



# Social Services Agency

March 2019 MONTHLY REPORT

## Our Mission

To promote the economic and social well-being of individuals, families, neighborhoods and communities.

Our agency serves one in four Alameda County residents, totaling approximately 387,000 people. We work collectively and in partnership with over 150 organizations to serve the needs of the community.



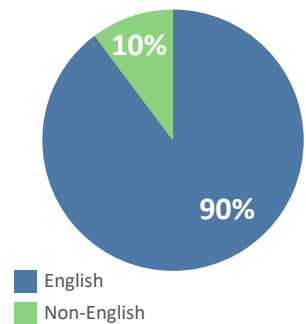
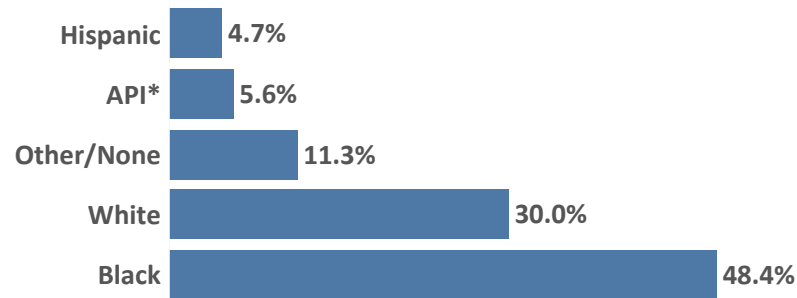
Responsibility - Respect - Integrity - Customer Service - Initiative

Data in this report represent estimates of service delivery units and summary counts. All the service delivery units speak to efforts made in February 2019 unless otherwise specified. Actual counts may vary from 0% to 5% from similarly published reports.

## Child Welfare Caseload

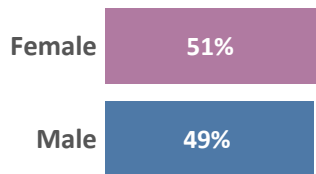
| Child Welfare Caseload |          |      | % Difference |
|------------------------|----------|------|--------------|
| 2018                   | February | 1.9K | -6.1%        |
| 2019                   | February | 1.8K |              |

## Ethnicity and Language

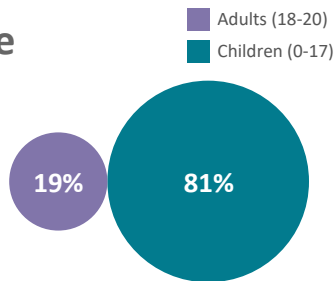


| English     |             |      | 89.8% |
|-------------|-------------|------|-------|
| Non-English | Spanish     | 8.7% |       |
|             | Other       | 1.0% |       |
|             | Chinese     | 0.2% |       |
|             | Farsi       | 0.2% |       |
|             | Other Asian | 0.1% |       |

## Gender

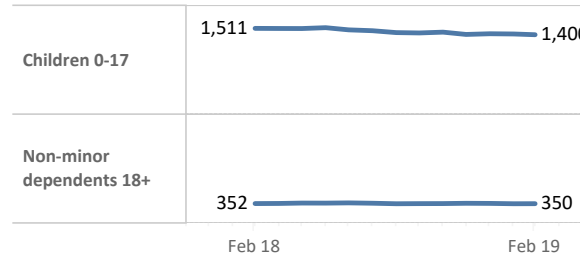


## Age

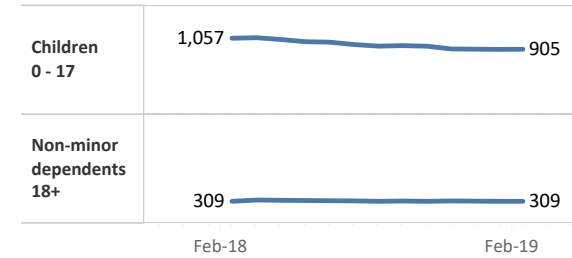


Child Welfare (CW) provides services to improve the lives of children and families in Alameda County by serving children and youth who have experienced, or are at risk of experiencing, abuse or neglect.

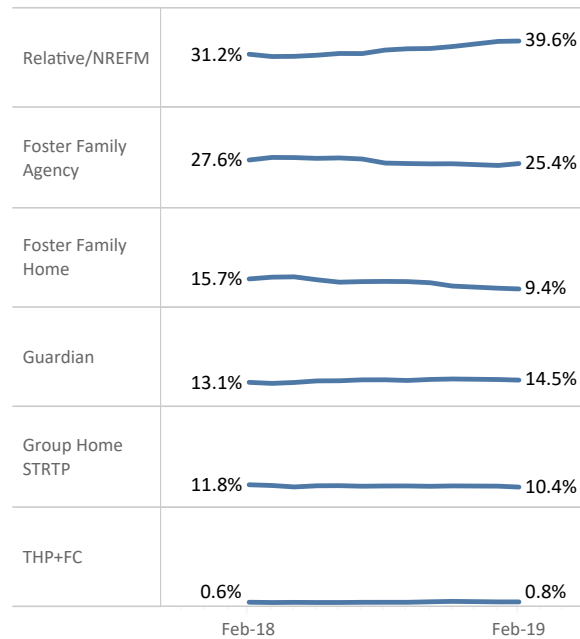
## Child Welfare Children and Non-Minor Dependent Youth in Cases



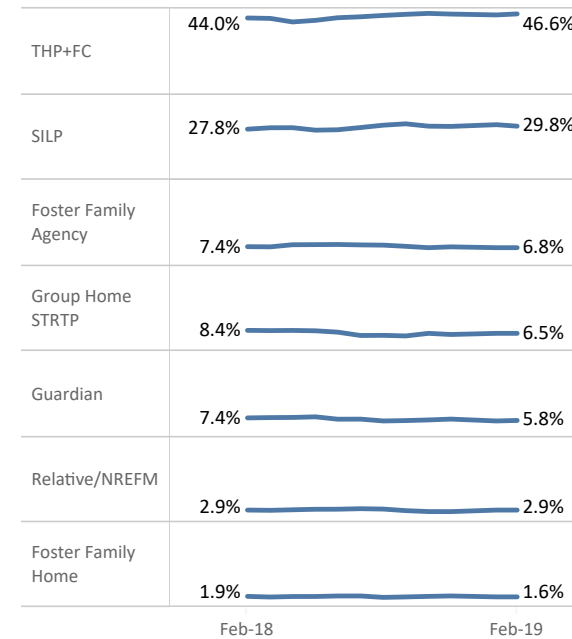
## Child Welfare Children and Non-Minor Dependents in Out-Of-Home Placements



## Child Welfare Children 0 - 17 in Placement by Placement Type



## AB 12: Child Welfare Non-Minor Dependent Youth 18+ in Placement by Placement Type



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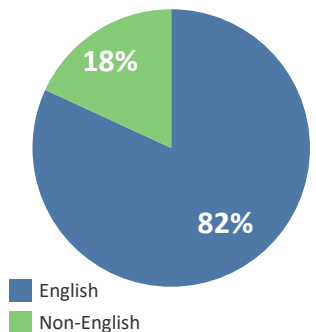
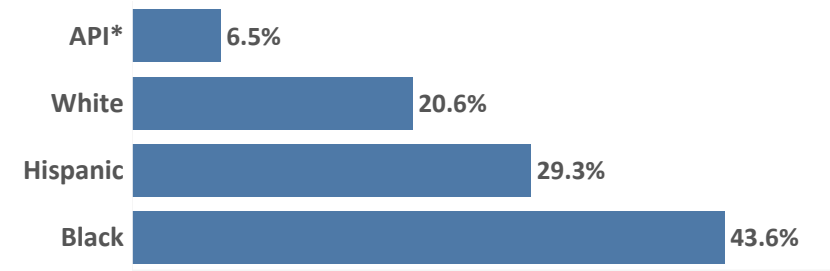
Definitions of terms appear on the last page  
\*Asian/Pacific Islander

### CalWORKs Caseload

| CalWORKs Caseload |          |       | % Difference |
|-------------------|----------|-------|--------------|
| 2018              | February | 11.0K | -15.4%       |
| 2019              | February | 9.3K  |              |

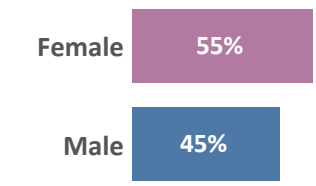
The California Work Opportunity and Responsibility to Kids (CalWORKs) Program provides time-limited cash aid, employment assistance and employment support services to eligible adults with children. Welfare to Work (WTW) is the mandatory employment and training program for CalWORKs adults. Clients must register for WTW unless exempted for a condition that prevents them from working.

