

CCASSC Minutes

January 29, 2021

9-11

CCASSC Directors Meeting

11-12

Present:

Mary Ellen Arana	Vienna Barnes	Linda Belch
Sanja Bugay	Yvonna Brown	Marcus Crawford
Sharon Diaz	Devin Drake	David Foster
John Garcia	Antoinette Gonzalez	Shannan Gadd
Kathy Harwell	Amy Krueger	Cynthia Larkin
Kevin Lucado	Donna Lutz	Rebecca Maietto
Deborah Martinez	Delfino Neira	Anita Ortiz
Terri Perisan	Courtney Sallam	Denise Seabert
Andrea Sobrado	Cindy Uetz	Elise Vigil
Martha Vungkhanching	Kimiko Vang	Chris Woods
Kelly Woodard		

1. Introductions – Deborah Martinez, Chair
2. CHHS, College Update – Denise Seabert, Dean

Expressed gratitude for the hard work within the region. The work is being seen on campus and within the communities. Greatest challenges are gearing up students for clinical settings and vaccines. Waiting for the phase approach for vaccines. Further working on a N95 mask fitting process.

3. Self Sufficiency – Vienna Barnes & Kimiko Vang, Regional Chairs

A. Covid-19 Updates

Fresno – Delfino Neira. There is limited contact in their lobbies. Clients with an appointment come in and have a temperature check. They have not had an exposure in Public Assistance. Possible exposure in Child Welfare. The department had a closure; the site was sanitized. There has been a push to have telework expanded.

Kern – Cindy Uetz. Exposures among staff and within Child Welfare have occurred. Mandatory masks and temperature checks are done.

Madera – Sharon Diaz. The department has not had any exposures within the lobbies. They have had exposures amongst staff and within Child Welfare. They have plexiglass and use I-Pads on a stand. Call in services are used.

Merced – Mary Ellen Arana. Department does a deep cleaning; staff have grown used to this. In support of Public Health, they took on the Call Center. The Call Center is at the Castle location. At the vaccination site, they provide pods.

Mariposa – Rebecca Maietto. Lobbies are fully opened. They have had to shut down/ quarantine. They have glass areas to conduct interviews.

San Benito – Cynthia Larkin. They are not temperature checking. They are dealing with limited staff availability.

San Luis Obispo – Kevin Lucado. The department encourages applying on line. They have 6ft apart distance marks. Further scanners and sanitation dispensers for staff and the public have been added.

Stanislaus – Kathy Harwell. Fully opened; require masks, they are not doing temperature checks.

Tulare – Anita Ortiz. Child welfare has had Covid-19 exposures.

B. Staffing and Telework

Vienna Barnes – Across regional counties, staff continue to telework, some full time, some part-time. When Tulare has an exposure, they shut down and clean; this includes spraying down. Typically, they are open by the next morning. Their department is assisting Public Health with contact tracing and providing space. It has become a balancing act between running programs, vaccinations, and testing. Anita Ortiz, states Tulare is like Fresno, 300-400 staff being deployed to help run pods. Tulare is looking at contract providers: getting people back to work is a win-win.

Fresno – Delfino Neira – The County is moving to target 8-9 thousand vaccinations a week. Their Sunnyside building has removed all furniture. Fresno has 8 vaccination sites. His staff handle registration, monitoring IHSS, 75+ and congregate care people. Behavior Health is targeting the County essential work force. Next week they are moving to six days a week.

Kern – Cindy Uetz. states, they are doing the same as the others. Using their Buildings to meet community need. They are getting sites set up with 25 staff. They are working on scaling up from 500 to 5,000. Right now, they are operational from Tuesday through Saturday.

Merced - Mary Ellen Arana. Staff continue to telework. Communication with staff and labor unions is important. Staffing remains an issue. Staff are responsive to calls for help; they volunteer as needed. Staff Services Analysts have been assisting with health pods. Currently, they have about 200 volunteers. They are getting them trained, signing confidentiality Agreements and being sworn in as disaster workers. Kimiko Vang is working on outreach. Their efforts are like other counties, they are running a call center 5 days a week. The department is providing Manager level support. Helping with operations. They have learned a lot. They are working on a volunteer list: local colleges are assisting.

