

Contra Costa County Social Service Impact & Response to the COVID-19 Crisis



What the COVID-19 Crisis Looks Like in Contra Costa County

June - July 2020*

Equitable Economic Recovery | Food & Nutrition | Family Violence Prevention | Children's Well-Being

In the early months of the Coronavirus public health emergency, beginning March 16, 2020, Contra Costa County Employment and Human Services Department (EHSD) joined with its county and community partners in a multi-pronged urgent response to meet the critical needs that immediately arose from the Shelter-in-Place order. While county leaders, departments, and agencies confronted the initial jolt of the emergency, they expect challenges and uncertainty related to COVID-19 will persist for some time.

EHSD and its partners will continue to support our community's needs – through long-established benefit and service programs, as well as initiatives that have been created or amplified specifically in response to the COVID pandemic.

This snapshot reflects key components around which support efforts are organized: established Benefit Programs, Food & Nutrition, Equitable Economic Recovery, Children's Well-Being and Family Violence Prevention.

Where possible, we have included racial and ethnic data about community members who have been impacted and who are receiving assistance through programs and relief initiatives.

For COVID-19 Health & Disease Information, visit coronavirus.cchealth.org
For more Employment & Human Services information, visit ehsd.org



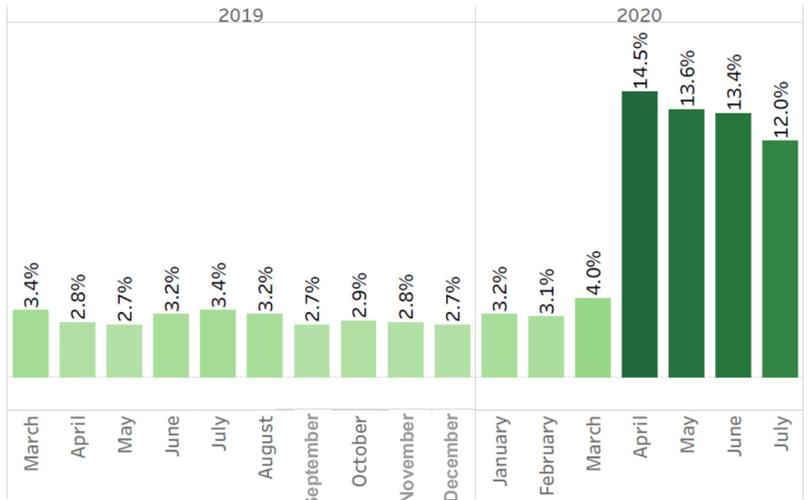
*The information in this document is current as of posting and may be revised as further data and analysis become available.

Unemployment and Layoffs in Contra Costa County

After hitting a peak of 14.5 percent in April, the Unemployment Rate declined slightly in May through July, but remains high at 12 percent.

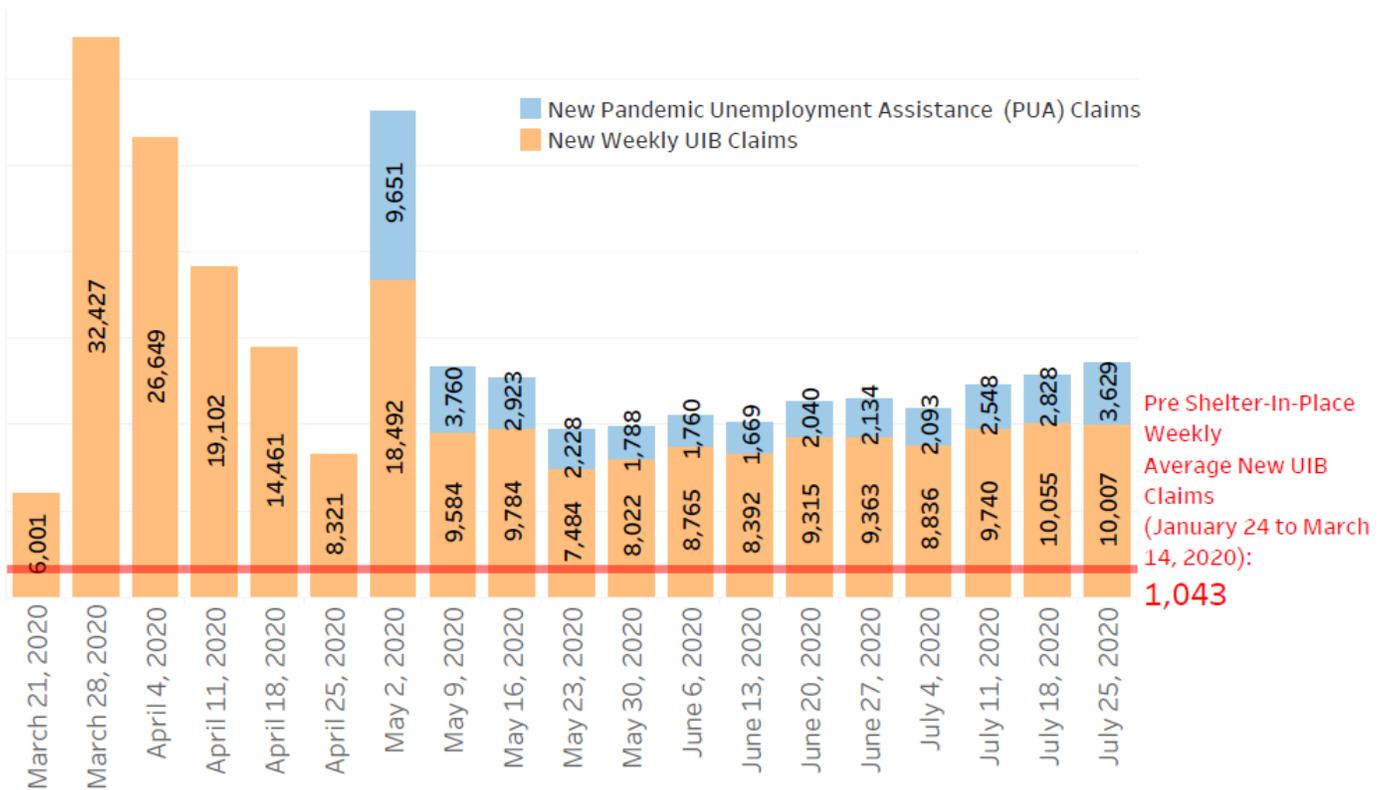
New Weekly Unemployment Insurance Benefit (UIB) Claims were declining during the month of May but have ticked back up slightly since early June, with an average of more than 9,600 per week in July. New claims for Pandemic Unemployment Assistance (PUA) also increased in July.

Unemployment Rate in Contra Costa County, California



Source: California Employment Development Department

Contra Costa County New Weekly Unemployment Insurance Benefit (UIB) Claims



Note: Initial claims totals are not representative of the number of individuals filing, as a claimant can have multiple initial claims. Pandemic Unemployment Assistance (PUA) refers to the provision in the CARES Act that allows self-employed individuals, independent contractors and other non W-2 workers to apply for Unemployment Benefits.