### Ethnicity and Language

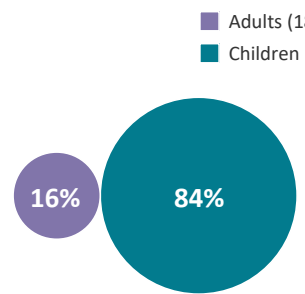


| Language Breakdown |  |       |
|--------------------|--|-------|
| English            |  | 81.9% |
| Non-English        |  |       |
| Spanish            |  | 13.4% |
| Other              |  | 2.8%  |
| Farsi              |  | 0.8%  |
| Vietnamese         |  | 0.5%  |
| Chinese            |  | 0.3%  |
| Other Asian        |  | 0.2%  |
| Cambodian          |  | 0.1%  |

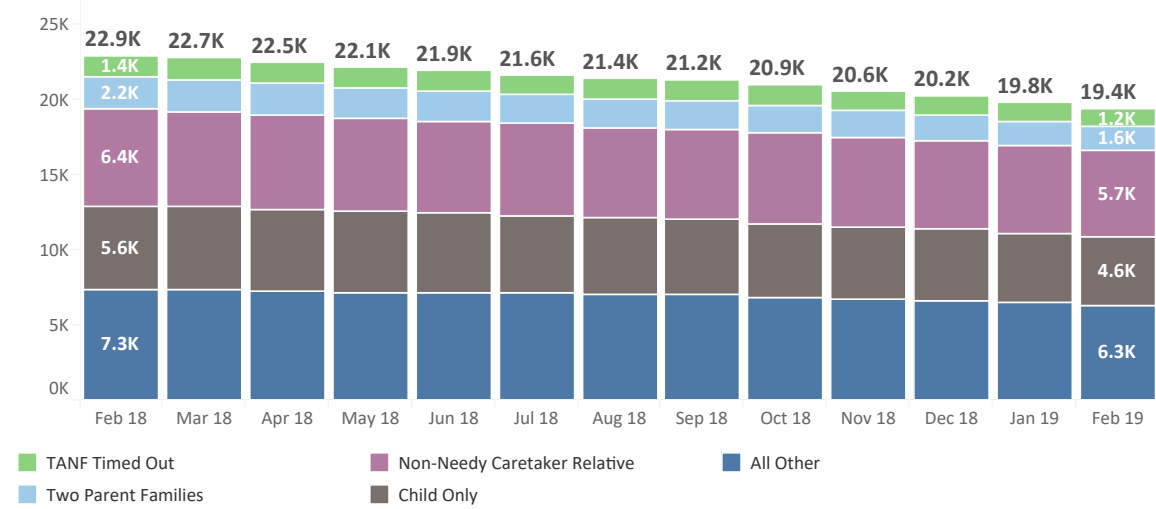
### Gender



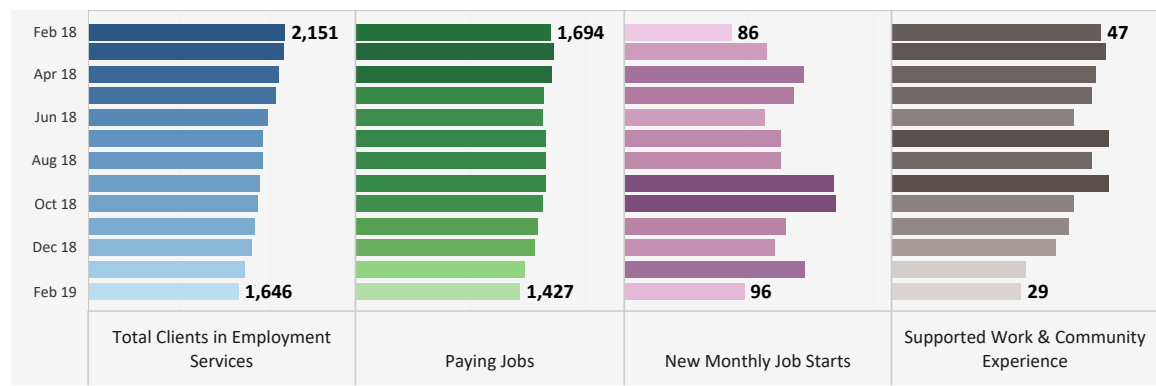
### Age



### CalWORKs Individuals by Case Type



### Welfare to Work Individuals



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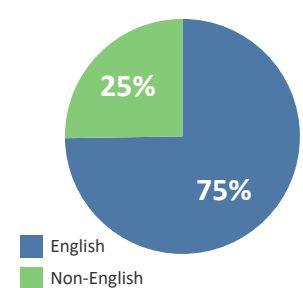
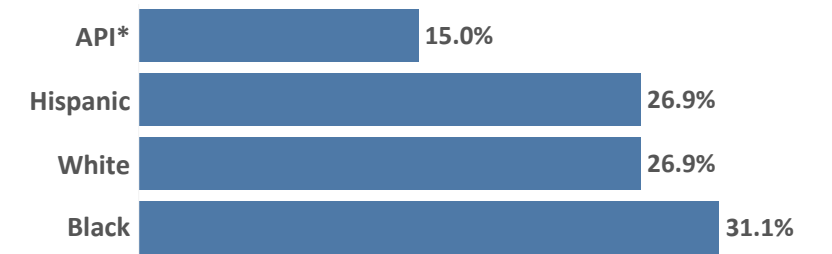
### CalFresh caseload

| Year | Month    | Caseload | % Difference |
|------|----------|----------|--------------|
| 2018 | February | 56.0K    | -7.3%        |
| 2019 | February | 51.9K    |              |

### NA CalFresh Caseload

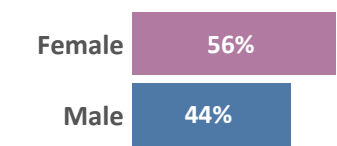
| Year | Month    | Caseload | % Difference |
|------|----------|----------|--------------|
| 2018 | February | 50.2K    | -6.7%        |
| 2019 | February | 46.9K    |              |

### Ethnicity and Language

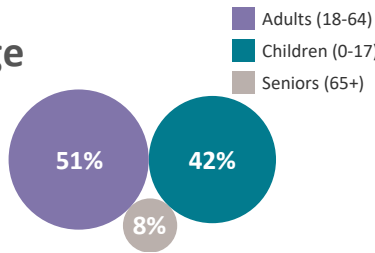


| Language    | Percentage |
|-------------|------------|
| English     | 74.8%      |
| Non-English |            |
| Spanish     | 14.5%      |
| Chinese     | 3.6%       |
| Other       | 2.8%       |
| Vietnamese  | 2.2%       |
| Other Asian | 1.4%       |
| Farsi       | 0.6%       |
| Cambodian   | 0.1%       |

