Aging & Adult Protection

The Division of Aging & Adult Protection (DAAP) provides a continuum of services, including services for veterans and protective services for vulnerable adults and individuals lacking capacity to provide for their basic needs or safely oversee their own care. DAAP programs include: Adult Protective Services (APS), Office of the Public Guardian-Conservator (PG-C), the Public Administrator's Office (PA), and County Veterans Services Office (CVSO).

Human Impacts

In Fiscal Year 2020-21:



63% of APS clients had incomes below \$25,000 per year.



37% Increase in Isolation reported to APS, year-to-year.



80% Increase in appointments for mental health conservatorship.



Increase in walk-in visits by veterans; nearly 12,000 receive VA Disability benefits



2 to **1**

Ratio of women to men dying of Alzheimer's disease

Age 60

And older meets newly expanded definition of elder

4 in 5

APS clients under age 50 identify as minority or multiple races / ethnicities

Sources: ^ LEAPS, Unduplicated Clients, 1/1/20-12/31/21 (2,610 of 4,161 with income documented) and Allegations Received; PanosoftPG, LPS Initial Appointments FY20-21 vs. FY19-20; CDPH Alameda Co. Deaths Provisional, 2021, Women: 277, Men: 145; Alameda; VetPro FY19-20, Visits incl

Looking Forward

Adult Protective Services Expansion — The Enacted Budget includes \$693M in FY21-22 and FY22-23 to assist counties with the expansion of APS services to individuals aged 60+ as approved in the 2021 Budget Act. Funding is necessary to increase capacity to serve the growing aging population in addition to the expanded eligibility for APS.

Adult Protective Services Training—The Enacted Budget includes \$4.6M in FY22-23 and ongoing to continue and make permanent an APS training system.

Aligning Capacity and Funding for a Growing Population — While the Master Plan for Aging will help counties better coordinate services using a "No Wrong Door" approach, additional State and federal funding will be needed to care for the physical and mental wellbeing of older adults. The Enacted Budget includes ongoing funding for the Master Plan.

Tom's Story

Tom, a 78-year-old veteran, resides in Berkeley, suffering from claustrophobia, depression, and other chronic conditions that prevent him from being able to care for himself and his home. Tom came to the attention of Adult Protective Services after a report alleging deteriorating health and safety concerns was received. APS found Tom covered in feces, his caretaker intoxicated, and the home hoarded. A subsequent investigation by the Public Guardian-Conservator (PG-C) determined that Tom could not safely return home, and that his family is not able to act in his best interest. The PG was then appointed conservator over his person and estate. The squatters in his home were eventually evicted, his hoarded home was cleaned up and a new caregiver was hired. Through the efforts of APS and PG-C, Tom's care and conditions have improved considerably allowing him to live safely in his own home.

Area Agency on Aging

The Alameda County Area Agency on Aging (AAA) supports the independence of thousands of older adults (ages 60+) in Alameda County by providing access to senior centers, legal assistance, friendly visitors, caregiver supports, medication and case management programs, and healthy meals, in congregate settings and through home delivery. With guidance from the Commission on Aging, the AAA funds more than 35 community-based organizations to provide advocacy and approximately one million units of service to address the needs of older adults.

Human Impacts

Congregate and home-delivered meals served in December 2021.

900 Isolated older adults received one of 200 iPads or 700 Google Home Smart Speakers and technical assistance to use them

39%

80K

Home Smart Speakers and technical assistance to use them.

Growth in County population ages 65 + with a disability & income below poverty level.



Area Agency on Aging Yearly Services



Registered services include, for example, Meals, Adult Day Health, Case Management, Caregiver Counseling & Support Groups. Unregistered services include, for example, Community Education, Senior Ctr. Activities, Info & Assistance, etc.

Source: WellSky, SSA Agency Report 12/2021; Age-Friendly Alameda County; American Community Survey 1-YR Est. C18130 (7,683 vs. 10,677, 8-year diff.)

Looking Forward

Concentrated Inequity & Diverse Needs Call For Coordinated Responses — With more than eight million residents over 60 years of age, California leads the nation in the number of older adults and has the highest percentage of older adults living in poverty. Relative to Age-Friendly Alameda County which is a leading voice for all older adults, AAA services are targeted to ensure support for low-income elders: registered services are

received by nearly equal numbers of people with incomes below and above the Federal Poverty Limit (3,695 below; 3,767 above). Given that California and Alameda County are home to rapidly growing, diversifying populations of people living with disabilities and older adults, with unlimited combinations of priorities, needs, resources, values, and cultures, policymakers are advancing a person-centered approach to connecting people to services. The Alameda County SSA is a core partner in Alameda County's Emerging Aging & Disability Resource Connection (ADRC).