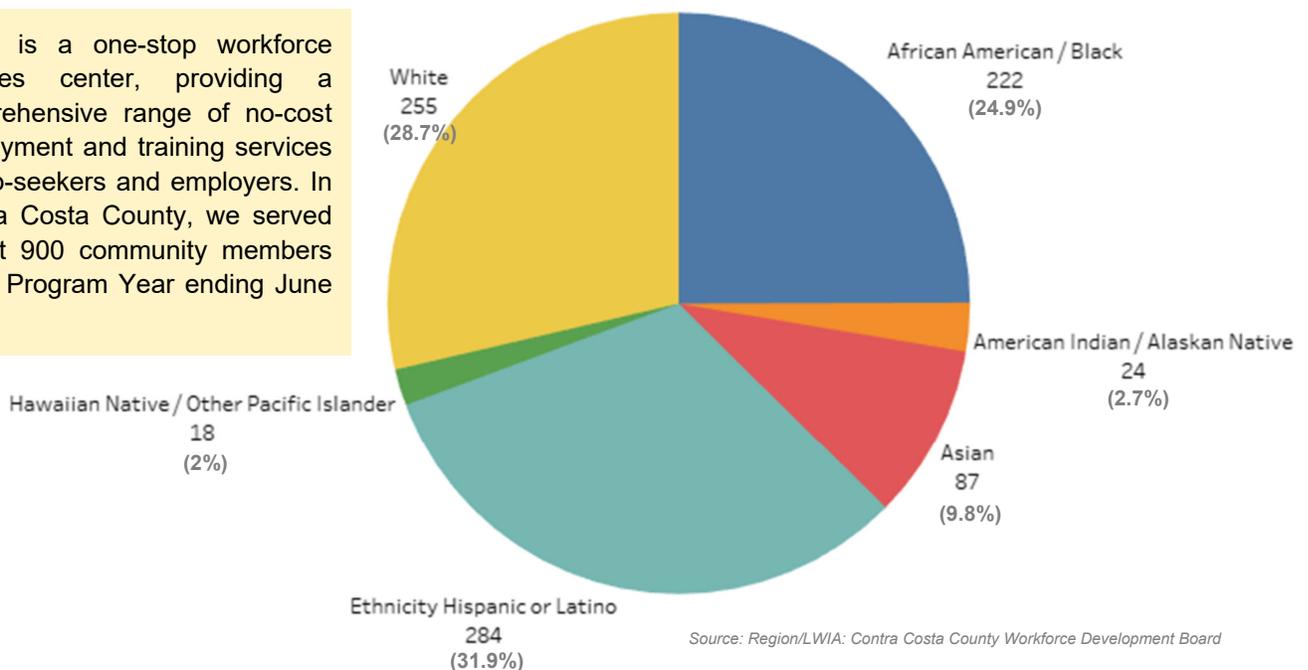
Self-Reported Layoffs (March 1, 2020 - June 30, 2020)



Source: Worker Adjustment and Retraining Notification (WARN) Report, California EDD

America's Job Center of California (AJCC) Participants, by Race/Ethnicity Program Year 2019-2020 (July 1, 2019 – June 30, 2020)

AJCC is a one-stop workforce services center, providing a comprehensive range of no-cost employment and training services for job-seekers and employers. In Contra Costa County, we served almost 900 community members in the Program Year ending June 2020.

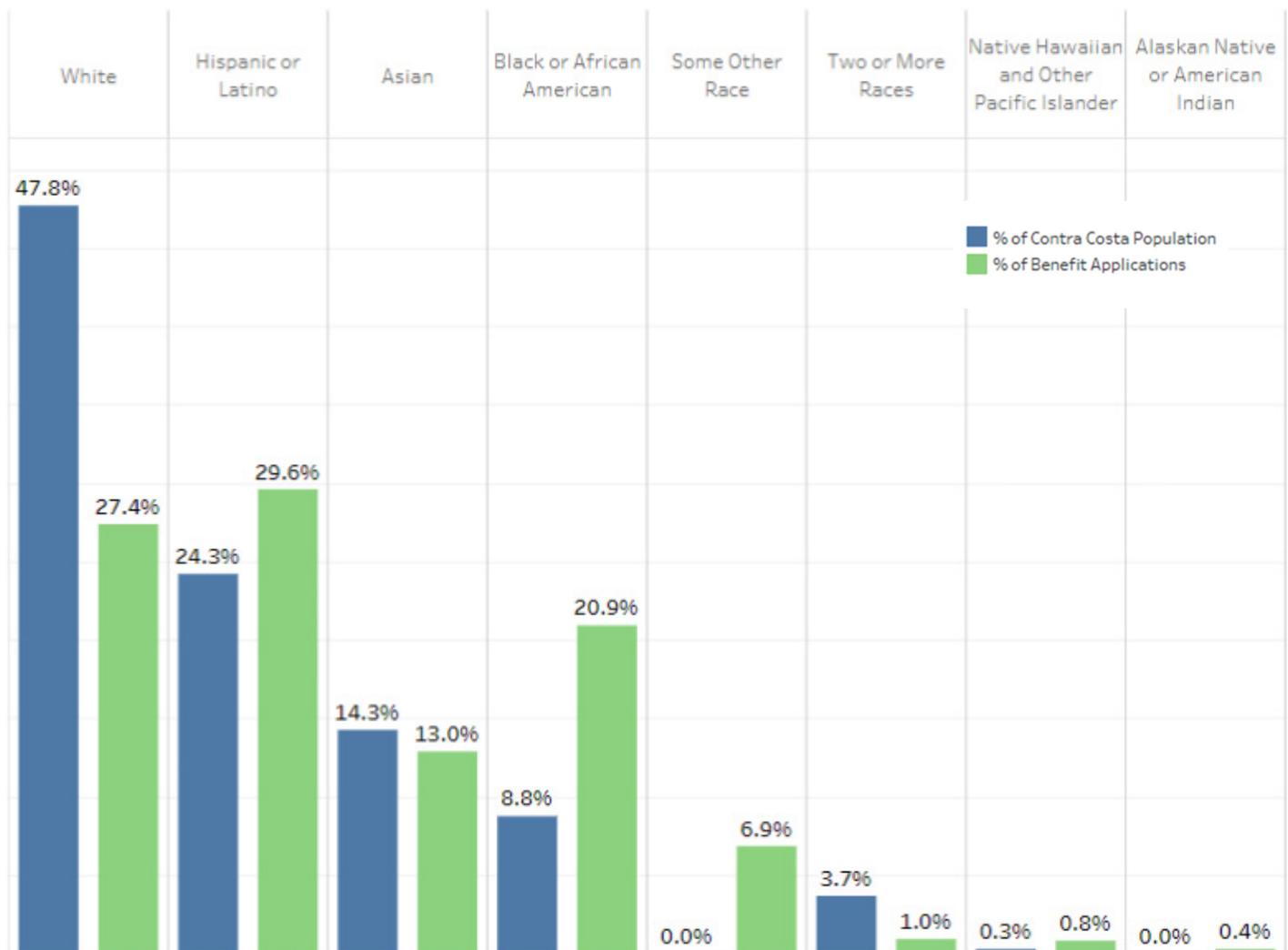


Source: Region/LWIA: Contra Costa County Workforce Development Board

Benefits Applications Suggest Disproportionate Impacts of COVID-19 on People of Color

Applications for benefit programs, especially CalFresh, quickly followed layoffs caused by Shelter-in-Place. Community members of color were more highly impacted by the emergency and applied for assistance to address their needs.