### Gender

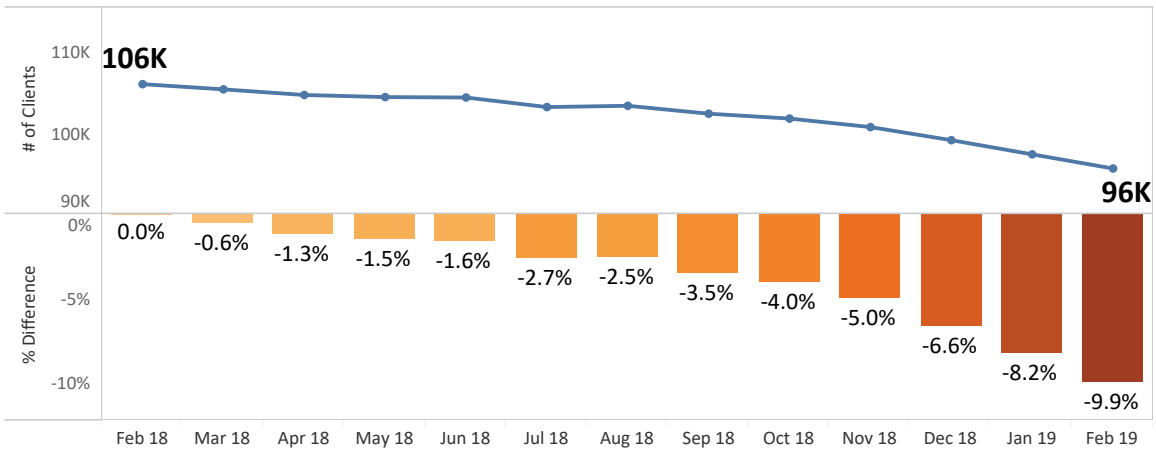


### Age

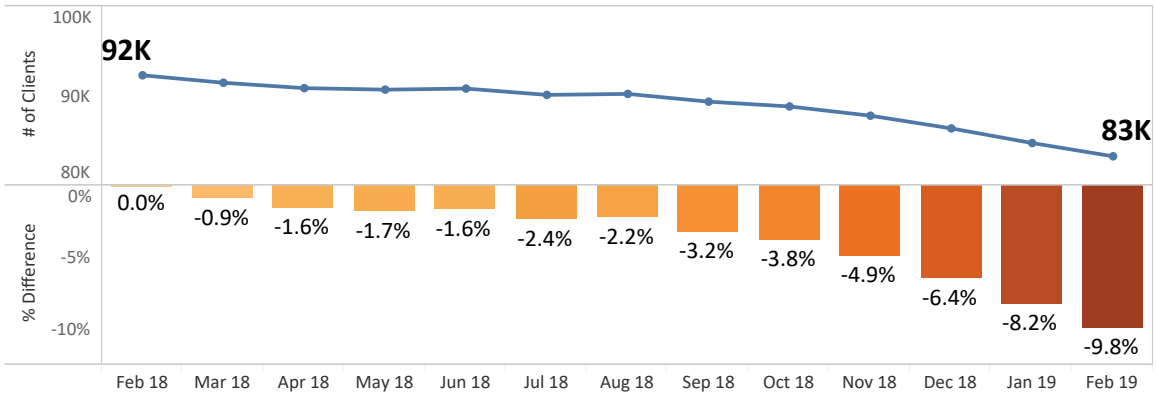


CalFresh (formerly known as Food Stamps) is California's version of the federal Supplemental Nutrition Assistance Program (SNAP). The CalFresh program helps to improve the health and well-being of qualified households and individuals by providing them a means to meet their nutritional needs.

### CalFresh Individuals



### Non-Assistance (NA) CalFresh Individuals



% change/difference is calculated relative to the first month in the observed year.

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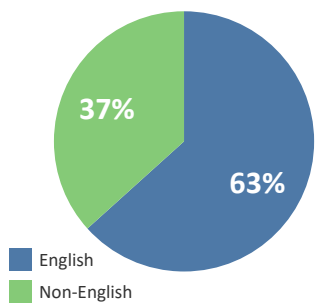
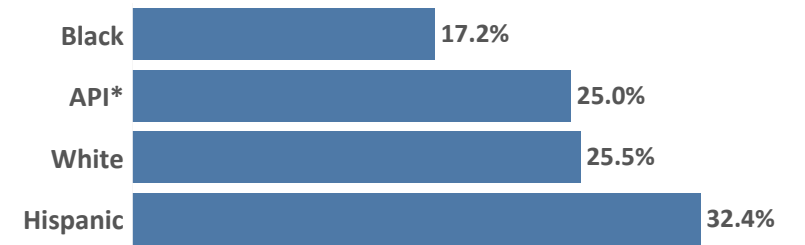
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\*Asian/Pacific Islander

### Medi-Cal Caseload

| Medi-Cal Caseload |          | % Difference |
|-------------------|----------|--------------|
| 2018              | February | 205.1K       |
| 2019              | February | 201.2K       |
|                   |          | -1.9%        |

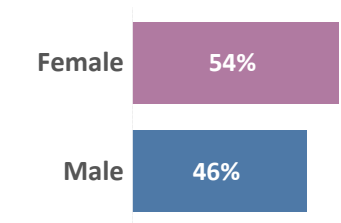
Medi-Cal provides coverage for comprehensive medical services for low-income children, families, seniors, and persons with disabilities.

### Ethnicity and Language

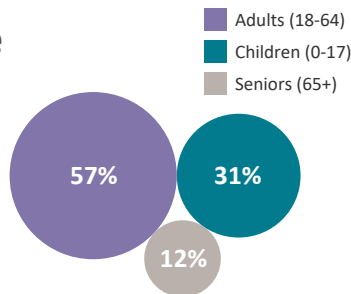


| English     |       | 63.3% |
|-------------|-------|-------|
| Non-English |       |       |
| Spanish     | 21.7% |       |
| Chinese     | 6.3%  |       |
| Other Asian | 3.0%  |       |
| Other       | 2.7%  |       |
| Vietnamese  | 2.4%  |       |
| Farsi       | 0.5%  |       |
| Cambodian   | 0.2%  |       |

