

ALAMEDA COUNTY BOARD OF SUPERVISORS' SOCIAL SERVICES COMMITTEE

Monday, September 23, 2013

12:30 p.m. - 2:00 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 Affairs Commission Update

Tracy Murray, Assistant Director, Agency Area on Aging and Veteran's Services, presented a PowerPoint presentation on the County's Veteran's Affairs Commission activities.

Veteran's Affairs Commission consists of nineteen (19) voting positions and there are currently four vacancies. Members include one (1) appointee from each District, American Legion, Disabled American Veterans, Veterans of Foreign Wars, Vietnam Veterans of America, and at-large positions.

The Veteran's Affairs Commission priorities for 2013 and 2014 include

2013 Veterans Day Ceremony in Hayward
East Bay Stand Down September 2014
Explore the possibility of an USO at the Oakland Airport
Continue to support the VA clinic and Columbarium in Alameda

Veteran's Statistics

- 72,000 veterans in Alameda County
- 10% of veterans are women
- 36% of veterans receive VA benefits
- 87% receiving benefits are male
- 81% receiving benefits are over age 45

The County's Veteran's Service Office consists of three (3) accredited representatives to assist Veterans and their dependents in submitting claims for assistance. A Specialist Clerk provides assistance with managing records, claims awards and college fee waivers. The daily operations are managed by a Deputy Veterans' Service Officer and Senior Management support is provided by Veterans' Service Officer Stewart Smith.

The Veteran's Service Office priorities for 2013 and 2014 include: 1) ensure that staff is equipped with access to VA databases; 2) to maintain performance improvements of team 3) purchase outreach materials and target long-term care facilities for education and assistance with claims.

Purpose:

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

Recommendation from Social Services Committee: The Veteran's Service Office will return to this Committee for a follow up presentation on the status of the Veteran's Hospital in Livermore and other VA facilities.

II. Opportunities to expand and strengthen safety net

Randy Morris, Director, Adult & Aging Services, Social Services Agency presented a PowerPoint presentation on Opportunities to Expand and Strengthen the Safety Net programs.

The problem the Social Services Agency is facing is that safety net services are severely under resourced, including In-Home Support Services and Adult Protective Services. The Agency anticipates that the aging population explosion will increase pressure on these systems.

New funding opportunities and policy creates opportunities to expand APS and related services with 2011 Realignment funding. Funds can also be used to improve IHSS.

The Social Services Agency proposes to reduce the problem of only 50% responses to calls to report abuse in-person, including:

- Hire additional APS social workers & supervisor
- Restore live calls at APS call center
- Hire 3 additional PHNs (in collaboration with HCSA)
- Hire additional Probate conservators & supervisor
- APS #1 referral source when abuse / exploitation identified
- Restore Tangible Services account

The above will result in 100% in-person response to abuse calls and support.

The In-Home Support Services program has been historically under-funded and under-staffed and is not ill-prepared for the Coordinated Care Initiative implementation.

The Social Services Agency proposes to reduce the problem of only 50% responses to calls to report abuse in-person, including:

- Hire additional Social Workers to reduce the caseload size and increase responsiveness.
- Broaden the scope of work of the IHSS Social Worker to engage in Care Coordination under CCI.
- Strengthen early fraud detection and prevention.
- Focus on prevention of out of home care by adding Social Workers focused on Nursing Home Transitions, Hospice Care.
- Hire 3 additional Public Health Nurses to increase touch points for the most fragile IHSS clients
- Hire supervisory, clerical and training staff to support increased infrastructure.

Purpose:

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

Recommendation from Social Services Agency: Approve. Move to the full Board of Supervisors.

III. Workforce Investment Board Update/First Source Program

Nick Schultz, Executive Director, Workforce Investment Board presented a PowerPoint presentation on the County's First Source Program.

The Social Services Agency, the General Services Agency and the Community Development Agency have an agreement on technology to support employer interaction for the First Source Program. The Social Services Agency has established mechanisms for employers to contact the Workforce Investment Program Staff for referrals.

The Workforce Investment Board began training County departments on the First Source Program's intentions, goals and practices in July of 2013.

Purpose:

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

PUBLIC COMMENT

None.

Board of Supervisors' Committees agendas are available via Internet at: www.acgov.org