

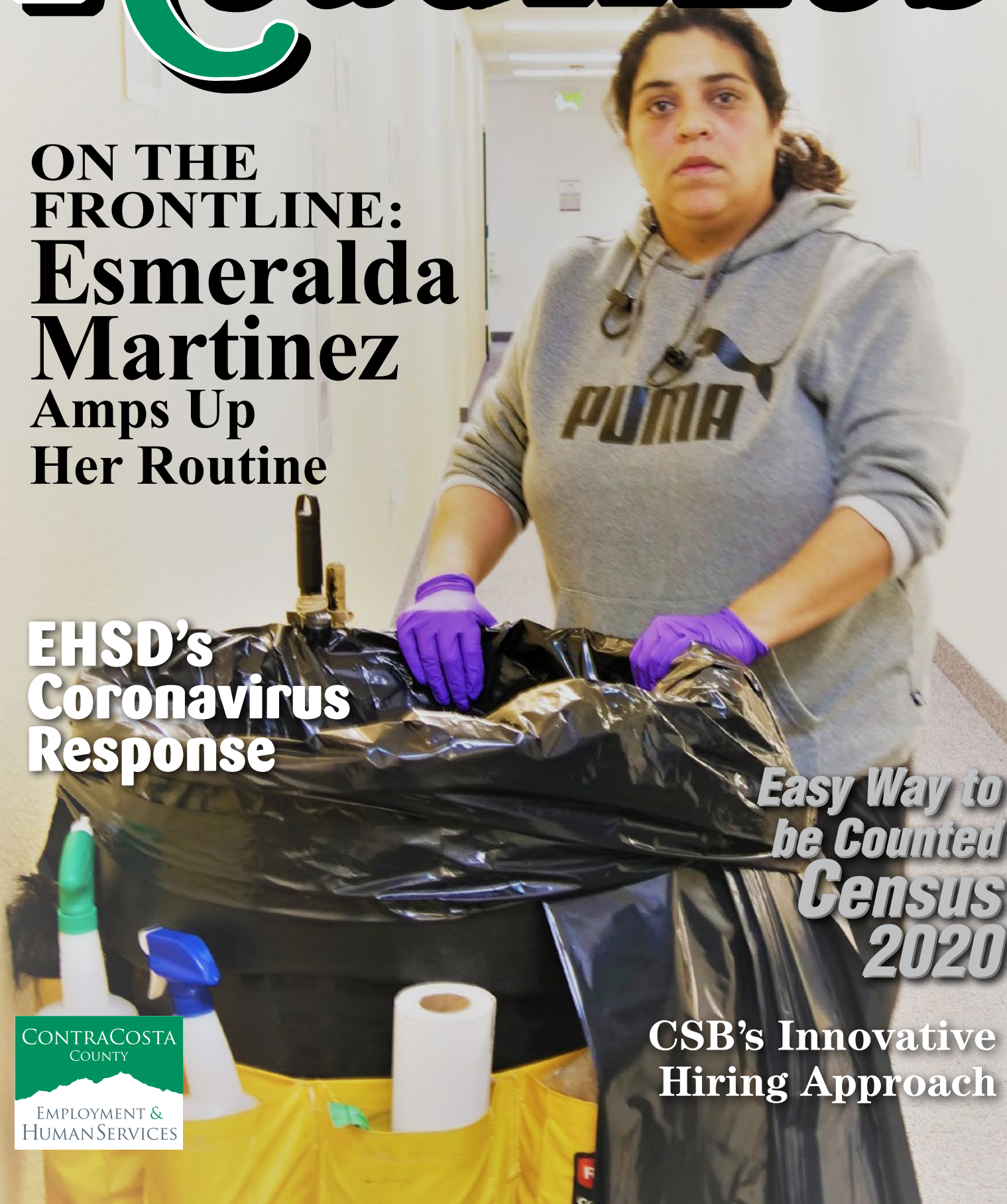
Headlines

**ON THE
FRONTLINE:
Esmeralda
Martinez
Amps Up
Her Routine**

**EHSD's
Coronavirus
Response**

*Easy Way to
be Counted
Census
2020*

**CSB's Innovative
Hiring Approach**



BATTLING COVID-19 EHSD'S UNSUNG HEROS

By Alan Wang, Community Relations Media Specialist



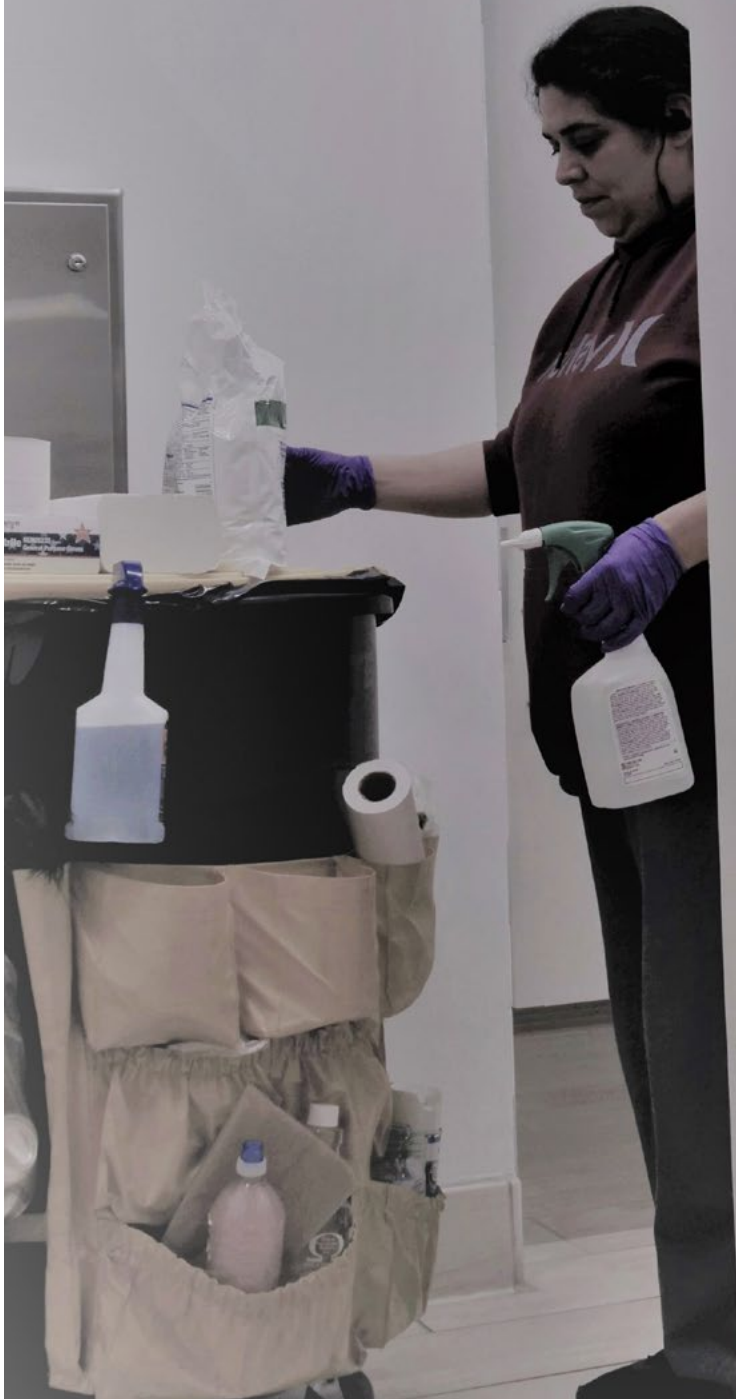
Esmeralda Martinez is looking more hurried and concerned these days. “I’m sanitizing everything,” she says. “I get here early in the morning and I wipe down the door knobs, light switches, coffee pot handles, meeting room tables, the copier control pad. You name it. Then everyone comes to work and we do a second and third cleaning.”