Stanislaus – Kathy Harwell. Their county has added two new classifications for staff beyond their 40-hour work week. Staff can become a “Vaccination Clinic Support” position. This position would pay 25/hour. Kathy will share the agenda item with the group. Further, they are looking at EMTS doing vaccines. They need about 150 staff.

Action: Kathy Harwell to share Agenda Item on adding new classifications to address county Covid staffing needs. Delfino Neira to share Fresno’s work product and template with the group.

Kings County – Sanja Bugay. Their Health Department has asked for help with IHSS providers.

Mariposa – Rebecca Maietto, they are providing a weekly update to all staff.

C. Denial Rates

Vienna Barnes – gave an overview for the group. Cal Works cases have decreased. Cal Fresh is increasing. Medi Cal cases are holding steady. “Churn”, not too much. Wait times are increasing. Tulare only 50 percent of staff in office. Technology is an issue.

Deborah Martinez asked about expedited Cal Fresh. Cindy Larkin, San Benito advised timeliness are in high 90s. Under 5 percent are delayed. Churn rate is about 3 percent. May be related to unemployment.

Fresno – Delfino Neira - putting together a campaign. It ran for the first week, they are open, campaign to ensure the public is getting help. Finding similar issues.

Kern - Cindy Uetz. "Churn" has improved tied to 3 days. CDSS contacting them, concerned about caseload decrease, they have high levels of denials, perhaps UIB tied to pandemic. Homeless applications have drastically dropped. Kern has a call with the State on Monday. No other counties said they have been contacted. Cindy will share the outcome of the review.

Kings – Sanja Bugay working with Intelogy. They do have lobby doors closed. Response rate is a couple of minutes. They are looking at their access. Cal works cases have dropped. They are looking at why? Denial of new applications is 59 percent. Turning in documentation timely as a concern for how they approach services.

D. General Relief.

Madera, Deborah Martinez, General Relief numbers have gone down. Stanislaus, Kathy Harwell, their numbers have also gone down. Kings, Sanja Bugay/Antoinette Gonzalez they did a survey and found Project Room Key had an impact on General Assistance Numbers. They believe the needs are being met through this program.

Action: Kings will share their numbers.

E. Welfare to Work (WTW)

Vienna Barnes/Rebecca Maietto - a lot of people do not want to come into program. It is going to take some strategies getting people back on board. This was the consensus of the region. Mariposa assisting in other ways, they have staff helping within the county. In Mariposa WTW is manned by Social Workers. Cynthia Larkin, they are having staff help with Covid-19 lines. Like Kern, Mariposa has had social workers in WTW for 20 years.

4. CCASSC Upcoming Meetings – Kelly Woodard

February 26, 2021. 10-1. Virtual. Adult Welfare will be the focus area. An additional hour at the end of the meeting has been added for a Director meeting.

March 19, 2021. 1-3. Virtual. Child Welfare will be the focus area.

April 23, 2021. 1-3. Virtual. Self Sufficiency will be focus area.

July 22, 23, 2021. In person. Location to be determined.

December 16, 17, 2021. In Person. Location to be determined.

5. Student Stipends – Marcus Crawford.

Packets for applying for the CCASSC Student Stipends have been provided to the Chairs of the three Universities, to include Fresno, Stanislaus, and Bakersfield. Further, the packets have been shared with the Directors. Please encourage students for apply for the stipend, which is \$1,000, funded through CCASSC/membership. A review committee will be convened to make selections in May 2021.

