

# Headlines

**SUBRA-MAN!**

**Subramanian  
Chidambaram  
Powers  
EHSD Toward  
CalSAWS**

**First-ever Virtual  
Years of Service  
Event Honors 223**

**CalSAWS Logo  
Contest Winner!**

**HOW EHSD'S INFORMATION &  
ASSISTANCE TEAM DELIVERS**

CONTRACOSTA  
COUNTY

EMPLOYMENT &  
HUMAN SERVICES



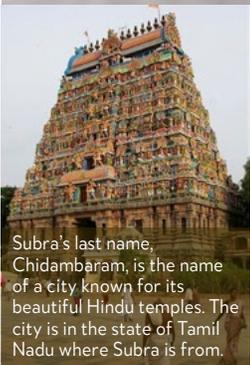
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# SUBRA-MAN! Takes on Monumental CalSAWS Task

By Alan Wang, Community Relations Media Specialist

His workmates may call Subramanian Chidambaram “Subra” for short, but his full name carries a lot of meaning. The EHSD Administrative Information

Systems Programmer says his first name, Subramanian, means “God’s Name” in his native Indian language. His last name, Chidambaram, is the name of a temple city in the state of Tamil Nadu, located in South India, where he is from. “Both names are actually very common in South India,” says Subra.



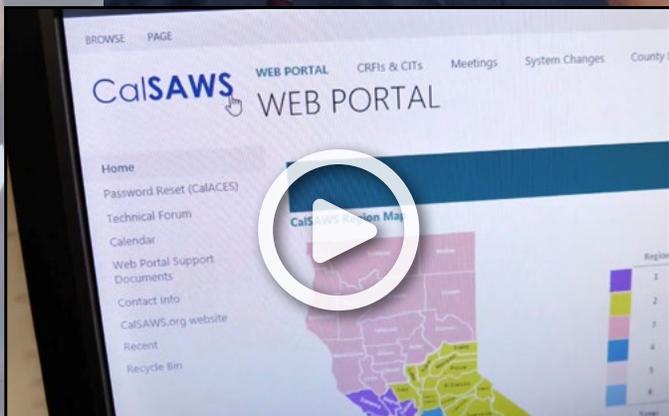
Subra’s last name, Chidambaram, is the name of a city known for its beautiful Hindu temples. The city is in the state of Tamil Nadu where Subra is from.

Subra, however, is taking on the very uncommon task of leading the data conversion and migration of EHSD’s ancillary systems to the new automated welfare system called CalSAWS which will be live in Contra Costa in October 2022.

58 California counties are coming together as one Joint Powers Authority to build the first California Statewide Automated Welfare System (CalSAWS). CalSAWS will combine three existing systems (C-IV, LRS and CalWIN) into one automated eligibility and case management system that supports key public assistance programs on a cloud-hosted base.

“It’s a lot of work and we have a lot of meetings because all of our client and case data from three complex systems has to be seamlessly integrated into one new system,” says Subra.

“Conversion is one of the most important and difficult parts of the CalSAWS project,” says



To watch Subra explain how CalSAWS is going to make your job easier, **CLICK** on the play button.

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# CalSAWS Logo Contest Winner!

By Tish Gallegos, Community Relations Manager

The votes are in and you picked your favorite design for the CalSAWS logo! The contest winner is **Lloyd Amog**, CalWORKs Workforce Services Specialist at Delta Fair in Antioch, who entered the “California & Mt. Diablo” design.



Lloyd said he wasn't even thinking of entering at first. “It's always nice to see something you designed come to life! Fun fact, I even designed the MCSC logo back in the day!”

“I decided to use the State of California image since it represented the surrounding counties, all working as ‘one’ with us,” Lloyd explained about the inspiration for his design. “When I think of Contra Costa County, a reference point has always been Mt. Diablo. We use Mt. Diablo in our county seal and we even use it on our EHSD logo. I wanted it to have the same ‘feel’ as our EHSD

logo theme. It's a logo design that when you see it, you know it's EHSD.”



