

Headlines

**Winslow Clepper
Draws From Life
Experience**

***CFS Holiday Cheer
Promotes Healthy
Workplace***

**National Recognition
for CSB Policy
Council Parent**

**Customer Service Champions:
Martha Hankins and Elsa Reyes**



Jasmine Cisneros Honored at National Conference

By Ana Araujo, Comprehensive Services Manager, Community Services Bureau

The Community Services Bureau (CSB) Comprehensive Services Team and Policy Council Chairwoman, **Jasmine Cisneros**, had the excellent opportunity to travel to Dallas, Texas, to participate in the 2022 National Head Start Association Parent and Family Engagement Conference from December 12–15.

The conference had a great selection of trainings geared to support our work as Family Advocates, Leaders, and Parents. Having strengthened knowledge and skills, we are ready to embrace the New Year and provide the best safe and nurturing environments for our families and children. We

are committed to doing our best to support family engagement in our Child Care Centers.

During the Conference, CSB was able to attend the Policy Council Recognition Dinner. CSB, along with other Head Start programs from across the nation, were able to celebrate the work of the parents that comprise the Policy Councils for each program, including our own Jasmine Cisneros. The long flight delays, tornadoes, and rain were not able to stop us from learning and celebrating all the Parents and Families who support Head Start Programs across the nation.

Jasmine Cisneros was honored among Policy Council representatives from across the country.



CSB Comprehensive Services team at the opening ceremony (Ana Araujo, Rima Kashou, Dina Lopez, Ellen De Senna)

Building Brighter Futures Together

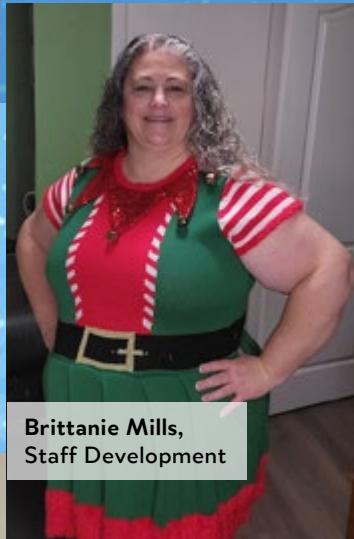
Making Spirits Rise

By Ariana Martinez, Children and Family Services

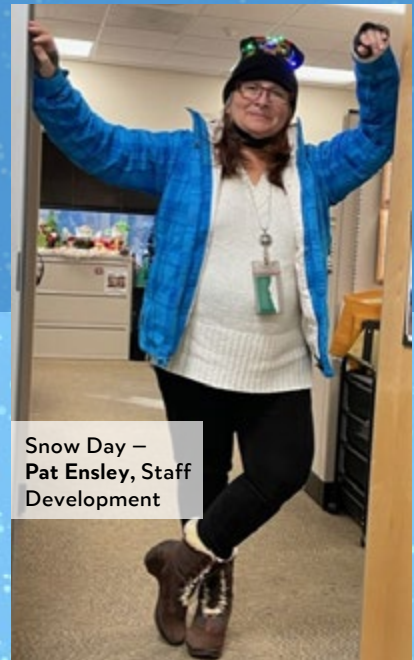
December brought cold weather and warm hearts. Children and Family Services' Healthy Workplace (HWP) Committee brightened up the offices with our annual CFS Winter Holiday Spirit Week from December 12-16. A festive and friendly competition between offices encouraged teams to show how spirited they could be this holiday season. They shined bright with winter lights, showed off their holiday winter socks, and went traditional and creative with ugly sweaters. Then they wrapped up the week by bundling up for a snow day and getting creative for Dress Silly Day. Thank you to all who participated! It was a joy to see the holiday cheer being spread far and near!



