

**Our Story
Through Data**

DATA ANALYSIS

**Alameda County Social
Services Agency**



Office of Data and Evaluation (ODE)

Who We Are

The Office of Data & Evaluation (ODE) conducts data analysis that informs agency-wide decision making. ODE creates agencywide reports and program evaluations. The Office performs research to support program design and partners with internal agency staff and external partners to develop performance metrics and contracts.



Office of Data and Evaluation (ODE)

What we Do

Data

Data are facts and statistics collected for reference or analysis. ODE uses data to create analysis for presentations, evaluations, and reports. Data helps AET and departments make decisions based on data trends, track performance standards, and analyze local, State, and Federal impacts (e.g., cost of living, immigration issues, and health care).

Program Evaluation

Program Evaluations provide a deeper look at how a program or process is doing. Evaluations help inform the Agency on program/services strengths and gaps or determine if a program met its intended goals. ODE supports the creation and dissemination of program evaluations for all Agency departments. Evaluations completed by the Office of Data and Evaluation include: Process evaluations, Outcome evaluations, and Surveys.

Performance Metrics

Performance-based contracting helps gauge how effective our contracted services are. ODE works closely with program staff and community providers to help them meet their goals.

DATA: Monthly Report

The Agency Monthly Report provides a summary of Child Welfare Services, CalWORKs, CalFresh, Medi-Cal, General Assistance, Adult Protective Services, In-Home Supportive Services, Area Agency on Aging, and Child Care programs by persons and cases per month.

Our agency serves one in three Alameda County residents, totaling to approximately 523,000 people. We work collectively and in partnership with over 150 organizations to serve the needs of the community. The data represent estimates of service delivery units and summary counts in April 2023 unless otherwise specified. Actual counts may vary from 0% to 5% from similarly published reports.

<https://www.alamedacountysocialservices.org/about-us/Government-and-Community-Relations/offices/data-and-evaluations>

Agency Monthly Reports

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2023	+
2022	+
2021	+
2020	+
2019	+
2018	+
2017	+
2016	+

Data informs:

