

ALAMEDA COUNTY BOARD OF SUPERVISORS' SOCIAL SERVICES COMMITTEE

Monday, October 28, 2024

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

Summary/Action Minutes

I. **INFORMATIONAL ITEM**: Update from The Social Services Agency's Office of Disaster Preparedness and Emergency Management

[Attachment](#)

Presenters

Andrea Ford, Director, Social Services Agency and Lorena Briseno, Sr. Management Analyst.
Department of Government & Community Relations

Summary

An update was provided on the operations and emergency readiness activities of the Office of Disaster Preparedness and Emergency Management (DPEM). The Office operates under Government and Community Relations and coordinates disaster preparedness, response, and recovery activities for the unincorporated areas of Alameda County, while also supporting city Emergency Operations Centers (EOCs) on request.

DPEM's mission is to build a culture of preparedness across the Social Services Agency (SSA) by strengthening staff readiness, coordinating agency-wide emergency roles, and linking local, state, and federal resources to support community response efforts. DPEM uses a whole community approach, emphasizing coordination with partner agencies, emergency service providers, and community-based organizations.

Preparedness and training activities included:

- Disaster Service Worker (DSW) training for SSA staff.
- Evacuation and emergency communication drills.
- Participation in the California Great ShakeOut earthquake drill.
- Wildfire smoke and air quality advisories issued during high-fire and poor air quality periods.
- Public Safety Power Shutoff (PSPS) monitoring and response planning.

Staff engagement activities included "Donuts with DPEM", departmental "roadshows," and internal awareness trainings to increase comfort with emergency response duties. Feedback from staff indicated interest in more hands-on training opportunities.

DPEM coordinates the Care & Shelter Branch of the County's Emergency Operations Center. During disaster activation, responsibilities include:

- Emergency sheltering and mass care
- Emergency food provision
- Childcare coordination for displaced families

DPEM supported response and recovery efforts during:

- COVID-19 pandemic operations (including Project Roomkey and community PODs)
- 2023 winter storms and evacuation center operations
- Regional wildfires including Kilkare Road (Sunol) and Mines Road (Livermore) incidents
- Air quality and hazardous smoke events

SSA and DPEM participated in the 2024 Bay Area UASI “Golden Eagle” regional exercise, which emphasized cross-agency operational coordination, communication, and evacuation support planning for vulnerable populations.

Upcoming priorities for the office:

- Updating emergency plans and procedures across SSA divisions.
- Expanding training offerings for DSW readiness.
- Enhancing two-way communication systems for staff and partners.
- Incorporating lessons learned into recovery and continuity plans.

Purpose:

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

Speakers

There were no speakers on this item.

Committee Feedback

President Miley would like the Social Services Agency to share the locations of emergency resource sites in the unincorporated areas.

Action

This item was informational only and required no Committee action.

II. **INFORMATIONAL ITEM: Alameda County Workforce Development board (ACWDB) Program and Initiative Updates**

[Attachment](#)

Presenters

Rhonda Boykin, Director, Alameda County Workforce Development Board and Latoya Reed-Adjei, Interim Assistant Director, Alameda County Workforce Development Board

Summary

An update was provided on the Alameda County Workforce Development Board’s (ACWDB) employment and training programs under the Workforce Innovation and Opportunity Act. During Program Year 2023–24, 600 job seekers were enrolled in services, including 314 adults and 286 dislocated workers, with more than \$550,000 in training investments. Outcomes included:

- Measurable skill gains: ~48% across both adult and dislocated worker groups
- Training credential attainment: 57.4% adults and 66.7% dislocated workers
- Entered employment: 35.5% of adults and 31.8% of dislocated workers

ACWDB also provided services to 195 youth, including 71 in-school youth and 124 out-of-school youth. Outcomes included:

- Credential attainment: 97.3% for in-school youth; 80.1% for out-of-school youth
- Measurable skill gains: 78.3% in-school youth and 69.2% out-of-school youth
- Entered employment: 88% of in-school youth and 19.2% of out-of-school youth
(Out-of-school youth generally require longer engagement to achieve employment stability.)