Our EHSD custodians have always been essential for keeping our workplaces clean and comfortable. Now, their efforts are even more visible in light of COVID-19. Esmeralda and the team of 15 custodians who serve EHSDS’s 21 facilities find themselves on the frontlines of a global pandemic. Many EHSD employees are away from the office as part of the state’s “shelter-in-place” order to help prevent the spread of the coronavirus. But Esmeralda and Dock Smith, her coworker, who handle the building cleanings at 4549 Delta Fair Boulevard and 40 Douglas, are needed at work more than ever. Armed with disinfectant cleaners, they are confronting an invisible and deadly enemy that attacks the respiratory system. “We’ve had meetings. We created a list of everything that people touch and we clean them multiple times. Especially if they are in high traffic areas,” says Esmeralda who has been doubling her efforts ever since the Covid-19 outbreak. “There’s a lot more pressure. Now I’m thinking more, ‘What else can I clean?’”

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BATTLING COVID-19 EHSD'S UNSUNG HEROES

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EHSD now has a good supply of Clorox disinfectant wipes that come soaked in hydrogen peroxide. The Centers for Disease Control says hydrogen peroxide is very effective in knocking out the common cold virus (Rhinovirus), which is harder to kill than the Coronavirus. But that doesn't make it any more comforting.

"It's scary because you don't know if you're touching the virus, says Esmeralda. After I'm done cleaning all day I just go home and stay there. I don't want to do anything but stay at home with my kids."

As Dock makes his regular rounds emptying trashcans, the conversation with other employees is now a little more serious and somber. Other employees seem to recognize the potential danger he's facing and take time to recognize the work he's doing.

"It's different," says Esmeralda. "They're (employees) used to our work. You know, they see us all the time. But now, everyone has been saying 'Thank you for doing this for us.' We just want people to feel safe at work."

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BATTLING COVID-19 EHSD'S UNSUNG HEROES

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**Click button to watch
how Esmeralda Martinez
and the team of EHSD**

**EHSD facilities have switched
to a Hydrogen Peroxide-based
disinfectant to battle the
invisible Covid-19 virus.**



**EHSD custodian, Dock Smith, prepares to
disinfect the office unlike he has ever done
before**



**Admin Clerk, Diana Harryman, helps empty
her trashcan while Custodian, Dock Smith,
makes his rounds.**

EHSD in Action

Staff, Partners Responding to COVID-19 Pandemic

By Alan Wang, Community Relations Media Specialist

It has become apparent that more people are turning to EHSD for services due to the impact of the COVID-19 pandemic. After the first week of the statewide Shelter-in-place order, the requests for help have been coming in, and are expected to increase in the coming weeks. That means EHSD and its partners will need to communicate and work together more than ever. EHSD's Volunteer Program Coordinator, **Cindy Smith**, and Season of Sharing (partner) Executive Director, Zev Lowe, had this conversation. You can also watch it by clicking on the play button to the right.

How is Contra Costa County being affected by this pandemic?

As you can imagine the pandemic has completely shattered normal life for many people and businesses. The population of Contra Costa County is 1.5 million people. There have been 222 confirmed cases of COVID-19 and 3 death (as of the date of this publication). Right now, we are experiencing what other communities are, with business closures, low supplies and the mandatory "shelter at home" declaration for non-essential businesses & organizations. People scared, staying home, and trying to figure out their next steps.

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EHSD Volunteer Coordinator, Cindy Smith says a lot of people are scared and EHSD and its partners are reaching people who have never been helped before.

[Learn more about the SOS Emergency Relief Fund](#)

EHSD in Action

Staff, Partners Responding to COVID-19 Pandemic

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What are the NEEDS/CONCERNS that you are seeing arise in your county around COVID-19?

Immediate access to resources for the isolated homeless and seniors are the most critical. There is mutual aid between organizations – CCCVOAD (Voluntary Organizations Active in Disaster) reaching out to our office to help provide for supplies to homeless residents put up in hotels, some awaiting tests results for COVID-19. Our office is helping with food boxes and hygiene kits for isolated seniors as well.

How has your county office been affected? Are you still going into the office? Are you receiving applications a little differently, e.g. online?

Our department is an essential service providing access to medical care, food assistance and other critical human needs during this time. The department lobbies are closed and social workers are working from home and working with clients online. Casework is by appointment only to pick up mail, or drop off documents.

