

Headlines

**Mr. Wonderful
George Carter,
Leading with
Kindness**

***The
I Walk Challenge
is Back!***

Get ready for the



**HALLOWEEN
PET PARADE**

**Customer Service Champ
Byron Devera**

EHSD Helps Narrow the Digital Divide Affordable Internet Access

By Policy & Planning and Community Relations

Contra Costa County supports digital equity for all which means ensuring that everyone has access to affordable home internet and computers so individuals and families can stay connected. This goal is especially important in light of COVID-19 when many students are in stay-at-home/remote learning modes. Also, telemedicine is replacing medical office visits, job seekers must apply for work online, and employees are often working from their homes.

Under these circumstances, low-income community members are at a significant digital disadvantage in sustaining critical elements in life. Fortunately, a number of internet service providers and equipment distributors are offering special promotions to support people who might not have adequate digital access.

EHSD is partnering with the California Emerging Technology Fund (CETF) to distribute information about affordable internet and equipment offers for low-income Contra Costa residents. We have texted 35,000 Medi-Cal, CalFresh and CalWORKs recipients (only those who opted in to receive texts) with links to an EHSD flier ([English](#)) ([Spanish](#)) that describes the program. By filling in a zip code and checking boxes with eligibility criteria, people can



EHSD is getting the word out about affordable internet and computer offers through social media, customer texts, a web page, partner emails and more.

view the discount options that may be available to them.

We also have a [Get Connected, Contra Costa page](#) with more information on [EHSD.org](#). We are further promoting through our social channels, traditional media, and our partners. You can forward the flier and webpage links to individuals and organizations that you believe may benefit from discounted digital access.

Governor Newsom recently signed an [Executive Order](#) aimed at accelerating improved connectivity around the state, particularly within the context of COVID-19. As developments unfold, EHSD will continue to pursue partnership opportunities that focus on enhancing digital equity and access for every individual and family in our community.

Stay Vigilant to Prevent Cyber Crime

By Dave Eisenlohr, Information Systems Manager

October is National Cyber Security Awareness Month (NCSAM) and has been observed since its inception in 2004. Sponsored by the National Cyber Security Division (NCSD) within the Department of Homeland Security and the National Cyber Security Alliance (NCSA, a non-profit organization), National Cyber Security Awareness Month encourages vigilance and protection by all computer users. Cyber threats pose one of the gravest national security dangers the United States faces, according to the NCSA.

EHSD encourages you to be vigilant both at work and at home. Cybercrime continues to grow rapidly around the world. Annual cost to the global economy is estimated to reach \$6 trillion this year and more than one in two local governments will be a victim of Ransomware, according to cybersecurityventures.com. In the past year, our department saw two minor incidents and the county two major incidents.

Associated with Security Awareness, we are continuing our annual education program to improve. During the year, we will also publish invitations to optional brief online security training, such as one to help protect you during the upcoming holiday shopping season.

TEST YOUR CYBER VIGILANCE

The number one thing each of us can do before clicking on a link is to hover our mouse over the link. Of the three links below, one is valid and actually works. The other two are fake.

- Click here for a [report on your vacation balance](#)
- Click here for a list of [open hair salons](#)
- Click here for a link to [request a vote by mail](#) in Contra Costa

Remember that all the technology (existing and future) cannot prevent human error.

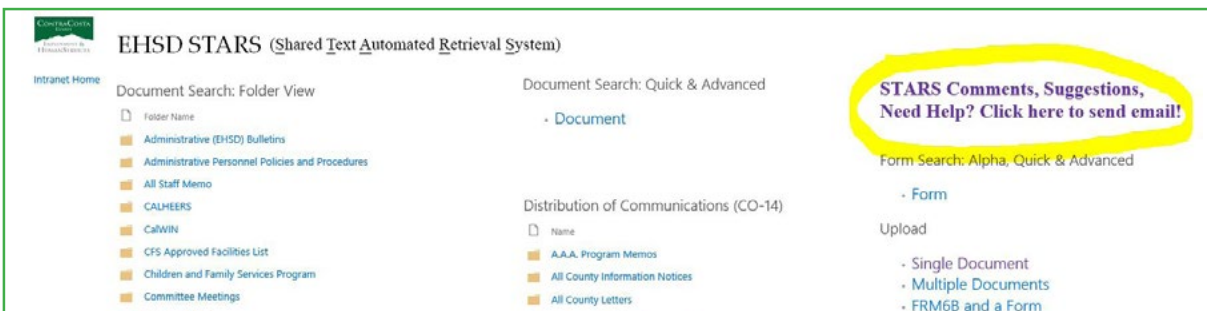
SECURITY is nothing without **U!**

Oh My STARS

By Tish Gallegos, Community/Media Relations Manager

The **S**hared **T**ext **A**utomated **R**etrieval **S**ystem – or STARS – Help Link has made communication easier. You can now click the intranet link on the STARS home page to quickly email your comments, questions or concerns. The STARS administrators will respond within four hours of receiving your email.

For immediate attention, you may call the Tech Help Desk at 1-7200.



Local Election Preview on Contra Costa Television

By Tish Gallegos, Community/Media Relations Manager

If you vote in Contra Costa County, you can watch the “Election Preview” to learn more about local candidates and issues before you cast your ballots. Moderators include Bob Butler, KCBS reporter; John Petullo, retired educator; Claudine Wong, KTVU reporter; and our own **Alan Wang**, EHSD’s Media Specialist.

According to Board Chair, Supervisor Candace Andersen, “Election Preview offers an important, non-partisan discussion for our local elections. We encourage

you to tune in, learn more about the candidates and issues, and make your voices heard by voting.”

Contra Costa County Elections Division partnered with the County’s Office of Communications & Media, the League of Women Voters of Diablo Valley, and the League of Women Voters of West Contra Costa to produce the forums.