Funding — The Enacted Budget provides investment towards California's Master Plan on Aging goals. While the current two-year State Budget included new state dollars for Nutrition and Information & Assistance, no State funds have been provided for Case Management and Visiting supportive services since FY08-09. Alameda County SSA proposes State FY 2022-23 funding for supportive services, case management, and visiting programs to improve health equity among older adults.

Bridging the Digital Divide

COVID-19 exposed existing inequities, including disparate access to digital resources, while many services for elders moved online. AAA and other Age-Friendly Alameda County partners conducted a survey to assess digital needs. More than 1,400 responses suggest the internet is a lifeline to meet basic needs for low-income seniors: 92% of respondents with monthly incomes below \$2,000 use the internet weekly, compared with just 70% of elders with higher incomes. Findings led to collaboration with state and philanthropic supporters on immediate interventions, resulting in isolated older adults in several communities receiving smart home speakers or iPad tablets, and technical assistance to use them.

CalFresh

CalFresh is California's version of the federal Supplemental Nutrition Assistance Program (SNAP). The CalFresh program provides assistance for low-income households to purchase nutritious food. When the national economy or a regional, State, or local economy is in trouble, CalFresh is among the most effective government responses. CalFresh is a vital support to ensure individuals and families can meet their basic nutritional needs.

Human Impacts

Food insecurity is defined as a lack of consistent access to enough food for an active and healthy life. Individuals who are low-income and food insecure must make tough decisions, such as purchasing inexpensive and unhealthy food, or choosing between paying for food or other basic needs, such as medical expenses, utilities, transportation, and housing.





Hunger Disparities Among Latinx and Black



Latinx and black households with children were more likely to lack enough food during the COVID-19 pandemic.

Source: Food Research & Action Center 2021 analysis of Census Bureau Household Pulse Survey

Looking Forward

While California recovers from the economic downturn resulting from COVID, CalFresh is the first line of defense against hunger. It also aids in improving a person's health given the high rates of food insecurity, obesity, and diet-related chronic disease in the nation. This is especially significant for children and older adults. When resources are stretched, food is the first to be cut. CalFresh supports the economic stability of eligible low-income individuals and families.

Funding — The Enacted Budget continues funding for Pandemic Electronic Benefit Transfer System (EBT) through the 2021-22 school year and proposes a caseload increase of 12% in FY21-22 and 4.7% in FY22-23. Federal benefits will continue to fund the \$95 CalFresh Emergency Allotment to CalFresh and California Food Assistance Program (CFAP) households funded through the CARES Act through March 2022. The Enacted Budget provides \$40 million GF in FY22-23 to expand CFAP to Californians age 50 and older regardless of immigration status. However, more than half of children in undocumented immigrant families live in poverty. Further expansion to include all Californians regardless of immigration status who face food insecurity, will reduce inequity and racial disparity.

Policy — The Enacted Budget creates a CalFresh Employment & Training (E&T) Workers' Compensation Fund for the purpose of paying workers' compensation claims resulting from CalFresh recipients' participation in the CalFresh E&T program.

Paul's Story

Paul is a 73-year-old Oakland resident who lives at a senior housing community. He was connected to the Alameda County Community Food Bank to help him apply for CalFresh. Paul qualified through the CalFresh Elderly Simplified Application Project (ESAP) and is now receiving \$250 per month in CalFresh benefits. Paul said, "I'm happy to receive CalFresh, and I don't need to worry about [my] food budget."

CalWORKs

The California Work Opportunity and Responsibility to Kids (CalWORKs) Program provides time-limited cash aid, as well as employment and employment support services, to eligible non-exempt adults with children. CalWORKs services are designed to promote self-sufficiency and provide parents with assistance to enter or reenter the workforce. Most CalWORKs families are categorically eligible to receive Medi-Cal and CalFresh (Food Stamp) benefits.



Human Impacts







The Self-Sufficiency Standard determines the amount of income required for working families to meet basic needs, taking into account family composition, ages of children, and geographic differences in costs. Source: U.S. Census Bureau's American Community Survey, 1-Year Estimates, 2021 for Alameda County The Self-Sufficiency Standard for California 2021.