Season of Sharing (SOS) in our office – we have received 50 calls for COVID-related assistance within the past week – mainly from **gig workers** or contracted workers: **Restaurant workers, Musicians, Stadium workers, Uber and Lyft drivers, and Domestic workers**

We received an application from a couple with two minor children. The mother was 41 and the father was 50. The father worked at an accounting agency and the mother received SSI. The family had been homeless and unstably housed for the past three years, and they had been staying with friends on and off and finally they found an apartment they could afford. This is typical of the kinds of requests for assistance that we receive. People doing their best to get on their feet. We have many applications from both those who are homeless and those on disability who are in need of help.

Which partner agencies are still open and accepting applications for assistance? How many partners are there on the frontlines working to get access to services?

No reports of closures, but the workers from Shelter, Inc. Catholic Charities, St. Vincent DePaul, and Independent Living Resources are all working from home. Our County social workers are also working from home as well.

In the 34 years we have worked together, what do you think makes SoS different from other funding partners you work with?

Having a roof over one's head, stable, safe, and affordable housing is a human right. Season of Sharing goes to the heart of client need addressing housing stabilization. We feel so fortunate to partner with Season of Sharing to help our at-risk clients, especially during this time!

Donate a pre-packaged hygiene kit or snack bag
[CLICK HERE](#)

Get Counted the Easy Way As You Shelter in Place...

Although most of the state has been ordered to shelter-in-place, it has never been easier to respond to the 2020 Census from the comfort and safety of your own home. Every Contra Costa resident can now respond to the Census at <https://2020census.gov> and by phone.

As soon as you receive your invitation, either in the mail or hand delivered by Census enumerators, just type in your assigned code and complete the survey online. Your response will have an impact on Contra Costa County's future for the next 10 years. We don't get a do-over, so make sure that you and everyone you know is counted.

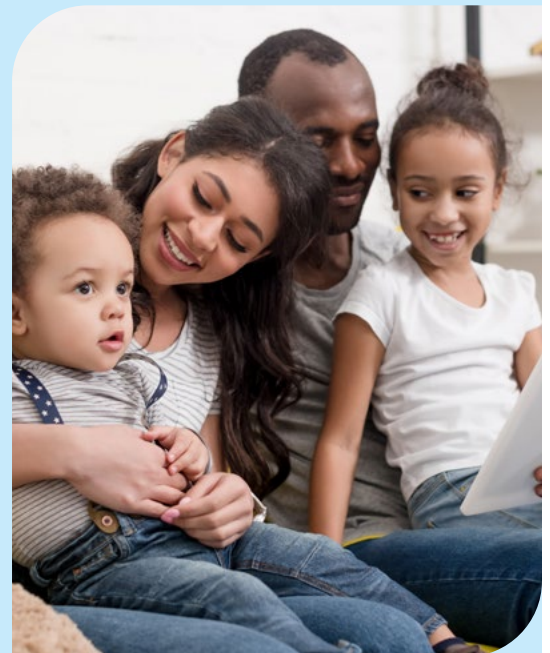


You are encouraged to use your Census ID to fill out the form, but it isn't necessary for being counted. Every Californian can now respond to the Census online at <https://my2020census.gov> and by phone by calling the numbers available below.

LANGUAGE LINE

TOLL-FREE NUMBER

English	844-330-2020
Spanish	844-468-2020
Chinese (Mandarin)	844-391-2020
Chinese (Cantonese)	844-398-2020
Vietnamese	844-461-2020
Korean	844-392-2020
Russian	844-417-2020
Arabic	844-416-2020
Tagalog	844-478-2020
Polish	844-479-2020
French	844-494-2020
Haitian Creole	844-477-2020
Portuguese	844-474-2020
Japanese	844-460-2020
English (Puerto Rico residents)	844-418-2020
Spanish (Puerto Rico residents)	844-426-2020
Telephone Display Device (TDD)	844-467-2020



Support on all language lines will end on July 31, 2020. For more information and answers to frequently asked questions, please visit www.cococensus.org.