The winner – Lloyd Amog's California & Mt. Diablo logo will represent CalSAWS in Contra Costa County.

In the narrowed-down selection that EHSD staff voted on, the runners up were **Betty Steggall** for her “California Poppy” design, and **Adam Flores** for his “Shapes” design. A total of ten EHSD staffers put on their creative hats to enter the contest. The other submissions came from EW **Rebecca**

**Hagen** (WFS, Antioch), EW Supervisor **Tammy Gochenouer** (WFS, Antioch), SL Clerk **Dave Tilton** (Admin Services, Martinez), Information Systems Programmer/Analyst IV **Leon Chan** (IT, Pleasant Hill), WFS Specialist **Tomi Smith** (Hercules), Staff Development Specialist **Yves Roi David (Jay)** and Translator **Marisol De Castro** (CFS, Antioch).

EHSD will use Lloyd's winning logo on CalSAWS communication tools for Contra Costa County, including the new *CalSAWS Chronicle*, videos, training materials, *Headlines* articles, the intranet, and more.

Look for the logo debut on the inaugural issue of the *CalSAWS Chronicle* coming out this month. Many thanks to everyone who offered their creative talents by entering, and to all of you who helped make the final selection!

## CalSAWS – What's going on?

### NOW

- Collections System Conversion – Developing process that will send the Collections data to CalSAWS
- Business Process Re-engineering – Working sessions for the As-is/current process
- Imaging Migration – Determining a migration tool/solution to migrate images to CalSAWS
- CalSAWS Logo (Contra Costa) – EHSD staff vote to select

### SOON (February)

- EHSD Workgroup – Kick-off
- CalSAWS Overview Video
- Contact Center – State and Federal Approval of Solution, then kick-off
- Printing Solution – Kick-off
- CalSAWS Chronicle – Inaugural Issue
- Training – Planning Kick-off

## EHSD Volunteers for Vaccine Effort

EHSD staff members from various bureaus are stepping up to help with the County’s COVID-19 effort to vaccinate as many of our residents as possible. Last month, Contra Costa Health Services (CCHS) put out the call for staff to work full time at the vaccination sites or in the call center.

We appreciate those from our department who are supporting this critical effort full time over a four-week period. Clerk-Experienced Level **Adrianna Azevedo** (IHSS/Aging & Adult) and SW **Michael McGloin** (IHSS/Aging & Adult)

are supporting the Vaccine Call Center on Bates Avenue in Concord. SS Program Assistant **Sarah Hankins** (GA/Aging & Adult) and EW II **Quinn Walker** (Medi-Cal/WFS) are helping with on-site registration at Mass Vaccination locations.

<https://www.coronavirus.cchealth.org/vaccine>  
The new CCHS Vaccine Appointment Line is  
**1 (833) VAX-COCO**  
or  
**1-833-829-2626**

The effort to vaccinate large numbers of people as part of the response to this global pandemic is critical and historical. EHSD staff is not administering shots, but is assisting with the clerical aspects involved. Thank you to EHSD’s four volunteers for their willingness to help.



### Stay Diligent!

Continue to protect yourself and others from COVID-19

See pg 16 for reminders

# CalFresh Management Evaluation

By Rebecca Darnell, WFS Deputy Director

Every year, the California Department of Social Services (CDSS) conducts a Management Evaluation (ME) for the CalFresh program in Contra Costa. During this weeklong review, representatives from CDSS visit offices, meet with staff members, observe interviews with customers, make “secret shopper” phone calls and review our Quality Control/Program Integrity processes throughout the County.

The 2020 ME was held in November, as we faced many challenges due to the pandemic. We will share more information about the results soon.

Preparing for the ME involves a lot of hard work. Kudos to all staff members who were involved for their contributions during this evaluation.



*Results are back from the State*  
THANK YOU TO ALL THE STAFF  
ACROSS THE DEPARTMENT THAT  
ASSISTED DURING THE STATE VISIT IN  
NOVEMBER 2020!!