County Clerk-Recorder Debi Cooper noted, “To keep the public, our employees and volunteers safe during this pandemic, we are

promoting voting early and by mail. We will have multiple ways for you to drop off your ballot or vote in person, including early voting sites beginning October 30th. Locations of early voting and drop off sites can be found on the Elections

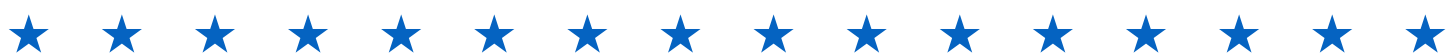
NATIONAL VOTER REGISTRATION ACT

Remember, when anyone 18 years or older applies for EHSD programs and services, federal law requires that we offer them the opportunity to register to vote. This is a mandate of the **National Voter Registration Act**. The customer’s decision to register is confidential, and does not affect eligibility or benefits. EHSD customers can complete the California Voter Registration Form and return it to: **Contra Costa County Elections Division, 555 Escobar Street – P.O. Box 271, Martinez, CA 94553. Call (925) 335-7800 for more information.** Customers can also return the form to EHSD, in which case EHSD will forward it to County Elections.



Alan Wang moderated five of the County Election Forums that you can now view on Contra Costa Television (CCTV): Comcast Channel 27, Wave Channel 32, and AT&T U-verse Channel 99. The television broadcast schedule is at www.contracosta.ca.gov/7626, and you can also watch the videos on the CCTV YouTube channel at <https://www.youtube.com/contracostatelevision>. Antioch District 3: https://youtu.be/45s_r04enaY Town of Danville, Council Member: https://youtu.be/51_YVeNqmq8 Oakley City Council: <https://youtu.be/DTLL4fUw4QE> San Pablo City Council: <https://youtu.be/fuoz6SYGQTA>

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Local Election Preview on Contra Costa Television

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Division website at www.cocovote.us or in your Voter Information Guide.”

All registered Contra Costa voters will receive a Vote by Mail Ballot for the November 3rd Election. The deadline for voter registration is October 19, 2020. You can register or check your registration at registertovote.ca.gov. Voters can sign up for ballot tracking at www.wheresmyballot.sos.ca.gov.

The Contra Costa County Library will also present four virtual Candidate Forums before the November 3, 2020 Election. The forums scheduled to date are for Mt. Diablo Unified School District Area 3, Brentwood Union School District, and Liberty Union School District. You can view the forums on the [Library Facebook page](#), [Library YouTube channel](#), and contracostatv.org.

For more information about Election Preview programming, visit the County website at www.contracosta.ca.gov/7097. The Election Preview videos will be available on the [CCTV YouTube channel](#).



The Elections Office installed two secure ballot boxes at EHSD buildings: 40 Douglas Drive in Martinez and 1305 Macdonald in Richmond.



EHSD Webinar

On the afternoon of September 30th, more than 500 staff members asked questions, offered feedback, and heard the latest EHSD updates from the Executive Team during an afternoon webinar. The virtual opportunity also featured guest presenter Dr. Sofé Mekuria of Contra Costa Health Services (CCHS) who provided County information regarding COVID-19, and Staff Development’s **Iliana Choate** who gave an Equity and Inclusion Core Team update. If you missed the webinar, or want to see it again, you can find a recording of it on the SMART home page.



CLICK on the image to go to the SMART Staff Development page where you can find the EHSD Webinar. Under “Executive Team,” you will see the September 30th webinar in four parts.

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

Thank you to all who participated in this live EHSD virtual event.

Thoughtful Leadership

How George Carter Cultivates Leaders and Spreads His Knowledge with Kindness

By Alan Wang, Community Relations Media Specialist

It's hard not to feel welcome and loved when you meet **George Carter**. The veteran Workforce Services Specialist has a way of greeting people with a million-dollar smile and a compliment that will make your day. But behind that warm smile is the Workforce Services Specialist and Manager of the Contra Costa WORKS (CCWORKS) Subsidized Employment program who is known as a strategic and innovative thinker with connections beyond the county lines.

"He was known in Solano County and Alameda County," says **Michelle Graham** who came from Solano County to work for Contra Costa County EHSD as an Employment Placement Counselor.

"I was so excited to find out George was going to be my Supervisor. He's humble. He thinks about what he says before he says it. He's mindful of the choices that he makes and when he makes a decision it's on point, well contemplated and well thought out."

"I also find morale to be extremely important," says George. "I've been in different environments and where ever morale was high, collaboration was high,

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Thoughtful Leadership — How George Carter Cultivates Leaders and Spreads His Knowledge with Kindness

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George Carter celebrates the promotion of another staff member. (L to R) Michelle Graham, KaSandra Knox, Rene Tucker, Kathy Young, Marilyn Acasio, George Carter.



CLICK on the play button and watch more about George Carter.

and productivity was high. For me, it really is about giving that positive energy. You get what you give. You can really tell a lot about a society by how they treat those who serve those in need. So in my case, how do I treat my staff who are serving those in need?"

George gives a lot of credit to his grandfather who was a strict WWII Army veteran who taught him the value of work. George also served in the Army as part of an M1 tank crew, and came out to work as a Resource Officer for the Antioch Police Department.

To hear more from George Carter and his peers, **CLICK on the play button** (above) and watch his video story.



Cycling and traveling helps give George the positive energy he shares with everyone he meets.

CSB's Innovative Approach to Pandemic, Mindful Mondays & Wellness Wednesdays

By Christina Reich, Division Manager

Recognizing that issues affecting employee wellness are exacerbated in a pandemic, CSB's wellness program needed a little boost to augment our program. To this end, the Wellness Team put together a new system of messaging all CSB employees on Mondays and Wednesdays to help them practice self-care and get through the workweek in good shape. Mindful Mondays and Wellness Wednesdays were born! On Mondays, our Staff Development guru, **Monica DeVera**, creates a motivational message centered on mindfulness that look like this:

Happy Mindful Monday CSB!