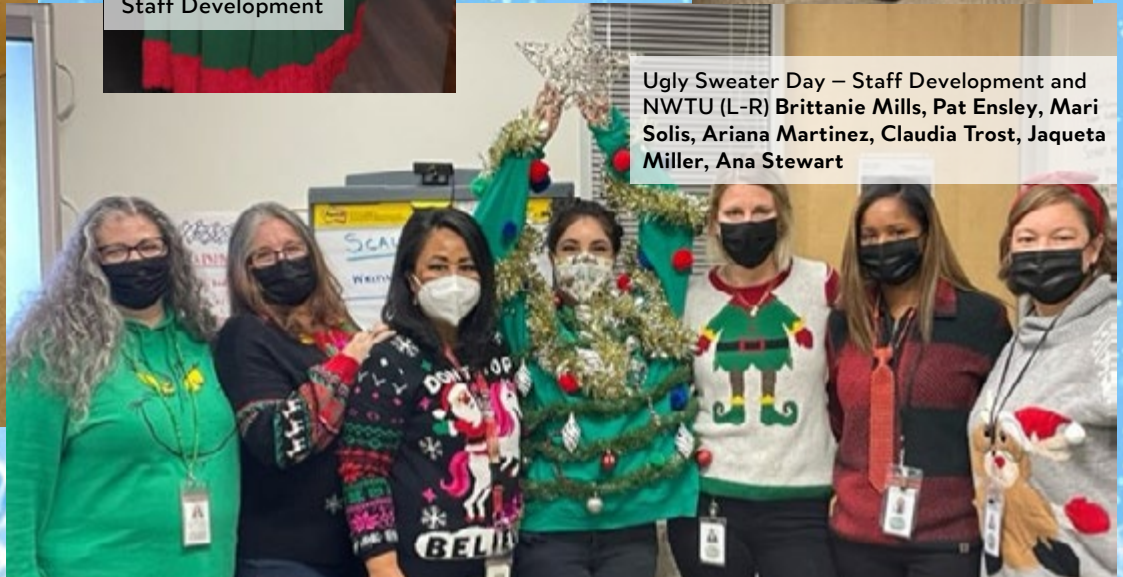
Ariana Martinez, Staff Development dressed as a tree



Brittanie Mills, Staff Development



Snow Day – Pat Ensley, Staff Development



Ugly Sweater Day – Staff Development and NWTU (L-R) Brittanie Mills, Pat Ensley, Mari Solis, Ariana Martinez, Claudia Trost, Jaqueta Miller, Ana Stewart

Continued on next page

Decking the Halls for Holidays

By Juliette Scott, Children & Family Services Resource Family Approval Unit

After seeing East County's spectacular Halloween decorations, the CFS Resource Family Approval Unit located in the Ellinwood offices decided to get in the mood for the holiday season. Our goal was to bring joy to our coworkers. Everyone brought holiday decorations from home, pitched in and helped deck the halls. The decorations were fantastic and brought out the holiday spirit in all of us.



Making Spirits Rise

Continued from previous page



Snow Day – Renee Resendez, East



Ugly Sweater Day – Janice Corrales and Nicole Hefner, East



East shows their holiday socks

Workforce Services Adopts a Family for Christmas

By Larena Baldazo, Web Producer, Community Relations & Rebecca Darnell, Deputy Director, Workforce Services

The holiday season is the most wonderful time of the year...but, for some families, it can also be the most stressful time. The reality is that while many of our clients struggle to meet basic needs, the idea of supporting their families through the holidays' extra expenses is an added challenge.

To help alleviate some of the stress around the holidays, the Workforce Services (WFS) management team came together to adopt a family.

This is a tradition and a true team effort to make the holidays special for a family in need. This year, the recipients were a mother and her six-year-old daughter.

Their wish-list was modest, including items such as toilet paper and laundry



Rebecca Darnell, Deputy Director of Workforce Services, and Lynne McGraw, Secretary, loaded a trunk and backseat packed with gifts before the big delivery.

detergent. The team delivered those staples, along with wrapped gifts of clothing, toys, food, stockings, jackets, blankets, self-care items and more.

The WFS management team says it is truly a pleasure to be able to make a difference for a family during the holidays.

Jasmine and Lyric smile in excitement as the WFS crew unpacks in their living room.



Jasmine and Rebecca pose for one last photo before the crew heads back to the office.



