

Headlines

LIFE SAVER

Emergency COVID-19 Funds Keep Ron'Neysha & London Afloat

In Search of the
"Positive Pop Off"

CONTRACOSTA COUNTY

EMPLOYMENT & HUMAN SERVICES

We See You
EMPLOYEES IN THE SPOTLIGHT

THE DISCIPLES
Another ILSP Alumnus Takes the Helm

COVID Emergency Relief Fund to the Rescue

By Cindy Smith, Program Coordinator,
Volunteer & Emergency Services

As her 14-year old sister's guardian, Ron'Neysha (right) worried that if she could not provide for London (left) the courts might take her sister away.



Her paychecks had stopped coming and Ron'Neysha Patton owed more than \$3,000 in rent. "Are they gonna slip a notice under the door? Are we gonna get evicted? I was nervous. I was really nervous," said Ron'Neysha. Then she applied with The Seasons of Sharing Program (SOS) and received COVID Emergency Relief assistance that paid for her rent and other necessities. "I dropped to my knees and I was like so thankful," Ron'Neysha said as tears began streaming down her cheeks.

Over the past four months, the COVID Emergency Relief Fund has granted an impressive **\$700,000** in rent and mortgage relief to more than 300 families in crisis. By comparison, in 2019 March-June The Seasons of Sharing program granted \$297,000 to families in need.

"They were very understanding. I'm in a better place now as far as emotionally, mentally, spiritually," said Ron'Neysha.

This assistance from the Season of Sharing Program has been a welcome relief to families with young children, veterans, elderly and the disabled who have suddenly lost their jobs and are struggling to make ends meet. As the frightening new reality of job losses and unpaid bills looms due to the COVID-19 pandemic, Volunteer & Emergency Services staff are committed to helping provide relief to families through the Season of Sharing program. This rent assistance program has been helping Contra Costa residents for nearly 30 years.

Continued on next page

COVID Emergency Relief Fund to the Rescue

Continued from previous page



Midnight, the French Bulldog/Chihuahua mix has helped Ron'Neysha and London get through the isolation and stress of the COVID-19 pandemic. **Click on the play button to watch the full interview.**

The Volunteer & Emergency Services office reached out to other EHSD bureaus for supplemental staff support to assist with the flood of requests. Thanks to staff at **Information & Assistance** and **APS** for the extra support, particularly for help with bilingual calls and applications.

Thank you to my staff, **Eugenia Hidalgo-Malacas**, **Alvaro Florez**, and **Dorothea Norris** for all of their hard work and dedication to the Season of Sharing program during this very trying time! Although the teamwork is already strong, they really came together to help manage the difficult logistics on the frontlines with sometimes sudden, unclear and quickly changing protocols. They adapted to the work-from-home protocols with very little lag in their client response time, and their enthusiasm for the program was inspired by the stories they heard.

Their passion for helping people and changing lives is evident in this email from a community partner, whose client had just received rent assistance:

“I wanted to let you know how much your generous decision and SOS grant have positively impacted the lives of so many clients. This funding literally took some pressure off. Thank you again for helping out so many who are just trying to survive and make it through this dark patch,” said Maisie Hom, Catholic Charities of the East Bay, Volunteer.

For more information on rent assistance in Contra Costa County, please call the Hotline at (925) 521-5065.

For more information on the Season of Sharing program, visit seasonofsharing.org.

More Financial Aid for Those Impacted By COVID-19

Community members whose income is impacted by COVID-19 may be eligible for a one-time opportunity for financial assistance. Contra Costa County residents who experienced layoffs, reduced work hours, or inability to work due to school/childcare closures, or high risk of contracting COVID-19, can potentially receive reimbursement for housing, utilities, childcare, telework equipment and other costs.

The [Contra Costa County Workforce Development Board](#), in partnership with Eastbay Works and America's Job Center of



Was your income impacted by COVID-19?

California, is encouraging Contra Costa residents to find out if they are eligible by calling **Rubicon Programs at (510) 323-1104**.

Positive Pop Off on EHSD's New Daily Pop Ups!

Have you noticed those enlightening words of wisdom that have been popping up on your computer screen lately? Now you can contribute your own words of encouragement to your co-workers by sending us a daily "Positive Pop Off." **Just send your 10-second selfie video (with your thought of the day) to wellness@ehsd.cccounty.us** and your positive thoughts might pop up on the computer screens of your EHSD colleagues (staff can opt out of watching the video). Can't wait to hear from you!



CSB Childcare Centers Reopen!

By Monica DeVera, CSB

CSB is excited to announce that our childcare center doors have reopened to our children and families! On June 23rd, we reopened our Marsh Creek center as a pilot site, followed by the remaining twelve centers July 1st through 8th. Much work and collaboration went into planning and executing, and we are so proud it led to a successful reopening! Some of the things we did to prepare:

- Created a modified childcare program that includes important health guidelines and safety procedures (e.g. social distancing, how to properly sanitize, mask usage) compiled from various local public health sources in partnership with state and federal guidelines, and our in-house experts
- Developed and issued a trauma-informed survey focused on the well-being of our staff; information collected was used to strengthen our staff supports to reduce stress, promote wellness, and increase confidence among staff in returning
- Conducted trainings for each center to ensure staff are well-informed, safe, and prepared to return to our modified childcare program



Top photo: Teacher and children from Marsh Creek enjoying story time while maintaining social distance guidelines

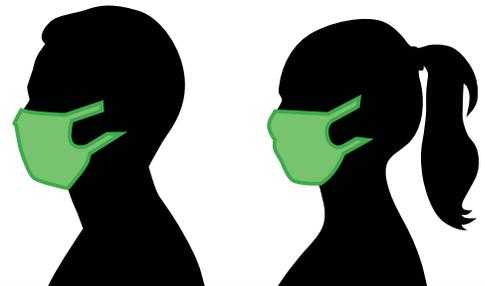
Bottom photo: Children and staff having lunch

A huge thank you and congratulations to all our staff! We are here today because of you!