Do you sometimes find it difficult to clearly and healthily express how you feel so that the other person understands? We found that this simple model (below center) is so helpful that we wanted to share it. I know this can feel awkward because it requires you to be vulnerable. But that's why it takes courage to ask for what we need so we can be emotionally and mentally healthy, and not grow in resentment, frustration and hurt. Sending you positive vibes for the start of your week! :)

*Thank you kindly,
Monica De Vera, ASA III*

On Wednesdays, our Disabilities and Mental Health Manager, **Michelle Mankewich**, sends out a message about wellness that look like this:

Happy Wednesday,



CLICK on the play button for a Disney Song Parody

A smile on your face and laughter in your heart is one of the best ways to uplift your spirits. I hope this short video helps make you smile and giggle a little, as we recall all the time we have heard children sing these Disney songs or pretend to play the characters.

*Stay safe, be healthy,
Michelle Mankewich*

Soften Your Start-Up FORMULA

"I feel [your feeling]"

- left out
- hurt
- jealous
- lonely
- etc.

"When [the specific behavior, not a pattern of behavior]"

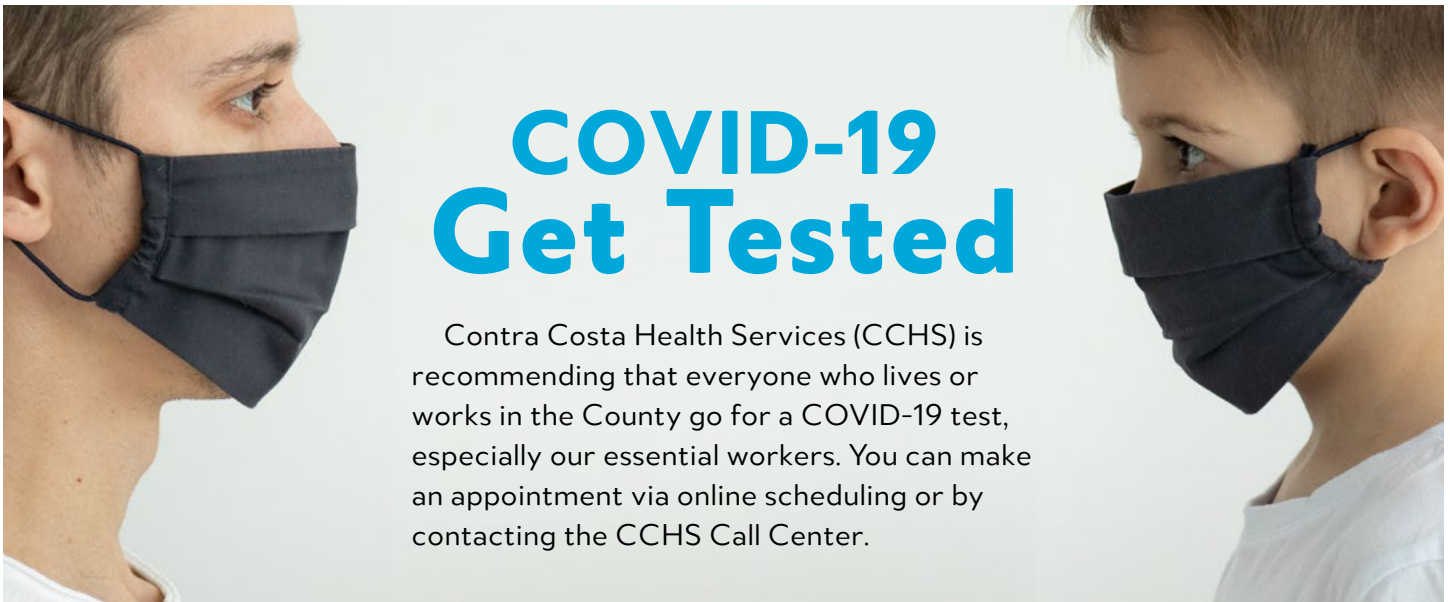
- I'm not invited to virtual happy hours with your friends
- you don't read the articles I send you
- we don't have dinner together

"And I need [state the positive need]."

- to know what your preferred evening schedule looks like and how I can be a part of it
- to feel like you're interested in the things I care about
- to spend some quality time together this week

The Gottman Institute

Feedback from staff is exceptional with comments like, "This message came at just the right time for me!" and "This exercise helped me focus on my work so well." Not only are these messages helping our employees at work, but also one employee wrote, "I shared this message with my family and they love it. It really is helping us to appreciate all we have instead of all we are missing out on."



COVID-19 Get Tested

Contra Costa Health Services (CCHS) is recommending that everyone who lives or works in the County go for a COVID-19 test, especially our essential workers. You can make an appointment via online scheduling or by contacting the CCHS Call Center.