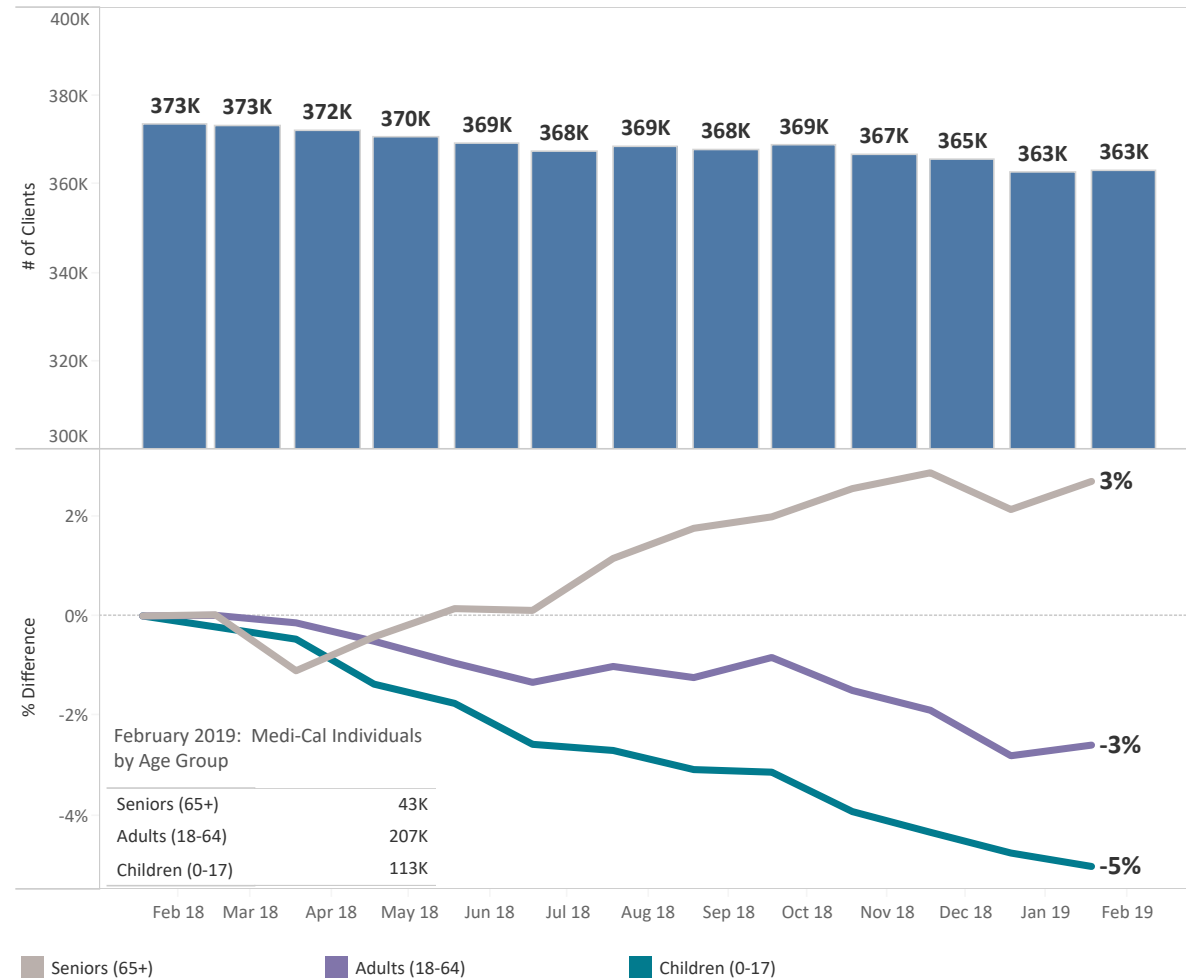
### Gender



### Age



### Medi-Cal Individuals



February 2019: Medi-Cal Individuals by Age Group

|                 |      |
|-----------------|------|
| Seniors (65+)   | 43K  |
| Adults (18-64)  | 207K |
| Children (0-17) | 113K |

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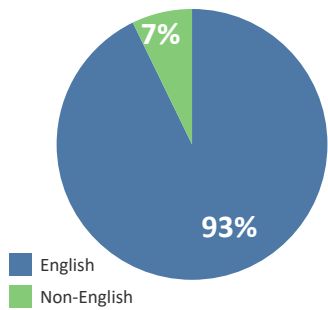
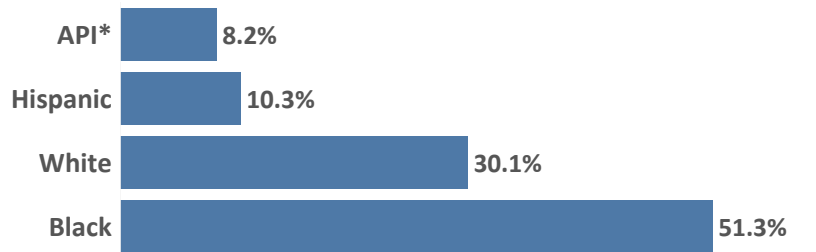
% change/difference is calculated relative to the first month in the observed year.

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| GA Caseload |          |      | % Difference |
|-------------|----------|------|--------------|
| 2018        | February | 8.9K | -2.3%        |
| 2019        | February | 8.7K |              |

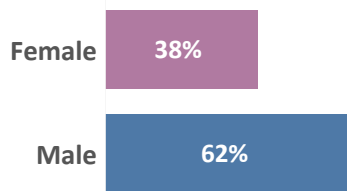
General Assistance (GA) provides cash aid to indigent adults and emancipated minors who are legal residents of Alameda County and who have no other means of support.

## Ethnicity and Language

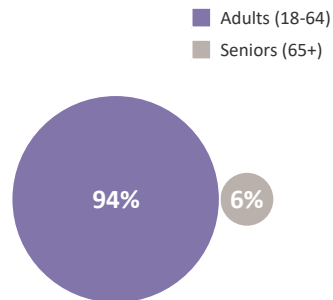


| English     |             |      | 92.8% |
|-------------|-------------|------|-------|
| Non-English | Other Asian | 1.9% |       |
|             | Other       | 1.8% |       |
|             | Spanish     | 1.5% |       |
|             | Chinese     | 0.9% |       |
|             | Vietnamese  | 0.7% |       |
|             | Farsi       | 0.2% |       |
|             | Cambodian   | 0.1% |       |

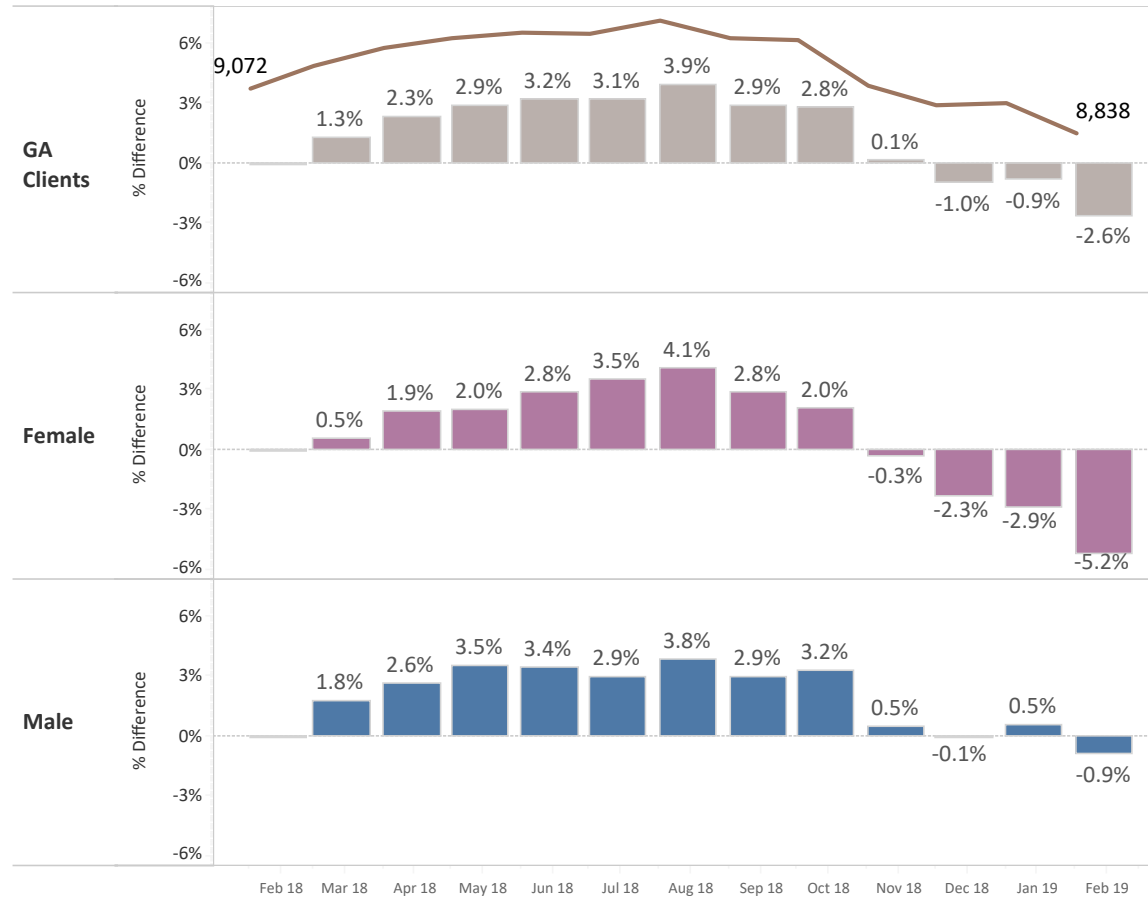
## Gender



## Age



## General Assistance Individuals



% change/difference is calculated relative to the first month in the observed year.