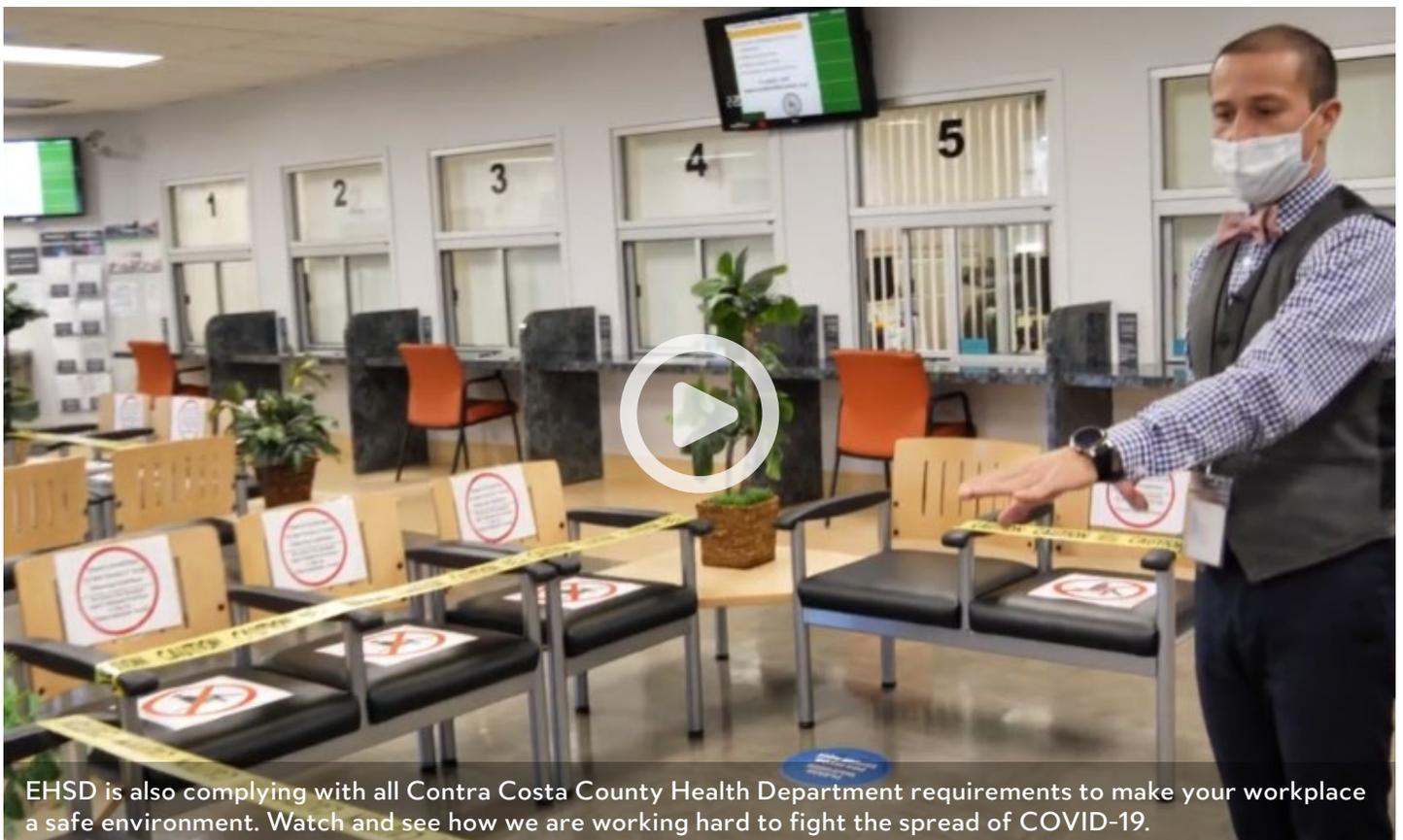
Protecting You, Protecting Us

Contra Costa now has a “cover your face” requirement for everyone leaving home for essential work or activities, to help reduce the spread of COVID-19.

- Face coverings do not need to be hospital grade, just cover nose and mouth
- Bandanas, fabric mask, neck gaiters all acceptable, including fabric masks and bandanas that can be washed and reused
- Goal of face coverings is not to protect the wearer, but to reduce the spread of germs from the wearer to others in the community. If we all wear them, we are all better protected.



FACE COVERING REQUIRED



EHSD is also complying with all Contra Costa County Health Department requirements to make your workplace a safe environment. Watch and see how we are working hard to fight the spread of COVID-19.

Contra Costa is First to Practice for COVID-19 Challenges

By Tish Gallegos, Community/Media Relations Manager

Emergency staff and volunteers from several Contra Costa agencies practiced opening, operating and managing an American Red Cross shelter in a COVID-19 environment. The emergency exercise was the Bay Area's first to address setting up and maintaining a post-disaster congregate shelter operation during a health emergency. It was held at the Concord Senior Center on June 25th.

The scenario involved sheltering wildfire evacuees while following health guidance such as

screening, social distancing, CDC safety guidelines and PPE. Additional elements included setting up an isolation area and animal sheltering – all while maintaining the health and safety of shelter residents and staff. EHSD workers stepped up by attending two pre-training sessions and the exercise itself. It was valuable preparation for our County's Disaster Service Workers and select volunteers who learned skills for successfully providing mass care while simultaneously handling the special challenges related to COVID-19.



About 20 EHSD staff members served in the roles of shelter workers, screeners, registration staff, managers, and "clients" during the exercise.



Emergency staff and volunteers prepare to help clients in the shelter's "dormitory" area

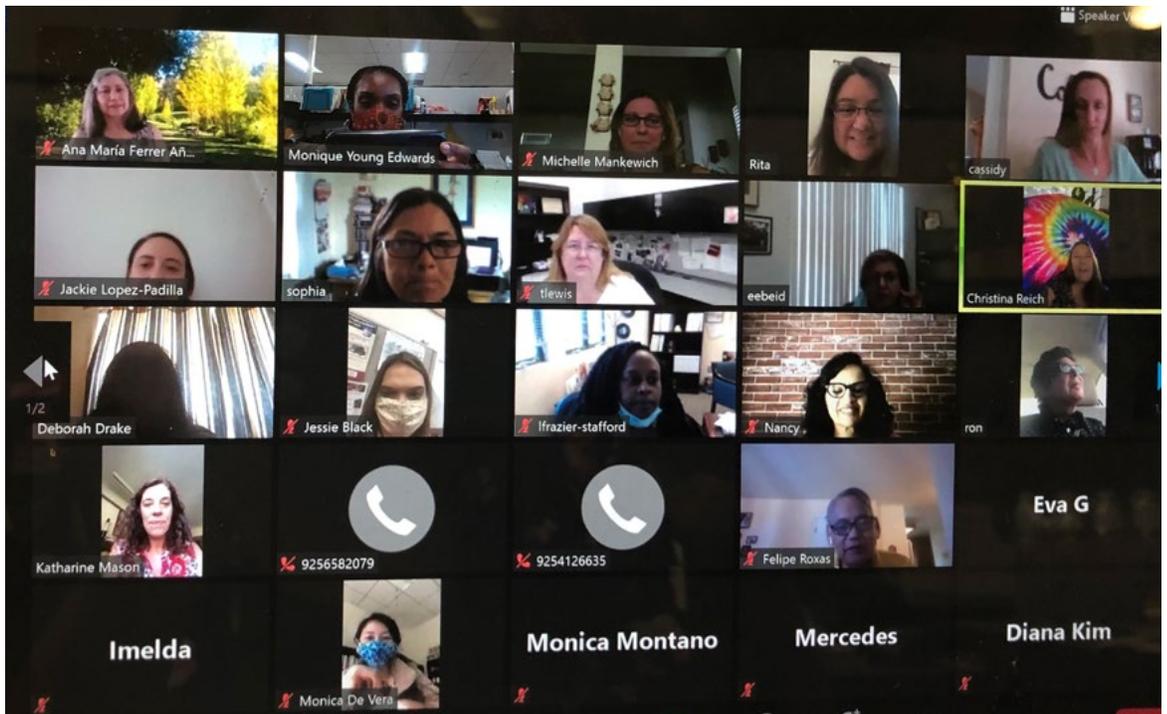


EHSD Safety & Disaster Coordinator Emily Arredondo and WFS Division Manager Renee Giometti