CSB's "Grow Your Own" Hiring Approach

By Sarah Reich, CSB Admin Services Asst.

Community Services Bureau's (CSB) innovative "Grow our Own" approach to hiring was showcased at the February 28th event hosted by Early Care and Education Pathways to Success (ECEPTS). This statewide event focused on expanding the Early Care and Education (ECE) Apprenticeships through building partnerships, assessing resource and ultimately strengthening coalitions. CSB's analyst, **Monica DeVera**, joined a panel with partners YMCA of the East Bay and Contra Costa

College to share this approach of developing and implementing the ECE Apprenticeship model. Through this model, individuals are hired as teacher trainees to receive on-the-job training and support while enrolled in college courses to meet teacher credential requirements. CSB continues to lead the way in this approach of developing leaders in child development and modeling successful practices for hiring teachers who are passionate about providing quality Head Start services to children and families.



Panelists from CSB, YMCA of the East Bay and CC College



CSB Panelist, Monica DeVera



It's a Wrap! CSB's Federal Review

By Sarah Reich, CSB Admin Services Asst.

Congratulations Community Services Bureau (CSB) for the completion of another Federal Review! On February 10th–14th, CSB hosted eight reviewers for the Head Start Aligned Monitoring System's Focus Area 2 review, the third and final federal review event completed in just over a year. Staff showcased their quality programs through a week full of interviews and visits to almost every childcare center. A total of 56 classrooms

were visited. An overall positive experience, reviewers left with more highlights than the official report would allow. To celebrate, a "Hollywood style" celebration was held to honor star staff whose passion and dedication contributed to the completion of the federal review. Great job, CSB! This is truly a testament to the quality services provided on a daily basis.



Guiding Light awards for Guides/Drivers



Greatest Showman awards for Data Tour Teams



Greatest Showman awards for Data Tour Teams

More photos
next page

It's a Wrap! CSB's Federal Review

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Shining Star awards for Site Supervisors



Shining Star awards for Partner site Program Directors



Walk of Fame Star for Division Managers



Super Star awards for the Review Coordinator and Co-coordinator



Director of the Year Award for CSB Director, Camilla Rand

Chime In on Violence Prevention Plan

By Hisham Alibob, Contra Costa Alliance to End Abuse, Admin Asst.

Contra Costa County now has a plan to begin to transform the conditions that lead to violence and we'd like to invite you to engage with us and provide feedback.

The Contra Costa County Alliance to End Abuse and the Contra Costa County Department of Public Health spent over a year co-leading a planning and capacity-building process to develop a countywide Violence Prevention Call to Action to promote safety and reduce interpersonal violence. On Friday, February 7th the Call to Action was officially launched and made public during a breakfast held at John Muir Health Center in Concord. The Call to Action provides vision, values and identifies goals and strategies to create a unified direction for violence prevention for multiple stakeholders. It's grounded in prevention and public health principles, and acknowledges that multiple forms of violence and abuse are preventable sources of harm in our communities, shaped by structural and community conditions, that can be significantly reduced through collective, strategic action. This living document will serve as a guiding framework to steer the County's

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Service Awards & Retirees

SERVICE AWARDS

25 YEARS

Janet Buttrick, Senior Clerk-Project, CSB
Victoria Duong, Soc Svc Program Assistant, WFS
Judith Flores, Account Clerk-Advanced Level, Admin
Rosie Flores, Soc Svc Program Assistant, WFS
Enriqueta Gomez, Clerk-Senior Level, WFS
Yesenia Orta, Social Worker, AAS

20 YEARS

Theresa Bradshaw, Clerical Supervisor, WFS
(02/2020)

15 YEARS

Sandra Hare, PA Registry/Training Speclst, AAS
Courtney McKeown, Clerk-Specialist Level, CFS
Paulette NcNorton, Associate Teacher-Project, CSB
Katharine Mason, EHSD Division Manager, CSB
Michael Urrutia, Soc Svc Program Assistant, WFS

10 YEARS

Melissa Lovelin, Clerk-Specialist Level, Admin
Anna Larsen, Clerk-Specialist Level, WFS
Latania Lewis, Social Worker, WFS
Jacqueline Lopez-Merino, Comprehensive Svc Asst
Mgr-Pr, CSB
Ana Ortega, Teacher-Project, CSB