Benefits Applications during Early COVID-19 Period, from March 1 to July 28, 2020: County Population and Race/Ethnicity Comparison



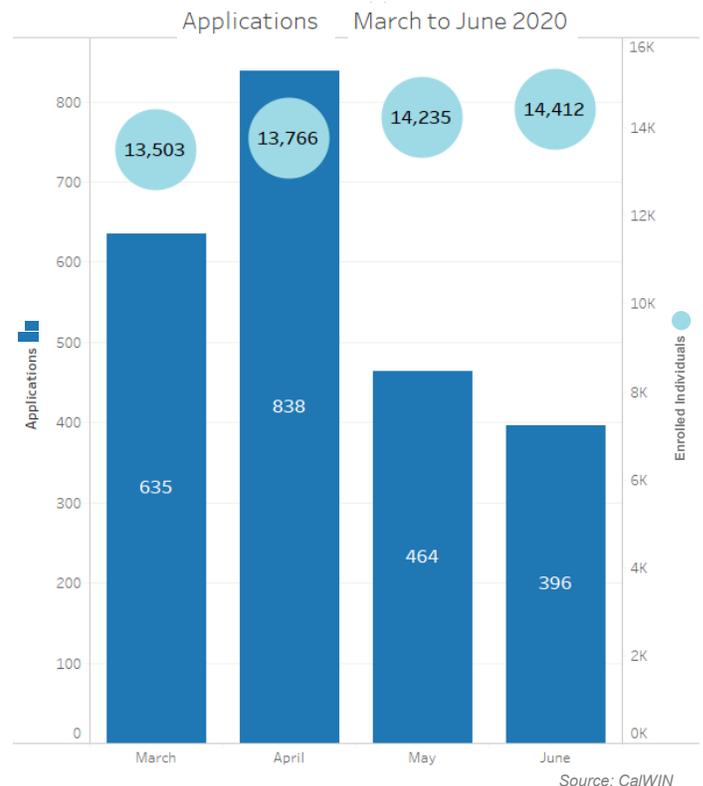
This view excludes 16,218 out of 35,720 total applications received for Medi-Cal, CalFresh, CalWORKS, and General Assistance between March 1 to July 28, 2020, where the ethnicity of the applicant is unknown. % of Benefits Applications are based on the 19,502 remaining applications where ethnicity of the applicant is known. Source for Contra Costa County data: 2017 American Community Survey, Census Bureau; and CalWIN. NOTE: "Hispanic or Latino" is counted as a race category in this data set.

Benefits Programs

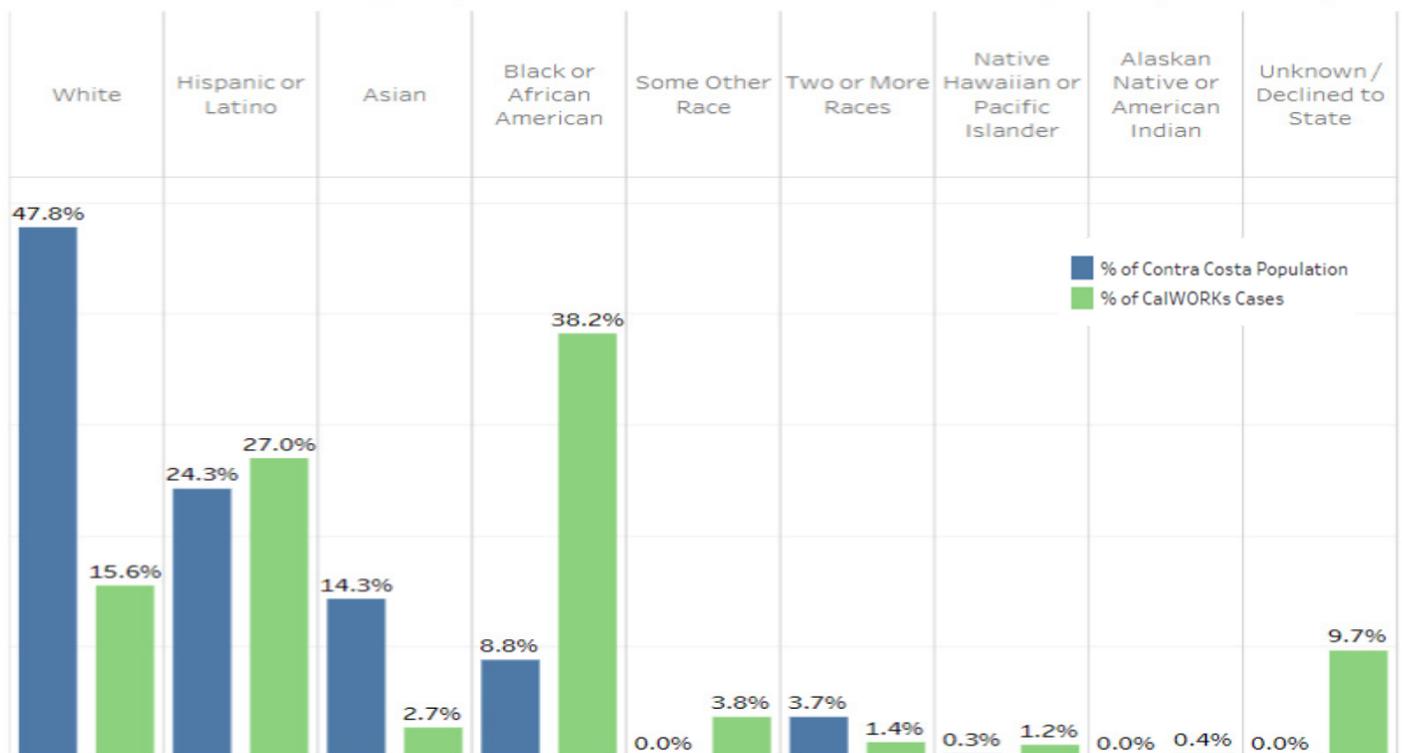
CalWORKs

CalWORKs (California's name for Temporary Assistance for Needy Families) includes financial aid, employment services, homeless assistance, child care, and other supportive services to families with children under 19, to help them succeed in the workforce and become self-sufficient.