Looking Forward

Going into the third year of the public health emergency (PHE), CalWORKs remains a critical safety-net as families try to recover from the pandemic without state and federal COVID stimulus dollars and the expiration of pandemic unemployment insurance benefits. The Enacted Budget takes measures to help boost families where they are economically to ensure they have the resources they need to meet their needs during this critical time in America.

Funding — The Enacted Budget provides \$296.2 million to provide CalWORKs families with an 11% CalWORKs grant increase effective October 1, 2022 and an additional temporary 10% grant increase to bring children out of deep poverty.

The Enacted Budget builds upon the \$1,000 Young Child Tax Credit by expanding it to families with zero earned income, thereby, providing savings for families already stretched thin attempting to meet household expenses. Additional proposed savings are provided to former CalWORKs families by allowing all child support payments received by the non-custodial parent to be passed through to the family seeking public assistance.

Legislation — Beginning May 1, 2022, pregnant women receiving CalWORKs will receive an increase in the pregnancy special needs allowance from \$47 to \$100. Additionally, pregnant mothers with no other children can now receive CalWORKs benefits and a pregnancy special needs allowance at the time of application instead of waiting until the third trimester beginning July 1, 2022.

Ms. Davis' Story

Ms. Davis was enrolled in the CalWORKs Welfare-to-Work Career Pathways Employment and Training (CPET) Region 1 (North Oakland) Job Club / Job Search program. She was very passionate about helping people in her same situation and expressed interest in being a Case Manager. Staff at CPET Region 1 encouraged her to apply for an open Case Manager position with Lao Family Community Development, an organization that assisted her and her family when they arrived from Nepal as refugees. In less than 2 months after she began with CPET, she was hired. Ms. Davis has been a team player, a fast learner, and dedicated to helping clients reach self-sufficiency.

Children and Family Services

Alameda County's Children and Family Services (CFS) Department is focused on improving the lives of children and families in the County by serving children and youth who have experienced or are at risk of experiencing abuse or neglect. CFS is committed to improving outcomes through safety, permanency, and well-being.



Human Impacts







Source: California Child Welfare Indicators Project—UC Berkeley and California Department of Social Services. Reports retrieved 2/23/2022

As the department continues to navigate the challenges of COVID-19, there has been an opportunity in the past year to be more reflective and make holistic investments in staff and the children and families served. A few highlights include:

- The County has received \$1.9M in State funds to address foster youth housing and homelessness.
 - Staff training on permanency and engagement have been front and center. Two noteworthy efforts include:
 - All staff have and/or will participate in the Equity and Inclusion Fellowship. To date, thirty-eight staff, including child welfare workers, supervisors and an additional three parent advocates and two youth fellows.
 - The department has contracted the 220 Experience to provide an analysis of, and recommendations to improve, different areas of the department including increasing placement options for teens.
- Participated in Adopt-A-POD, a joint effort with the Alameda County Department of Public Health, to operate COVID-19 Vaccination Point of Dispensing (PODs). Over forty CFS staff members participated in PODs throughout the County.

Looking Forward

Families First Prevention Services Act (FFPSA): The FFPSA is federal legislation signed in 2018 which shifts funding paradigms and service delivery approaches to focus on preventing entry into foster care, congregate care placements and providing aftercare services, providing enhanced support for kinship caregivers, and expanding eligibility and support for transition-age youth. The California Department of Social Services (CDSS) recently released a 5 year state prevention plan to implement FFPSA. The department will continue to partner with the State to ensure compliance with new requirements and identify approved prevention services to keep children safely with their families.

Jessica's Family Story

Due to COVID-19 complications, Jessica (age 16), Abbey (age 8) and Constance (age 6) lost their legal guardian. This experience was devastating to their stabilization at school and in their community. Through a referral to a local community partner providing comprehensive strategies and intensive research to help locate family members and fictive kin, the siblings were able to remain together and were placed with a relative. In building with her caseworker to develop a transition plan and goals, Jessica has become a true role model for her sisters. She has graduated from high school and is scheduled to attend Stanford University this Fall despite all odds. Her siblings are also thriving in their new placement both, achieving academic, emotional and physical stability.

Early Care and Education

The Early Care and Education (ECE) field has served as a part of the critical fabric of the workforce and economic development of this country. In the midst of the pandemic, the Alameda County Emergency Response Team, with a strengthened cross-sector local partnership, has invested in aligning communications, funding, data sharing and implementation of vital resources for the child care field.