- Get a fast, convenient COVID-19 test at no cost to you*
- Appointment required, available 7 days a week
- Testing available for everyone, even if you don't feel sick
- Drive-through and walk-in appointments throughout the county

**Testing will be no cost to you and will be billed through your health insurance or free if you do not have coverage.*

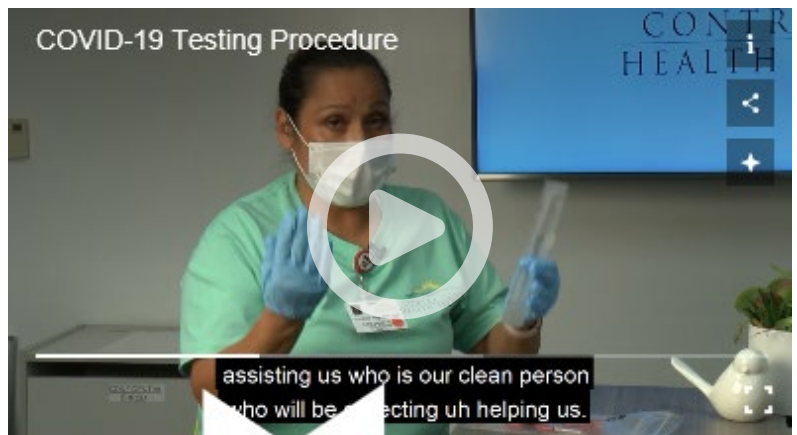
How to make an appointment:

- Get Tested website: <https://www.coronavirus.cchealth.org/get-tested>
- Call Center **1 (844) 421-0804** (8 a.m. to 3:30 p.m., 7 days a week)

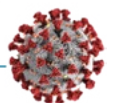
The more people who are tested, the more our health professionals can learn about the spread of the virus. A high rate of negative tests may also help move the County toward a broader reopening.

Visit the above website to schedule online, or call for an appointment. The Richmond site also has drop-in availability with no appointment required.

Be sure to share CCHS information about COVID testing with customers, family and friends.



CLICK on the play button above to watch how COVID-19 testing works. or go to <https://www.coronavirus.cchealth.org/video-updates> and look for the "COVID-19 Testing Procedure" video.



Free Flu Shots!

Getting vaccinated is more important than ever this flu season. Vaccinations will help keep hospitals from being overwhelmed by flu patients while they also care for those with COVID-19.

- No appointment needed
- Vaccinations available to everyone age 6 months or older
- All are welcome, regardless of insurance or immigration status
- No ID or Social Security number required
- Flu shots are not included in a public charge assessment
- Please wear face coverings



**GET YOUR
FLU SHOT!**

Monday, October 5, 2020

11 a.m. – 3 p.m.

Old River Elementary School
31 Learning Lane, Brentwood

Thursday, October 8, 2020

11 a.m. – 3 p.m.

Shields Reid Community Center
1410 Kelsey St., Richmond

Monday, October 12, 2020

11 a.m. – 3 p.m.

Park Middle School
1 Spartan Way, Antioch
Drive-through

Wednesday, October 14, 2020

9 a.m. – 12 p.m.

Monument Crisis Center
1990 Market St., Concord

Sunday, October 18, 2020

12 p.m. – 4 p.m.

Tibetan Association of
Northern California
5200 Dalai Lama Ave., Richmond

Saturday, October 24, 2020

10 a.m. – 2 p.m.

Loma Vista Adult Center
1266 San Carlos Ave., Concord
Drive-through

Friday, October 30, 2020

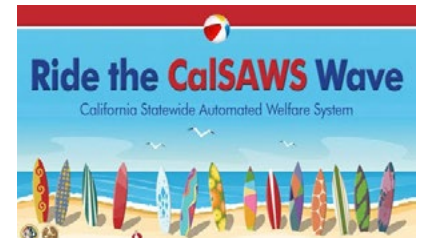
1 p.m. – 4 p.m.

Alcosta Senior Center
9300 Alcosta Blvd., San Ramon
Drive-through



For more information call (925) 313-6767 or visit <https://cchealth.org/flu/>

CalSAWS Update: New Go Live Date



By Tish Gallegos, Community/Media Relations Manager

Since the last *Headlines* article about a delay in the CalSAWS rollout ran in February, a lot has transpired. Despite now finding ourselves in a different environment as we deal with the COVID-19 pandemic, the work toward implementing CalSAWS, the new single eligibility system for all California counties, has moved forward steadily.

CalWIN is the current system that supports EHSD's key programs, and is used in 17 counties in addition to Contra Costa. CalSAWS will bring together all 58 California counties to build one automated, integrated eligibility and case management system that supports key public assistance programs on a cloud-hosted architecture.

Contra Costa County has shifted its CalSAWS conversion and "go live" to October 2022. This earlier point on the timeline is due to a strategic decision by EHSD's CalSAWS Executive Steering Committee (EOC) to ensure that Contra Costa is at the forefront of providing input and influencing adjustments as the state establishes the new system. Contra Costa is in Wave 1 of the implementation, when previously it was part of Wave 5. Full implementation for all counties will happen in October 2023, with final acceptance by March 2024.

Given that Contra Costa is at the two-year mark before its CalSAWS go-live date, the EOC's goal is to prepare staff members. Several activities and workgroups are well underway with many EHSD

staff already involved in requirements gathering, feasibility/analysis, design, development, testing, training and much more. Most of the current work focus is on conversion of ancillary systems such as Imaging, Task Management, Collections, Contact Center, Fraud and QA/QC. CalSAWS will have an organizational change management vendor on board in December 2020 to prepare a work plan for the counties.

Data Clean-up work efforts are also underway. As much as possible, data is being corrected by a batch job. As an example, the address longitudes and latitudes were recently corrected in CalWIN. Staff are working on requests from other counties to research and correct cases and Client Index Numbers (CINs) as part of the CIN de-duplication work effort. You will see instructions and more communication as we identify other data that needs correcting.

Of course converting from CalWIN to CalSAWS presents a multi-layered challenge for EHSD and several other counties. EHSD staff members affected and involved in the conversion will be receiving guidance, communication and training as the process unfolds. EHSD's new CalSAWS quarterly bulletin, slated to launch by the end of this year, is just one communication tool that will include brief updates along the way.

In the meantime, it is important for workers to keep case records accurate and up to date in order to eventually help ease into the final stages of conversion. A team of EHSD's leaders and key staff is continuing to work diligently to ensure the transition goes as smoothly as possible.

