



EMPLOYMENT &
HUMAN SERVICES

MEMORANDUM

Kathy Gallagher, Director

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To: All Staff, Code 2A

Date: March 23, 2020

From: Tish Gallegos, Community Relations

ERRATA – corrected General Assistance phone numbers

Subject: COVID-19 Updates and EHSD Services

EHSD is committed to supporting Contra Costa during the COVID-19 health crisis. While access to EHSD public lobbies is restricted, we continue delivering essential services to individuals and families in the County. Here are updates and information about our services that we are sharing with community members and EHSD partners.

Contra Costa Health Services (CCHS) updates as of 3-20-20

- 42 county residents have tested positive as of 3/20 @ 8 a.m. One death on Thursday, 3/19.
- The County's first confirmed death linked to COVID-19 was a patient who died in a hospital in Contra Costa County. The Contra Costa resident was in their 70s and had a pre-existing condition that put them at higher risk of serious illness from COVID-19, and a history of recent overseas travel.
- Community members can dial **(844) 729-8410** to reach the County call center for information related to shelter-in-place order from 8am-5pm, including this weekend.
- Visit cchealth.org/coronavirus to see the shelter-in-place order and [FAQs](#).
- [Section 10f of the order](#) goes into detail about what qualifies as essential.
- Reminder that this order was put in place to create social distancing, limit the spread of COVID-19 ("flatten the curve") and save lives.

EHSD

Are social services available in CC County during the COVID-19 health crisis?

- Contra Costa County Employment & Human Services Department is still delivering services while taking steps to help prevent the spread of coronavirus (COVID-19). The department is prioritizing the health and safety of community and staff members.
- EHSD has restricted access to the department's public lobbies in order to limit exposure for its customers and staff. Contra Costa residents can obtain services in other ways, including online applications and phone appointments for programs such as CalWORKs, CalFresh, Medi-Cal and General Assistance.

- Community members can visit [MyBenefitsCalWIN](#) to apply for benefits, upload documents, report changes, renew, plus check eligibility, case status or benefits balance.
- They can visit [www.EHSD.org](#) to apply for benefits, email their worker, report changes, upload documents, get information, as well as view updates and resources on the site's [COVID-19 page](#). They can also call (925) 957-5647 or (925) 957-5648 (Spanish) for assistance from lobby staff who are working away from public spaces.
- They can pick up EBT cards and emergency checks outside the lobby areas. They can also pick up applications for all benefit programs, and return documents for processing using a secure drop box during regular business hours, 8 a.m. to 5 p.m.

How is EHSD protecting children in its daycare centers?

- EHSD has temporarily closed its childcare centers effective Tuesday, March 17, 2020 through Tuesday, April 7, 2020. The plan is to re-open on Wednesday, April 8, 2020, pending guidance from the local Health Department, Contra Costa County, Office of Head Start and California Department of Education.
- EHSD's Community Services Bureau is exploring ways to distribute food to Head Start families through select locations throughout the county, and is exploring the option of pop-up childcare services as needed.

What services is EHSD providing during this time of emergency?

- **CalFresh** benefits provide supplementary assistance for food budgets. People without any money or food may qualify for Expedited Services, which provide CalFresh benefits by the third calendar day following their application date.
- **Medi-Cal** provides a core set of health benefits, including doctor visits and hospital care
- **CalWORKs** provides financial aid, employment services and other supportive services to families with children under 19, to help them succeed in the workforce and become self-sufficient
- **To apply for these programs:** Visit [MyBenefitsCalWIN.org](#) to apply for and renew benefits for these programs. For more information, visit our website [www.ehsd.org](#). Residents may also call **925-957-5647 or 925-957-5648 (Spanish)** for more assistance.