Human Impacts



FCCs through the County



Sources: June 2020 COVID-19 Child Care Intake Form Family Survey from the Alameda County Emergency Child Care Response Team. Analysis includes 237 Responses.

Looking Forward



As July 1st 2021, all child care and development and nutrition programs with the exception of the California State Preschool Program transitioned from the California Department of Education to the California Department of Social Services. While there were "historic" investments in ECE for FY21-22, the funding and guidance has taken several months to be realized locally and the reality is that many child care programs have already had to close their doors due to the costly impacts of COVID-19.

Funding – The Enacted Budget includes funding for child care over multiple years. The Enacted budget offers continued COVID-19 flexibilities for family fee waivers and the hold harmless clause for early care providers. While there is scheduled increased access to child care next fiscal year, there will be some heavy considerations and challenges with the available workforce, sufficient facilities to support the expansion and enough families who are ready to place their child in care.

Policy – The expansion of Transitional Kindergarten (TK) begins in FY22-23 and comes with logistical challenges that will deeply impact the State's ECE mixed delivery system. Special considerations to facilities, workforce and family needs will be front and center in State-wide discussions as school districts begin their TK growth.

Isabel's Story

Isabel is a family child care provider in Oakland and has been supporting families for more than 20 years. The COVID-19 pandemic has had a crippling effect on all providers and Isabel was not different. She was worried with the scarcity and expense of additional cleaning products and personal protective equipment during a time of decreased revenue. Due to her connections with her local resource and referral agency, unbeknownst to her, she was able to pick-up some of the critical supplies she needed to maintain a healthy and safe environment for the children in her care. Isabel is grateful for creatively nimble organizations like these that are able to connect her to the vital supports that all child care providers need in these difficult times.

Family Concerns of Sending Children to Child Care



General Assistance

General Assistance (GA) is a State-mandated, three-month, time -limited social safety-net program that is locally administered and 100% funded by Alameda County. The program provides financial assistance to indigent adults who are County residents and have no other means of support. All GA cash assistance is considered a loan and recipients must sign a reimbursement agreement as a condition of eligibility. The GA program prepares clients, unless exempt, for possible employment through a variety of training and educational activities.





Looking Forward

Many Californians continue to struggle economically during the recovery from the pandemic with little-to-no savings and facing mounting debt, risk of eviction, and homelessness. According to the Bay Area Equity Atlas, approximately 34,000 Alameda County residents are behind on their rent; of those, 74% are from low-income households who experienced job and income loss during the pandemic. Black, Pacific Islanders, and Latinx Californians, including immigrants, are over 50% likely to live in renter households. State and federal policymakers must consider how their decisions on recovery-focused policies will affect low-income Californians and reduce inequity. In an effort to put money back in the pockets of taxpayers, the Enacted Budget provides a one-time tax refund to low and middle income Californians.

Mental Health — The Enacted Budget continues to invest in resources to address immediate housing and treatment needs of individuals experiencing homelessness. Through the California Advancing and Innovating Medi-Cal (CalAIM) initiative, managed care plans are tasked with improving coordination with community supports to better serve people with acute behavioral health and housing challenges.

Transitional Housing — Criminal Justice-involved individuals, who are at risk of homelessness, will be eligible to receive transitional housing through the Returning Home Well Program. The Enacted Budget provides \$10.6 million GF annually for three years. The Enacted Budget continues funding for the Homekey program to transition older adults and individuals with chronic health conditions into stable housing and proposes \$1.95 billion in one-time spending in the current year to provide emergency rental assistance to help tenants and landlords.

Kelly's Story

Kelly is a General Assistance (GA) recipient who was referred to Bay Area Legal Aid (BALA) to assist her in applying for Supplemental Security Income (SSI) through the SSI Advocacy program. She lost her job when her employer closed their business as a result of the COVID-19 pandemic and was living in her car. Kelly says she looks forward to having a regular source of income and Medi-Cal once her application for SSI is approved and that she can begin to take steps towards acquiring housing.

In-Home Supportive Services (IHSS)

In-Home Supportive Services is a State-mandated program that provides homecare for the elderly and individuals with disabilities. The program supports low-income individuals in their own residences and communities, rather than placing them in more restrictive and expensive institutional care settings, which can cost more than \$140,000 per year.