Supporting Families through Distance Learning

By Nasim Eghlima, CSB Administrative Services Assistant III

Community Services Bureau’s early childhood education programs support children’s development through a variety of individual and group learning experiences. Our teaching practices emphasize nurturing and responsive interactions that enable teachers to build trusting relationships with children and families.

When we had to physically close our centers due to the COVID-19 pandemic, we quickly proceeded to provide distance learning opportunities for our children and families. We ensure that activities that are provided to the children are developmentally appropriate and support the progress of their social emotional skills, language and literacy skills, problem solving skills, math and science skills, and physical health. These virtual learning opportunities are offered daily through various methods to maintain the developmental growth of the children.

We email daily age appropriate activities to families, and share on our social media platforms. We also email monthly calendars with engaging activities to help support children’s learning from home. Our teaching staff make weekly check-in phone calls to all enrolled children and families that involve discussion of and support with a monthly activities calendar; progress and needs for distance learning and family’s overall well-being; and resources and referrals to support services. We also organize grab-and-go drive by’s for families to pick up activity packets for children’s learning and exploration at home.

In addition, we create and post fun and engaging videos on our YouTube channel so children get to see their wonderful teachers on the screen.

Our teaching staff members will soon have group circle time activities via Zoom with their enrolled distance learning children.

All these activities are provided in English and the family’s preferred language just as our program’s in-class learning experiences focus on both English acquisition and development of the child’s home language.

We continuously strive to find diverse ways to support children’s learning and development, and also meet the family’s needs.

Activities posted on Facebook



Contra Costa County Community Services Bureau

Posted by AE Wells

Aug 26 · 🌐

⋮

Help your child learn about light with this fun activity! Talk with them about where light comes from and look for different kinds of light around your home. Explain that outside in the day, light comes from the sun. At night, the sun goes down and we use electricity and light bulbs to bring light into our home. 💡☀️ #lettherebelight



YOUTUBE.COM
Good Day, Good Night~ Margaret Wise Brown~ Read Along With Me Story Time

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HALLOWEEN VIRTUAL PET PARADE

Time for some Halloween fun with our furry friends! EHSD will hold its first-ever Halloween Virtual Pet Parade and Contest on Friday, October 30th. Does your dog or cat don a costume for the holiday? Maybe you have a special way of decorating your bird, hamster or iguana's living space? Or perhaps you like to dress up your pig, horse, or goat in a fun disguise? Celebrate Halloween by showing off your domesticated creature in costume for EHSD's special virtual event. The rules are simple: create a one-minute video and/or snap up to five photos of your costumed pet. Email your video link and jpeg photos (as attachments) to EventsCommittee@ehsd.cccounty.us. We will display them and announce the virtual pet parade winner(s) during a special EHSD Halloween webinar on Friday, October 30th (more details soon).



Just a couple ideas for inspiration.



Monday, October 19th – First day entries will be accepted

Wednesday, October 28th – Deadline to receive all entries

Friday, October 30th – EHSD Halloween Virtual Pet Parade and Contest Live Webinar

Supporting Families through Distance Learning

Continued from previous page

Activities posted on Facebook

Contra Costa County Community Services Bureau
Posted by AE Wells
6h · 🌐

Please join Ms. Eleonor from Marsh Creek for some volcano fun! 🌋🌋🌋🌋 #ScienceFriday

YOUTUBE.COM
Volcano Eruption- Science Experiment with Ms. Eleonor

👍 5

👍 Like 💬 Comment ➦ Share

Contra Costa County Community Services Bureau
Posted by AE Wells
Aug 28 · 🌐

Friday is a day for fun so let's sing and dance with GMC teachers! 🎵🎵🎵🎵 #singalong

YOUTUBE.COM
There was a Crocodile
Join the Infant/Toddler Teachers of George Miller Concord...

👍 16

👍 Like 💬 Comment ➦ Share

Using Lethality Assessment to Recognize High-Risk DV Cases

By Alex Madsen, Alliance to End Abuse

The reality of domestic violence homicide is grim and the numbers are staggering, yet it *is* predictable and preventable. Research shows that as the frequency of violence and assault increases, so does the victim's chance of being murdered. The key to reducing domestic violence homicides involves law enforcement and service providers identifying and responding to victims who are high risk.

Domestic Violence Homicide

- One in every four women will experience intimate partner violence (IPV) in her lifetime.
- Intimate partner homicides make up 40 to 50 percent of all murders of women in the United States.
- Domestic violence homicide is the leading cause of death for African-American women aged 15 to 45.
- Domestic violence homicide is the seventh leading cause of premature death for U.S. women overall.
- In 70 to 80 percent of heterosexual intimate partner homicides, no matter which partner was killed, the man physically abused the woman before the murder.

Lethality and risk assessments were first developed and tested in the 1980s, and make it possible to reduce the number of domestic

violence-related fatalities and increase access to services (like shelter) for people who have experienced domestic violence. The assessments can help identify people who may cause serious harm, and manage risks posed to victims by 1) increasing awareness of risk for law enforcement officers and providers; 2) increasing awareness of risk for victims and the likelihood of victims engaging in formal services; 3) prompting professionals to look more closely at domestic violence cases and; 4) creating shared language among providers and professionals.

Examples of high-risk factors for fatal violence include: being threatened or assaulted with a gun or other weapon (those who were threatened or assaulted with a weapon were 20 times more likely than other individuals to be murdered); a partner attempting in the past to strangle, choke, or threaten to kill the victim; keeping a gun in the house; exhibiting extreme jealousy and/or forcing sex.

What is the Lethality Assessment Protocol (LAP) program?

