Abode. In October Bay Area Legal Aid collaborated with the Health Consumer Alliance to establish a Health Consumer Hotline to help consumers with health related issues. Mr. Weiss would like an update at this Committee on the CHASS Program.

Supervisor Miley directed the Social Services Agency Director to update the Committee on the CHASS Program at the Social Services Committee meeting in March.

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