Cut out for Eligibility Work Winslow Clepper, Brianna Morris Draw from Life Experiences

By Alan Wang, Community Relations, Media Specialist

Winslow Clepper watched his mom struggle as a single mother and a career woman. “It wasn’t easy for her. That’s why we moved to Atlanta when I was a kid. So she could advance in her career,” says the Workforce Services Eligibility Worker. “I listened to her frustrations after being passed up by men in the workplace. It helped me understand women and become a better listener.”

As an EHS Eligibility Worker, Winslow uses his training and skills to offer information to people seeking assistance, and help them navigate the application process. Often, he is interacting with vulnerable moms in desperate need of assistance. “I also have a wife and two daughters. Hearing women and how they look at the situation gives me more compassion and understanding of how it feels to be a woman who can’t take care of their kids,” says Winslow.

Eligibility Workers can find themselves in stressful, contentious, and emotionally draining situations. However, helping people in need can be highly rewarding. “You have to be able to lower the temperature. Talk to people,” says Winslow. “Let them vent. You don’t want to cut them off. Let them know that what they are saying is important to you. But also be solutions oriented.”

Continued on next page

Brianna Morris
Eligibility Worker

Cut out for Eligibility Work Winslow Clepper, Brianna Morris Draw from Life Experiences

Continued from previous page

Brianna Morris was in car sales for 14 years before becoming an Eligibility Worker for Adult and Aging Services. While the money was good, she says she was compromising her morals every time she sold a car. “In car sales you’re not working for the best interest of the customer. Eligibility Work is in the best interest of the customer every single time,” says Brianna. “Sometimes they just call because they need someone to talk to, so I just listen, and then they say, ‘I feel better.’”

The Contra Costa County Board of Supervisors will be recognizing Winslow, Brianna, and the entire EHSD EW team to commemorate Eligibility Worker Month the morning of **Tuesday, January 17th, 2023**. **You can check the Board of Supervisors meeting agenda for time or view the meeting by visiting the [County website](#).**

CLICK on the play button to hear Winslow and Brianna talk about the meaningful work they do as Eligibility Workers at EHSD.



Winslow Clepper’s experience with a single mother, his wife and two daughters helped prepare him for eligibility work. (R to L) Daughter Aniah (16-years old); Winslow Clepper; daughter, Chanel (8-years old); and wife, Linda.

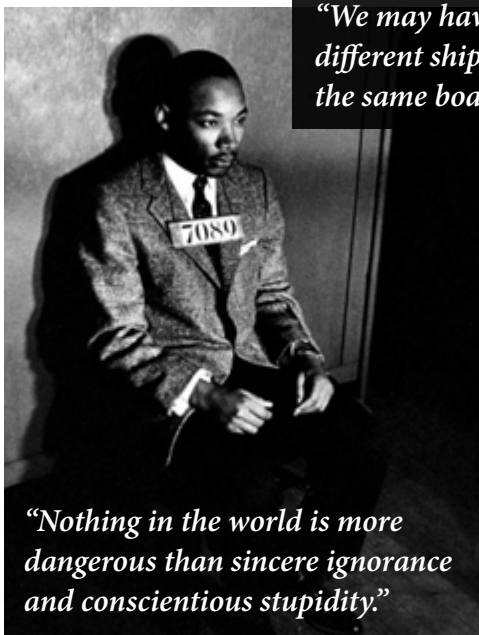
Honoring Dr. Martin Luther King, Jr.

Every January, we celebrate [Dr. Martin Luther King, Jr.'s birthday](#) and the inspiring legacy he left behind more than 50 years after his assassination in 1968.

Dr. King spent his years as an activist and a leader of the Civil Rights Movement. He was known for his speeches, sermons, and writings that aimed to motivate society to push for change. The quotes

on this page – about courage, unity, love, and racial equality – are only a small part of what he left us during his lifetime.