Note: Applications can represent individuals or whole families. Increased enrollment in May and June reflects approval of applications received in March and April.



Contra Costa County Population and CalWORKs Cases by Race/Ethnicity



CalWORKs data is based on 6,072 active cases in Contra Costa County as of August 20, 2020. Source for Contra Costa County data: 2017 American Community Survey, Census Bureau; and CalWIN. NOTE: "Hispanic or Latino" is counted as a race category in this data set.

Season of Sharing (SOS)
Emergency Relief Fund Dollars Issued

	COVID	Non-COVID	Grand Total
January		\$62,762	\$62,762
February		\$45,076	\$45,076
March	\$20,585	\$40,553	\$61,138
April	\$57,360	\$60,214	\$117,574
May	\$232,412	\$20,024	\$252,436
June	\$278,117	\$35,084	\$313,201
July	\$266,317	\$37,204	\$303,521
Grand Total	\$854,791	\$300,917	\$1,155,708

Source: Contra Costa County Volunteer Emergency Services (VES)

EHSD's Volunteer & Emergency Services, in partnership with San Francisco Chronicle's Season of Sharing (SOS) Program, provides emergency relief to families and individuals who face a sudden crisis or shortfall, including those due to job or wage loss resulting from COVID-19.

Notes: Numbers are updated per usual course of business and may not mirror previous reports; Continuing subsidy beginning April 2020 allowed customers to receive more than one-time funds.

In the COVID-19 environment, the Employment & Human Services Department is fully leveraging its *Employment* components to support the community on job-related impacts caused by the pandemic.

Through the CalWORKs program, eligible families with children under 19 can receive financial aid, employment services and other supportive services to help them succeed in the workplace to become self-sufficient. The Workforce Development Board (WDB) offers a variety of services to help job seekers looking for employment and career opportunities <https://ehsd.org/workforce-development-board/> and America's Job Center of California (AJCC)/EASTBAY Works connects people with opportunities for training and employment.

#BounceBackContraCosta was launched in direct response to the COVID-19 emergency <https://www.wdbccc.com/bounce-back-contra-costa/> to support job-seekers and employers alike. In addition, EHSD is joining with county and community partners in an Equitable Economic Recovery Task Force that will further tackle employment challenges in the days and months ahead.

New Call Center Opens for Small Business Owners and Workers

Over 1,000 individuals (51%) and businesses (49%) served since April 23, 2020

Laid off/Furloughed Employee Resource Webinars – Thursdays @ 2:00

24 participants took advantage of this opportunity in June

Skill Up Contra Costa – Free Online Career Training

219 individuals received free online learning in June

California Employers Association Hot Line

2 dozen employers have taken advantage of this hot line

For more information, click below:

#BounceBackContraCosta

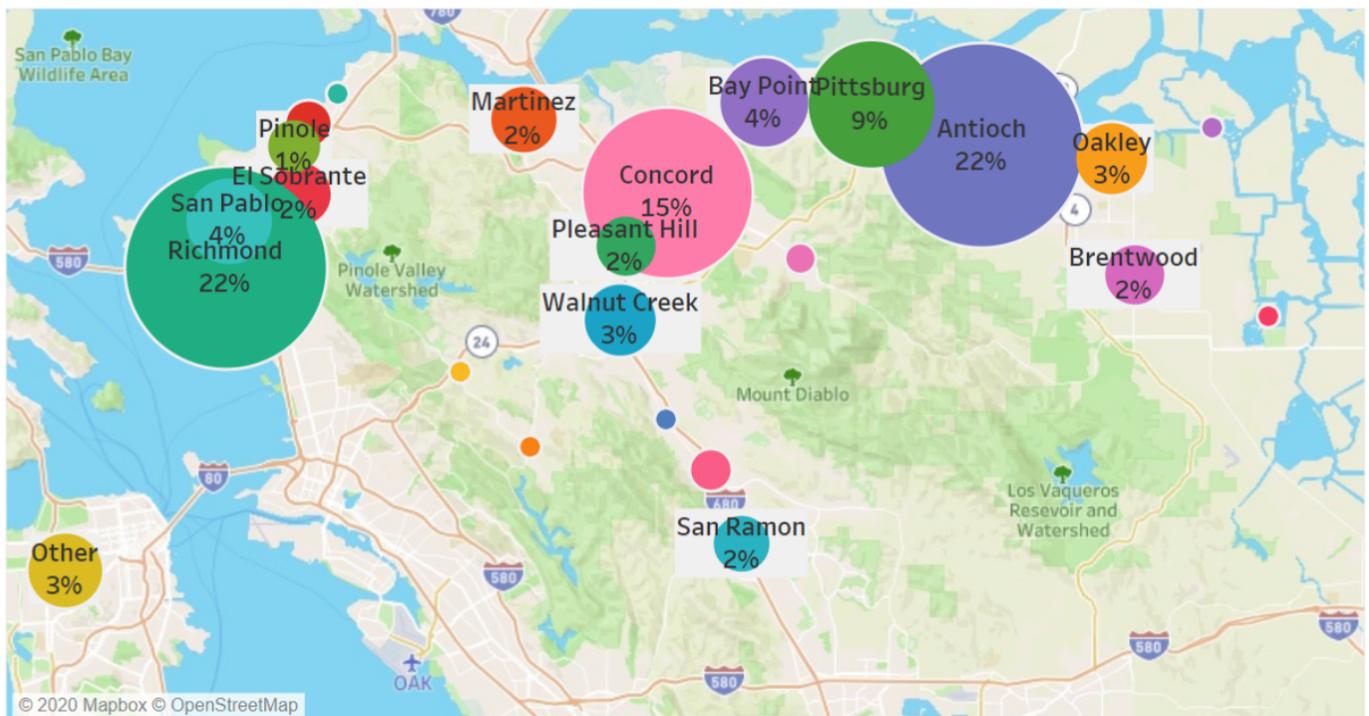
Social Services Rapid Response Team (SSRRT)

In response to COVID-19, the Employment & Human Services Department (EHSD) mobilized its “4-Our-Families” Navigators and equipped them with a streamlined intake process to assess the immediate needs of vulnerable community members quickly. Targeted needs include: housing; food; finances; legal support; children’s needs; medical; immigration assistance; transportation and more.

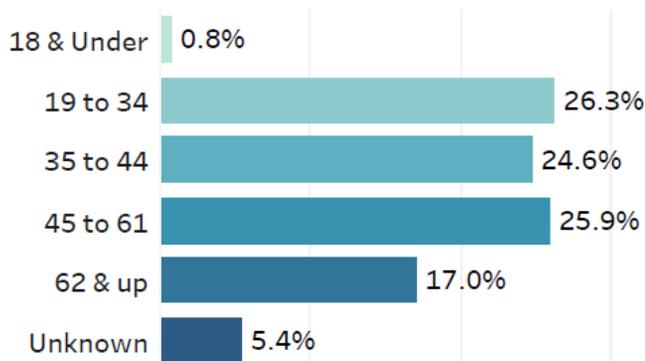


More than 20 percent of the individuals and families served by the program have identified themselves as undocumented immigrant members of our community – a group that has fewer options for assistance than others.

