

ALAMEDA COUNTY BOARD OF SUPERVISORS' SOCIAL SERVICES COMMITTEE

Monday, September 23, 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: Supporting Father Involvement and Success: An Evaluation of the Father Corps Program of First 5 Alameda County** [Attachment 1](#), [Attachment 2](#)

Presenters

Kevin Bremond, Alameda County Fathers Corps, Co-Founder and Program Administrator and Arnold Chandler, Forward Change Consulting

Summary

The Committee received an evaluation of the Fathers Corps program, which was established in 2013 as a cross-agency collaboration led by First 5 Alameda County in partnership with the Health Care Services Agency, Social Services Agency, Department of Child Support Services, and Probation. The program aims to create a father-friendly system of care by strengthening how public and community-based providers engage and support fathers, especially low-income fathers of color who are not residing with their young children (ages 0–5).

The evaluation was conducted from February 2023 to January 2024 and included document review, program activity analysis, surveys, interviews, and a focus group. Four core program components were reviewed:

- Father Engagement and Support - father support groups, fatherhood summits, “Dad-scussions” peer groups
- Capacity Building - training for service providers, Father-Friendly Provider Network
- Systems Building - Interagency Fatherhood Workgroup and implementation of Father-Friendly Principles
- Reshaping the Narrative – reshaping how institutional actors perceive low-income fathers of color

Key findings for fathers:

- 89% reported improved interactions with their children.
- 81% reported applying new parenting practices.
- 78% increased social support networks.
- 67% reported increased confidence in their role as fathers.

Support groups are typically held monthly, in person or virtual, and offer space for guided discussions on parenting, co-parenting, access to children, and emotional well-being. Participants are primarily Black and Latino fathers in their 30s and 40s, with many expressing the need for continued support beyond the group setting.

Key findings for service providers:

- 73% reported incorporating father-inclusion into strategic planning.

- 69% sought or secured funding to expand father-focused services.
- 56% increased outreach efforts to recruit fathers.
- 46% modified existing programs to better serve fathers.
- 44% added new father-specific services.

These shifts occurred through training workshops and shared practices adopted through the Father-Friendly Provider Network.

Key findings for systems leaders:

- 65% reported staff became more effective in communicating with fathers.
- 60% integrated fatherhood into organizational strategic priorities.
- 55% observed increased father participation in services.

Some agencies also added father-inclusion requirements to contracts or RFPs.

Recommendations included:

- Expand recruitment strategies to reach younger fathers.
- Increase opportunities for one-on-one individualized support.
- Develop a countywide directory of fatherhood resources for referrals.
- Provide greater support for fathers seeking legal parenting time agreements.
- Continue system-wide implementation of Father-Friendly Principles, including coaching for internal program leads.

Purpose:

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

Speakers

Yalitza Pena, Lisa Taylor, and Anthony Propernick commented on Item 1.

Committee Feedback

President Miley committed to gather the Social Services Agency, Child Support Services, Sheriff's Office, and Healthcare Services Agency to meet with Father Corps to see how to continue and grow the Father Corps program some time in 2025.

Action

This item was informational only and required no Committee action.

II. **INFORMATIONAL ITEM: Child Support Services Overview**

[Attachment](#)

Presenters

Phyllis P. Nance, Director, Alameda County Child Support Services and Vangeria Harvey, Supervising Attorney, Alameda County Child Support Services

Summary

An update was provided on the operations and performance of Alameda County Child Support Services (ACCSS), whose mission is to encourage responsible parenting and support child well-being by locating parents, establishing paternity, setting and modifying support orders, and collecting support payments on behalf of families. During the most recent federal fiscal year reporting period, 25,856 children and families were served, and \$72.8 million in child support payments were collected and distributed.

Current performance measures as of August 2024 include:

- Paternity Establishment: 98%
- Order Establishment: 91.5%
- Current Support Collected: 63%
- Arrears Collection: 66.6%

These measures reflect consistency in establishing legal responsibility for child support and maintaining collection levels aligned with statewide and federal performance standards.