Passing the CSB Torch

By Christina Reich, CSB

Camilla Rand, CSB Director, handed over the reins as she embarks on an exciting new role as Deputy Director of First 5 Contra Costa. There, she will continue pursuing her passion for working with young children and their families. After sending her off with a wonderful virtual farewell bash, CSB quickly organized a warm virtual welcome for Interim Director, **Katharine Mason**. CSB staff is united in their full support of Katharine and is delighted that she is at the helm while at the same time recognizing that it cannot be easy to assume a leadership position during a pandemic. To be sure she is aware of such unwavering support, staff from throughout the organization attended a surprise Zoom welcome. Pictured with this article is a word cloud, developed by staff, to describe Katharine. CSB staff framed and presented it at her office doorstep along with a beautiful bouquet of flowers purchased with staff donations. Also pictured is a photo of some of the many staff that were present on the Zoom call. They shared encouraging words and gratitude for her willingness to step up and lead.





In the Footsteps of Her Mentor Another ILSP Alumnus Takes the Helm

By Alan Wang, Community Relations Media Specialist

Naomi Petersen is the new the Independent Living Program (ILP) Coordinator at Nexus Youth & Family Services for Amador County.

Naomi (Dyer) Petersen is following in the footsteps of her mentor, EHSD's Independent Living Skills Program (ILSP) Coordinator, **Don Graves**. The former foster youth was recently promoted as the Independent Living Program Coordinator at Nexus Youth & Family Services for Amador County.

"Don Graves was the most influential person when I was part of ILSP. He always had a positive attitude and he was full of encouragement to help us push through life," says Naomi. "I also remember

Tim Hamp and **Alfred Arroyos** being part of the ILSP team. I am forever grateful for their guidance."

Naomi was placed in foster care when she was just one year old and spent the rest of her childhood in group homes and foster homes until she aged out at eighteen. After graduating, she came back to volunteer with Don and his team at ILSP.

Continued on next page

In the Footsteps of Her Mentor

Continued from previous page

“Naomi’s immense sense of community and her willingness to give back is admirable,” says Don. “Her dedication and volunteer time served our program well.”

As a teenager, Naomi became a mother. But, unlike three previous generations of women in her family, she was able to break a pattern of neglect and loss. “The last three



Naomi was placed into foster care at the age of one.

generations of women in my family have either given up their children to adoption or their kids have been taken away. I’m the first one to have kids and raise them,” says Naomi, who is now married and has a 22-year old daughter and 14-year old twin sons.



Naomi and her twin sons Dakota (left) and Cody (right)



Naomi (right) and her daughter Adriana (left).

“I am very passionate about the work that I do because, as the ILP Coordinator at Nexus, I get to be the person I didn’t have in my life while I was in foster care. My goal is to work closely with the young people who attend my ILP classes encourage them to move forward, problem solve and make healthy choices no matter what their circumstances.”

To find out more about ILSP
cocoilsp.org

EHSD Webinar

More than 600 staff members joined the recent EHSD webinar on July 15th, providing a virtual opportunity for the Executive Team to share updates and respond to a variety of questions. If you were not able to participate, or if you would like a refresh, a recording of the Webinar is now available on SMART along with the PowerPoint presentation.



You can still submit questions by emailing ETWebinarQuestions@ehsd.cccounty.us (available in your Outlook Global Address List or type directly into the “To” field).

EHSD WEBINAR — Click on the image to go to SMART, then click on "EHSD Dept Webinars." Under "Executive Team," you will see the July 15th webinar (in two parts).

Capturing Today for a Look Back in 2070

As construction of the new County Administration Building continues in Martinez, Board of Supervisors Chair Candace Andersen invited each department to contribute goods and information for a time capsule that will be placed in the building's new clock tower. Each department wrote a “letter to the future” detailing current services, programs and events, and expectations of change over the next 50 years.

When County leaders open up EHSD's historical cache of goods and information in 2070, they will find a collection of brochures, Headlines and Resource Families

newsletters, photos and video files representing all bureaus and many EHSD programs. Of course, it is impossible to fill a time capsule now without referencing the current pandemic we are all experiencing. Kathy Gallagher also included a personal message about her own 50 years dedicated to working in the human services field and witnessing its evolution during that time.

If you're in the County 50 years from now, you can check out the contents for yourself!



A rendering of the new County Administrative Building and clock tower that will hold the 2020 time capsule for 50 years.

We See You...

Behind the Screening Line

By Elaine Brown, CFS Clerical Supervisor

Many people in Children and Family Services are familiar with the title “Screening Unit”, but few know specific details about this “core” group of staff who are at the forefront of the Child Abuse Hotline which provides emergency response to families with reports of alleged child abuse. Screening is a vital part of the process when CFS receives information directly from mandated and non-mandated reporters. It requires social workers who must be available 24-hours a day to accommodate the volume of calls that come into the hotline.

The information provided is sensitive and confidential. Screeners are required to use assessment tools that are pertinent to determining abuse. Clerical support ensures that each involved party to the referral is clear and their identifying information is legitimate. This unit does not shut down.

Not even during the COVID-19 pandemic.

Throughout the constant barrage of calls, clerks learn how to navigate through various databases while requests are faxed, mailed, emailed, or phoned-in. It can be a balancing act depending on the day of the week, month, or year.

I am proud to join in the journey with the Screeners and Clerical Staff, which can often be challenging and daunting. We See You!

CLICK on the play button for a “We See You” video highlighting more EHSD workers.

Kim Padilla
Senior Level Clerk

Grace Martinez
Experienced Level Clerk

Christine Agostinho
Senior Level Clerk

Tamara Armstrong-Wimberly
Senior Level Clerk

Tiffany Miller
Social Work Supervisor

Theresa Nash
Senior Level Clerk

Adrienne Brooks
Social Work Supervisor

Teresa Jackson
Social Worker III

Leslie Ford
Social Work Supervisor

Francina Osejo
Social Worker II

Assumpta Kamanzi
Social Worker II

Michele Baker
Social Work Supervisor

Marie Mosley
Senior Level Clerk

We See You...