6. Cultural Brokers/Funding Request – David Foster & Marcus Crawford.

David Foster discussed the historic work of the cultural brokers within the region with the leadership of Margaret Jackson. A unique opportunity exists for it to be a Promising Practice through the Evidence-Based Clearing House. Their data base has a snag, and they need support with data entry. Dr. Crawford has been helping it get situated; he did an evaluation. They need to have quantitative data to be a promising practice. David advised that CCTA will contribute \$3,000. The ask is \$1,500 from CCASSC. CCASSC has a line item to cover this; it is often used for conferences. Those did not occur this year because of Covid-19. The hope is to get the data entered by this summer. Sanja Bugay and Devin Drake seconded a motion to fund through CCASSC \$1,500. The chair asked if anyone opposed; the motion to fund was approved.

7. Workgroup Racial Equity Proposal – Deborah Martinez & Anita Ortiz.

Deborah Martinez discussed the Draft Racial Equity proposal developed by the CCASSC workgroup. Proposal was shared at the meeting. Andrea Sobrado provided an overview. First, looking at an in person, facilitated convenings with Directors/Deputy Directors from the region. Perhaps one in July and one in December 2021. The first would assist in getting clear on equity and the second would explore survey results and would provide a learning and sharing environment. The key message is to build readiness. Directors and their Deputies will receive two surveys to administer. One for internal use in their organization and a second to be used with clients/families.

Discussion on how this would complement what is happening with Child Welfare Deputies; redundancy a concern. Andrea advised that the child welfare folks are working on enhancing the CPM to include values and practices that promote race equity, so these conversations and exploration (in the CCASSC proposal) are in alignment. Debra lifted up a potential facilitator, Tiffany Manuel. This is an investment. The group agreed, they want the work group to come back with What, When, How, etc. Facilitation will be explored, Andrea Sobrado was suggested. She in turn suggested a facilitator with lived experiences. The group further explored an increase in dues to cover costs, if necessary. Kathy Harwell proposed the group come back in two months with more detail. Devin Drake advised his county is doing this; a little will be redundant. **Proposal attached to minutes.**

Action: Workgroup on Race and Equity to come back at the March 2021 meeting with more detail on the What, When How etc.

11:00 - Adjourn/move to County Directors meeting – same zoom call.

CCASSC Directors' Meeting

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11-12

1. Impact of state's mandate to remove all youth from out of state residential programs.

Fresno had 5 children; the State arranged the placements. Fresno had concerns with the placements and the State's approach. Discussion on the Counties being responsible. Stanislaus had a home shut down; the concern is they were not notified. The county had 3 children; one was Probation. They continue to work on the children's needs. Kings had 1 child; it took months to find a placement. San Joaquin had 7, 1 was Probation. Kern had 3, Mariposa had 0, Santa Barbara 0. San Luis Obispo had 10, 8 were placed and 2 went AWOL. The concern discussed included the needs of youth not being met and the approach taken by the State.

Santa Barbara asked if the State was going to do an RFP, has that occurred? The group did not think it had occurred. It was suggested the group could come up with a model, pursue funding by the State.

Action: Sanja Bugay, will pull together a matrix for the Central Valley that will include tracking children and aggregate concerns. Simple matrix.

2. Given the separation of child-care from the Single Allocation; are there program changes that are accompanying this? CWDA was brief on discussion; is anyone tracking this?

Kings County – Sanja Bugay. Stage 1 is outsourced; expenses are high in current year; despite record low Welfare to Work (WTW) participation. Stanislaus – Kathy Harwell operates all three stages of childcare. It allows them to help customers transition through each stage. Chris Woods, San Joaquin, stages 2-3 going to CDSS. San Joaquin contracts out the service. Madera underspends childcare.

3. Call Centers for IHSS/PA – Do any of the counties have a system? What is it? Are any counties using Call Center technology for child welfare hotline? If yes, what are you using? Sanja Bugay is looking at Call Resources for Public Authority and IHSS. Does anyone have a technology?

Deborah Martinez, Madera just implemented Calabrio in Madera for Child Welfare & Adult Protective Services. This is only for regular work hours, not off hours. They are now looking at nontraditional hours. Further, as of January, they are now recording phone calls.