The Workforce Board continues to respond to Worker Adjustment and Retraining Notification (WARN) notices and provides rapid response and retraining support to affected workers across industry sectors experiencing layoffs.

ACWBD was awarded \$1.3 million from the Board of Supervisors Community Development Agency and Social Services Agency to establish workforce development in unincorporated communities in the county. ACWBD shared outcomes from American Rescue Plan Act (ARPA) funded workforce initiatives in unincorporated communities. These investments supported:

- Community Resource Navigation: Over 200 participants assisted
- Entrepreneurship and microbusiness development: Over 100 participants trained; 104 received start-up stipends
- Early Childhood Education workforce training: 19 participants enrolled; 5 completed training; 2 placed in paid classroom exposure roles
- Vocational English as a Second Language and occupational training: 49 participants trained; 25 completed training
- Culinary training: 6 completions; 3 participants placed in an 8-week kitchen internship

ACWBD is advancing sector-based career pathways, including the Healthcare Career Pathway, which supports Certified Nursing Assistant (CNA) credential attainment, and the Marine Trades High Road Training Partnership, which will train 300 participants for maritime industry occupations through March 2026.

The Board is also partnering with Indeed to launch an online Job Search Academy, which will provide job seekers with digital employment search tools via a customized ACWBD landing page linked to local workforce centers.

Strategic planning activities include implementation of a two-year Action Plan developed at the Board's retreat, community listening sessions to inform the development of the next Four-Year Local Plan, and preparation for a new WIOA Request for Proposals for services beginning July 1, 2025.

Purpose:

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

Speakers

There were no speakers on this item.

Committee Feedback

There was no committee feedback on this item.

Action

This item was informational only and required no Committee action.

III. INFORMATIONAL ITEM: Results Based Accountability & Scorecard

[Attachment](#)

Presenters

Andrea Ford, Director, Social Services Agency and Maryan Bhimji, Management Analyst, Department of Government & Community Relations

Summary

An update was provided on Adult Protective Services (APS), which investigates reports of abuse, neglect, An update was provided on the implementation of Results-Based Accountability (RBA) performance measurement across Social Services Agency (SSA) programs and contracted community-based organizations. RBA is being used to ensure that programs report outcomes in a way that answers three core questions: How much was done? How well was it done? And are people better off?

SSA is currently expanding the use of the Scorecard data reporting platform to track performance measures consistently across departments and contractors. While many contractors have begun entering

data into the Scorecard system, accurate and timely reporting has varied, and data completeness decreased during FY 2023–24.

The Scorecard implementation plan for FY 2024–2027 includes:

- Increasing the number of SSA contractors entering performance data into Scorecard each year to reach 100%.
- Increasing Scorecard/RBA training opportunities
- Enhancing departmental collaboration
- Ensuring all human services contracts have a data collection plan for performance measures
- Formalizing performance accountability in contracting process
- Developing standard data quality and reporting procedures.
- Working with the Scorecard vendor to improve data entry functions and user support tools.
- Integrating Scorecard with CATS, the County’s contracts database, to reduce duplicate data entry.
- Hiring additional staff to support performance measurement and data reliability across SSA divisions.

The Committee reviewed the County’s Scorecard dashboard links, which show reporting for:

- Adult & Aging Services
- Children & Family Services
- Government & Community Relations
- Workforce & Benefits Administration
- Contractor performance examples (e.g., Tri-Valley Haven Food Distribution)

To support consistent reporting expectations, SSA recommended adding contract compliance language to future agreements specifying that failure to submit accurate and timely performance data may result in delayed invoice payment.

The presentation also outlined the standard workflow used to develop and refine program performance measures, from identifying state and federal reporting requirements, to selecting meaningful outcome measures, to reviewing data and discussing service changes to “turn the curve” when performance trends decline.

Purpose:

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

Speakers

There were no speakers on this item.

Committee Feedback

There was no committee feedback on this item.

Action

This item was informational only and required no Committee action.

PUBLIC COMMENT

None.

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