Ellinwood's MWE Multi-Program Intake Division

By Sandy Bustillo, Division Manager, WFS

The Multi-Program Intake Division in Ellinwood is calling out the team members who have stepped up during these past few weeks. When so many in our communities needed to take advantage of the temporary home 'shelter care' time to get personal care items in order, Ellinwood's Intake team members reported to the office daily (missing only the occasional pre-approved day). They were relentlessly fielding applicant calls of urgency and complaints, covering as many appointments of missing peers that they could, jumpstarting into new immediately, providing the oversight to keep core systems going and identifying areas to plan for, and overall keeping our ship afloat!

With extreme gratitude and thanks for the time, energy and commitment they have demonstrated, I recognize and Call-Out with deep appreciation:

Supervisor Team:

Lora Duncan, Malama Sunia Faoliu, and Lisa Collado

Eligibility Staff:

Nicole Beardsley, Shelley Draper, Deborah Kingsbury, Ryan Madison, Zaria Mino, Marta Cook, Pleshette Brown, Wendy Hauser, Honey Amog, Jamarina Prince, and Mark Kim

Clerical Staff:

Heidi Salvosa, Christi Sargen, Gerald Cabral, Heather Henn, Stef Rojas, Rebecca Monteith, Robert Raines, Jon Garcia, Diane Marin, and Gris Sepulveda

We See You... Behind the Screening Line

Continued from previous page

Screening staff not pictured:

Jessica Ardon-Clerk Specialist

Martha Ayala-SW

Amy BatTzipora-SW

Elgina Haymon-SW

Nicole Martinez-SW

Ariel Richards-SW

Trichelle Smith-SW

Paola Soto-SW

Sharon Todd-SW

Lisa Xiong-SW

Valorie Van Dahl-SW

Gail Zappettini-SW

Free Classes, Lynda.com is Back!

The Library once again has Lynda.com available for FREE to all library cardholders.

Lynda is a leading provider of online learning content and offers video courses taught by industry experts. You can learn business, technology, and creative skills to achieve your personal and professional goals.

A regular subscription costs \$30 a month. With a library card you get FREE access to courses including everything in the Adobe Creative Cloud, Microsoft Office, HTML, WordPress and thousands more topics.

- Access Lynda.com at <https://ccclib.org/resource/lynda-library/>
- Enter your library card number and last name to get started.

This is an excellent way to give access to free training for County staff and to improve your own skills.

National Publication Spotlights CFS' Parent Partners

By Tish Gallegos, Community/Media Relations Manager

“Been there, done that.” Parent Partner **Cheryl Barrett** once used this phrase in describing how she helps parents as they navigate the child welfare system and work to keep their families together. She has mentored hundreds of CFS parents after becoming the first Parent Partner 15 years ago. Recently, Cheryl discovered that a national publication highlights the support she and her Parent Partner colleagues provide as part of Children & Family Services' Family Engagement Unit.



Parent Partner Program Navigator: Designing and implementing parent partner programs in child welfare is a book full of information and technical assistance for states, counties, nonprofits, and even countries outside the U.S. that want to develop their own Parent Partner programs.

“It’s not really a surprise for Contra Costa to be included, because we have known forever that others are interested in the approach, and especially in the favorable outcomes,” explained **Judi Knittel**, who oversees the Family Engagement Unit. “The book has lots of information and quotes about our program, and says many favorable things. Apparently, we are still leaders in the peer support movement!”

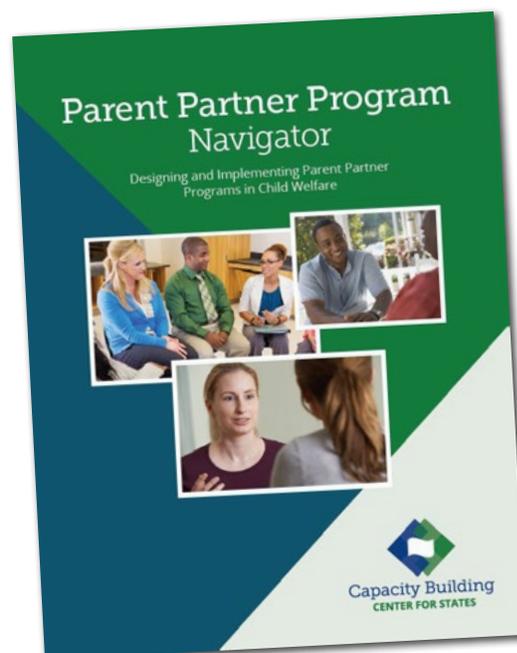
Contra Costa started with two Parent Partners in 2005. Now this unique program, which matches parents with other parents who have already experienced the challenge of navigating the system



Click on the play button to view more about the Parent Partner Program.

to reunify with their children, has a total of seven Parent Partners, including two bilingual who speak Spanish. The program also has three Drug and Alcohol Specialists who offer peer support.

It has long been a model for child welfare agencies across the globe. According to Judi, when parents work with a Parent Partner, they are more likely to reunify with their child(ren) quickly, and less likely to come to the attention of Children & Family Services again. Being in the national guidebook means the outstanding work of the Parent Partner program is reaching more child welfare professionals who can encourage parents and help families stay together.



Click on the cover to peruse the Parent Partner Program Navigator. The Capacity Building Center for States created the publication with funding from the Children’s Bureau, U.S. Department of Health & Human Services.

Wow! Virtual Training for New Social Workers

By Ariana Martinez, CFS Staff Development Specialist,

CFS recently graduated 13 new Child Welfare Social Workers into full time work in the district offices. This New Worker Training Unit (NWTU) cohort began their journey together in person and spent the majority of their time physically apart through remote learning via Zoom and Webex as Contra Costa County issued the Shelter-In-Place (SIP) order on their second full day of training. The use of virtual platforms helped create simulated “in-the-field” experiences for new workers to apply their learned knowledge. The new workers handled the changes with patience and flexibility while remaining motivated in their preparation for their roles in child welfare. They reunited during a nontraditional graduation ceremony to celebrate their achievement using social distancing. CFS Deputy Director, **Roslyn Gentry**, welcomed the new workers and awarded them their graduation certificates alongside some of their supervisors. The strong bonds formed by this group exemplify that even during these trying times of physical distance they were able to rely on each other to get through it.

Congratulations to our Spring 2020 Graduates:

WEST COUNTY

- Marcos Huerta** – Continuing Services
- Brima Jah** – Emergency Response
- Jeannuel Williams** – Emergency Response
- Karren Lastimosa** – Emergency Response
- Kristina Cox** – Emergency Response

CENTRAL COUNTY/COUNTYWIDE

- Ana Kaye** – CQI
- Miledrea Stubbs** – Continuing Services
- Suzanne Perry** – Emergency Response
- Lisa Xiong** – Screening
- Assumpta Kamanzi** – Screening

EAST COUNTY

- Tavonna Ford** – IFS/Continuing Service
- Jennifer Valdivia** – Emergency Response
- Lily Shonkwiler** – Emergency Response

New Child Welfare Social Workers train via a Zoom meeting.