City Residence of Families Assisted



Age of Customers Assisted



Total Number of Services Provided

COVID	351
Non-COVID	628

Household Size of Families Assisted

1	42%
2	21%
3	14%
4	15%
5 or more	8%



Medi-Cal: Comparison of Enrolled Individuals and Applications March to June 2020

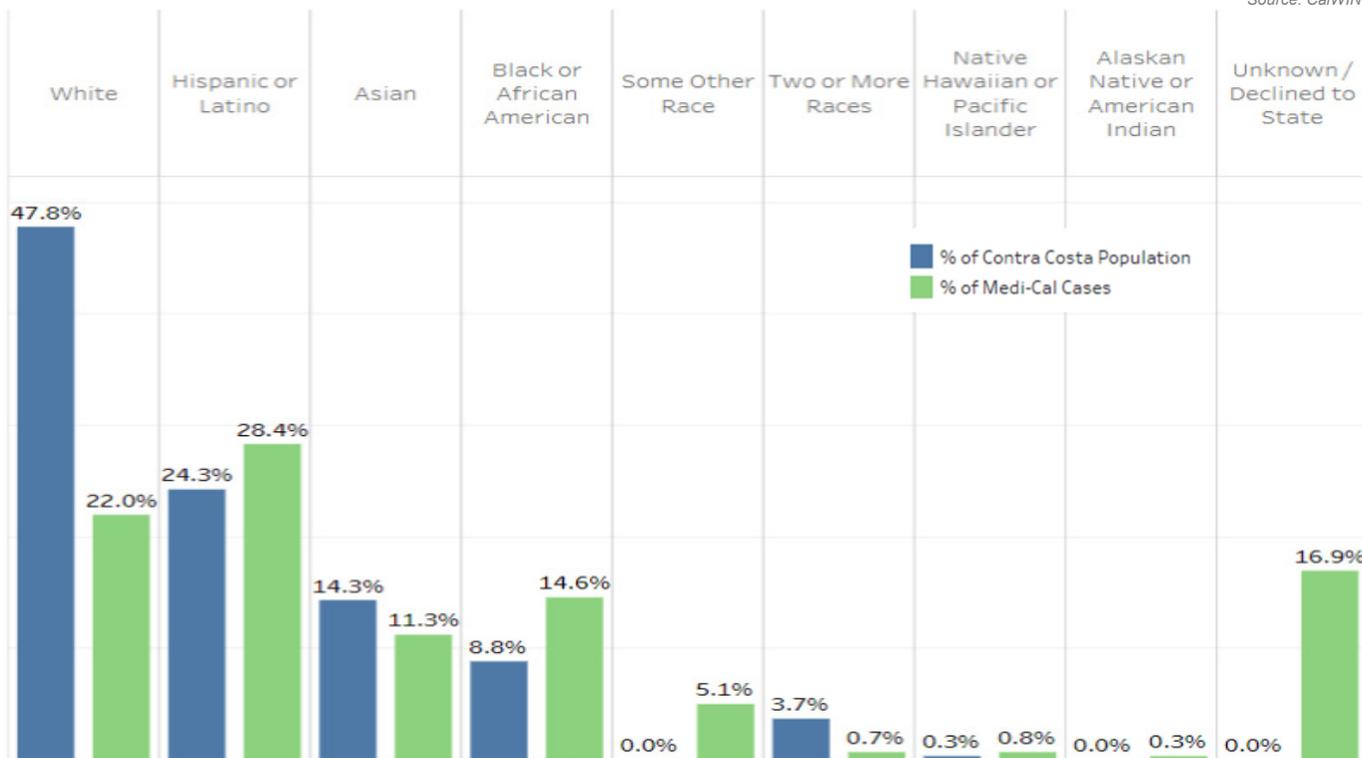


Almost 25 Percent of Contra Costa Residents receive Medi-Cal benefits even in non-crisis periods.

Medi-Cal (California's name for Medicaid) provides a core set of health benefits, including doctor visits and hospital care. Medi-Cal enrollment has increased during the COVID-19 pandemic, but many eligible community members were already enrolled in the program. Applications may increase in the future, as COBRA benefits phase out.

Contra Costa County Population and Medi-Cal Cases by Race/Ethnicity

Source: CalWIN

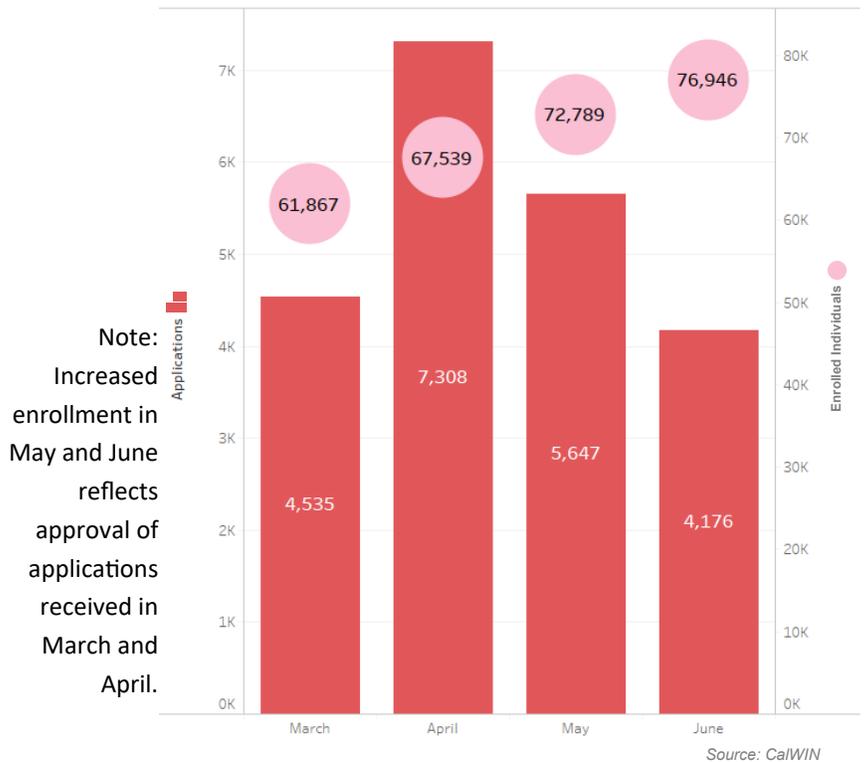


Medi-cal data is based on 132,956 active cases in Contra Costa County as of August 20, 2020. Source for Contra Costa County data: 2017 American Community Survey, Census Bureau; and CalWIN. NOTE: "Hispanic or Latino" is counted as a race category in this data set.