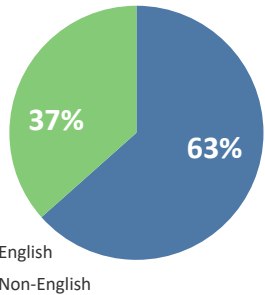
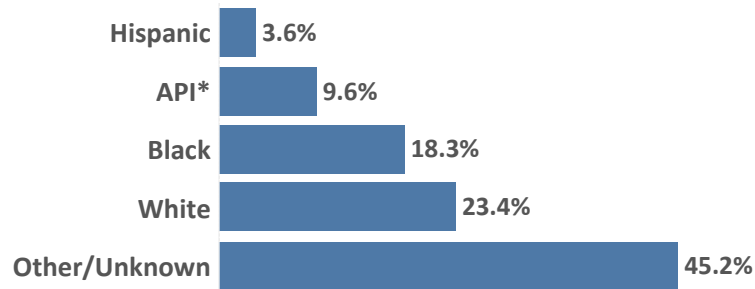
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## APS Caseload

| APS Caseload |          | % Difference |
|--------------|----------|--------------|
| 2018         | February | 990          |
| 2019         | February | 1,134        |
|              |          | +14.5%       |

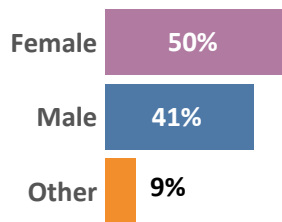
Alameda County Division of Adult Protection (DAP) consists of Adult Protective Services (APS), Office of the Public Guardian-Conservator (PG/PC), and the Public Administrator's Office (PA). Together these programs provide a continuum of services that form a safety net for vulnerable adults.

## Ethnicity and Language

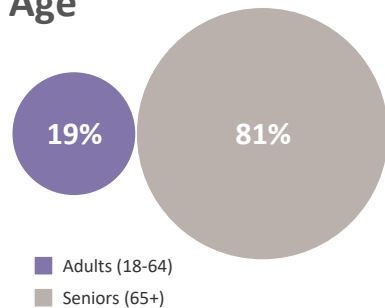


| English       |  | 63.5% |
|---------------|--|-------|
| Non-English   |  |       |
| Other/Unknown |  | 27.9% |
| Chinese       |  | 4.1%  |
| Spanish       |  | 3.0%  |
| Other Asian   |  | 1.0%  |
| Vietnamese    |  | 0.5%  |

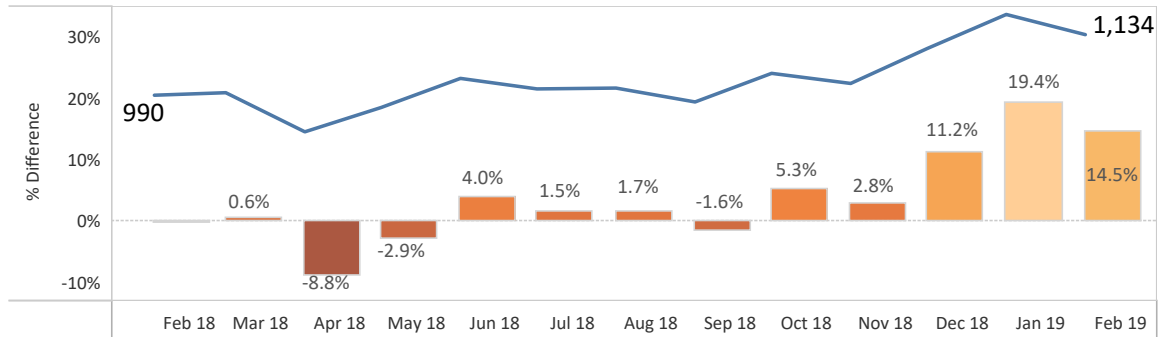
## Gender



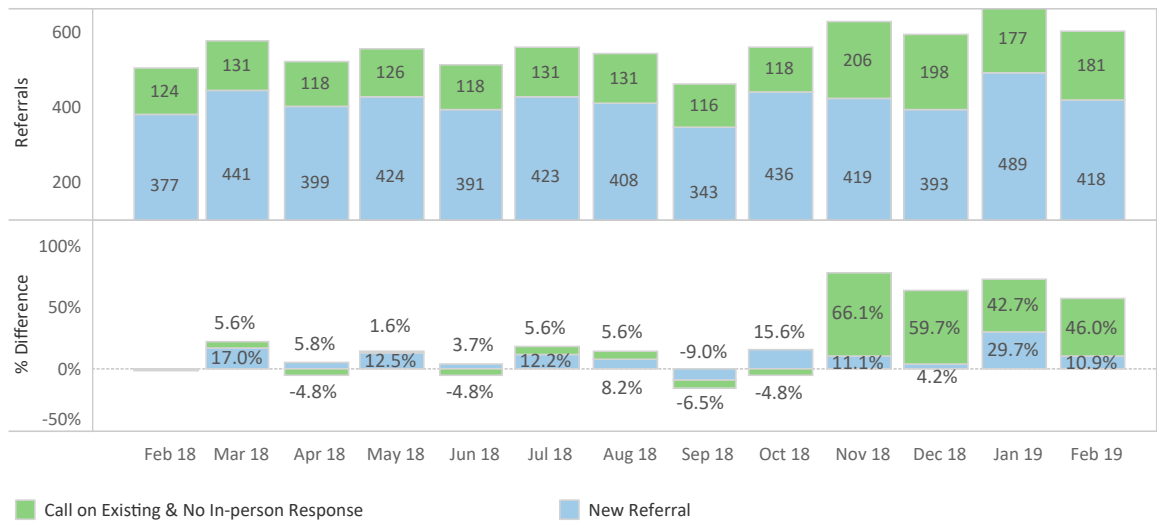
## Age



## APS Caseload



## APS Referrals



% change/difference is calculated relative to the first month in the observed year.