Fraud Investigation Training is Here

The Fraud and Appeals Division launched the Fraud Investigation Management System (FIMS), a platform that allows the Fraud Prevention Unit to initiate, track and manage fraud investigations. It replaced the EFI Referral System. This change means less administrative work for the user and more accurate and complete records. Staff will complete all new fraud referrals in FIMS, and the EFI Referral System will be available on a read-only basis.

Staff Development provided the training for this new system in collaboration with the developer, i-Sight. Training was mandatory for all eligibility staff and their supervisors, with priority given to intake and field staff assigned to the CalWORKs, CalFresh, Child Care and General Assistance programs. If you need any assistance

in making a fraud referral, you can find a recorded version of the training in the SMART system and a step-by-step tutorial will be available soon. If you experience difficulties navigating through the system, you can contact the fraud staff for assistance.

FIMS is a product of many months of work with the i-Sight team, a Canadian-based tech company. In July 2019, the i-Sight team met with **Dave Eisenlohr, Ron Steggall, Laura Cox, and Rori Polvorosa** to begin working on the system. The i-Sight team spent three days in Pleasant Hill, collecting information about our current business processes and vision for the new fraud system. Unfortunately, the COVID-19 pandemic pushed out the launch date for the system by four months.

Kids Still Need Backpacks

With the added uncertainty of what school will look like in the fall, you can help provide children with the certainty of knowing they will have the essentials they need. Donate to the 2020 Backpack Drive.

For more information visit: <https://upliftfs.org/backpack-drive-2020/>



Tools for Success

UPLIFT FAMILY SERVICES
BACKPACK DRIVE 2020

Coping with Community PTSD Related Stress

Submitted by Personnel Services

Magellan Ascend

When to get help

If you experience stress reactions that affect your ability to lead a normal life for six weeks or more, you may need help from a mental health professional. While everyone is different and heals at their own pace, some people develop post-traumatic stress disorder, known as PTSD, after a traumatic event. Signs of PTSD include disturbing memories, nightmares or flashbacks, suicidal feelings, disconnectedness from others, and disturbances in the home and work environment.

Help is available. Your program is completely confidential and here to help you and your household members 24/7/365. Call your program at (800) 229-8674.

Read the full article at www.magellanascend.com.



If you haven't signed up to use the County Employee Assistance Program yet, follow these two easy steps:

Step 1: Go to www.magellanascend.com and click on "Sign up".

Step 2: Complete the online registration form and click on "Get Started".

Personnel Services Welcomes New Team Members

By Debora Boutté, Personnel Services Officer

Please join me in welcoming three new staff members to the Personnel Team: **Eva Gaipa**, **Marcie Clark**, and **Julie Bloxham**.

Eva has been with Contra Costa County for 13+ years as an HR Analyst in Central HR. In her role, Eva serviced many county line departments, including EHSD, as she moved through the ranks in her county career. In the transition to EHSD Personnel, Eva brings her former HR Generalist experience, public service, and general county operations knowledge. Eva strives for excellence, endeavors to make good work decisions while providing outstanding service through her commitment to Teamwork, Integrity, Innovation, Respect, and Professionalism, as the daily principles to follow and live by. Congratulations Eva!



Eva Gaipa



Marcie Clark

Marcie has always enjoyed working in the public sector and is grateful for this opportunity to work with the EHSD Personnel Team where she is looking forward to expanding her knowledge and experience. Welcome Marcie!

Julie's first position with Contra Costa County began in March of 2017 as the secretary for the Director of Public Health. She is delighted to join

the Personnel Services Unit as an Advanced Level Secretary and already enjoys working with this amazing team.

Eva will be providing support to Community Services Bureau. Along with **Lisa Harris** and **Michelle Fregoso**, Marcie will be supporting Workforce Services and sharing support to Children and Family Services with **Robin Bates**. Julie provides support to the entire Personnel Services Team. Please take a moment to join me in welcoming our newest team members!



Julie Bloxham

Read the full memo [here](#).

If You've Got the Time...

If you are approaching maximum thresholds for vacation, compensatory time, holiday compensatory time or floating holiday hours, you can donate time to the County's Catastrophic Leave Donation Bank program. Donations under this program are voluntary and may be used to provide help to those employees who have exhausted their leave accruals due to non-COVID-19 illness.

To donate leave, visit the Human Resources website or download the donation form [here](#). Questions? Contact the Employee Benefits Services Unit at (925) 335-1746.

Staff Development Training New EW's

By Kathleen McQuaid, Staff Development Supervisor

Stanwell's Medi-Cal class in Concord is midway done with 15 trainees. Trainers **Elisa Subias** and **Danielle Wharton** are working with Leads **Mariah Marabuto** and **Ashleigh Kitzhaber** to ensure a great foundation to this complicated program. **Leilani Lunch**, Staff Development Specialist, is providing supervision to this group as well as mentoring the other EWTU Supervisors who are all new to the EWTU process.



15 trainees are receiving instruction under tight COVID-19 social distancing protocol.



William Pryor ill

with this group of 11, along with the supervisor for this group, **Martha DeLa Torre**.

The Hercules building became very full on June 15th when 25 trainees checked in to our most recent Medi-



Maria Bostic

Cal EWTU. Trainer **Antoinette Garcia** is doing a great job of getting all the training to the three classes! She's using MS Teams to train all three rooms at once. Lead workers, **Oscar Estante**, **Pedro Ramos** and **Judith Panuco** spend their days helping the trainees navigate



Detrona Stith

the CalWIN screens and answer LOTS of questions. Supervising this large class is **Donald Brown** and **Diane Ridgley**. Congratulations to all our new EW I's!



Karen Fortsen



Cynthia Harris



Gerald Cabral



Sarah Simpson

The Wonderful World of Data

By EHSD's Policy & Planning Team

This may sound funny to some people, but the Policy & Planning/Alliance division loves data!

