

# ALAMEDA COUNTY BOARD OF SUPERVISORS' SOCIAL SERVICES COMMITTEE

Monday, November 24, 2025  
2:30 p.m.

Supervisor Lena Tam, Chair  
Supervisor Nikki Fortunato Bas

**Location:** Susan S. Muranishi County  
Administration Building  
Board Chambers  
1221 Oak Street, 5<sup>th</sup> Floor  
Oakland, CA 94612

## Summary/Action Minutes

### **I. INFORMATIONAL ITEM:** County Veteran Services Officer [Attachment](#)

#### Presenters

Andrea Ford, Agency Director, Social Services Agency  
Faith Battles, Assistant Agency Director, Department of Adult and Aging Services  
Sonya Frost, Division Director, Department of Adult and Aging Services  
Anthony Simpson, County Veterans Service Officer

#### Summary

The Social Services Agency and the County Veterans Service Officer provided an update on veteran services, outreach, performance metrics, and upcoming operational changes within the County Veterans Services Office (VSO).

The presentation outlined core functional areas of the VSO, including disability compensation claims, pension applications, education benefits, health care enrollment, vocational rehabilitation (VR&E), apportionment, debt management, and survivor benefits such as Dependency Indemnity Compensation (DIC). The team also supports clients with understanding discharge classifications, accessing military records, and requesting waivers when facing VA-related overpayments.

Performance data shows growth in community engagement and client interactions over multiple fiscal years. Contacts across email, phone, virtual appointments, in-person visits, and outreach totaled more than 1,700 for Q1 and more than 2,200 for Q2, with claims entered and awards increasing compared to prior reporting periods. For FY 2024–25, VSO processed 2,037 claims, 227 college fee waivers, and supported 9,334 visitors, reflecting a rise in service demand.

The presentation highlighted several outreach channels, including local events, targeted campaigns, community partnerships, and plans to re-establish a countywide veterans newsletter. Outreach efforts are intended to improve awareness among veterans who may not know about available resources or who experience barriers to accessing services.

The VSO also discussed internal service improvements such as a complaint resolution process, enhancements to customer service, and proposed implementation of a “virtual desk” that would allow remote clients to receive support like an in-office experience. There are plans for the upcoming relocation to a standalone Veterans Service Office in Hayward, intended to improve accessibility, visibility, and the overall client experience.

Additional discussion covered the challenges faced by veterans in Alameda County, as outlined in the attachment. These challenges include limited access to affordable housing, medical and mental health services, high unemployment rates among veterans, barriers for justice-involved veterans, and the impact of insufficient staffing relative to service demand. These factors contribute to higher rates of homelessness, untreated mental health conditions, and difficulty accessing federal benefits, which in turn affects the County's overall social service landscape.

The VSO identified several priorities moving forward: expanding community partnerships, improving outreach, strengthening relationships with veteran-serving entities, and preparing for service delivery changes once the new office location is operational.

Purpose:

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

Speakers

There were no speakers on this item.

Committee Feedback

Supervisors requested that the VSO share information with Board of Supervisors' offices so supervisors can help disseminate resources through their district newsletters.

Action

This item was informational only and required no committee action.

**PUBLIC COMMENT**

There were no public comments.

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