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## Subra-man Takes on Monumental CalSAWS Task

Continued from page 2

**Eileen Olson**, EHSD’s CalWIN Division Manager who is the Lead Manager for CalSAWS. “This past year, Subra has been coordinating with CalSAWS, vendors, staff and various stakeholders to convert our data to the new system. Good conversion means an easier transition and staff will have less problems at go-live. Subra’s technical expertise

complements the other team members’ program and CalWIN knowledge. He’s considerate, a great team player and pleasure to work with.”

When completed, CalSAWS will be the primary system for delivering benefits to more than 13 million Californians.

## Information & Assistance— Going the Extra Mile

By Nhang Luong, Program Coordinator, Information & Assistance

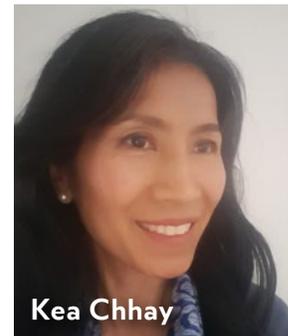
COVID-19 public health orders thrust many workers into suddenly working from home, presenting challenges to program operations and workers alike. Despite challenges, the Information & Assistance (I&A) program and its workers made the work-at-home transition function.

Aided by technology, I&A Social Workers continue to fulfill their responsibilities remotely— answering calls, assessing needs, and helping clients access critical services. Moreover, in the midst of the pandemic, I&A Social Workers stepped up to help implement a new program, Great Plates Delivered. When the devastating economic impact of COVID-19 caused a deluge of requests for emergency funds, I&A Social Workers did not hesitate to help VES/VESTIA conduct Season of Sharing intake interviews and applications over the phone.

As COVID-19 continues to exacerbate health, social, and economic disparities in our community, “essential workers” are more critical than ever. Kudos to I&A staff for not only fulfilling, but exceeding their responsibilities to serve the community during this unprecedented time.

I&A staff: **Monika Bugarin, Kea Chhay, Juanita Harden-Lee, MARRISA JUAREZ, EVE QUEZON, MARY ANN RENSCH** (Social Workers), and **Deborah Walker** (Senior Level Clerk).

To contact I&A, (925) 229-8434 or [infoandassist@ehsd.cccounty.usw](mailto:infoandassist@ehsd.cccounty.usw)



Not pictured: Samuel Friend

## Letters from customers

### KUDOS - WENDY HAUSER

To: Kathy Gallagher <kgallagher@ehsd.cccounty.us>

Subject: Kudos - Mrs. Hauser

Good Morning Mrs. Gallagher,

I lost my Job recently, and found myself with out Medical insurance for me and my family. I contacted Covered California, I did not qualify so they referred me to Medical. I was given a case worker, Mrs. Hauser. I contacted Mrs. Hauser and from beginning to end she made the process stress-free, answered all my questions, let me know what her process will be and that she will contact me once she has all information about my case. Mrs. Hauser was true to her word. She called me back with great news that me and my family now have medical coverage. Her customer service was exemplary, understanding, compassionate and time sensitive. With the way times are right now Mrs. Hauser was a breath of fresh air.

Thank you all for your services during these trying times, and to all the Mrs. Hausers who are on the Medical Insurance front lines for their caring and support, GREAT JOB!!!

Merry Christmas and have a Safe and Healthy New Year!

Sincerely,  
Vikki



Wendy Hauser, WFS Eligibility Worker

### KUDOS - HOME ENERGY ASSISTANCE PROGRAM



Dear Ms. Gallagher,  
I'm Lisa a recent client to your Home Energy Assistance Program. I just wanted to take out some time to thank you & my HEAP Representative ME, who was extremely kind during our phone conversation, for approving my energy case.

This is the first time I've had to depend on such resources, & I pray it will be my last.

Thank you once again for such prompt action, helping hard working citizen's like myself during such hardship.