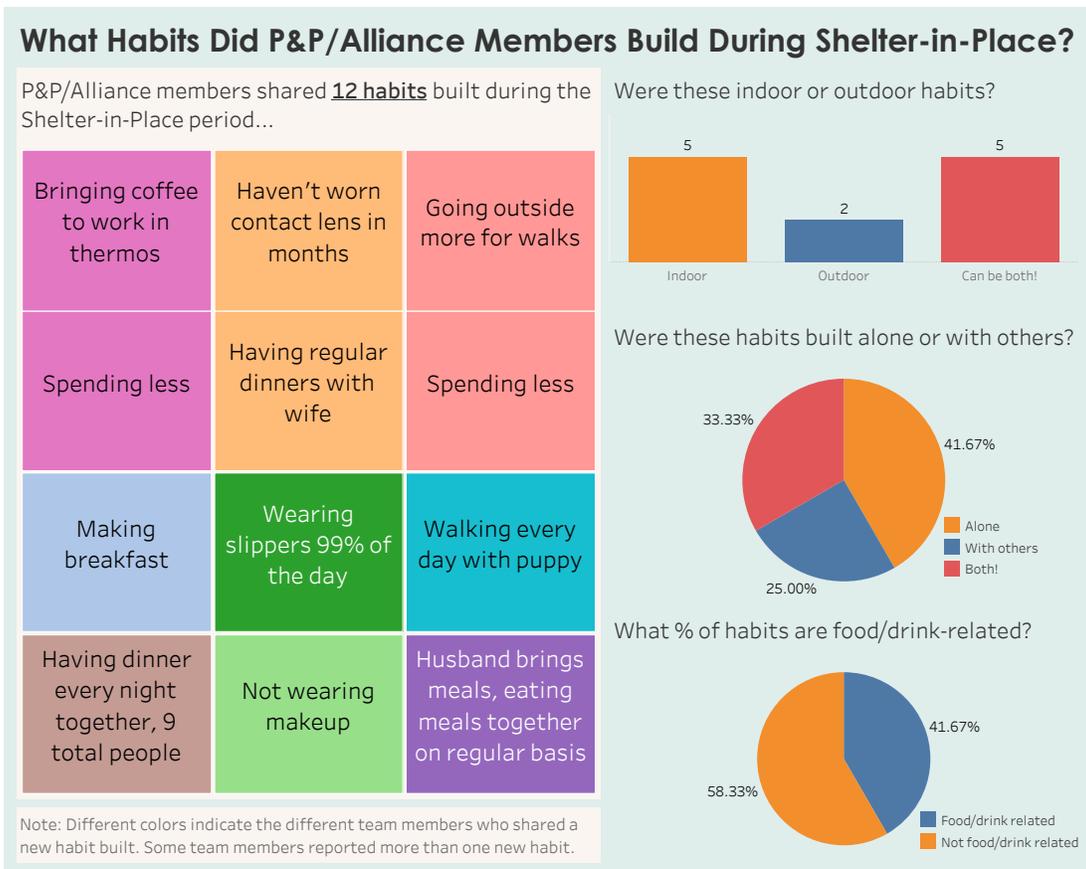
In recent years, we've been building our capacity to use data and visualizations to convey the EHSD "story" with the impact it deserves. This includes graphic profiles of our community and their human service needs, the number of enrollees in EHSD programs and how our staff serves them, and even maps that show where our customers are located – in every corner of the county.

This year, we were able to acquire Tableau software that allows us to more easily transform data into charts and graphs (with the expertise of team members **Tamina Alon** and **Erick Untal**). It's come at an important moment. For example, we recently put it to good use with P&P's creation of

the [Contra Costa County Social Service Impact & Response to the COVID-19 Crisis](#) dashboard that we shared with staff and the community last month. We are currently developing a second dashboard.

Most of what we do with data is serious, but we can have some fun too. When we asked P&P/Alliance team members about good habits they've picked up during shelter-in-place, responses included eating with family members regularly, walking, making home-cooked meals, and more. Just for this article, we put together a (non-scientific) visualization of the data (see below).

We're excited about building more data and visualization tools in the days ahead, in support of addressing the critical issues faced by our community at this time.



EHSD Raises More Than \$5 Million

By Lynn Peralta, MSW, CFRE, Policy and Planning Division

EHSD raised more than \$5.1M in grant funding, with nine Federal and State allocations and private foundation grants awarded in Fiscal Year 2019-2020 to support our innovative programs across all bureaus.

The California Department of Social Services (CDSS) awarded the **Housing & Disability Advocacy Program (HDAP)** grant to Aging & Adults Services, in partnership with Health, Housing and Homelessness (H3). Contra Costa County will receive \$1.4M in grant funding to ensure homeless General Assistance (GA) clients with the highest needs receive timely services including housing navigation, disability advocacy, and housing financial assistance to return to permanent housing as quickly as possible. In its third year, HDAP serves approximately 65 participants, working collaboratively with H3 and CORE outreach teams to help place clients into permanent supportive housing.

In support of Community Services Bureau's Central Kitchen Project, the Dean & Margaret Leshner Foundation awarded a \$50,000 grant to support the relocation of the **Central Kitchen** in Richmond serving all of CSB's 16 child care sites. The Workforce Development Board received a \$135,800 grant through the state **Workforce Accelerator Fund 8.0** to help innovate with HCD for Homeless and Workforce System Redesign.

APS Home Safe was awarded \$740,079 over two years to provide housing subsidies for older adults in APS who are at-risk or literally homeless.

The Children & Family Services Bureau was awarded two housing-related grants, the **Housing Navigators Program (HNP)** and **Transitional Housing Program (THP)** to provide housing navigation services to TAY, runaway and homeless youth.

A special thanks to our Bureau Directors – **Tracy Murray, Kelley Curtis, Kathy Marsh, Camilla Rand, and Donna Van Wert** – as well as Program and Fiscal staff teams for their hard work on each of these initiatives and in the grants planning process. **For more information on funding opportunities, contact Lynn Peralta, Division Manager, at (925) 608-4881 or email speralta@ehsd.cccounty.us.** To view the full Annual Fund Development 2019 Report, [click here](#).



The HDAP Team serves approximately 65 participants, working collaboratively with H3 and CORE outreach teams to help place clients into permanent supportive housing.

CLETS Welcomes New Addition

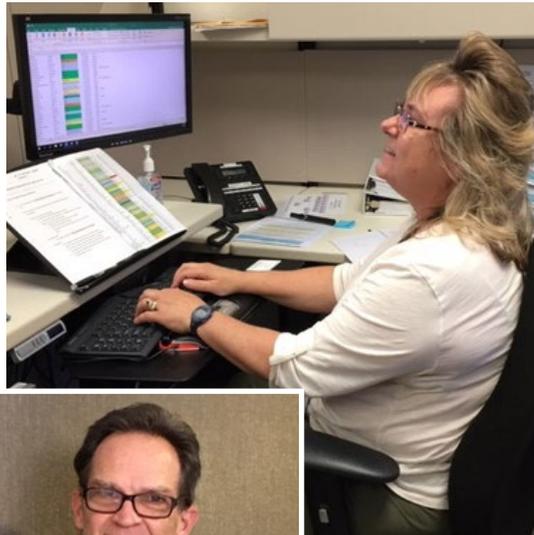
By Elaine Brown, CFS Clerical Supervisor

It is my pleasure to introduce a new addition to CFS. **Kristine McGuinness** is brand new to EHSD, but under the training and tutelage of **Markas O'Donnell** she has already started to adjust to the process of CLETS (California Law Enforcement Telecommunications Systems) and life as a new county employee. Kristine is showing great promise in learning her new job duties. CLETS is a vital part of CFS in providing criminal clearance reports for child abuse/neglect investigations and placement to ensure children are safe and protected wherever they may reside.

