



EMPLOYMENT & HUMAN SERVICES

MEMORANDUM

Kathy Gallagher, Director

40 Douglas Drive, Martinez, CA 94553 • (925) 608-5000 • Fax (925) 313-9748 • www.ehdsd.org

To: All Staff, Code 2A

Date: 3/16/2020

From: Kathy Gallagher

Subject: EHSD Lobby Restrictions Due to COVID-19

Due to ongoing coronavirus concerns, Contra Costa County will be restricting public access to the following Employment & Human Services Department offices effective Monday, March 16, 2020 until further notice:

Table with 2 columns: Office Location, Services Provided. Rows list various office addresses and the services they provide, such as CalWORKs, CalFresh, Medi-Cal, and General Assistance.

Limited in-person access will be available to individuals who meet the following criteria:

- No access to a telephone or computer

- Minor consent application
- Pre-scheduled in-person appointment that was not successfully rescheduled
- Emergency EBT card or check pick-up
- Scheduled CaWORKs or General Assistance mental health assessment
- Homeless mail pick-up

These offices will continue to provide other services via the following service delivery methods:

- Paper (in drop box), online, phone and fax application options
- Telephone interviews with telephonic signature
- Interactive voice response telephone number with live customer support option
- Video conferencing
- Online, fax, and drop-box document submission options
- MyBenefits CalWIN and Adobe Sign electronic signature options

Public notification

- A press release was issued the evening of Friday, March 13th, to notify the public of the change in service delivery.
- Community partners have been notified of the temporary changes.
- Interactive Voice Response greetings will inform callers of the changes.
- Text and e-mail messages will be sent to customers who have opted in for those communication methods.
- An informational alert is posted on the department website
- Signage will be posted outside buildings.
- Flyers with contact options will be produced for distribution on site.
- A greeter will help direct those who show up unaware of the changes.

Security will be maintained at all sites. Thank you for your flexibility and efforts to ensure the highest quality of service delivery to our customers during this particularly challenging time.