

# ALAMEDA COUNTY BOARD OF SUPERVISORS' SOCIAL SERVICES COMMITTEE

Monday, October 22, 2018  
12:30 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

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## Summary/Action Minutes

### I. Workforce Development Board Update

[Attachment](#)

Patti Castro, Director, Workforce Development Board, and Ronda Boykin, Assistant Director, Workforce Development Board, presented a PowerPoint presentation on the Workforce Development Board (WDB) annual update.

Re-Entry programs

WDB's new re-entry initiatives and projects include: Prison 2 Employment Grant Initiative, Construction Pre-Apprenticeship Pipeline Pilot for Re-entry Demonstration Grant, Smart Re-entry Grant

National Dislocated Worker Storm Grant

WDB was awarded the National Dislocated Worker Grant in 2017, in the amount of \$850,000. The grant provides assistance to the region in helping to clean up storm damage to severely impacted areas, while targeting Dislocated Workers for employment opportunities.

East Bay Disability Employment Accelerator Grant

The East Bay DEA is a grant program and regional effort, led by the Contra Costa WDB, to accelerate Competitive Integrated Employment (CIE) and training opportunities for 40 people with intellectual, developmental, and physical disabilities.

Workforce Innovation & Opportunity Act (WIOA) Youth programs – performance for PY 17/18

Between July 1, 2017 and June 30, 2018, La Familia served 130 youth, which exceeded their goal for the year. 20% of in school youth who were basic skills deficient, had an increase in their educational functioning level. Twenty-four percent (24%) of in-school youth were placed into employment, education, advanced training, or the military.

Regional and Local Plan Update

The California Workforce Development Board released a Directive in late July, requiring Local Workforce Development Boards (LWDBs) to modify their 4-year Regional and Local Plans. The modifications must include new partnership agreements that articulate a plan to coordinate services with new partners, in order to enhance employment opportunities for the following groups: 1) people with Developmental and Intellectual Disabilities; 2) child support clients; 3) CalFresh and CalFresh Employment and Training participants; 4) English language learners; 5) Re-entry populations and justice-involved individuals.

**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. Workforce & Benefits Administration Service Center Model**

[Attachment](#)

Andrea Ford, Assistant Agency Director, Workforce & Benefits Administration, Social Services Agency, Jeanette Perez, Management Analyst, Carlos Hernandez, Management Analyst, Workforce Benefits Administration presented a PowerPoint presentation on the Workforce & Benefits Administration Service Center Model.

The Service Center Model is a model where clients can inquire about benefits via several portals:

- 4 Self-Sufficiency Centers and 2 Satellite Offices available for walk-in clients
- Customer Service Call Center
- Customer Automated Response System

The model has decreased wait times for walk-in client due to the Agency's Q-Matic system and self-scanning kiosks. There is a Workload Distribution Tool (WDT) for equal distribution of case actions and the department has developed more frequent reporting measures to identify programmatic gains and areas of measure.

**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. Workforce & Benefits Administration SNAP2Skills Update**

[Attachment](#)

Presenter: Andrea Ford, Assistant Agency Director, Workforce & Benefits Administration, Social Services Agency and Robert Garcia, Program Specialist, Workforce & Benefits Administration presented a PowerPoint presentation on the SNAP2Skills update.

SNAP2Skills (S2S) is a technical assistance project funded by the U.S. Department of Agriculture's Food and Nutrition Service that was designed to provide States the tools and resources needed to build more effective and job-driven SNAP Employment & Training (E&T) programs. S2S was managed by the SNAP Office of Employment & Training and operated by the Seattle Jobs Initiative (SJI).

The State of California selected four counties to participate in a SNAP2Skills pilot that began October 1, 2016. Alameda County was selected along with the counties of Sacramento, San Francisco, and Contra Costa. The Food and Nutrition Service (FNS) sent potential 3<sup>rd</sup> party providers a letter of introduction from Alameda County. Providers then were requested to complete a survey regarding their training programs and what services they provide.

A major component of S2S in Alameda County is the 3<sup>rd</sup> Party Match, which allows counties the opportunity to partner with a community organization that is currently providing vocational training to low income participants. The training provider puts up match money and are reimbursed at a rate of 50% of their match by the Federal Government. This allows the provider to increase the number of clients they serve at no cost to Alameda County. The S2S pilot ended September 30, 2017 and is now a part of the regular business process.

**Purpose:**

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

This item was informational only and required no Committee action.

**IV. Public Authority for In-Home Support Services (IHSS) Biannual Update**

[Attachment](#)

Marcella Velasquez, Executive Director, Public Authority, presented a PowerPoint presentation on the Public Authority for In-Home Support Services (IHSS).

Approximately 15% of IHSS Consumers use Registry services

- January-June 2018 IHSS assisted 2,380 Recipients with registry services
- 753 Registry providers who are available to work for IHSS Recipients
- Training
  - January-June 2018 we Trained 485 Providers/Recipients
  - Targeted trainings to Recipients in Senior Buildings
- Health Benefits
  - 5,754 Providers received coverage under our Benefits plans

In August 2018 all PA staff were offered an opportunity to transition into a Provisional County position. Effective October 22, 2018, all Public Authority staff are now County Employees. Support for the Civil Service testing/hiring process planned via the SSA Training and Consulting Team's "Strategies and Techniques for Civil Service Exams" class to be held in January 2019. Integration of staff into County Structure has been assisted by ITD, Human Resources and County Counsel. Civil Service testing for positions will be in the Spring of 2019 and permanent hires in July 2019.

**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**

None.

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