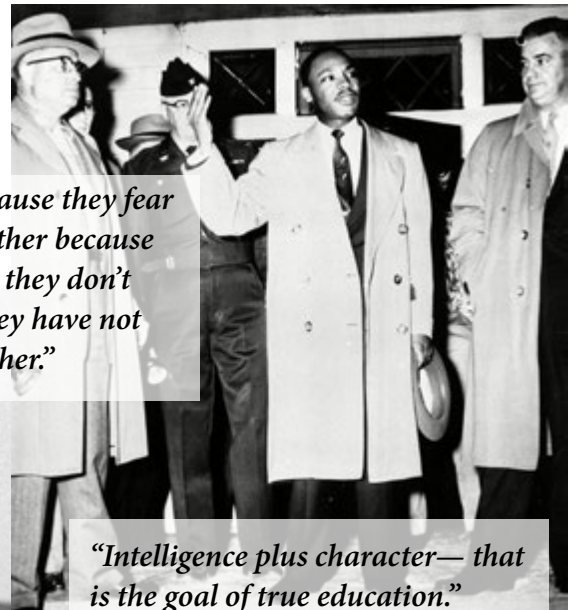
We continue to look to Dr. King for wisdom, even today, as we continue to pursue equality for all. For more insights about Dr. King in addition to these quotes, check out these [photos of Martin Luther King, Jr.](#) and [Martin Luther King, Jr. facts.](#)



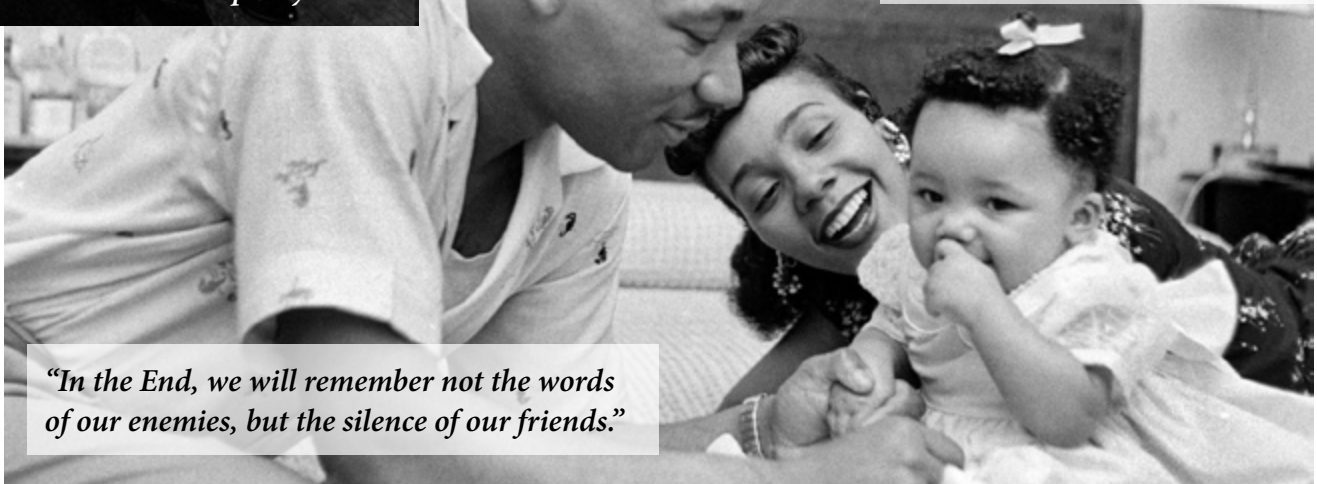
“We may have all come on different ships, but we’re in the same boat now.”

“Nothing in the world is more dangerous than sincere ignorance and conscientious stupidity.”

“People fail to get along because they fear each other; they fear each other because they don’t know each other; they don’t know each other because they have not communicated with each other.”



“Intelligence plus character— that is the goal of true education.”



“In the End, we will remember not the words of our enemies, but the silence of our friends.”