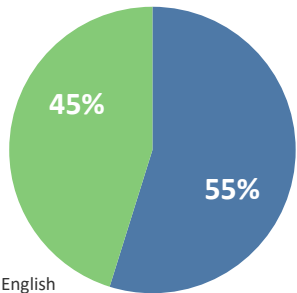
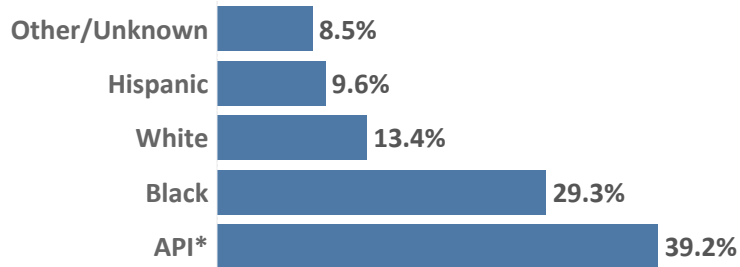
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## IHSS Caseload

| IHSS Caseload |          |       | % Difference |
|---------------|----------|-------|--------------|
| 2018          | February | 24.0K | +2.0%        |
| 2019          | February | 24.5K |              |

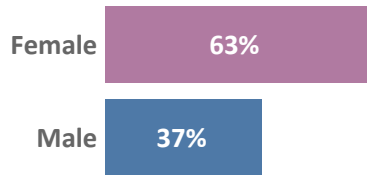
IHSS provides in-home care for the elderly and persons with disabilities to support them in their own homes and communities, rather than placing them in more restrictive and expensive institutional care settings.

## Ethnicity and Language

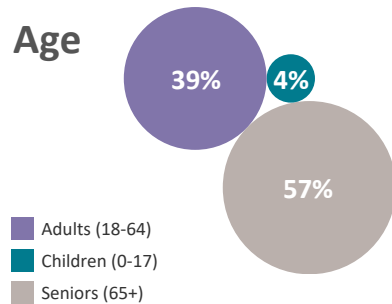


| English     |             | 54.8% |
|-------------|-------------|-------|
| Non-English | Chinese     | 19.2% |
|             | Other/None  | 6.6%  |
|             | Spanish     | 6.1%  |
|             | Other Asian | 4.3%  |
|             | Farsi       | 4.0%  |
|             | Vietnamese  | 3.9%  |
|             | Cambodian   | 1.0%  |

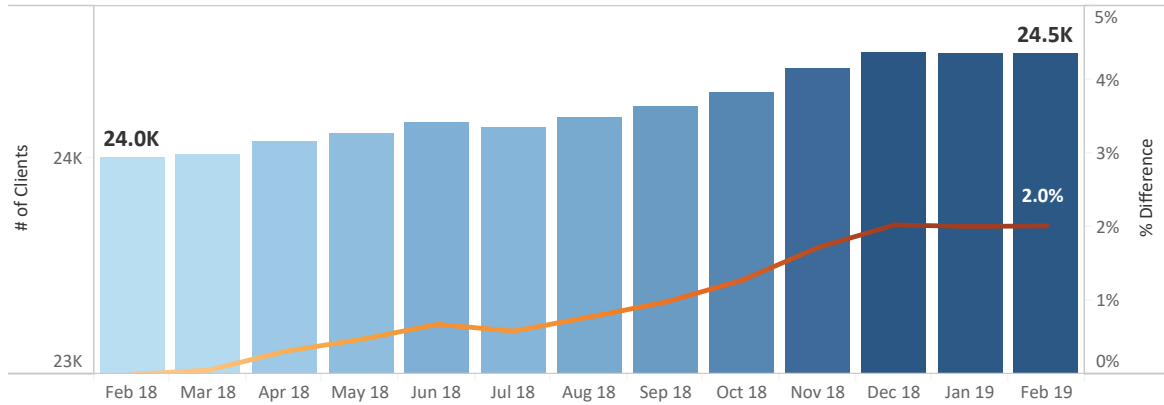
## Gender



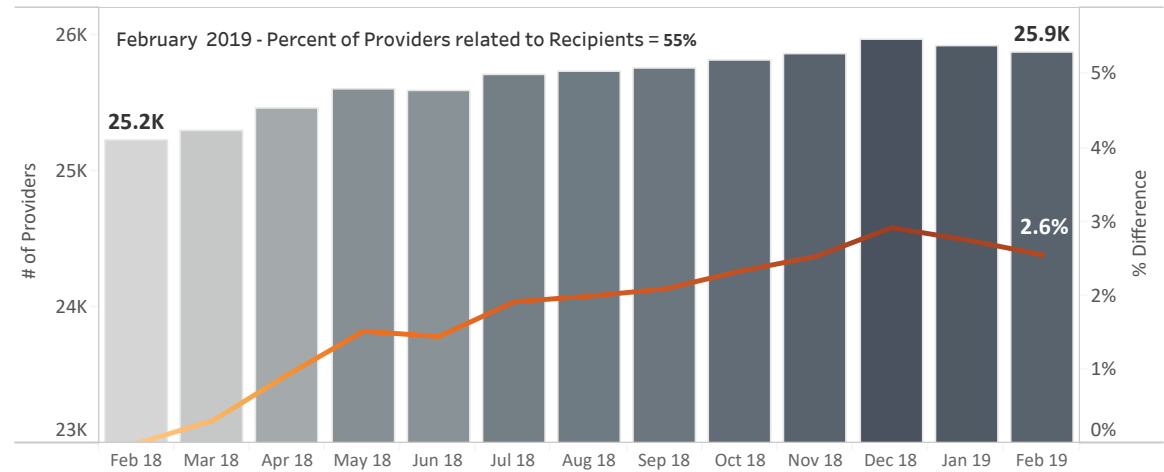
## Age



## IHSS Recipients



## IHSS Providers

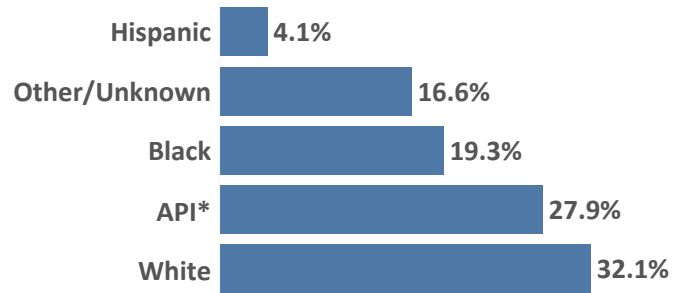


% change/difference is calculated relative to the first month in the observed year.

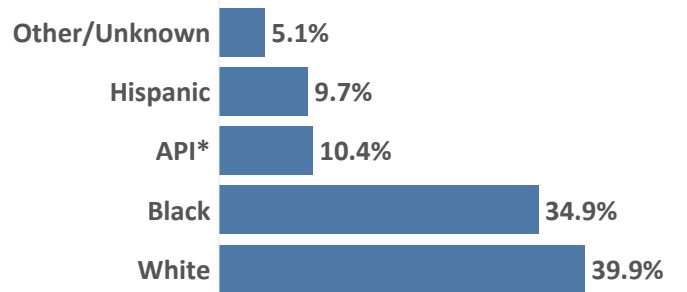
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## Ethnicity - Congregate Meals



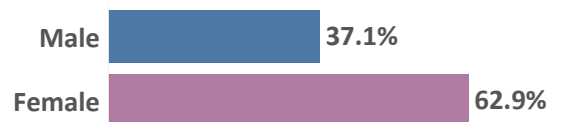
## Ethnicity - Home Delivered Meals



## Gender - Congregate Meals



## Gender - Home Delivered Meals



The Alameda County Area Agency on Aging (AAA) prevents isolation, premature institutionalization, abuse, and negative health outcomes for seniors. In partnership with County-based adult services programs and a wide network of community-based organizations, the AAA provides a continuum of care that is both responsive to seniors' needs and flexible in design.

## Access to Nutritious Food

Congregate and home delivered meals are provided to Alameda County seniors who cannot prepare or obtain nutritionally adequate meals for themselves. These meals assist clients in maintaining a nutritious diet.