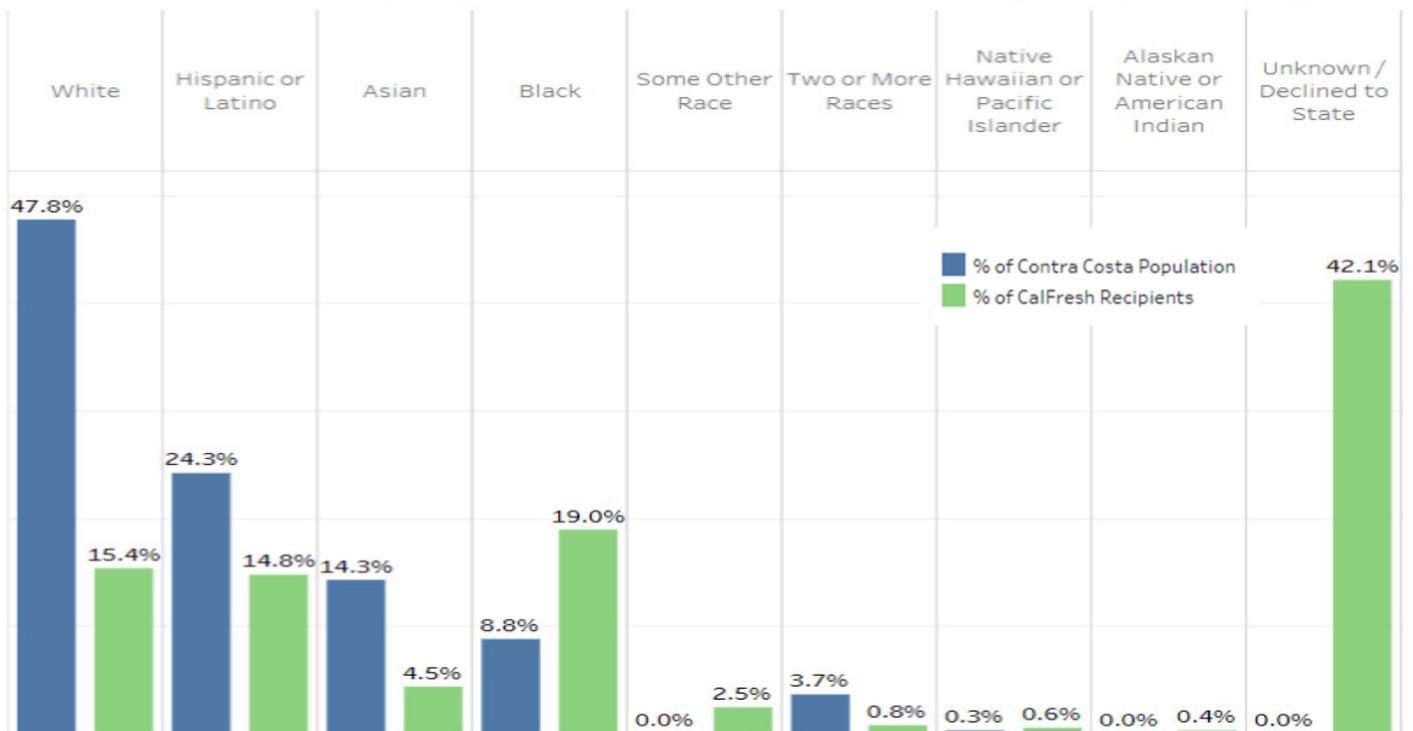
CalFresh (California's name for the federal Supplemental Nutrition Assistance Program/SNAP) provides supplementary assistance for food budgets. Certain households with extenuating circumstances may be eligible for an expedited benefits determination.

CalFresh: Comparison of Enrolled Individuals and Applications March to June 2020



Source: CalWIN

Contra Costa County Population and CalFresh Cases by Race/Ethnicity



CalFresh data is based on 41,737 active cases in Contra Costa County as of August 20, 2020. Source for Contra Costa County data: 2017 American Community Survey, Census Bureau; and CalWIN. NOTE: "Hispanic or Latino" is counted as a race category in this data set.



Emergency CalFresh Benefits

	Number of Households Receiving Benefit	Total Emergency CalFresh Dollars Issued
March	23,539	\$3,921,141
April	24,118	\$4,128,767
May	24,261	\$4,151,376
June	24,265	\$4,207,562
July	23,655	\$4,079,884

California has been approved to provide emergency allotments to eligible households. Emergency allotments will raise each household's regular monthly CalFresh allotment to the maximum allowable benefits based on their CalFresh household size. CalFresh households already receiving the maximum allowable allotment based on household size are not eligible to receive an emergency allotment of CalFresh benefits.

Update on Emergency CalFresh Benefits:

California has requested and been approved to issue CalFresh emergency allotments for the month of August 2020. August emergency allotments will have a client availability date of Saturday, September 12, 2020.

Note: Numbers are updated per usual course of business and may not mirror previous reports.

Food Insecurity

Voluntary Organizations Active in Disasters (VOAD), Seneca, Contra Costa Crisis Center, Contra Costa Food Bank, White Pony Express, Contra Costa Employment & Human Services, and Contra Costa Health Services joined forces to create the **Food and Nutrition Task Force** in response to increased food insecurity caused by COVID-19.

Working collaboratively with The Food Bank of Contra Costa and Solano, White Pony Express, and Seneca Family of Agencies, VOAD developed a food delivery project, which continues to provide food boxes to individuals and families in all regions of the county, with hundreds of households benefiting from the service.

VOAD and Health Housing and Homeless Services coordinated a project to assemble **630 2-Day Meal Kits** to be delivered to the homeless.