Best Regards, Lisa

## Positive Words in the Face of Trying Times

**Milena Sam, CFS Social Worker III,  
Continuing Services Unit, West County**

“For many of our West County families, the CFS Social Worker role has shifted during this pandemic because their need for supportive services have changed and, in large part, increased. I have been required to become intimately familiar with the community resources and services because what families need is not on a list we have on-hand. Many of our normal resources are closed or out of funding. However, these times have also allowed so many families to demonstrate their growth and resiliency, as parents maintain safety (let alone sanity) during these stressful times, and those moments keep me energized for the next crisis.”



**Marcos Huerta, CFS Social Worker II,  
Continuing Services Unit, West County**

“I started working with the County right when the pandemic hit. I knew it would be hard, but seeing so many families and their children thriving amidst all that is going on has made this work worthwhile. This pandemic does not stop the work we do, let’s get things done!”

**Maria Guerrero, CFS Social Worker II,  
Continuing Services Unit, West County**

“‘Al mal tiempo, buena cara, soldado!’ Something my parents would often say. Which means, ‘Put on a brave face, and weather the storm.’ This has become my mantra, especially since the pandemic hit. COVID-19 has definitely shattered many aspects of people’s lives and livelihoods. Conditions for families already marginalized, already suffering have been hurt the most. Isolation has increased, jobs are no longer there, and many social services have been drastically reduced. Working as a continuing services social worker, we must adapt, reprioritize, BE READY and weather the storm, especially as we move through such an unprecedented time.”



## Signs Deliver a Shout Out to HICAP Volunteers

Early in December **Ruth Atkin**, HICAP Program Manager and **Leah McIntosh**, Aging and Adult Services Staff Assistant thought of a drive-by method of recognizing their volunteers. They delivered window signs to more than 40 HICAP volunteers throughout Contra Costa County.

The Health Insurance Counseling and Advocacy Program (HICAP) is a federal and state funded volunteer-based program to provide information about the myths and realities of Medicare, private health insurance companies, and provide legal advice and representation when necessary. There is a HICAP-type program in every state. Outside of

California our program is also called “SHIP”, State Health Insurance Assistance Program.

Contra Costa HICAP services are available to anyone receiving Medicare regardless of their age in Contra Costa County. Assistance is provided to family members, caregivers, and friends who are concerned about someone on Medicare. Counseling from HICAP is free, and HICAP does not sell or endorse any products or services. HICAP cannot be associated with the insurance industry.

**For additional information, call 800-510-2020 or (925) 655-1393 • website: [www.cchicap.org](http://www.cchicap.org)**

### REGISTERED HICAP COUNSELOR VOLUNTEERS



Janet Navilhon



Ellen Griffith



John Lee



Muriel Smalheiser



Charlene Liu



Dan Coyne



Nancy Stalker



Carol Salais



Conrad Lowry



Sara Ennor



Karen Castle



Pam Absher



Liz Lee

## ★ ★ YEARS OF SERVICE ★ ★

# Awards

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## Honoring Milestone Years of Service

As with many of our activities over the past year, EHSD's annual **Years of Service Awards** was a virtual celebration held on Thursday, February 4th. Determined to keep it fun and festive, this special event still had several elements from the past years' live celebrations – awards, congratulatory remarks, video slideshow highlighting EHSD staff members, pop culture notes from years past, and even raffle prizes! The event celebrated staff members who reached milestone years of service – 10, 15, 20, 25, 30, and 35 - during 2020 (those who reach milestones *this* year will be the honorees at the 2022 event). Our thanks and congratulations to our 223 honorees.



223 EHSD employees were honored in the first-ever virtual Years of Service awards ceremony. To view the opening video slide show, **CLICK** on the image.