Human Impacts

Alameda County IHSS Recipients



Looking Forward

The pandemic has had a disproportionately negative impact on our vulnerable older adult populations and those with disabilities. High rates of COVID-19 infection in group-living settings underscore the importance of IHSS programs that allow individuals to be cared for in their own homes. The Enacted Budget includes funding to establish a permanent back-up provider system, which allows for 80 hours per year per customer, or up to 160 hours determined on a case-by-case basis.

Funding — IHSS program costs will continue to grow due to an aging population, increasing caseloads, wages, and benefits, resulting in a significant rise in the cost of care. While the Enacted Budget includes increased funding for the program, without continued State commitment, Alameda County will face surging IHSS costs and cuts to vital local services in future years.

Sick Leave — Beginning in 2020, IHSS Providers received two days of paid sick leave per year, and will begin receiving three days in 2023. The County will evaluate the potential impacts these increases will have on the IHSS programs.

Expanded Eligibility — The State is providing \$68.5M in IHSS Basic Services and \$2.6M for county administration to cover the costs due to last year's approved expansion of full-scope Medi-Cal—including IHSS services—to adults age 50 and over regardless of immigration status.

Direct Deposit—Effective July 1, 2022, direct deposit will be required for IHSS Provider payroll payments. IHSS Providers have the option of using a pay card option if they do not have access to a bank account.

Jess' Story

Jess is a 75 year old female who applied transfer her IHSS case into Alameda County from a nearby county. The IHSS Social Worker assigned to her case initially terminated Jess' case as her whereabouts were unknown and attempts to engage Jess' contacts proved unsuccessful. Concerned, Jess' daughter contacted IHSS and advised her mother was recently diagnosed with COVID-19, and upon her discharge from the hospital, lived at a local motel as she lost her housing and had been without IHSS services. The IHSS Social Worker immediately reinstated Jess' case with her new residency. The IHSS Social Worker also referred Jess to Alameda County's Behavior Health Services to address her depression stemming from her ongoing medical challenges. Jess and her daughter were grateful for their IHSS Social Worker's intervention that stabilized Jess during a difficult period in both of their lives.

Immigrant Services

Approximately 543,000 of Alameda County's 1.7 million residents are immigrants. The Alameda County Social Services Agency (SSA) offers an array of programs and services to assist immigrants, refugees, and asylees entering our communities. These programs, including Refugee Social Services, Protective Services, CalWORKs, Refugee Cash Assistance, General Assistance (GA), CalFresh, California Food Assistance Program, and Medi-Cal, provide economic support, job training/placement, social adjustment, case management and supportive services.



Human Impacts

During the Pandemic, Many Immigrants Needed Assistance but Hesitated to Apply



Public Charge: The Biden Administration has reversed the previous Administration's expanded public charge policy, and is in the public comment phase of formalizing the previous guidance that limits the public benefits considered to income maintenance and longterm care at government expense. Despite the policy reversal, the "chilling effect" has caused hesitation within immigrant communities around accessing benefits necessary to the health and wellbeing of their families.

Looking Forward

Alameda County's immigrant communities are particularly vulnerable to the health, economic, and social harms being inflicted by the COVID-19 pandemic. Immigrants comprise a large share of the workforce in essential occupations that face increased risks of infection. Immigrants also are disproportionately represented in occupations that have suffered some of the most severe job losses. Despite immigrants presence on the frontlines of the crisis, federal assistance programs supported through COVID stimulus legislation exclude large segments of the immigrant community. State and local funding for programs serving immigrants, refugees, and asylees is more vital then ever.

Grants for Local Government— The Enacted Budget includes \$8.7M in one-time funding to help local governments build trust with immigrant residents and help immigrant populations navigate state and local services. Workforce Development— The Enacted Budget includes funding across a wide range of programs serving immigrant communities, including enhanced service provision and English language instruction with vocational skills. Policy— The County supports comprehensive immigration reform; family unity; access to health care, social services, and educational and legal services; and preventing the loss of current immigrant benefits regardless of immigration. status.

Ms. Adams's Story

Ms. Adams, an immigrant single mother from East Africa, came to the United States with her child, a small amount of money, and big dreams. She was enrolled in the CalWORKs Welfare-to-Work (WTW) employment services program with Lao Family Community Development, Inc. where she took part in Vocational English as a Second Language classes. With a focus on improving her English skills and through the supportive services she received while in this program, Ms. Adams achieved job readiness and was hired full-time as a teacher's assistant. Ms. Adams expressed that she is very grateful and excited to start her new career.

