

ALAMEDA COUNTY BOARD OF SUPERVISORS' SOCIAL SERVICES COMMITTEE

Monday, May 23, 2022

1:00 p.m.

Supervisor Nate Miley, Chair
Supervisor Richard Valle

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

Summary/Action Minutes

I. CalFresh Awareness

[Attachment](#)

Roland Shao, CalFresh Associate Program Specialist, Social Services Agency, presented a PowerPoint presentation on CalFresh Awareness program update.

The Alameda County Social Services Agency (SSA) office lobbies and waiting rooms reopened for full service on April 11, 2022 and continue to provide remote access options.

There has been a nineteen percent (19%) increase in CalFresh applications received between May 2020 through April 2021. There were 18,000 more applications received than this period for the prior year.

In-person services include:

- Emergency EBT card/BIC or check pick up
- Homeless mail pick-up
- Application and renewal packet pick up/drop-off for all programs
- Eligibility interviews, Social Worker meetings, Mental Health Assessments, employment services
- Visitors must comply with mandatory masking and social distancing requirements upon entry

Remote Options

- Online applications and document submittal
- Online appointments
- Virtual kiosks
- Customer Automated Response System (CARS)

CalFresh in a SNAP is an upcoming project that utilizes funds from the DRAM Settlement. The goal of the project is to utilize Interactive Voice Response (IVR) and Visual Interactive Voice Response (VIVR) technology for applicants to apply for CalFresh over the phone. The target population is current Medi-Cal recipients who are not enrolled in CalFresh but are likely eligible. The target implementation date for Phase I of this project is end of May 2022.

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. Foster Care Awareness

[Attachment](#)

Michelle Love, Assistant Agency Director, Children & Family Services, Mia Buckner-Preston, Division Director, Children & Family Services, Jef Samp, Program Manager, Children & Family Services, and Melissa Fegurur, Program Manager, Children & Family Services, all from the Social Services Agency, provided a PowerPoint presentation on Foster Care Awareness program update.

The number of foster children in the care of the Alameda County Social Services Agency, aged 0 to 7 years old is 786. The types of foster care placements and the percentage of children in each placement is as follows:

- Relative resource family – 44%
- Community Resource family – 11%
- Foster Family Agency – 25%
- Legal guardian – 2%
- Short-term residential treatment program – 5%
- Transitional housing – 0.2%

The Agency is working with Hill & Associates on a media campaign to recruit resource families. The goals of the campaign include:

- Promote name change from foster parent to resource parent
- Increase awareness of need for resource parents in Alameda County
- Increase recruitment of resource parents in specific zip codes
- Revitalized the County's Recruitment website <https://www.myresourcefamily.org/>
- Used a mix of traditional and digital media to raise awareness and chip away at myths about who can/cannot be a resource parent.
- Estimated more than 47 million impressions across diverse, geographically targeted media strategies.

Assessment Center Update

The Assessment Center (AC) is a licensed, confidential, and unlocked transitional shelter care facility for children, youth and non-minor dependents (NMD) entering foster care or changing placements within the county's foster care system. The County contracts with WestCoast Children's Clinic (WCC) to manage the day-to-day operations and care for the children, youth and NMDs that frequent the Center. Client stays at the AC are temporary and the goal is for clients to be placed in a new home within 72 hours of their arrival.

In order to reduce our reliance on the AC the Agency will need to increase the housing options for youth. Recruitment efforts are going to be important in increasing the housing capacity in our County as follows:

- Engaging Inactive Caregivers – The agency hopes to approve at least one-third of the homes to care for older youth and teens.
- Establishing Emergency Resource Family Homes
- Increasing Foster Family Agency homes that accept older youth and teens - The county is seeking to partner with other FFAs to submit proposals to build placement capacity.
- Establishing guaranteed short-term residential therapeutic beds - The county is seeking to add 2 additional STRTPs for additional placement support for female youth.

The County would like to have contracts developed by the new fiscal year, July 2022 and the RFP processes completed within the next 6-9 months.

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. 2022 Volunteer Income Tax Assistance (VITA) Program Update – *continued to a future meeting*

Presenters: Andrea Ford, Interim Director, Social Services Agency

Charles Balderama Sanchez, Volunteer Income Tax Assistance (VITA) Program Coordinator,
Social Services Agency

[Attachment](#)

PUBLIC COMMENT

None.

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