- Agency staff
- Board of Supervisors
- Community



Respect | Integrity | Customer Service | Responsibility | Initiative

MONTHLY REPORT SEPTEMBER 2023

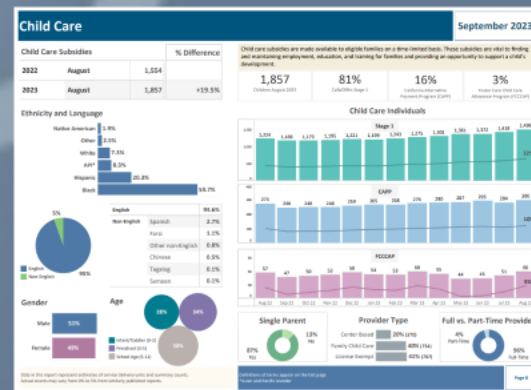
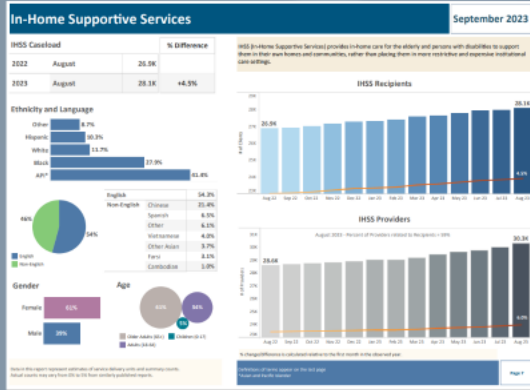
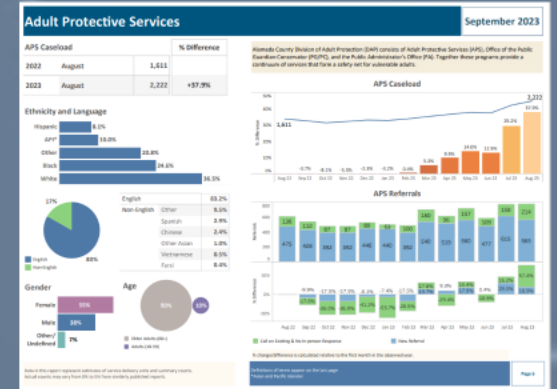
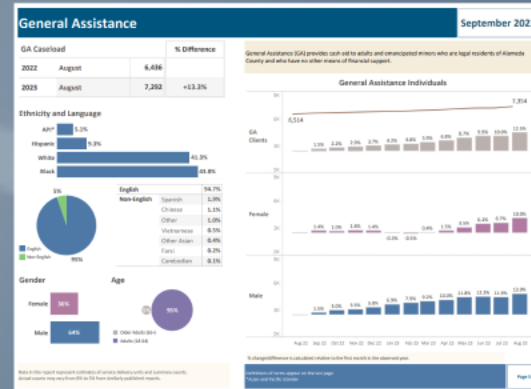
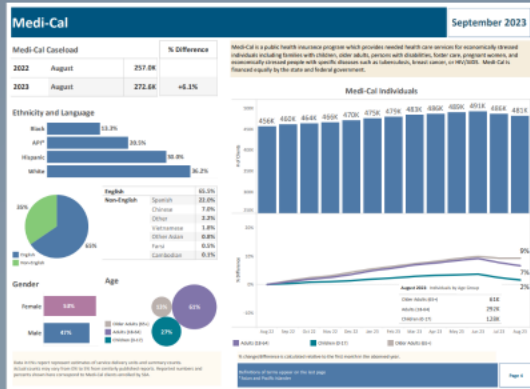
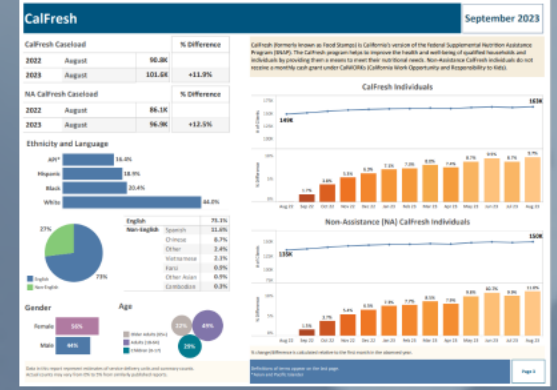
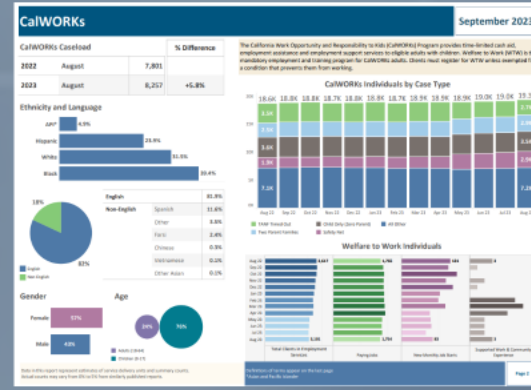
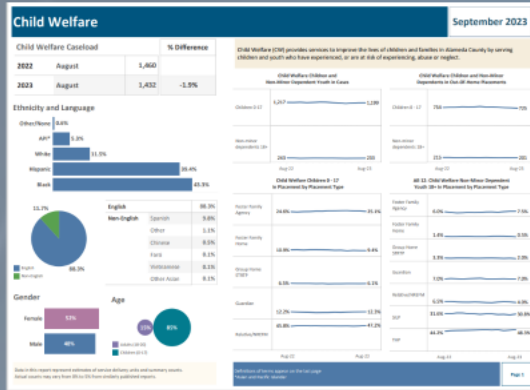
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Our agency serves almost one in three Alameda County residents, totaling approximately 521,000 people. We work collectively and in partnership with over 150 organizations to serve the needs of the community. The data represent estimates of service delivery units and summary counts in August 2023 unless otherwise specified. Actual counts may vary from 0% to 5% from similarly published reports.



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

DATA: Monthly Report



Definition of Terms

Child Welfare: Includes foster care, residential treatment, and out-of-home care.

CalWORKS: Includes cash assistance, job training, and employment services.

CalFresh: Includes food stamps and nutrition assistance.

Medi-Cal: Includes health insurance for low-income individuals.

General Assistance: Includes cash assistance for adults and unemancipated minors.