NEW HIRES

Rachel Albertsen, Clerk-Experienced Level, WFS
Emily Arredondo, ASA III, Admin
Constance (Connie) Slessinger, ASA III, Admin

RETIREES

*Carolyn Cicotte, Clerical Supervisor, CFS
*Graciela Corbett, Eligibility Worker III, WFS
*Christine Craver, Workforce Svcs Specialist, WFS
*Cynthia Erikson, Soc Svc Program Assistant, WFS
*Felicia Glantz, Soc Svc Program Assistant, WFS
*Rosmairi Polvorosa, Soc Svc Fraud Pre Sup, Admin

* March 2020

Are you planning a retirement celebration for a staff member and would like to present them with a retirement certificate? If so, please contact Deb Johnson at djohnson@ehsd.cccounty.us or (925) 608-4904.

Chime In on Violence Prevention Plan

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violence prevention efforts and align the work of many of our many crucial partners. It seeks to apply a public health approach to violence, which entails addressing the root causes. There are four goals in the Call to Action and they are as follows:

- **Build an Effective, Sustainable Infrastructure**
- **Foster Holistic and Early Childhood Development and Resilience**
- **Encourage Community Trust and Connectedness**
- **Improve Economic Opportunity and Stability for Families and Community**

Each of the goals has several associated strategies. The Call to Action is the result of dozens of meetings, focus groups, surveys, and vast community input. We'd like to pay homage to the crucial groundwork that has already been happening around prevention in Contra Costa led by agencies like STAND!, Community Violence Solutions, CAPC, the RYSE Center and many more.

Many thanks to all the community members, the Call to Action workgroup participants and everyone here at EHSD who helped out. You can download a copy of the plan here [<https://docs.google.com/document/d/1xJsPAcNbAom-sYp-HkH1uwWoKAn8bJdIOGVJs04e8XU/edit?usp=sharing>]. Questions, comments or want to get engaged? Please contact Hisham Alibob at halibob@ehsd.cccounty.us



We Care... You Care

We Care...You Care

Guidelines: http://ehsdhome/Community-Relations/Documents/WeCareThatYouCare%20Guidelines_FINAL.pdf

Nomination Form: http://ehsdhome/Community-Relations/Documents/WeCareThatYouCare%20Nomination%20Form_FINAL.pdf

We Care... You Care

<http://ehsdhome/Pages/Service-Champions.aspx>



SPREAD THE WORD

April

- SEXUAL ASSAULT AWARENESS & PREVENTION MONTH
- CHILD ABUSE PREVENTION MONTH
- NATIONAL COUNTY GOVERNMENT MONTH
- APRIL 3 – National Walk to Work Day
- APRIL 8-16 – Passover
- APRIL 12 – Easter
- APRIL 15 – Tax Day (delayed due to COVID-19)
- APRIL 22 – Earth Day & Administrative Professional's Day
- APRIL 24 – Ramadan begins

May

- COMMUNITY ACTION MONTH
- CALFRESH AWARENESS MONTH
- OLDER AMERICANS MONTH
- FOSTER PARENT RECOGNITION MONTH
- MAY 5 – Cinco De Mayo
- MAY 3-9 – Teacher's Appreciation Week
- MAY 10 – Mother's Day
- MAY – Foster Parent Recognition Month, Board of Supervisors Presentation
- MAY 16 – Armed Forces Day
- MAY 23 – Ramadan ends
- MAY 25 – Memorial Day

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Contact us at our *EHSD Headlines* email, headlines@ehsd.cccounty.us, if you have an upcoming event, article, our idea you would like to share.
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Want to know what else we're doing at EHSD?

Follow us on Twitter @ContraCostaEHSD

Like us on Facebook



All Foster Parent Orientations are cancelled until further notice due to COVID-19.



For more information call (925) 602-6910 or toll-free: 1 (866) 313-7788 or via email at ResourceFamilies@ehsd.cccounty.us

Become a Resource Parent for a child in need.