The Committee received an update on recent legislative changes that directly impact families receiving child support. Under AB 207 (2022), collections applied to past-due support owed to the government on formerly assisted cases must now be passed through to families rather than recovered to reimburse public assistance. This policy took effect May 1, 2024, and since then over \$1.4 million has been redirected to families, supporting increased household stability and reducing debt burden for parents who no longer receive cash aid.

The Department is also implementing the federal Flexibility, Efficiency, and Modernization (FEM) Final Rule, which strengthens equity and consistency in child support enforcement. The rule emphasizes setting realistic and sustainable support orders, reducing accumulation of uncollectible arrears, increasing voluntary compliance, and improving customer service through updated practices and technology standards.

As part of this modernization effort, a new statewide child support guideline (SB 343) took effect on September 1, 2024, adjusting income bands used to calculate support. The updated guideline includes:

- Adjusted income ranges to reflect current economic conditions
- A new income band for very low-income parents
- A Low-Income Adjustment tied to full-time minimum wage

These changes are intended to prevent orders from being set beyond a parent’s ability to pay, supporting more consistent, timely payments and reducing long-term arrears.

ACCSS continues to collaborate with community partners and county agencies to support family stability, connect parents to employment and training services, increase voluntary compliance, and reduce barriers to parent-child engagement.

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: Adult Protective Services Update**

[Attachment](#)

Presenters

Faith M. Battles, Assistant Agency Director, Department of Adult and Aging Services; Sonya Frost, Division Director, Division of Aging and Adult Protection, Department of Adult and Aging Services; and Pamela Powell, Program Manager, Division of Aging and Adult Protection, Department of Adult and Against Services

Summary

An update was provided on Adult Protective Services (APS), which investigates reports of abuse, neglect, and exploitation involving adults aged 60 and older and dependent adults aged 18–59. In FY 2023–24, APS received 8,937 reports of abuse, an increase of 1,588 reports compared to FY 2022–23. Of these reports, 2,563 were screened out, including 908 that did not meet APS criteria and 1,655 that were previously reported. 6,374 reports were opened for investigation.

Among the opened cases, there were multiple allegation types per report, averaging 1.8 allegations per case. The most common allegations included:

- Self-Neglect: 3,712 reports (36%)
- Financial Exploitation: 2,911 reports (28.2%)
- Psychological/Mental Abuse: 1,212 reports (11.7%)
- Neglect by Others: 1,202 reports (11.7%)
- Physical Abuse: 809 reports (7.8%)
- Isolation: 243 reports (2.4%)
- Sexual Abuse: 72 reports (0.7%)

Demographic trends based on 13,007 unduplicated clients served across FY 2021/22–FY 2023/24 show:

- Age: Majority of APS clients are between 50 and 80+, with representation across all adult age groups.
- Race/Ethnicity: 34.7% White, 21.9% Black/African American, 11.7% Asian/Asian American/Pacific
- Islander, 8% Latino/Latina, with additional categories distributed among smaller groups.
- Gender Identity: 54.9% female, 38.8% male, and 0.4% transgender/other.
- Primary Language: 81.6% English, 3% Chinese, 2.9% Spanish, with other languages represented in smaller percentages.

An update was provided on the Home Safe program, which supports APS clients experiencing or at risk of homelessness. Since program launch, approximately 391 clients have been served, including 174 participants in FY 2023–24. Services include intensive case management, housing navigation, and financial assistance. 98 cases have been successfully closed with clients attaining some level of housing stability. Ongoing follow-up occurs at 6- and 12-months post-closure to evaluate stability outcomes.

Home Safe is funded through multiple state allocations, including \$92.5 million statewide appropriations under SB 129 (2021) and AB 178 (2022), with program operations extended through June 30, 2025. APS also reported the use of American Rescue Plan Act (ARPA) funds, with \$529,282 available locally through September 30, 2025 to support program continuity.

The Division is currently experiencing staffing vacancies, including 11 APS Worker II positions and 3 APS Supervisor positions. Recruitment efforts include development of a public-facing informational video and expansion of the MSW internship program from one to four interns. APS is also updating Financial Abuse Specialist Team (FAST) Memoranda of Understanding and broadening participation in elder justice coordination efforts.

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 requested that at the next annual report the staff include a graph on the number of elder abuse reports that goes beyond the three years included in this year's report.