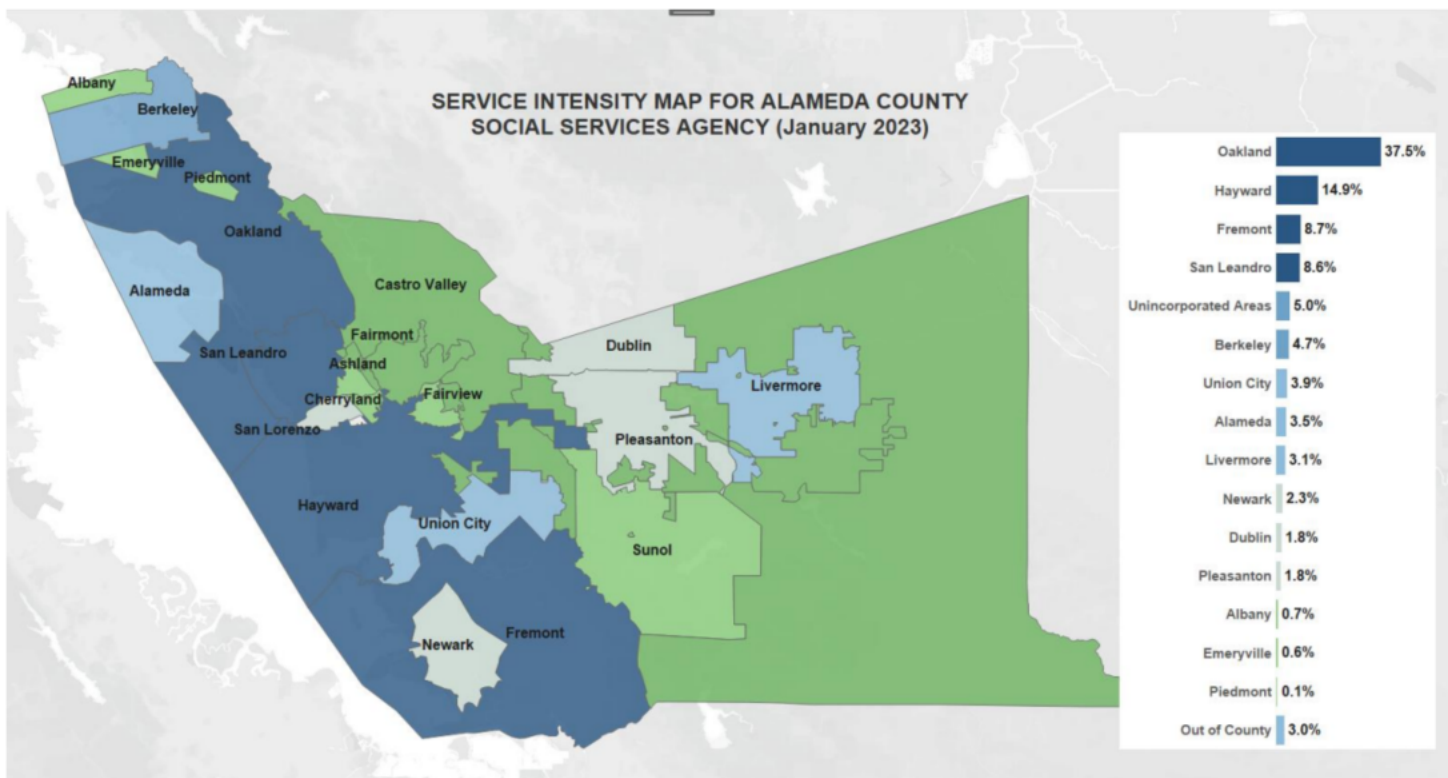
Adult Protective Services: Includes investigations and services for vulnerable adults.

In-Home Supportive Services: Includes in-home care for the elderly and persons with disabilities.

Child Care Subsidies: Includes financial assistance for child care costs.