Food Insecurity

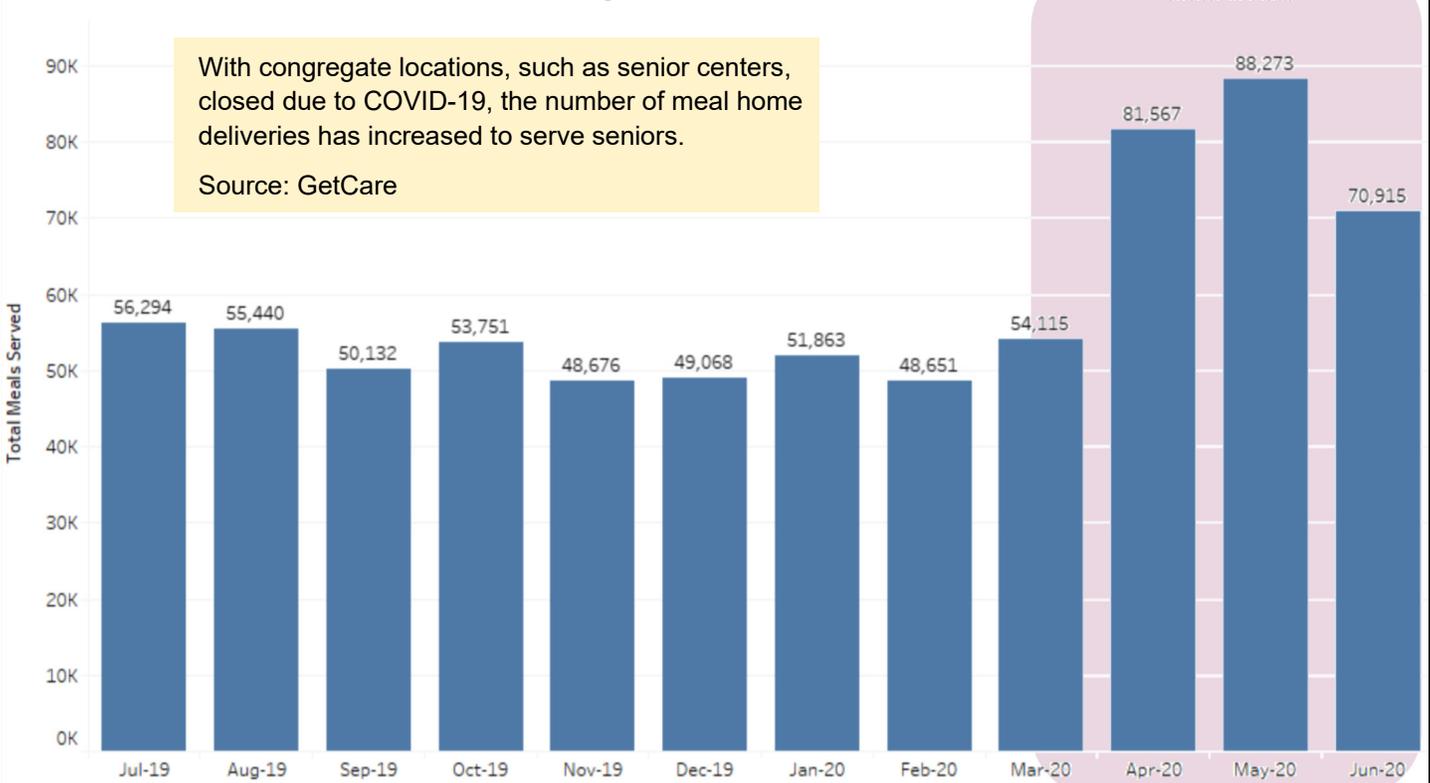
Great Plates Restaurant Meals Program

Great Plates Delivered is a State meal delivery service for California's older adults that has two purposes: (1) help seniors and other adults at high risk from COVID-19 to stay home and stay healthy by delivering three nutritious meals a day, and (2) provide essential economic stimulus to local businesses struggling to stay afloat during the COVID-19 crisis. Contra Costa opted into this program.

Three local restaurants have been contracted to prepare and deliver **three meals a day** to program participants. The program is currently serving **195 older adults a day** and has provided **46,675 meals** to date.

Senior Nutrition Program

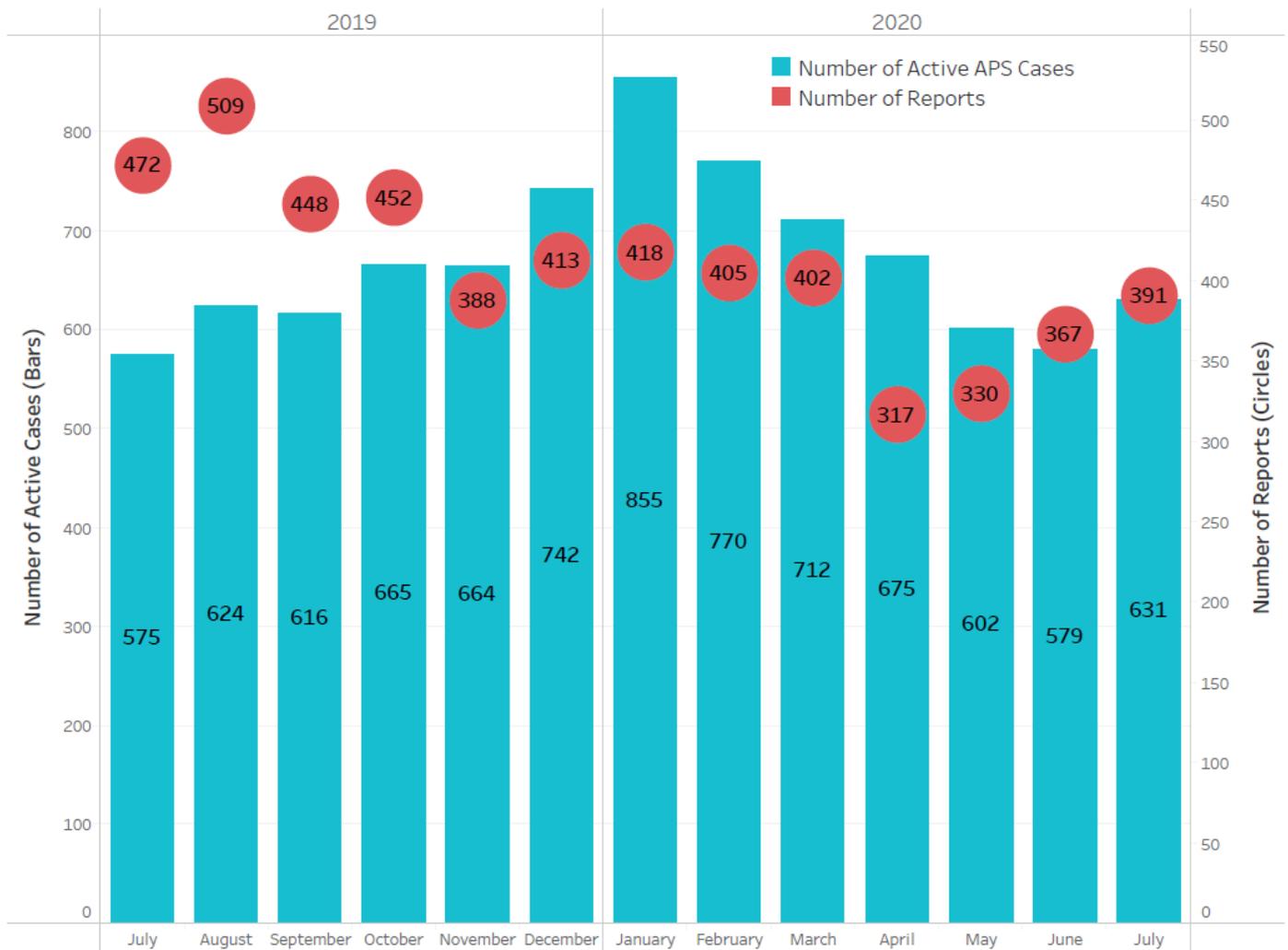
Total Meals Served by the Senior Nutrition Program,
July 2019 - June 2020



Aging & Adult Services

Our Adult Protective Services (APS) 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. Following the Shelter-in-Place order in March, the number of APS reports dropped to a low point in April 2020. Since then, the number of reports per month have steadily increased. The number of active APS cases increased in July 2020 following a low point in June 2020.