Markas is a man of few words, but he is definitely a great asset to remaining focused to the task and seeing it through. His leadership skills shine through with “a quiet calmness” that allows people to feel at ease. I cannot begin to know and appreciate the number of staff who have continued to work throughout the pandemic without missing a beat. However, I can thank Markas because I have been there to see it. I would like to take this

opportunity to acknowledge Markas for a “job well done” without complaint or fail and continuing to show diligence in response to time sensitive CLETS requests submitted to the Department of Justice (DOJ) and Federal Bureau of Investigation (FBI) on behalf of child safety.

It takes a certain finesse to receive orders from several different sources and to have the ability to keep the directives clearly in focus. Confidence is not the only characteristic trait; but the tenacity to endure the balancing act of juggling two completely different job tasks is golden. CLETS could not run without your clerical support and commitment. Thank you again Markas, and a big welcome Kristine!



Kristine McGuinness,
Experienced Level Clerk



Markas O'Donnell,
Senior Level Clerk

It takes a certain finesse to receive orders from several different sources and to have the ability to keep the directives clearly in focus.

Customer Service Champions

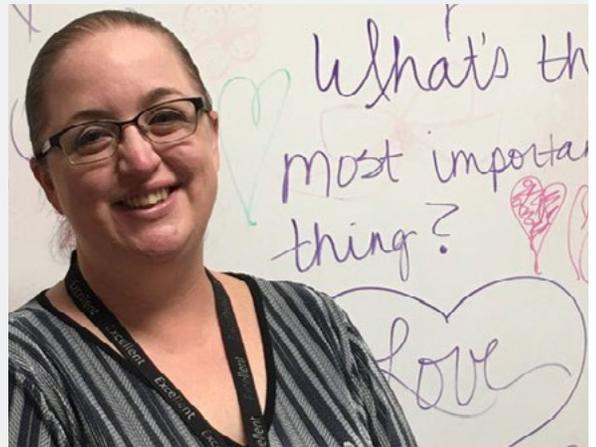
These individuals are being recognized for going the extra mile by delivering excellent service to our customers. They went above and beyond in their willingness to help and demonstrated EHSD's emphasis on providing exemplary customer service. Congratulations on a job well done!



Barbie Guardino

By WFS Bureau Policy Team

A great big thank you to Staff Development Specialist Barbie Guardino and the Staff Development Division who pulled together CalFresh policy training for WFS Bureau Policy staff and others that volunteered to provide CalFresh program assistance to our community who was impacted by COVID-19. The training classrooms in Hercules observed social distancing, each with a proctor, while Barbie presented the training virtually from the Stanwell office. It was a new concept and one that worked well! Great job to Barbie and the Staff Development training staff who came together quickly and efficiently during a great time of need!



Kelly Sullivan

by Dana Wargo, John Rees, & Nanci Powers, Program Analysts

Thank you to Eligibility Work Supervisor Kelly Sullivan who, through her exceptional teamwork, initiative and efforts to improve service delivery, took the extra time to create a CalWIN instructional tool for the WPR Unit and Program Analysts who have been assisting in processing CalFresh applications. Kelly went above and beyond, taking the time to assist her teammates. Her positive attitude, smile and help is much appreciated by us all!

Virtual Outreach

By Tish Gallegos, Community/Media Relations Manager

EHSD's Outreach and Education went virtual for the Faith in Action East Bay (FIAEB) community event on Saturday, June 27th. Contra Costa community members joined via Zoom or YouTube Live to learn about immigration, the census, health care, housing and tenants' rights, DACA, and more. EHSD, Stand Together Contra Costa, and several partner organizations participated to provide resources and updates.

WFS Specialist **Patty Perez** delivered a presentation on public charge in Spanish, and Policy & Planning's **Erick Untal** provided behind-the-scenes support. FIAEB organizer Emma Paulino

was pleased with the overall collaboration and clear information the various presenters shared during the nonprofit's first virtual forum.

You can watch or share the link to the FIAEB Immigration Forum from the [Immigration & Public Charge page on EHSD.org](#) or click on the Faith In Action East Bay logo below. Patty Perez' Public Charge presentation is at 19:45.



The Census is Happening Now!

Be counted and help secure critical federal resources and Congressional representation for our community. You can now complete the 2020 Census online at my2020census.gov, by phone ([numbers available for 13 languages at this link](#)), or by mail (forms are in the mail for those households that have not yet responded). The U.S. Census Bureau is also offering a callback option during periods of high call volume. The Census is a social distancing-approved activity, and it has never been easier to respond from the comfort and safety of your own home.

Make sure to count everyone who was living in your household as of April 1, 2020. Remember, responses

are confidential. When you've completed your census, post a picture on your social media with your receipt and tag #CountMeIn and #CoCoCounts. Starting in August, the Census Bureau will begin sending out Enumerators to follow up with households who have not responded.

[Click here for answers to frequently asked questions about Census 2020.](#)



For more information about Census 2020 and Contra Costa County's efforts, visit cococensus.org.

Be the Change You Wish to See

Submitted by April Bolin, MSW, LCSW, EHS Social Work Supervisor II, and head of the Workplace Culture Committee with Community Connect/Whole Person Care

We are living in highly tumultuous times, and it is clearly overwhelming for so many of us. We can only hope that current events which have ignited protests around the globe are part of a paradigm shift that is propelling humanity forward and inviting humankind to connect.

The following are excerpts from a magazine article written a couple of years ago by one of our EHS employees. Hopefully the words will inspire some to “be the change that you wish to see in the world.”

Respecting each other is about hearing each other and feeling understood.... “How can my spirit and your spirit connect harmoniously?” Yes, it can be scary. No, it’s not always easy. Still, we find that usually people surprise us and meet us more than halfway. The key is being vulnerable, being open and interested, and being honest... We can invite connection or disconnection by how we respond to challenging interactions. How do we bring grace to those uncomfortable interactions and invite connection?... We need to go back to basics. That is, we need to start treating everyone the way that we want to be treated. It’s called the Golden Rule. You can’t get more basic than that.

Building bridges is about making a decision to look at the person you might have judged and noticing that there is more than what is on the surface. It’s about changing your perceptions and your emotional reactions pertaining to a person or situation. It is about

tearing down barriers built by prejudices, stereotypes, and the -isms that plague our society, and replacing those barriers with tools to help us connect... Perhaps you were taught not to discuss issues pertaining to race because it evokes conflict. Now is as good a time as ever to question what you were taught.... We must be willing to do our own healing work before we can effectively help others who feel like “the others” or “the otherizers”....

We must remember to be gentle with ourselves, because the stereotypes and prejudices we clung onto were taught to us by people we trusted. Be willing to put on a new set of lenses so that you can see the diversity, the beauty and the richness of a given culture.

Consider the possibility that what you were taught to believe about a particular group might be false, or perhaps your beliefs represent a small fraction of the group you learned to think less of and judge.

...For us to begin to build bridges, we need to begin to soften our anger and strengthen our compassion. We must first begin to look at ourselves and recognize our roles in perpetuating stereotypes and prejudices. When we begin to take responsibility for the thoughts and actions we project onto others, we come to realize that we are one and there is no “other”.... We can no longer remain silent. Silence perpetuates bigotry and allows it to fester. It is with this realization that we move closer to creating a more compassionate Universe.