Continued on next page

YEARS OF SERVICE  
**Awards**

Continued from previous page

## 10 YEARS

### Administrative Services

Melissa Davis

### Aging & Adult Services

Ditas Bautista  
Maritza Buckman  
Helen Cabrera  
Reina De La Rosa  
Zenda Johnson  
Brenda Lee  
Eve Quezon  
Lionel Galiste

### Children & Family Services

Maria Guerrero  
Raksha Motomura  
Nicole Tomas  
Eleanor Walker

### Community Services

Blanca Alejo De Lorenzo  
Azarmidokht Azarnoosh  
Maria Buban  
GM Pushpa Dias  
Entesar Ebeid  
Michael Eng  
Jacqueline Lopez-Merino  
Turpekai Mangal  
Valerie Nunley  
Ana Ortega  
Felipe Roxas  
Blanca Sanchez  
Marian Sison  
Maria Torres  
Amy Wells  
Zermina Zadran

### Workforce Services

Patricia Anderson  
Shamia Bell  
Reece Bomagat  
Lillian Brown-Bonner  
Romena Calonsag  
Susan Childers  
Shanta Clement  
Marta Cook  
Arlette Demer  
Serena Dult  
Luna Foster

Shana Griffin  
Natalie Guerra  
Delores Hall  
Wendy Hauser  
Jozelle Hudson  
Paula Jimenez-Eschliman  
Anna Larsen  
Latania Lewis  
Annette Lualhati  
Karina McAfee  
Jamie Miller  
Monica Russo-Olson  
Rupinder Sandhu  
Kimberly Scott  
Angela Shakesnider  
Nicole Sherman  
Kelly Sullivan  
Shayla Thompson  
Yolanda Vigil

## 15 YEARS

### Administrative Services

Aileen Palompo

### Aging & Adult Services

Michelle Calabio  
Shannon Currie  
Juanita Harden-Lee  
Sandra Hare  
Jamie Jacobs  
Sheree Moore  
Michelle Ramirez

### Children & Family Services

Jenny Anderson  
Judy Flores  
Kellee Franklin  
Marichel Garcia  
Ronda Hayes  
Maile KcKeown  
Margaret Smith

### Community Services

Leticia Cifuentes  
Caroline Cosio  
Ulda A Ibara  
Katharine Mason  
Paulette McNorton  
Ronald Pipa

Collette Rodas  
Maria Rosillo  
Sandra Sanchez

### Office of the Director

Dorothea Norris

### Workforce

**Development Board**  
Vernada Clapp

### Workforce Services

Christine Althaus  
Emilio Alvarez  
Lloyd Amog  
Genise Anderson-Long  
DaSaundra Bennett  
Pleshette Brown  
Rebecca Darnell  
Gina Fincher  
Marie Gandara  
Cindy Magee  
Theodora Jackson  
Daniel Jameyson  
Christine Jensen  
Lori Juarez  
Julie Larsson  
LeShawn Le Blanc  
Maria Mariscal  
Joshua Melgoza  
Nanci Powers  
Nadiya Salcedo  
Felicia Shepherd-Seacrease  
Karen Sheppard  
Talenda Todd  
Michael Urrutia  
Angela Verarde

## 20 YEARS

### Administrative Services

Kelly Ackelbein  
Bruce Dibley  
Phillip Evans  
Cheryl McDaniel  
Giselle McNeill

### Aging & Adult Services

Colleen Blackman  
Gail Decatur  
Nhang Luong

Sabrina Robertson  
Craig Roney  
Fulvia Whitehead

### Children & Family Services

Jessica Ardon  
Debra Bidwell  
Georgina Brocks  
Jonathan Chapman  
Karla Cottom  
Golie France  
Marcy Hara  
Christopher Johnson  
Khiet-Vi Long  
Maria Ocegueda  
Maria Orozco  
Carmen Rivera  
Kimberly Shaw  
Georgette Shipe  
Imelda Vallerga