The Department of Justice, through the Office on Violence Against Women, launched the Domestic Violence Homicide Prevention Initiative (DVHPI) in 2014 to assist local sites nationwide in reducing domestic violence homicides through prevention models. Contra Costa County's

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Using Lethality Assessment to Recognize High-Risk DV Cases

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Alliance to End Abuse and its project partners were selected as one of four sites nationally to pilot the Lethality Assessment Protocol (LAP).

Contra Costa County is now in phase two of this collaborative effort between several local law enforcement agencies and domestic violence services. Officers responding to a domestic violence incident conduct an 11-question Lethality Screen with the victim. Additionally, the local Domestic Violence Service Provider (STAND! For Families Free of Violence) also administers the Lethality Screen over the phone or in-person.

The LAP partners work together to reduce danger and domestic violence-related fatalities, educate victims, and enhance proactive intervention and coordination between law enforcement and service providers. Over the last few years of implementation, partners have learned important lessons related to identifying and linking domestic violence victims to services from

their first point of contact with law enforcement agencies, and increasing systems-level capacity to identify, refer, and link them to related-services.

What's Next

The Contra Costa Alliance to End Abuse has made significant advancements in addressing personal violence in our community. With recent law changes such as SB 1331 (training for law enforcement on domestic violence lethality), the Alliance and its partners are excited to champion, support and promote risk assessment, like the LAP, in a way that provides consistency, predictability and dignity for victims across the County.

We look forward to standardizing risk assessment Countywide, focusing on violence prevention efforts and supporting trauma informed response. In early 2021, we hope to expand the LAP program to more law enforcement jurisdictions in Contra Costa.



October 15, 2020, 10:15 AM PDT The Great California ShakeOut

This means that wherever you are at that time you should *Drop, Cover and Hold On* and stay in that position for at least 60 seconds as if there were an actual earthquake.



See Disaster Preparedness Information on page 20

The Magic of Employee Self Service

Submitted by Personnel Services

Reminder: W-4 (Federal) and DE-4 (State) Tax Withholding Forms available through Employee Self Service

As the year begins to wind down, employees are reminded that they have the ability to update W-4 (Federal) and DE-4 (State) tax withholding forms through Employee Self Service at <https://selfservice2.cccounty.us>. The new online withholding forms in PeopleSoft enable Contra Costa County employees to update their federal and state tax withholding status online; using a simple intuitive process, optimizing efficiency, as well as significantly reducing the printing and mailing of paper forms, and data entry by administrators. Employees should login to Employee Self-Service to view the changes and access step by step instructions on how to update tax withholdings.



Open enrollment for the 2021 healthcare plan year is underway!

Open Enrollment is completed online, through our PeopleSoft eBenefits system. Employees can complete their benefits enrollment process from any computer with internet access, including home, work, or other public access computers such as the library. Open Enrollment is available through Employee Self Service (ESS) at: <https://selfservice2.cccounty.us>.



Remember to review your personal data and benefit choices and make updates as needed. Even if you choose not to change your benefit plan, make sure to review all information to ensure it is accurate before the Open Enrollment Period ends.



Your Vote Counts!

ELECTION DAY IS TUESDAY, NOVEMBER 3RD

Learn more about voting in Contra Costa County, visit www.cocovote.us.

Join Contra Costa County's Election Day Team. [Learn more about being a poll worker.](#)



EMPLOYEE ASSISTANCE PROGRAM: Coping with Community Unrest

Submitted by Personnel Services

Magellan Ascend

Tragic events can cause a range of intense physical, emotional and psychological symptoms. People often experience shock and disbelief immediately after the traumatic event and find it difficult to accept the reality of what is happening.

Emotional reactions

When the initial shock subsides, normal emotional responses in the following hours and days.

Physical reactions

Physical reactions are the result of stress hormones flooding the nervous system.

When to get help

The disturbing thoughts, feelings and physical reactions typically become less intense and less

frequent in the days and weeks following the event. 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. It is important to seek help if you think you have symptoms of PTSD.

Help is available. Your program is completely confidential and here to help you and your household members 24/7/365. Read the full article at www.magellanascend.com.

Upcoming Webinar: *How to Thrive This Holiday Season* – October 14

Register for this webinar to:

- Identify why the holidays are more stressful than other times of the year
- Explain coping skills and boundary setting
- List additional resources

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".

Customer Service Champion

This individual is being recognized for going the extra mile by delivering excellent service to our customers. He 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!

Recognizing Byron Devera

By WFS Bureau Policy Team

Byron is a dedicated team player who is always willing to go above and beyond to assist in any way possible. Whether it's doing print and mail for unit members or Medi-Cal Service Center (MCSC) staff working remotely from home, he takes on all tasks and assignments with a smile. Always flexible, Byron is able to pick up the slack on anything needing immediate attention while also keeping on top of his regular daily duties. As an experienced Senior Level Clerk, Byron always makes himself available to peers for guidance or assistance. Recently, Byron was able to advise and teach two less experienced clerical staff on processes, practices and procedures. This was a huge help to the department as it helped to maximize the amount of work being completed. Byron brings a positive attitude to the work place every day and is a pleasure to work with!



Byron Devera is a Senior Level Clerk for Workforce Services at 2600 Stanwell.

Summer Food Drive Success

By Deb Johnson, Experienced Level Clerk, Community Relations

Thank you to everyone who made a donation to the Food Bank of Contra Costa and Solano.

Each dollar goes a long way as it supplies two meals. The need is greater than ever, especially given the economic hardships brought on by COVID-19. They are only compounded by the current fires burning throughout our Golden State.

Thank you to **Lynne McGraw, Donna Van Wert, Danisha Lowe, Patty Lund, Alana Hogan, Verneda Clapp, Kathy Gallagher, Deb Johnson, Megawati Gondonsiswanto, Kelley Curtis, Keith Green, Maria Orozco, Rochelle Fortier, Hang Durniack, Tish Gallegos, Allyson Eggert, Veronica Ramos, Juanita Harden Lee, Debora Bertasi** and our anonymous donors.