Collectively We Can Make A Difference

By Deb Johnson



Do you like to shop at Amazon? If you do, have you ever used <https://smile.amazon.com>?

You log in and start shopping. Amazon will donate a portion of your total price to your selected charity. It's that easy!

Food Bank of Contra Costa and Solano recently received a quarterly donation of \$475.96 thanks to customers shopping at smile.amazon.com

To date, AmazonSmile has donated a total of: \$8,133.92 to Food Bank of Contra Costa and Solano



Charity Miles is another way to give back while keeping fit.

Take a look...it is a Win Win!

Visit <https://charitymiles.org> where bikers earn 10¢ per mile: walkers and runners earn 25¢ per mile

Step 1 – Download the App for iPhone or Android

Step 2 – Create Your Account and Choose Your Charity

Step 3 – Get moving, the app tracks all types of movement, running, walking, dancing...

Step 4 – Make a difference for every mile you move, you earn money for your chosen charity.

Should you not want to carry your cell phone, you may sync your device (Fitbit/Apple Watch) to Charity Miles using the Strava App.

Recent County Announcements

CC County Passes Urgency Ordinance to Establish Fines for Health Order Violations

<https://tinyurl.com/y2p86otz>

CC County Extends Ordinance for Eviction Protection & Rent Freeze through September 30

<http://ehsdprdweb/EmmCommStars/viewfile/EHSD07-28-20b.pdf>

Service Awards New Hires & Retirees

SERVICE AWARDS – JULY

30 YEARS

Ruth Hunter, Site Supervisor II-Project, CSB
Tonya Spencer, Social Work Supervisor I, WF

25 YEARS

Julie Rafighi, Secretary-Advanced Level, CFS
LaTonya Saucer, Site Supervisor I-Project, CSB

20 YEARS

Jessica Ardon, Clerk-Specialist Level, CFS
Antonia DeLeon, Clerk-Senior Level, WFS
Christopher Johnson, Social Worker III, CFS
Nai Saefong, Translator, WFS

15 YEARS

DaSaundra Bennett, Soc Svc Program Assistant, WFS
Caroline Cosio, Master Teacher-Project, CSB
Ronda Hayes, Social Worker III, CFS

10 YEARS

Reece Bomagat, Clerk-Specialist Level, WFS
Jobelle Castro, Associate Teacher-Project, CSB
*Shanta Clement, Eligibility Worker III, WFS
**correction to name previously published*

NEW HIRES – JULY

Natalie Aguilar, Soc Svc Program Assistant, CFS
Reina Aguilar-Ortega, Secretary-Journey Level, WFS
Tamina Alon, Research & Evaluation Mgr, Admin
Theodore Barton, Clerk-Experienced Level, CFS
Arti Bhandari, Supervising Accountant, Admin
Timothy Brown, Clerk-Experienced Level, CFS
Felicia Casados, Eligibility Worker I, Admin
Melanie Chao, Clerk-Experienced Level, WFS
Marcella (Marcie) Clark, Dept. HR Analyst II, Admin
Vronika Corbin, Social Casework Assistant, CFS
Karla Davis, Clerk-Senior Level, WFS
Michelle Estrada, Social Worker III, CFS
Eva Gaipa, Dept. HR Analyst II, Admin

Amber Griffin, Clerk-Senior Level, WFS
Kristine McGuinness, Clerk-Experienced Level, CFS
Shahim Mohamed, Clerk-Experienced Level, CFS
Alexis Owens, Social Worker III, CFS
Yashawn Pettigrew, Social Worker II, CFS
Maurita Prasad, Acct Clerk-Exp, AAS
Swanise Riley, Clerk-Experienced Level, CFS
Shalise Santos, Clerk-Experienced Level, Admin
Sandy Valdivia, Social Casework Assistant, CFS
Julia Venegas, Social Worker, AAS
Samuel Viglienzone, Clerk-Experienced Level, WFS
Eric Wagoner, Social Worker II, CFS

RETIREEES – JULY

Karl Arana, Social Worker III, CFS
Frances Martin, Clerk-Senior Level, WFS
Melanie Romero, Eligibility Worker III, WFS

Elinora Salazar, Associate Teacher-Project, CSB
Ron Stewart, Admin Svcs Assistant III, Admin

Continued from previous page

Service Awards

SERVICE AWARDS – AUGUST

35 YEARS

Renee Giometti, EHSD Division Manager, WFS

25 YEARS

Freda Augustine, Teacher-Project, CSB
Diane Marin, Clerk-Specialist Level, WFS
Christina Reich, EHSD Division Manager, CSB

20 YEARS

Karla Cottom, Clerk-Senior Level, CFS
Phillip Evans, Soc Svc Appeals Officer, Admin
Laura Gipp, Clerk-Senior Level, WFS
Manny Rosario, Clerk-Specialist Level, WFS
Lisa Simes, Clerk-Senior Level, WFS
Mickey Williams, EHSD Division Manager, Admin

15 YEARS

Jenny Anderson, Soc Svc Program Assistant, CFS
Verneda Clapp, Workforce Svcs Specialist, WDB
Shannon Currie, Eligibility Work Supervisor I, AAS
Gina Fincher, Eligibility Worker III, WFS
Demetria Franklin, Social Worker III, CFS
Felicia Glantz, Soc Svc Program Assistant, WFS
Jamie Jacobs, Eligibility Worker III, AAS
Daniel Jameyson, Eligibility Worker III, WFS
Joshua Melgoza, Eligibility Work Supervisor I, WFS
Karen Sheppard, Soc Svc Program Assistant, WFS

10 YEARS

Jozelle Hudson, Eligibility Worker II, WFS
Zenda Johnson, Soc Svc Program Assistant, AAS



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.

SPREAD THE WORD

AUGUST

- HISPANIC HERITAGE MONTH
- AUGUST 1 – National Minority Donor Awareness Day / Respect for Parents Day
- AUGUST 10 – National S’mores Day
- AUGUST 13 – Left Handers’ Day
- AUGUST 17–SEPTEMBER 18 – EHSD Food Drive
- AUGUST 21 – Senior Citizens Day
- AUGUST 31 – National Eat Outside Day

SEPTEMBER

- HEALTHY AGING MONTH
- HUNGER AWARENESS MONTH
- DISASTER PREPAREDNESS MONTH
- SEPTEMBER 7 – Labor Day (Holiday)
- SEPTEMBER 8–OCTOBER 19 – I Walk Challenge
- SEPTEMBER 22 – Falls Prevention Awareness Day / First Day of Fall
- SEPTEMBER 25 - Native American Day

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.

.....
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.
.....



Want to know what else we're doing at EHSD?

Follow us on Twitter @ ContraCostaEHSD
Like us on Facebook

