

# ALAMEDA COUNTY BOARD OF SUPERVISORS' SOCIAL SERVICES COMMITTEE

Monday, October 23, 2023  
2:30 p.m.

Supervisor Nate Miley, Chair  
Supervisor Lena Tam

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

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## Summary/Action Minutes

### **I. INFORMATIONAL ITEM: Child Support Update**

[Attachment](#)

Phyllis Nance, Director, Alameda County Department of Child Support Services, presented a PowerPoint presentation on the Alameda County Child Support Services Update.

For the year 2023 to date, \$79,947,993 in child support has been collected and distributed, serving 28,687 children and their families served.

FFY 22/23 Federal Performance Measures Results

- Paternity Establishment: 98.9%
- Order Establishment: 90.1%
- Current Support Collections: 64.2%
- Arrears Collections: 69.4%

Changes in Collections

- Discontinuance of Foster Care referrals
- Pass through for former assistance arrears
- Earnings capacity
- Determination of “uncollectable” arrears

**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. INFORMATIONAL ITEM: Disaster Preparedness Update**

[Attachment](#)

Anissa Basoco-Villareal, Assistant Agency Director, Government & Community Relations, Social Services Agency, and Lorena Briseño, Disaster Preparedness & Emergency Manager, Social Services Agency, presented a PowerPoint presentation on Alameda County Disaster Preparedness.

The Office of Disaster Preparedness and Emergency Management (DPEM) is the lead for the Alameda County Office of Emergency Services (OES), Emergency Operations Center (EOC) Care and Shelter Branch.

The Government and Community Relations Assistant Agency Director serves as the Care and Shelter Branch Chief. The Care & Shelter Branch is responsible for disaster response in unincorporated Alameda County including:

- Disaster Preparedness/Emergency Management and Response
- Disaster Service Worker Preparedness and Training
- Emergency Communications
- Health and Safety for Agency Employees
- National Preparedness Month Awareness
- Plan Development and Maintenance
- Public Safety Power Shutoffs (PSPS) Monitoring
- The Great California Shake-Out Coordination
- Wildfire Smoke Hazards Communications: Air Quality Index (AQI)

The DPEM has plans to expand and build staff capacity to confidently respond as Disaster Service Worker (DSWs) during times of emergencies through the creation of tools, resources, and training opportunities.

The DPEM will also update and enhance tools, plans, policies, and protocols related to Mass Care and Shelter and strengthen the Agency's Disaster Preparedness and Emergency Management infrastructures to support a coordinated and cooperative program that engages the "whole community" in preparing for, responding to, and recovering from disasters and emergencies.

**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. INFORMATIONAL ITEM: Overview of California Statewide Automated Welfare System (CalSAWS) Unification**  
[Attachment](#)

Anissa Basoco-Villareal, Assistant Agency Director, Government & Community Relations, Social Services Agency (SSA), Glen Wallace, Division Director, Information Systems, Program Integrity Division, SSA Jose Argueta, Senior Program Systems Coordinator, SSA, Brenda Baumgartner, Senior Program Systems Coordinator, SSA and John Boule, Executive Director, California Statewide Automated Welfare System, presented a PowerPoint presentation on the Overview of California Statewide Automated Welfare System (CalSAWS) Unification.

To continue receiving Federal Financial Participation (FFP) for the Statewide Automated Welfare System (SAWS) in California, the Center for Medicare, and Medicaid Services (CMS) and the Food and Nutrition Service (FNS) required California to implement a single statewide system by the end of 2023.

The CalSAWS system went live in Alameda County on September 5, 2023. The Central Command Center became fully operational, meeting daily to respond to urgent issues.

*Challenges*

- The physical and virtual kiosks were decommissioned, which increased lobby traffic in Social Services Offices. However, Benefits Cal is being enhanced to allow uploading documents.
- General Assistance (GA) cases were incorrectly converted to the new system; however, manual intervention was implemented to fix the defect by the CalSAWS Team.

**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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