Action: Deborah Martinez & Delfino Neira will share their call center resources.

4. What are counties doing for Eligibility & Employment Services Training? How has this been converted to COVID?

San Luis Obispo is doing it virtually. Very focused on Medi-Cal. Kings had an exposure. She would be willing to partner with other counties. Stanislaus, they struggle with virtual team meetings. Madera has a newsletter. Further, they have labs and a media studio. The group discussed what a regional training would look like. It was agreed the Self Sufficiency group would be tasked with brainstorming and developing thoughts and recommendations for the April meeting.

Action: Regional Self Sufficiency discuss/ brainstorm regional training. Collect thoughts on how it would work. Involve broader staff to the group that goes to regional. Brainstorm and bring thoughts back in April. Encourage involvement of training staff. Kelly Woodard to discuss this action with the Regional Chairs. Actions convening a workgroup, maybe a regional work

5. Priority of vaccinations for Child Welfare Workers. Has this status been received in writing? Essential Workers?

Madera is working with their Public Health, to ensure their Social Workers, Eligibility and Clerical Staff are vaccinated. Kings said a letter came out. Social Workers were prioritized. Kings 170 staff sent down. 62 got vaccinated. Delfino said all their Child Welfare, Adult Protective Services staff done. San Luis Obispo considers the Child Welfare Workers as emergency workers. Kern, very similar to Madera, sending workers in to be vaccinated; then told they are not essential workers. Kim Johnson, Director CDSS said they are essential workers. Those working at the vaccine's sites are getting a vaccine. Madera ordering bracelets for those vaccinated in lime green.

Attachment 1

Proposal to CCASSC

Race, Equity, and Inclusion Project

Central Region

\$70K

Goal:

- Directors and their deputies will share understanding and clarity about what “(race) equity, fairness, and inclusion” mean and why they matter in public social services
- Directors and their deputies will receive conversational tools and prompts which will support their active engagement of their teams around ways to promote a fair and equitable culture within their organizations.
- Directors and their deputies will receive two surveys that they can administer, one for internal use in their organizations and the second to be used with clients/families. The surveys will help gather data around workforce and client perception of fairness and equity.
- Directors and their deputies will be able to discuss findings from their surveys and would have access to tailored tools and strategies to be used in accordance with their survey results’ guidance.

Project Scope:

1. Half-day (or full-day) *in person* Workshop led by a facilitator with experience in helping organizations get clear about equity and setting the stage for action.
Timing: late summer so the workshop can be in person.
 - Topics covered: definitions of key terms, “unpacking” the four levels of racism or oppression toward any marginalized group (personal, interpersonal, institutional, and structural) in a way that creates space for authenticity and vulnerability.
 - Time for the Directors/Deputy teams to develop their own county “intention” statements (key messages that can be used internally that explain *why* we are looking at this).
 - Strategies for “leaning in” and gathering data about the experiences of staff and clients

2. Creation of two surveys, with talking points embedded--and provided to leaders for their use in building readiness for the surveys. Each survey's purpose would be to help provide information about "perception" and experience of the organization as it relates to inclusion and fairness. *Surveys and technical assistance* (best practice for survey administration) will be provided.
 - One survey could be administered for leaders to cascade down to front line staff. Talking points would be provided to support leaders as they discuss the purpose of "leaning in" and what the organization hopes to learn, and what the organization will do with the information gained.
 - The second survey could be administered to a cross-section of clients, families, community representatives. Talking points would also be provided for the workforce who administers the survey to clients and communities.

3. A second Half (or Full) Day *in person* workshop (December?)
 - Directors and Deputies will discuss their survey results, what they learned, and where (why, how, what?) they are thinking that they might take action to promote perception and experience of equity across the workforce or for clients
 - A peer learning and sharing environment will be nurtured in which strategies and ideas are shared.
 - Facilitation of orientation of good tools, strategies that have worked in other jurisdictions that might be of use to Central leadership.