The total amount of donations received during our Summer Food Drive was \$1565.45.

In Addition, as of August 27, 2020, The Food Bank of Contra Costa and Solano has received a new donation of \$661.77 thanks to customers shopping at [AmazonSmile.com](https://www.amazon.com/smile) for everyday purchases.

We are planning to hold another EHSD Food Drive before the end of the year. Thank you for your generous support.



Making a Difference

Recently **Shirley Sears**, Executive Secretary at 40 Douglas, intercepted a call from a community member trying to help her 79-year-old friend who has custody of a teenage great-granddaughter with autism. The caller wanted to find out if she could help with grocery shopping using the teen's P-EBT card on the holder's behalf since the great grandmother is not leaving the house due to COVID-19.

Workforce Services Director **Kelley Curtis** asked Medi-Cal & CalFresh Program Analyst **Angela Verarde** to investigate. Angela found out that, according to CDSS, if a P-EBT cardholder permits

the use of the P-EBT card by someone else, s/he can provide the card and PIN number to that individual so that they may assist with shopping. P-EBT benefits are not replaceable by the county or state once used.

The community member was extremely grateful for Shirley, Kelley, and Angela's extra efforts and coordination to find an answer so she could help her family friends. Below is an excerpt from a letter of appreciation she sent to EHSD.



I...called the number on the back of the P-EBT card with no results...

Then, I saw your number and decided to give it a try. Shirley answered the phone and I shared this story. She was very kind and I queried her about whether I could use the P-EBT card. She had to ask you and you called an analyst but found out there were no directives on file about how to handle this situation and the state would need to be contacted.

Angela called me back the next day to let me know I could use the P-EBT card as long as the family shared the pin and also told me the card was irreplaceable.

This problem was not even something you should have had to handle and yet all three of you did it willingly and joyfully. You went above and beyond and it was so appreciated. It was a comfort to (my friend) that I could use the card to help pay for groceries.

You are all heroes in my book!

Thank you so much for making a difference.

When Disaster Strikes

By Alan Wang, Community Relations Media Specialist

EHSD joined the campaign to promote National Preparedness Month (NPM) in September to promote family and community disaster planning now and throughout the year. The 2020 NPM theme is “Disasters Don’t Wait. Make Your Plan Today.”

Make A Plan

Talk to your friends and family about how you will communicate before, during, and after a disaster. Make



[2020 National Preparedness Month PSAs: Disaster at Your Doorstep](#)

sure to update your plan based on the Centers for Disease Control recommendations due to the coronavirus.

Build A Kit

Gather supplies that will last for several days after a disaster for everyone living in your home. Don’t forget to consider the unique needs each person or pet may have in case you have to evacuate quickly. Update your kits and supplies based on recommendations by the Centers for Disease Control.

Prepare for Disasters

Limit the impacts that disasters have on you and your family. Know the risk of disasters in your area and check your insurance coverage. Learn how to make your home stronger in the face of storms and other common hazards and act fast if you receive a local warning or alert.

Teach Youth About Preparedness

Talk to your kids about preparing for emergencies and what to do in case you are separated. Reassure them by providing information about how they can get involved.



The COVID-19 pandemic added more emphasis on the importance of preparing for a disaster. [CLICK](#) play button to view the video.



[Preparing for Disasters during COVID-19](#)



[COVID-19 Safety Public Service](#)



Jump Start for EHSD's *I Walk Challenge*

By Deb Johnson, Community Relations Experienced Level Clerk

In this photo from last year, the Hercules Hillbillies showed their team spirit and energetic stepping to compete in the *I Walk Challenge*.

The *I Walk Challenge* is off to a great start and continues through October 19, 2020. We have 33 teams consisting of 172 individuals committed to counting their daily steps. Being able to create teams and count steps collectively is a wonderful way to show support for each other. The combined effort has its own reward. Something as simple as walking has a much greater impact not only for our physical wellbeing, but also on our psychological health. Knowing that we are not alone even when we are apart.

CONTRA COSTA COUNTY LIBRARY
FAMILY ROCK & READ

JOIN US ON
facebook

Every Friday in October | 3:30 p.m.
Enjoy music and fun while building a learning toolkit to encourage strong reading skills in children birth-9 years old.

Presented by:

CONTRA COSTA COUNTY LIBRARY
Empowering People and Ideas Together
cclib.org

PROJECT SECOND CHANCE
Adult Literacy Program
CONTRA COSTA COUNTY LIBRARY
cclib.org/psc

Virtual Family Activities Available, Plus Free Prizes!

The Contra Costa County Library's ongoing partnership with Bay Area museums and cultural venues looks a little different this year due to the COVID-19 pandemic. So instead, the Library is celebrating Discover & Go Month virtually this October.

This year's celebration includes a variety of online events for all ages, plus a fun trivia quiz with a chance to win prizes, and a partnership with the Food Bank of Contra Costa & Solano to collect food for those in need.

Tuesday, October 8, 10 a.m. - A garden themed story time for kids featuring storyteller, Miss Amy tinyurl.com/CCCLIB-GardenStorytime

Thursday, October 17, 10 a.m. - "Cartooning with Peanuts" Zoom webinar by the Charles M. Schulz Museum for kids tinyurl.com/CCCLIB-CartooningClass

Tuesday, October 20, 6:30 p.m. - Hidden Meanings in Chinese Art: A Presentation by the Asian Art Museum. tinyurl.com/CCCLIB-AsianArt

Tuesday, October 27, 1 p.m. - A Zoom webinar on historic art by the Legion of Honor called "Last Supper in Pompeii: From the Table to the Grave." tinyurl.com/CCCLIB-Art-Pompeii

Saturday, October 31, 10 a.m. - A Zoom webinar by Ruth Bancroft Garden for called "Basic Design Principles - Gardening in Small Space." tinyurl.com/CCCLIB-GardenSmSpaces

Those who participate in the Library's Discover & Go trivia quiz will be automatically entered into a prize drawing. Prizes include a free annual membership to Ruth Bancroft Garden, Oakland Zoo passes, Safeway gift cards, tote bags, t-shirts and more.