### Community Services

Janice Wright

### Office of the Director

Laura Burris  
Mickey Williams

### Workforce

**Development Board**  
George Carter

### Workforce Services

Liza Bollas  
Danette Bonner  
Theresa Bradshaw  
Casey Costa  
Maria Costa  
Patricia Crain  
Mayette Daria  
Martha DeLaTorre  
Antonia DeLeon  
Sharon Gabriel  
Laura Gipp  
Carol Hackett  
Jessica Johnson  
Tejinder Kaur  
Torey Lovett  
Edith Ortega

Continued on next page

## YEARS OF SERVICE Awards



Continued from previous page

### 20 YEARS

#### Workforce Services

- Lachelle Overton
- LaVerne Parris
- Manny Rosario
- Nai Saefong
- Heidi Salvosa
- Lisa Simes
- Donyale Thornton
- Danyiel Wallace
- Luke Wheeler
- Dana White

### 25 YEARS

#### Administrative Services

- Judith Flores
- Celso Lira
- Denise Reynolds
- Cassandra Youngblood

#### Aging & Adult Services

- Leah McIntosh
- Vince Oduanya
- Yesenia Orta
- Scott Sanders

#### Children & Family Services

- Rachel Foster
- Hollidayle Hertweck
- Teresa Jackson
- Theresa Nash
- Julie Rafighi
- Janelle Taggart
- Heidi Wintermantel

#### Community Services

- Freda Augustine
- Beverly Brown
- Janet Buttrick
- Rima Kashou
- Yvette Mazone
- Christina Reich
- LaTonya Saucer

#### Workforce Services

- Terrie Adams
- Lora Duncan
- Victoria Duong
- Rosie Flores
- Al Gibson
- Eniqueta Gomez
- Kenya Jones
- Janeen Lawson
- Diane Marin
- Michelle Milum
- Magdalena Perez-Dominguez
- Angela Watkins

### 30 YEARS

#### Administrative Services

- Jackie Foust
- Julie Rose

#### Aging & Adult Services

- Qadirah (Dee Tolbert) Siraaj

#### Children & Family Services

- Connie Delaney
- Crystal King
- Kathleen Knoll
- Cheryl Lazorik
- JoAnn Lofton
- Tiffany Miller
- Julie Stuscavage

#### Workforce Services

- Ronda Clark
- Sherri DelChiaro
- Rosalyn Gillory
- Karyn Kuppe
- Kathleen Murphy
- Kam Phoummatthep
- Aurelia Quintero
- Tonya Spencer

### 35 YEARS

#### Children & Family Services

- Monica Galvan
- Debbie Sittser

#### Workforce Services

- Renee Giometti



Contra Costa County Supervisor, Diane Burgis, thanked 223 EHSD employees for their years of service in the first-ever virtual Years of Service awards ceremony.

# Congratulations to All!



EMPLOYMENT & HUMAN SERVICES

*Building Brighter Futures Together*



## SERVICE AWARDS | NEW EMPLOYEES | RETIREES

### SERVICE AWARDS

#### 30 YEARS

Cheryl Lazorik\*, Social Worker III, CFS  
*\*reached YOS in April 2020*

#### 25 YEARS

Ana Caballero, Eligibility Work Supervisor I, WFS  
Doretha McElderry, Assoc Teacher-Project, CSB

#### 20 YEARS

Raenelle Aldana, Infant Toddler Teacher-  
Project, CSB  
LaShun Graves, Clerk-Senior Level, Admin  
Michael Hernandez, Info Sys Technician II, Admin  
Bob Kocher, Info Sys Technician II, Admin  
Valerie Stewart, Info Sys Technician II, Admin  
Marie Mosley, Clerk-Senior Level, CFS  
Moueylinh Rodillas, Eligibility Work Supervisor I,  
WFS

#### 15 YEARS

Lisa Collado, Clerical Supervisor, WFS  
Karen Fortson, Clerk-Experienced Level, WFS  
Mary Jane Harris, Social Work Supvrs II, AAS  
Deborah Levine, Asst. Dir-Policy & Planning-  
Ex, Admin  
Lorena Orellana, Program Manager-  
Public-Auth, AAS  
Chan Sivilay, Associate Teacher-Project, CSB