## Total Individuals Served: 3,912



## Total Meals Served: 56,352



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Definitions of terms appear on the last page  
\*Asian/Pacific Islander

# Demographics by Program - Individuals

March 2019

|                        |           | Medi-Cal |        | CalFresh |        | CalWORKs |        | General Assistance |        | IHSS   |        | APS (New Cases) |        | Child Welfare (Placement) |        | Child Welfare (All Cases) |        |
|------------------------|-----------|----------|--------|----------|--------|----------|--------|--------------------|--------|--------|--------|-----------------|--------|---------------------------|--------|---------------------------|--------|
| <b>Total Persons</b>   |           | 363,034  | 100.0% | 95,664   | 100.0% | 19,620   | 100.0% | 8,838              | 100.0% | 24,481 | 100.0% | 197             | 100.0% | 1,213                     | 100.0% | 1,750                     | 100.0% |
| <b>Seniors (65+)</b>   | Female    | 25,834   | 7.1%   | 4,327    | 4.5%   | 2        | 0.0%   | 370                | 4.2%   | 9,606  | 39.2%  | 80              | 40.6%  | 0                         | 0.0%   | 0                         | 0.0%   |
|                        | Male      | 17,498   | 4.8%   | 2,938    | 3.1%   | 6        | 0.0%   | 197                | 2.2%   | 4,323  | 17.7%  | 63              | 32.0%  | 0                         | 0.0%   | 0                         | 0.0%   |
|                        | Undefined | 2        | 0.0%   | 0        | 0.0%   | 0        | 0.0%   | 0                  | 0.0%   | 0      | 0.0%   | 14              | 7.1%   | 0                         | 0.0%   | 0                         | 0.0%   |
| <b>Adults (18-64)</b>  | Female    | 114,815  | 31.6%  | 29,222   | 30.5%  | 2,566    | 13.1%  | 3,025              | 34.2%  | 5,359  | 21.9%  | 18              | 9.1%   | 235                       | 19.4%  | 215                       | 12.3%  |
|                        | Male      | 91,691   | 25.3%  | 19,239   | 20.1%  | 651      | 3.3%   | 5,246              | 59.4%  | 4,107  | 16.8%  | 19              | 9.6%   | 140                       | 11.5%  | 135                       | 7.7%   |
|                        | Undefined | 7        | 0.0%   | 0        | 0.0%   | 0        | 0.0%   | 0                  | 0.0%   | 0      | 0.0%   | 3               | 1.5%   | 0                         | 0.0%   | 0                         | 0.0%   |
| <b>Children (0-17)</b> | Female    | 55,593   | 15.3%  | 20,039   | 20.9%  | 8,235    | 42.0%  | 0                  | 0.0%   | 347    | 1.4%   | 0               | 0.0%   | 387                       | 31.9%  | 673                       | 38.5%  |
|                        | Male      | 57,592   | 15.9%  | 19,899   | 20.8%  | 8,160    | 41.6%  | 0                  | 0.0%   | 739    | 3.0%   | 0               | 0.0%   | 451                       | 37.2%  | 726                       | 41.5%  |
|                        | Undefined | 2        | 0.0%   | 0        | 0.0%   | 0        | 0.0%   | 0                  | 0.0%   | 0      | 0.0%   | 0               | 0.0%   | 0                         | 0.0%   | 1                         | 0.1%   |

|                        |         |        |        |        |        |        |       |        |        |        |     |        |       |        |       |        |
|------------------------|---------|--------|--------|--------|--------|--------|-------|--------|--------|--------|-----|--------|-------|--------|-------|--------|
| <b>Ethnicity</b>       | 363,034 | 100.0% | 95,664 | 100.0% | 19,620 | 100.0% | 8,838 | 100.0% | 24,481 | 100.0% | 197 | 100.0% | 1,213 | 100.0% | 1,750 | 100.0% |
| <b>API*</b>            | 90,419  | 24.9%  | 14,305 | 15.0%  | 1,269  | 6.5%   | 724   | 8.2%   | 9,606  | 39.2%  | 19  | 9.6%   | 59    | 4.9%   | 97    | 5.5%   |
| <b>Black</b>           | 62,201  | 17.1%  | 29,675 | 31.0%  | 8,523  | 43.4%  | 4,505 | 51.0%  | 7,178  | 29.3%  | 36  | 18.3%  | 627   | 51.7%  | 838   | 47.9%  |
| <b>Hispanic</b>        | 117,081 | 32.3%  | 25,646 | 26.8%  | 5,737  | 29.2%  | 907   | 10.3%  | 2,348  | 9.6%   | 7   | 3.6%   | 54    | 4.5%   | 82    | 4.7%   |
| <b>Native American</b> | 962     | 0.3%   | 372    | 0.4%   | 58     | 0.3%   | 58    | 0.7%   | 65     | 0.3%   | 0   | 0.0%   | 12    | 1.0%   | 19    | 1.1%   |
| <b>White</b>           | 92,176  | 25.4%  | 25,662 | 26.8%  | 4,033  | 20.6%  | 2,642 | 29.9%  | 3,275  | 13.4%  | 46  | 23.4%  | 339   | 27.9%  | 520   | 29.7%  |
| <b>Other</b>           | 195     | 0.1%   | 4      | 0.0%   | 0      | 0.0%   | 2     | 0.0%   | 2,009  | 8.2%   | 89  | 45.2%  | 122   | 10.1%  | 194   | 11.1%  |

|                    |         |        |        |        |        |        |       |        |        |        |     |        |       |        |       |        |
|--------------------|---------|--------|--------|--------|--------|--------|-------|--------|--------|--------|-----|--------|-------|--------|-------|--------|
| <b>Language</b>    | 363,034 | 100.0% | 95,664 | 100.0% | 19,620 | 100.0% | 8,838 | 100.0% | 24,481 | 100.0% | 197 | 100.0% | 1,213 | 100.0% | 1,750 | 100.0% |
| <b>English</b>     | 229,775 | 63.3%  | 71,526 | 74.8%  | 16,066 | 81.9%  | 8,202 | 92.8%  | 13,425 | 54.8%  | 125 | 63.5%  | 1,102 | 90.8%  | 1,571 | 89.8%  |
| <b>Cambodian</b>   | 556     | 0.2%   | 134    | 0.1%   | 28     | 0.1%   | 11    | 0.1%   | 251    | 1.0%   | 0   | 0.0%   | 0     | 0.0%   | 0     | 0.0%   |
| <b>Chinese</b>     | 29,933  | 8.2%   | 4,234  | 4.4%   | 83     | 0.4%   | 205   | 2.3%   | 4,709  | 19.2%  | 8   | 4.1%   | 1     | 0.1%   | 4     | 0.2%   |
| <b>Farsi</b>       | 1,695   | 0.5%   | 574    | 0.6%   | 151    | 0.8%   | 22    | 0.2%   | 985    | 4.0%   | 0   | 0.0%   | 2     | 0.2%   | 4     | 0.2%   |
| <b>Other</b>       | 9,659   | 2.7%   | 2,630  | 2.7%   | 542    | 2.8%   | 155   | 1.8%   | 1,607  | 6.6%   | 55  | 27.9%  | 11    | 0.9%   | 17    | 1.0%   |
| <b>Other Asian</b> | 3,965   | 1.1%   | 564    | 0.6%   | 24     | 0.1%   | 43    | 0.5%   | 1,046  | 4.3%   | 2   | 1.0%   | 2     | 0.2%   | 2     | 0.1%   |
| <b>Spanish</b>     | 78,746  | 21.7%  | 13,894 | 14.5%  | 2,629  | 13.4%  | 134   | 1.5%   | 1,505  | 6.1%   | 6   | 3.0%   | 95    | 7.8%   | 152   | 8.7%   |
| <b>Vietnamese</b>  | 8,705   | 2.4%   | 2,108  | 2.2%   | 97     | 0.5%   | 66    | 0.7%   | 953    | 3.9%   | 1   | 0.5%   | 0     | 0.0%   | 0     | 0.0%   |

Data in this report represent estimates of service delivery units and summary counts. Actual counts may vary from 0% to 5% from similarly published reports.