Due to the COVID-19 pandemic, the Library is unable to collect food items at the libraries. However, you can donate food in person at the Ruth Bancroft Gardens, at 1552 Bancroft Rd, Walnut Creek, CA 94598: ruthbancroftgarden.org/ or visit the Food Bank of Contra Costa and Solano's website at foodbankccs.org/.

Some other Discover & Go venues are open. As health orders expand, more venues such as the California Academy of Sciences will reopen. Patrons can find out which venues are

currently participating and check for pass availability by logging on to Discover & Go at: cclib.discoverandgo.net.

Discover & Go is a nationally recognized partnership between libraries and museums offering free and low-cost passes for world-class cultural venues to library cardholders from every community and background. The program was created by the Contra Costa County Library in 2011 and libraries across the state and country now participate in or mirror the program.

For more information about the program, email ask@library.cccounty.us or call (800) 984-4636.



Visit [Soul on the Screen 2020](#) to learn more, and to purchase raffle and webinar tickets.

the CHILD ABUSE PREVENTION COUNCIL of CONTRA COSTA COUNTY

presents **Soul on the SCREEN**



A SERIES OF WEBINARS featuring LOCAL ARTISTS

AUTHOR	CHEF	FLORIST
<i>Vanessa Hua</i> 10.8.20	<i>Hugh Groman</i> 11.5.20	<i>Diablo Foods</i> 12.3.20
..... ALL SESSIONS 7:00-8:00pm PST*		

ONLINE RAFFLE WITH EXCITING PRIZES!

including a \$500 Visa gift card

3 FREE RAFFLE TICKETS WITH PURCHASE OF ALL 3 SESSIONS

TICKETS:

\$25

per session

**Recorded for future viewing at your convenience*

ALL PROCEEDS WILL BENEFIT

the CHILD ABUSE PREVENTION COUNCIL of CONTRA COSTA COUNTY

Event Sponsors:



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Ellinwood Wildlife

Photo Credit: Sandy Bustillo, Ellinwood Building Operations Manager



Service Awards & Retirees



SERVICE AWARDS



40 YEARS

Shirley Brunson, Clerical Supervisor, WFS

30 YEARS

Aurelia Quintero, Soc Svc Program Assistant, WFS
Christina Teixeira, Soc Svc Program Assistant, CFS

25 YEARS

Theresa Nash, Clerk-Senior Level, CFS



20 YEARS

Liza Bollas, Social Worker, WFS
Danette Bonner, Soc Svc Program Assistant, WFS
Laura Burris, Soc Svc Staff Dev Specialist, OOD
Mayette Daria, Soc Svc Program Assistant, WFS
Gail Decatur, Social Worker, AAS
Tejinder Kaur, Soc Svc Program Assistant, WFS
Khiet-Vi Long, Social Work Supervisor II, CFS
Maria Oceguera, Translator, CFS
Kimberly Shaw, Social Work Supervisor II, CFS
Danyiel Wallace, Eligibility Worker III, WFS
Fulvia Whitehead, Social Worker, AAS

10 YEARS

Azarmidokht Azarnoosh,
Infant Toddler Teacher-Project, CSB
Lillian Brown-Bonner, Soc Svc Program Assistant, WFS

RETIREEES - AUGUST

Rhea Koss, Associate Teacher-Project, CSB
Chase Lakewood, 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

OCTOBER

- **HEAD START AWARENESS MONTH**
- **NATIONAL DOMESTIC VIOLENCE AWARENESS MONTH**
- **OCTOBER 8-9 – Yom Kippur**
- **OCTOBER 12 – Indigenous Peoples Day / Columbus Day**
- **OCTOBER 15- Great ShakeOut 2020**
- **OCTOBER 16 – National Boss’s Day**
- **OCTOBER 28 – Last day to enter Virtual Pet Costume Parade**
- **OCTOBER 30 – Virtual Pet Costume Parade**
- **OCTOBER 30 – Early Voting Sites Open**
- **OCTOBER 31 – Halloween**

NOVEMBER

- **ADOPTION AWARENESS MONTH**
- **NOVEMBER 1 – Holiday Food Fight Kick off (through 12/31)**
- **NOVEMBER 1 – Daylight Saving Time Ends**
- **NOVEMBER 3 – Election Day**
- **NOVEMBER 11 – Veterans Day (Holiday)**
- **NOVEMBER 26 – Thanksgiving Day**
- **NOVEMBER 27 – Day after Thanksgiving**
- **NOVEMBER 30 – Cyber Monday**

Make a change in a child’s life and become a Resource Parent/ Family for a foster child. Contra Costa County has more than 1,000 children who need your help. Join a free virtual orientation during the COVID-19 Health Order. We will update the in-person orientation schedule as restrictions lift.



FREE VIRTUAL ORIENTATIONS

October 15 or 29 • 4 to 6 p.m.
 November 12 or 19 • 4 to 6 p.m.
 December 3 or 17 • 4 to 6 p.m.

For more information about becoming a Resource Parent visit us at www.ehsd.org. To register for a class, please call (925) 602-6960, toll-free at 1 (866) 313-7788, or email ResourceFamilies@ehsd.cccounty.us

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?

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