#### 10 YEARS

Gemma Monreal, Master Teacher-Project, CSB

### RETIREES

Linda Earls, Eligibility Worker III, WFS  
Roni Itagaki, Info Systems Supvrs, Admin  
Karen Lavow, Clerk-Specialist Level, WFS

Carla McCrea, Soc Svc Program Assistant, WFS  
Maria Orozco, Children's Svc Sys Sup Spec, CFS

### NEW EMPLOYEES

Debbie Rodrigues, Admin Svcs Assistant III, Admin

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](mailto:djohnson@ehsd.cccounty.us) or (925) 608-4904.**



EMPLOYEE  
ASSISTANCE PROGRAM:

# Healthy Eating

Contributed by Personnel Services

Magellan Ascend

Most people have heard that healthy eating is important. But it can be hard to know what healthy eating means. Our topics can teach you how to eat well, whether your goal is to feel good, manage your weight, or prevent health problems. You will also find plenty of information about nutrition for health

conditions such as diabetes, heart disease, food allergies, digestive problems, and eating disorders.

**To learn more, browse our Healthy Eating topics at [www.magellanascent.com](http://www.magellanascent.com).**

## UPCOMING WEBINAR: *Mental Skills Bootcamp: Performing at Your Best!* – February 10

### Register for this webinar to:

- Develop a growth mindset
- Maintain motivation and overcome obstacles
- Leverage your strengths and the strengths of others

### Missed the live webinar?

Don't worry, you can access webinar recordings by clicking on "Learning Center" and selecting "Webinars." If you haven't signed up to use the County Employee Assistance Program yet, follow these two easy steps:

Step 1: Go to [www.magellanascent.com](http://www.magellanascent.com) and click on "Sign up".

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

# Admin Services Keeps EHSD Humming Along

By David Eisenlohr, Admin Information Systems Manager

• **PC Support** has been configuring telework and telecommute kits, enabling staff to work remotely. Additional iPad's and iPhone's have also been deployed so workers have access to email and can contact others while working remotely. Our technology help desk is assisting users that may have had any connectivity issues. We are now supporting over 3400 PCs, 900 phones, 400 laptops, and 500 iPads across 43 sites plus workers homes. The technology help desk is led by **Kelly Ackelbein**, with support from **Amber Tillman, Erika Diaz** and PC Support staff from above. They handle about 2300 calls per month on average, as well as manage the inventory of deployed equipment. PC Support is led by **Roni Itagaki, Todd Roberts, and Rodney Dixon**. Staff consists of **Albert Suarez, Bob Kocher, Bradley Michaels, Jon Ebeling, Mike Hernandez, Sam Sampayan, Shadney Malmgren, Valerie Stewart, and Willie Balitaan**.

• **Voice Services'** two-person team of **Martin Lara** and **Celeste Dubay** established two new call centers to better enable staff to work from home and supported changes in call flows to streamline business processes. Overnight, we deployed a system to allow EHSD to receive a portion of Sonoma County social services calls when their call center was impacted by the wild fires. We continued to enhance the Medi-Cal Calfresh Service Center (MCSC) by implementing a 2-click solution that reduced errors and time to access an interpreter. An outbound dialer was added to MCSC, enabling automated outbound calling for scheduled recertifications, including an advanced courtesy text notification. We are currently working to add voice Recognition to be added to our MCSC call center, permitting customers to use their own voice to speak their selections, including say their case number for faster case look up and call handling.

• **Our network administration staff** of **Lindsey Lindeyan, Ron Berry, Joel Rees** and DBAs **Marites Tolentino** and **Jason Simone** keep the systems running. Upgrading our IT Infrastructure enabling us to support up to 1500 remote workers simultaneously.