Medi-Cal

Medi-Cal is California's version of the federal Medicaid program. It is a public health insurance program that provides health care services for low-income individuals, families with children, seniors, persons with disabilities, foster care youth, and pregnant women. The Patient Protection and Affordable Care Act (ACA) strives to improve both access to health care and the general health of all residents.

Human Impacts





Individuals Receiving Medi-Cal



Looking Forward

The Enacted Budget expands health coverage to more Californians by providing \$835.6 million (\$626.1M GF) and provides full scope Medi-Cal coverage to over 700,000 adults age 26 to 49 years in California, regardless of immigration status, effective January 1, 2024, but leaves many adults who are essential workers at risk of COVID exposure daily.

Funding — The Enacted Budget includes \$50 million total funds (\$19 Million GF) to reduce premiums to zero for Medi-Cal beneficiaries under the Optional Targeted Low-Income Children's Program, Children's Health Insurance Program (CHIP), and the 250 Percent of Federal Poverty Level (FPL) Working Disabled Program, thereby easing financial burdens.

California Advancing and Innovating Medi-Cal (CalAIM) funding is also provided to support justice-involved initiatives to implement the Medi-Cal pre-release applications in county jails and youth correctional facilities no sooner than January 1, 2023, to facilitate the successful re-entry back into society. Post-release services will also be provided as part of the Providing Access and Transforming Health (PATH) through the 1115 waiver renewal.

To prepare for the end of the Public Health emergency (PHE), the Enacted Budget provides funding for the resumption of processing Medi-Cal redeterminations prioritizing continuity of Medi-Cal coverage with assistance by local and state government and community providers and also continues funding for Health Enrollment Navigators.

Legislation— Over the next two-and-a-half years, California will phase in the elimination of the asset test by raising the asset limit to \$130,000 for beneficiaries who receive Medi-Cal under the Non-Modified Adjusted Gross Income (MAGI) program effective July 1, 2022. Full elimination is expected by January 1, 2024.

Saanvi's Story

Saanvi and her family of five found themselves in need of assistance with surmounting medical bills when her husband, the family's primary wage earner, became ill. Being an undocumented non-citizen and only recently having arrived in Alameda County, she had difficulty navigating the healthcare system. A community-based organization that partners with the Social Services Agency helped the family enroll in the Medi-Cal program so they can seek the critical medical care her husband needs and potentially allow her husband to seek employment again.

Workforce Innovation & Opportunity Act (WIOA)

The Workforce Innovation and Opportunity Act establishes **business-led workforce development boards** that provide administrative, fiscal, and policy oversight of WIOA Title I programs. The Alameda County Workforce Development Board (ACWDB) administers the WIOA Title I program outside the city of Oakland and contracts with service providers to meet the training and employment needs of Adults, Dislocated Workers, Youth, and Young Adults. WIOA programs prepare job seekers for high-wage/growth opportunities while engaging local area businesses.



Human Impacts

In FY 2020-21:



Sources: CalJOBS and Worker Adjustment Retraining Notification Reports, 2020-2021. Percentages are averaged.



Looking Forward

Grant and Partnership Development — ACWDB plans to develop grant opportunities that prioritize high road employment and training partnerships which enable on-ramps to quality jobs with equity-focused employer partners that invest in workers as an overall business growth strategy.

Targeted Workforce Development — ACWDB prioritizes the exploration of climate careers and efforts that address workforce shortages in health care, behavioral health, child care/early childhood education, transportation, distribution, and logistics sectors. Additionally, it is critical to prepare workers at-risk for automation/artificial intelligence (AI) displacement for the future of work. The Enacted Budget includes funding for the low carbon economy workforce, the care economy workforce, and for the development of quality jobs that is likely to funnel through California's Labor and Workforce Development Agency.

Program Policy — ACWDB's WIOA Title I program policies promote equity and inclusion of Alameda County's diverse populations, target job seekers impacted by systemic or other barriers to employment, and facilitate access to quality jobs.

Phuong's Story

Phuong was in search of new opportunities after leaving a toxic workplace, but she was less confident about her English language skills and recent homelessness status. However, Phuong received support from the College of Alameda through ACWDB's WIOA program. At the College of Alameda, Phuong gained access to Pharmacy Technician training, food, housing resources, transitional employment, and special COVID-19 grants. With new-found support, Phuong become a Pharmacy Technician at CVS pharmacy, supporting her goals to stay within the health care field and supporting herself.