APS: Number of Reports and Active Cases

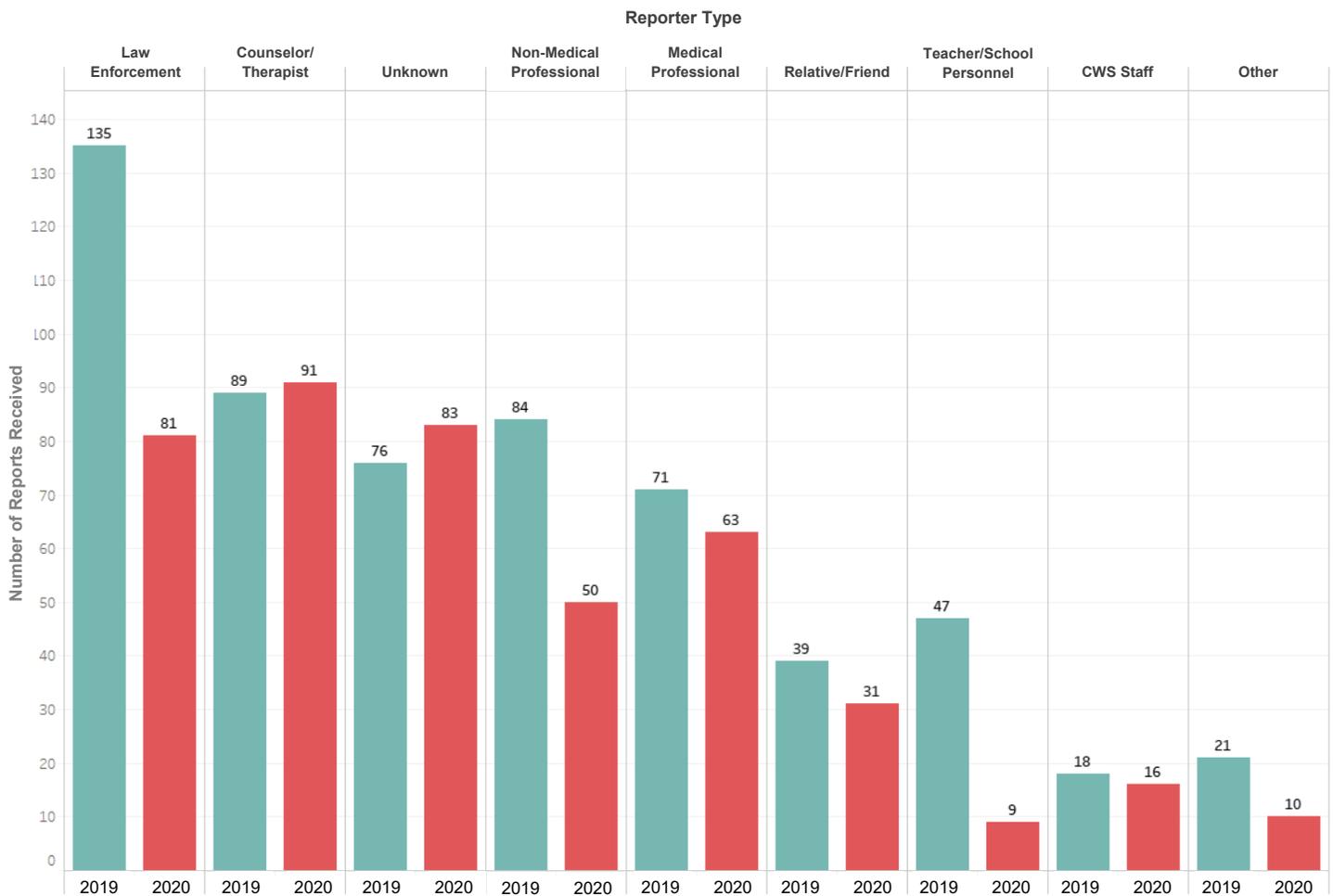


Source: Contra Costa County Aging and Adult Services

Children & Family Services

We continue to respond and support efforts to protect vulnerable children when receiving referrals of suspected child maltreatment. During the month of June 2020, **1,038 calls** were made to our County Child Abuse Hotline unit. Calls are received from individuals, some who are mandated to report child abuse, and others who are not mandated, but call to express their concern about a child. Not all of the calls result in an investigation, some calls are for consultation purposes or to receive information or guidance. It is helpful to know where many of these calls originate from so that we can understand where children are being seen and supported. The chart below compares the reporter type for referrals in June 2020 to June 2019. As in-person activities resume and schools sessions begin in various forums, it is anticipated that referrals will increase due to increased interactions with children.

Referrals by Reporter Type, June 2019 and June 2020 Comparison



Community Services Bureau

Employment & Human Services Department (EHSD) collaborated with [CocoKids](#), [CCC Office of Education](#), [First 5 Contra Costa](#), [Local Planning Council](#), and [Contra Costa Health Services](#) to implement the **Emergency Child Care Program**, offering support for all essential workers serving our community's needs during the COVID-19 health crisis.

COVID-19 Emergency Child Care Response

March 17 - June 5, 2020

Child Care is an essential service for essential workers.

872

Requests made to CocoKids for emergency child care (before and after vouchers became available)

405

Essential worker families issued state-funded emergency child care subsidies

565

Children of essential workers participating in the Emergency Child Care Program through [CocoKids](#) and EHSD [Community Services Bureau](#)

243 (69%) of the 355 CocoKids Child Care Centers are open at *half* of their capacities as of June 5, 2020
Each 🏠 = 71 Child Care Centers.



36% of Existing Child Care Centers and 76% of Family Child Care Providers **did not close** during Shelter-in-Place.

[Click here to read the full report](#)

Community Services Bureau Supports Children and Families While Building Toward Re-Opening Head Start Sites



Community Service Bureau (CSB) operated Emergency Childcare for essential workers, serving **40 children for over 11 weeks**. An additional **218 children of essential workers** were placed in community childcare with State-funded childcare vouchers. For over **1000 enrolled children and families** Distance Learning opportunities were provided during the 3 ½ months the centers were closed and CSB provided much needed diapers, wipes and infant formula to enrolled families weekly for the duration of the shelter in place.

100%
256
28

of Early Head Start and Head Start families are receiving services either in-class or by distance learning including daily activities, “grab & go” activity packets and video learning sessions.

Average calls a day are made to families by family support staff on a variety of issues based on their needs and interest.

Families per week supplied with diapers, wipes and infant formula.



Head Start teaching staff connect regularly with children and families enrolled in distance learning to maintain a classroom connection. In addition, Head Start and Early Head Start program adaptations are taking place to engage families virtually to ensure this essential cornerstone remains strong. An expanded use of social media, including a CSB YouTube channel for information sharing and extending the classroom experience such as circle-time, stories, and fun learning activities has also been launched.