Kelly Ackelbein



Erika Diaz



Roni Itagaki



Rodney Dixon



Albert Suarez



Bradley Michaels



Jon Ebeling



Shadney Malmgren



Valerie Stewart



Willie Balitaan



Lindsey Lindeyan



Jason Simone

Continued on next page

## Admin Services Keeps EHSD Humming Along

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• **Application Development** led by **Ron Steggall**, with **Derek Forrest, Joanne Puccetti, Kevin Balderston, Leon Chan, Lisa Matsubara, Matt Welch, Michael Glass, Nick Montemayor**, and **Seema Walse**, have supported our 83 in-house applications, built new applications to address emergency needs, and improved workflows. For example, Lisa has developed several e-signature tools in adobe, supporting contracts, WFS, and CFS. Joanne developed an Emergency Shelter Care system for CFS. Derek supported Aging and Adult with an application to help feed the elderly during the pandemic. Kevin revamped the [EHSD.org](http://EHSD.org) website to better disseminate COVID related data to the public. Leon worked on numerous enhancements to our SharePoint sites and Intranet. Matt developed a tool to text our customers. Michael is rewriting WDT to eliminate software that will be unsupported in 2021. Nick implemented tools to assist the MCSC, interfacing between the phone system and CalWIN. And Seema is revamping Assist and the employee

directory, while preparing to make all of our applications work in Microsoft Edge, as Internet Explorer is going away in 2021.



Joanne Puccetti



Leon Chan



Michael Glass



Nick Montemayor

• **Your IT team** is led by **Dave Eisenlohr**. **Mike Roark** leads PC Services and Network Administration. Project management support is provided by **Kathy Gaughen**. We are extremely proud of our team's efforts and how we enable all of EHSD to support our end customers.



Dave Eisenlohr



Kathy Gaughen

## Stay Diligent! Continue to Protect Yourself and Others from COVID-19

In light of the January 14, 2021 Mail Broadcast message regarding COVID-19 vaccination appointments, please continue to protect yourself and others to slow the spread of the novel coronavirus. Adhering to the County's Health and Safety Orders in the workplace is still mandatory.

### Three Important Ways to Slow the Spread

1. **Wear a mask to protect yourself and others and stop the spread of COVID-19.**
2. **Stay at least 6 feet (about 2 arm lengths) from others who don't live with you.**
3. **Avoid crowds. The more people you are in contact with, the more likely you are to be exposed to COVID-19.**



Even as vaccines become more widely available, it's critical that you continue to protect yourself from COVID-19:



Wear a face covering



Keep at least 6 feet apart from others



Wash your hands often



Stay home when possible

## SPREAD THE WORD

### February

- **BLACK HISTORY MONTH**
- **FEBRUARY 2** – Groundhog Day
- **FEBRUARY 5** – National Wear Red Day
- **FEBRUARY 12** – Chinese New Year (Year of the Ox)
- **FEBRUARY 14** – Valentine’s Day
- **FEBRUARY 15** – Presidents’ Day (holiday)
- **FEBRUARY 17** – Ash Wednesday
- **FEBRUARY 25** – Purim begins at sundown
- **FEBRUARY 28** – Linus Pauling Day

### March

- **NATIONAL SOCIAL WORKER’S MONTH**
- **NATIONAL NUTRITION MONTH**
- **MARCH 8** – International Women’s Day
- **MARCH 14** – Daylight Savings Time Begins (spring forward)
- **MARCH 17** – St. Patrick’s Day
- **MARCH 20** – Spring Equinox
- **MARCH 27** – Passover begins at sundown
- **MARCH 31** – Cesar Chavez Day

Is there room in your home for one more?

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

- February 4 or 18 • 4 to 6 p.m.
- March 4 or 18 • 4 to 6 p.m.
- April 1 or 15 • 4 to 6 p.m.
- May 6 or 20 • 4 to 6 p.m.
- June 3 or 7 • 4 to 6 p.m.

For more information about becoming a Resource Parent visit us at [www.ehsd.org](http://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](mailto:ResourceFamilies@ehsd.cccounty.us)

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