Action

This item was informational only and required no Committee action.

IV. **INFORMATIONAL ITEM: Refugee Assistance and Supportive Services**

Attachment

Presenters

Andrea Ford, Director, Social Services Agency; Shane Rogge, Program Services Director, Department of Workforce & Benefits; and Rahman Zamani, Program Specialist, Department of Workforce & Benefits Administration

Summary

An update was provided on Refugee Supportive Services (RSS) and related public assistance available to individuals who have recently resettled in Alameda County. Refugees, Special Immigrant Visa (SIV) holders, parolees, asylees, and other humanitarian entrants may be eligible for cash aid, food assistance, medical coverage, employment services, and case management depending on household circumstances and legal status.

Primary public assistance programs include:

- Reception & Placement (R&P) Services
- Refugee Cash Assistance (RCA) for adults without minor children (eligibility expanded to 12 months).
- CalWORKs for families with children, up to 60 months, with linked employment services.
- Medi-Cal, including access to mental health and behavioral health services.
- CalFresh and CFAP for nutrition support.
- Refugee Support Services (RSS) for employment, English language instruction, and integration support.

Reception & Placement (R&P) Services by Resettlement

Pre-Arrival → Arrival → First 30 Days → First 90 Days → Ongoing Supports

During the first 90 days, resettlement agencies coordinate housing arrangements, orientation, transportation, school enrollment, and linkage to County benefit programs. After this period, County-administered programs and RSS-funded service providers continue longer-term stabilization and integration services.

RSS programming includes:

- Employment Services & Job Placement
- Vocational English as a Second Language (VESL) classes
- Social Adjustment and Integration services
- Services to Older Refugees
- Housing Assistance for Afghan and Ukrainian parolees
- Trafficking and Crime Victims Assistance Program (TCVAP) support

Services vary depending on the individual's immigration status, country of origin, and program enrollment.

Resettlement arrival data from October 1, 2023 – August 30, 2024:

- 736 arrivals via the International Rescue Committee (335 resettled in Alameda County)
- 388 arrivals via Jewish Family & Community Services East Bay (158 resettled in Alameda County)
- 384 arrivals via Jewish Family Services Silicon Valley (57 resettled in Alameda County)

Not all individuals resettled in Alameda County apply for local services; some relocate due to housing cost or join family in nearby counties.

Current RSS contracts are structured through competitive RFP processes and include:

- Social Integration (SI): Refugee & Immigrant Transitions (RIT), funded through federal RSS and state allocations.

- Employment Services / VESL / Social Adjustment:
 - North County Consortium led by Lao Family Community Development, Inc.
 - South County Consortium led by La Familia. Existing employment & language training contracts total \$14,015,542 for October 2021–September 2026.
- TCVAP Services: International Rescue Committee (IRC), with contracts totaling \$1,200,000 through September 2025.

The Committee discussed current service gaps, including:

- Housing support during the first 30–90 days after arrival, before program enrollment is completed.
- Transportation support for employment search, training, and childcare arrangements.
- System navigation, particularly for families unfamiliar with county benefit processes.

Staff recommended exploring use of County General Fund to create a recurring housing and transportation support contract specifically tied to the first 90 days of arrival, coordinated with resettlement agencies. This would require an annual funding commitment and alignment with the County Refugee Plan.

Resettlement agencies are working to increase early applications for benefits, request additional federal resettlement support through the U.S. Department of State, and coordinate with state programs such as the Afghan Support Investment Program (ASIP) to expand access to stabilized housing.

Purpose:

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

Speakers

Azita Eshagh, Brad Adams, and Robin Mencher commented on this item.

Committee Feedback

President Miley recommended that staff reassess their funding ask and report it to the Social Services Agency Director so that the Social Services Agency Director can discuss with the County Administrator on whether that funding would be feasible. Once this conversation is had, President Miley would like staff to return with the results of these discussions in the October Social Services Committee meeting.

Supervisor Tam recommended that staff bring this discussion up at the Board of Supervisors Planning meeting tomorrow, September 24, 2024, under either Board Initiatives or Arpa Update.

Action

This item was informational only and required no Committee action.

PUBLIC COMMENT

None.

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