

ALAMEDA COUNTY BOARD OF SUPERVISORS' SOCIAL SERVICES COMMITTEE

Monday, January 27, 2020

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

Summary/Action Minutes

I. Veteran's Service Office – Expanding Our Capacity to Serve

[Attachment](#)

Alicia Morales, Division Director, Department of Adult & Aging, Social Services Agency and Anthony Marchante, Veteran's Service Officer, Veteran's Service Office, Social Services Agency, presented a PowerPoint presentation on the Veterans' Service Office expanded capacity.

The Veteran's Service Office estimates that there are 51,400 veterans in Alameda County, and they assist an average of 1,300 veterans per year. For fiscal year 2019 they assisted 1,800 veterans, which generated \$5 million in benefits for veterans.

The Veteran's Service Office Unit is expanding from three (3) veteran representatives to seven (7), effective early 2020. The significant staffing increase will allow for office hours in community locations throughout the county, increase in community presentations and targeted mailings and phone calls to potentially eligible veterans.

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. Adult Protective Services – Home Safe Pilot Program

[Attachment](#)

Alicia Morales, Division Director, Department of Adult & Aging, Social Services Agency presented a PowerPoint presentation on the Adult Protective Services (APS) Home Safe Pilot Program.

Over the last several years, APS departments have received a growing number of cases that involve housing in complex ways. While resource intensive, homeless individuals are still a small portion of our cases. Most clients live in a home or apartment of their own, whether living with others or not. There is growing housing instability issues among this population. Many relate to the broader housing crisis and elder financial abuse / scams.

The Home Safe Pilot Program has allowed APS to expand its pool of Flexible Funds to allow for case management, legal assistance and housing navigation services for elders. Alameda County has added \$155,000/year to the existing \$180,000 annual flexible fund for each year of the pilot program.

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. In Home Supportive Services – Electronic Visit Verification

[Attachment](#)

Marcella Velasquez, In Home Support Services Division Director, Social Services Agency

Electronic Visit Verification (EVV) is an electronic-based system that collects service information including hours, location, type, and start/end times of services. It is accessible through a secure website, mobile “app” or telephone. EVV will eventually replace the current paper timesheet process for IHSS program providers and recipients. California has chosen to implement EVV using their existing Electronic Timesheet (ETS) platform

The EVV will allow clients and employees to view timesheet details, track payment status and review timesheet history up to the last three (3) months. It will allow for faster timesheet processing, faster payments, fewer timesheet errors and avoid potential overtime violations.

The EVV Rollout is a phased in approach that began on July 1, 2019 and will be completed by December 31, 2020.

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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