Benefit Programs for Adults

- **General Assistance** provides temporary relief and support to indigent adults who are not supported by their own means or other public funds or assistance programs. **For more information, residents** may call one of our three General Assistance units that is closest to them:
 - East County: 4545 Delta Fair Boulevard Antioch, CA 94509 **925-608-5990**
 - Central County 400 Ellinwood Way Pleasant Hill, CA 94523 **925-521-5001**
 - West County 1305 Macdonald Avenue Richmond, CA 94801 **510-942-3670**

Services for the Aging, Elderly, and Disabled

- ***In-Home Supportive Services (IHSS)*** helps pay for services to eligible aged, blind and disabled individuals who are unable to remain safely in their own homes without assistance. Disabled children are also potentially eligible for IHSS. ***To apply for In-Home Supportive Services***, call (925) 229-8434
- ***The Information and Assistance (I&A) Helpline*** allows seniors, adults with disabilities, and caregivers to speak with knowledgeable social workers to get information, referrals to other services, and assistance with solving problems. ***To access the Information and Assistance Helpline***, residents may call toll free (800) 510-2020. Cell phones or outside Contra Costa may call (925) 229-8434. Residents who are hearing impaired may call (925) 602-4198.
- Our ***Adult Protective Services*** program receives and screens calls related to abuse and neglect of an elder individual or a dependent adult. Abuse may include physical abuse, neglect, financial abuse, abandonment, isolation, or abduction. ***To report suspected or actual elder abuse to our Adult Protective Services***, residents may call toll free 877-839-4347 or 925-602-4179 if calling from outside the County.

Preventive and Protective Services for Children

- The ***Contra Costa Youth Continuum of Services*** provides free and voluntary services to youth ages of 14-21 and have run away, been thrown out, or are feeling unsafe in your home. ***To access Contra Costa Youth Continuum of Services***, call 1-800-610-9400 or send an e-mail to homelessprogram@hsd.cccounty.us
- ***Child Abuse Reporting*** is available 24 hours a day, 7 days a week to receive and assess calls related to physical abuse, sexual abuse, emotional abuse, exploitation and neglect of a child residing in Contra Costa. ***To report suspected or actual child abuse to our Hotline***, call 1-877 881-1116.
- Our ***Children and Family Services Bureau*** will continue to provide services, which includes working with Juvenile Court for urgent activities, monitoring foster children in placement and under court jurisdiction, providing resources to help families to maintain or reunify with their children, assessing relatives for emergency foster placements, and providing services that maintain the safety and well-being of foster children. Residents ***may continue to contact their social worker*** for these critical needs.

Other Services Available

- Our ***Social Services Rapid Response Team (SSRRT)*** is launching on Monday, March 23, 2020. SSRRT will provide social service support and coordination of resources to meet immediate needs of individuals and families impacted by COVID-19. This team will work collaboratively with existing efforts and community agencies. ***For more information***, e-mail 4OurFamilies@ehsd.cccounty.us.
- ***Season of Sharing*** provides one-time, non-recurring financial assistance to individuals and families who have emergency needs that cannot be met through other resources. Season of Sharing provides help to residents who have unplanned, verifiable crisis, are low-to-moderate income, have not been the recipient of Season of Sharing within the past five

years, AND fall into one of the following categories: senior over 55, custody of minor children, disabled veteran, foster youth, victims of domestic violence. **To apply:**

- Families who are receiving CalWORKs may reach out to their EHSD Eligibility Worker to apply for Season of Sharing assistance
- All other Season of Sharing applicants must call the hotline at **(925) 521-5065** for pre-screening of eligibility and application assistance
- Eligible residents may be referred to other agencies or assisted by hotline personnel
- The **Low-Income Home Energy Assistance Program (LIHEAP)** provides financial assistance for energy bills for people whose income is below 100% of Federal Poverty guidelines. **To apply**, call **(925) 681-6380**.
- Our **Workforce Development Board (WDB)** will continue to provide services to jobseekers and businesses via email and phone, and will be posting additional resources on our website www.wdbccc.com as these become available. **To contact WDB**, e-mail wdb@ehsd.cccounty.us
- The **KEYS Auto Loan Program** provides low-interest loans to qualified CalWORKs participants who have difficulty obtaining an auto loan from other sources. CalWORKS recipients may **reach out to their CalWORKS Eligibility Worker** to request a referral

Partner Agency Resources

- The Contra Costa Crisis Center (211) is a centralized place to find out about available resources for Contra Costa residents. The Food Bank maintains a list of available school meal sites on its website at <https://www.foodbankccs.org/get-help/foodbycity.html>.
- EHSD is also working with community agencies and partners on immigration and Public Charge concerns. For more information, please access our Immigration and Public Charge page at www.ehsd.org/charge.
- EHSD is looking to expand its community presence in the coming weeks. As we implement efforts, we will distribute information.