CLIENT OVERVIEW

SERVICE INTENSITY MAP FOR ALAMEDA COUNTY
SOCIAL SERVICES AGENCY (January 2023)



Our Services

- Adult Protective Services (APS)
- CalFresh / Supplemental Nutrition Assistance Program (SNAP)
- California Work Opportunity & Responsibility to Kids (CalWORKs) / Temporary Assistance to Needy Families (TANF)
- Child Welfare Services
- Employment Services
- Homelessness Programs
- In-Home Supportive Services (IHSS)
- Meals to Seniors and People with Disabilities
- Medi-Cal / Medicaid
- Mental Health Services
- State Supplementary Payment (SSP)
- Supplemental Security Income (SSI)
- Subsidized Child Care
- Subsidized Housing
- Workforce Innovation and Opportunity Act (WIOA)

Contracts

FY 23-24 COMMUNITY BASED ORGANIZATION (CBO) CONTRACTS



Performance Metrics

★ | ACSSA-MOE Budget Performance Measures (Public)

SSA's Performance Measures for Alameda County's Budget with Vision 2026 Alignment

Scorecard View

Thriving & Resilient Population

- Children & Family Services: Thriving & Resilient Populations
- Government & Community Relations: Thriving & Resilient Populations

Employment for All

- Workforce Development Board: Employment for All
- Workforce Benefits Administration: Employment for All

Health Care for All

- Aging & Adult Services: Health Care for All
- Workforce Benefits Administration: Healthcare for All

Eliminate Poverty/Hunger

- Aging & Adult Services: Eliminate Poverty/Hunger
- Workforce Benefits Administration: Eliminate Poverty/Hunger

Crime Free County

- Aging & Adult Services: Crime Free County

Eliminate Homelessness

- Workforce Benefits Administration: Eliminate Homelessness

Children's Budget

- Children's Budget

Employment for All

- Workforce Development Board: Employment for All
 - All workforce system participants
 - Adults/dislocated workers enrolled
 - Adults/dislocated workers entering employment
 - Adults entering employment
 - Youth enrolled
 - Youth entering employment, post-secondary education, or advanced training
- Workforce Benefits Administration: Employment for All
 - Employable CalWORKs recipients per month
 - CalWORKs families working
 - CalWORKs individuals employed per month
 - CalWORKs families working full-time
 - Employable General Assistance individuals/couples
 - Enrollments in community partner programs per year
 - Job placements per year
 - Clients employed through community contracts
 - Refugee participants in social adjustments program per year
 - Refugee participants in employment services per year
 - Refugee participants placed in jobs per year
 - % of refugees employed through community contracts
 - CalFresh Employment and Training persons served per year

Eliminate Poverty/Hunger

- Aging & Adult Services: Eliminate Poverty/Hunger
 - WorkloadMeasure: CalWORKs households aided per month
 - WorkloadMeasure: New CalWORKs applications per month
 - WorkloadMeasure: Cal-Learn families per month
 - WorkloadMeasure: CalWORKs Program--Number of SSI applicants approved per year
 - WorkloadMeasure: General Assistance cases aided per month
 - WorkloadMeasure: New General Assistance applications per month
 - WorkloadMeasure: General Assistance Program - SSI applications approved per year
 - WorkloadMeasure: To be removed - County food distribution sites
 - WorkloadMeasure: To be removed - Families served at County food distribution sites per month
 - WorkloadMeasure: Contracted meal sites
 - WorkloadMeasure: Monthly meals (average)
 - WorkloadMeasure: CalFresh households aided per month
 - WorkloadMeasure: New CalFresh applications per month
 - WorkloadMeasure: Active CalFresh error rate
 - WorkloadMeasure: Stage I CalWORKs children per month
 - WorkloadMeasure: Negative CalFresh error rate
 - WorkloadMeasure: Number of member agencies of the Alameda County Community Food Bank
 - WorkloadMeasure: Pounds of food distributed - Emergency Food Contracts
 - WorkloadMeasure: CalWORKs HSP - Average monthly financial assistance issued
 - WorkloadMeasure: CalWORKs HSP - Average number active monthly cases
 - WorkloadMeasure: CalWORKs HSP - Number of families placed into permanent housing at the time of exit
 - WorkloadMeasure: HDAP - Number of client served
 - WorkloadMeasure: HDAP - Newly Placed in Permanent Housing
- Workforce Benefits Administration: Eliminate Poverty/Hunger

Thank you!

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