Definitions of terms appear on the last page  
\*Asian/Pacific Islander

# Individuals by Program and City of Residence

March 2019

|                       |               | Medi-Cal     |              | CalFresh     |              | CalWORKs     |              | General Assistance |              | IHSS         |              | Child Welfare |              |
|-----------------------|---------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------------|--------------|--------------|--------------|---------------|--------------|
|                       |               | # of Clients | % of Clients | # of Clients | % of Clients | # of Clients | % of Clients | # of Clients       | % of Clients | # of Clients | % of Clients | # of Clients  | % of Clients |
| <b>Total Persons</b>  |               | 363,034      | 100.0%       | 95,664       | 100.0%       | 19,620       | 100.0%       | 8,838              | 100.0%       | 24,481       | 100.0%       | 1,716         | 100.0%       |
| <b>North County</b>   | Alameda       | 13,121       | 3.6%         | 3,017        | 3.2%         | 507          | 2.6%         | 175                | 2.0%         | 908          | 3.7%         | 38            | 2.2%         |
|                       | Albany        | 2,719        | 0.7%         | 520          | 0.5%         | 89           | 0.5%         | 8                  | 0.1%         | 66           | 0.3%         | 3             | 0.2%         |
|                       | Berkeley      | 13,884       | 3.8%         | 4,655        | 4.9%         | 524          | 2.7%         | 461                | 5.2%         | 1,255        | 5.1%         | 36            | 2.1%         |
|                       | Emeryville    | 2,312        | 0.6%         | 573          | 0.6%         | 89           | 0.5%         | 52                 | 0.6%         | 191          | 0.8%         | 5             | 0.3%         |
|                       | Oakland       | 142,855      | 39.4%        | 47,179       | 49.3%        | 10,694       | 54.5%        | 5,537              | 62.6%        | 10,908       | 44.6%        | 446           | 26.0%        |
|                       | Piedmont      | 478          | 0.1%         | 48           | 0.1%         | 5            | 0.0%         | 5                  | 0.1%         | 38           | 0.2%         | 4             | 0.2%         |
| <b>Tri-City</b>       | Fremont       | 30,743       | 8.5%         | 5,824        | 6.1%         | 938          | 4.8%         | 435                | 4.9%         | 2,449        | 10.0%        | 72            | 4.2%         |
|                       | Newark        | 8,627        | 2.4%         | 1,620        | 1.7%         | 323          | 1.6%         | 84                 | 1.0%         | 590          | 2.4%         | 9             | 0.5%         |
|                       | Union City    | 15,215       | 4.2%         | 2,904        | 3.0%         | 565          | 2.9%         | 137                | 1.6%         | 1,194        | 4.9%         | 25            | 1.5%         |
| <b>Central County</b> | Castro Valley | 8,486        | 2.3%         | 1,676        | 1.8%         | 285          | 1.5%         | 97                 | 1.1%         | 490          | 2.0%         | 40            | 2.3%         |
|                       | Hayward       | 55,788       | 15.4%        | 13,233       | 13.8%        | 2,794        | 14.2%        | 1,086              | 12.3%        | 2,942        | 12.0%        | 165           | 9.6%         |
|                       | San Leandro   | 30,884       | 8.5%         | 7,317        | 7.6%         | 1,401        | 7.1%         | 345                | 3.9%         | 1,769        | 7.2%         | 94            | 5.5%         |
|                       | San Lorenzo   | 6,961        | 1.9%         | 1,445        | 1.5%         | 233          | 1.2%         | 73                 | 0.8%         | 410          | 1.7%         | 24            | 1.4%         |
| <b>Tri-Valley</b>     | Dublin        | 5,569        | 1.5%         | 1,099        | 1.1%         | 203          | 1.0%         | 41                 | 0.5%         | 428          | 1.7%         | 22            | 1.3%         |
|                       | Livermore     | 11,027       | 3.0%         | 2,327        | 2.4%         | 441          | 2.2%         | 150                | 1.7%         | 439          | 1.8%         | 38            | 2.2%         |
|                       | Pleasanton    | 5,722        | 1.6%         | 793          | 0.8%         | 145          | 0.7%         | 49                 | 0.6%         | 352          | 1.4%         | 11            | 0.6%         |
| <b>Other</b>          | Other         | 8,643        | 2.4%         | 1,434        | 1.5%         | 384          | 2.0%         | 103                | 1.2%         | 52           | 0.2%         | 684           | 39.9%        |

Data in this report represent estimates of service delivery units and summary counts. Actual counts may vary from 0% to 5% from similarly published reports.

These are individuals receiving aid from one or more county programs, listed by city of residence. This total does not include Adult & Aging nor add up to the total of all seven programs because individuals may be enrolled in several programs.

## CalWORKs

**Two Parent Families:** Families with children living in the home with two non-disabled, natural or adoptive parents.

**Non-Needy Caretaker:** Families with children living in the home whose natural or adoptive parents are ineligible or excluded from receiving assistance.

**Temporary Assistance for Needy Families (TANF) Timed-Out:** Families with children living in the home whose parents are ineligible to receive assistance because an adult head-of-household or spouse of a head-of-household has received federal TANF assistance for total of 48 cumulative months.

**Child-Only:** Families with children living in the home whose parents are ineligible to receive assistance.

**Total Clients in Welfare to Work:** All active CalWORKs adults who have been registered into the Welfare to Work (WTW) program. WTW is the mandatory employment and training program for CalWORKs adults. Clients must register for WTW unless exempted for a condition that prevents them from working. Not all registered WTW clients are actively engaged in the program, as they may be scheduled for activities that have not yet begun, between activities, or non-compliant prior to sanction.

**Subsidized Work and Community Experience:** Includes public or private sector employment under the close supervision of the activity provider that helps provide basic job skills and can help lead to eventual unsubsidized employment.

**Paying Jobs:** Includes unsubsidized and subsidized, public and private sector jobs and self-employment.

## CalFresh

**Non-Assistance CalFresh Individuals:** Client receives CalFresh assistance but does not receive a monthly cash grant under the California Work Opportunity and Responsibility to Kids (CalWORKs) program or other state-funded program.

**All CalFresh Individuals:** All clients receiving CalFresh.

**Non-Assistance CalFresh Caseloads:** Cases where the household receives CalFresh only and do not receive CalWORKs or General Assistance.

**All CalFresh Caseloads:** All cases receiving CalFresh.

## Child Welfare

**THP+FC:** Transitional Housing Program plus Foster Care, which provides supportive housing for older teens and non-minor dependents.

**Non-Minor Dependents:** Youth ages 18-20 in Extended Foster Care under AB12.

**SILP:** Supervised Independent Living Placement.

**Guardian Home:** Placement with court-appointed legal guardian.

**Relative/NREFM:** Relative/Non-Relative Extended Family Member.

**Group Home:** 24-Hour staffed residential and/or treatment facility for foster youth.

**Foster Family Home:** County licensed foster care home.

**Foster Family Agency Home:** Foster home certified by a Foster Family Agency.

**STRTP:** Short Term Residential Treatment Program.