January is Human Trafficking Prevention and Awareness Month



Human trafficking can take many forms, but is generally categorized as either *labor trafficking* or *sex trafficking*. Human Trafficking is the use of force, fraud, or coercion to perform a commercial sex act or forced labor. In the *Commercial Sexual Exploitation of Children (CSEC)*, force, fraud, or coercion do not need to be proven in youth under 18 because it is child abuse.

Both sex and labor trafficking happen in Contra Costa County and are not mutually exclusive – a survivor may be subjected to both sex and labor exploitation. Learning more about this complex topic can help create a community free of exploitation.

Some Tips for Caregivers with Teens:

In Contra Costa, the largest groups of children/youth with CSEC involvement are between ages 12 and 18. When creating a safety net for the CSEC population, caregivers are a vital component. Below are some tips for parents and caregivers to use with children and teens:

- **SPEND TIME WITH YOUR TEENS!** Teens Require quality time with their parents (without distractions).
- **KNOW WHO IS REACHING OUT TO YOUR CHILD:** Knowing who your teen is talking to regularly or spending time with. Traffickers have contacted their victims online through social media or in locations where teens gather.
- **KNOW WHERE AND HOW YOUR TEEN GETS NEW THINGS:** Sex traffickers will use the things that your teen wants to lure them. Take a regular inventory of your teen's belongings and ask questions if you see expensive electronics, clothing, purses, makeup, hairstyles, nails or items that you did not pay for or that you know your teen cannot afford.

Continued on next page

January is Human Trafficking Prevention and Awareness Month

Continued from previous page

- **KNOW ITS OKAY TO SAY “NO”:** Teach your teen that it is always ok to say “NO” and there is no situation that is so terrible that you would not be there to help. Have a contact plan that includes a way for them to ask for your help to get out of a bad situation, without getting in trouble.
- **TEACH MEDIA LITERACY:** Teach your teen how to identify, analyze and evaluate media messages in TV shows, movies, song lyrics, magazine articles and photos, apps, commercials, slogans or social media posts.

Adapted from “Tips for Parents to Protect Children from Predators” from the book “Walking Prey” written by survivor Holly Austin Smith

Get Involved

1. **LEARN!** Learn the red flags that may indicate human trafficking and take online trainings at <https://www.contracostaalliance.org>. Learn more about CSEC at: <https://ehsd.org/children/csec-commercially-sexually-exploited-children/>
2. **TAKE ACTION!** Report suspicious incidents- If a minor is involved IMMEDIATELY call:
 - Children and Family Services/Child Abuse 24 Hour Hotline: **1 (877) 881-1116**
 - [Community Violence Solutions 24-hour Crisis Line](#): **1 (800) 670-7273**
 - [The Family Justice Center](#): **(510) 974-7200**
 - Contra Costa District Attorney’s Office Tip Line: **(925) 957-8658**.
3. **CONNECT WITH CFS CSEC TEAM.** Contact Children and Family Services for CSEC specific inquiries and resources: CFSCSEC@ehsd.cccounty.us.

Contra Costa events and activities you can participate in this month:

HUMAN TRAFFICKING 101 - Online Training by Community Violence Solutions, January 11, 6-7 p.m.

#WEARBLUEDAY, January 11

CONTRA COSTA COUNTY BOARD OF SUPERVISORS PRESENTATION & PROCLAMATION, January 17, 9-9:30 a.m.

COMMUNITY FORUM ON HUMAN TRAFFICKING (RICHMOND) - IN-PERSON FORUM, January 17, 5:30-7 p.m.
(visit: <https://us06web.zoom.us/j/86130083381?pwd=T0Vva1JPazN2dVt4a1VMd1RmdDBoUT09>)

COMMUNITY DAY OF ACTION TO END HT – Business Canvassing & Awareness Raising (Central & South County), January 21, 10 a.m.–3:30 p.m. (https://cchttf_HT_DayofAction.eventbrite.com)

CSEC 101 - ONLINE TRAINING BY COMMUNITY VIOLENCE SOLUTIONS, January 26, 11 a.m.–12 noon (<https://us06web.zoom.us/j/83474190188?pwd=dW9PbnM3V1VyOWdVN3FsMGIWOHpvdz09>)

Ideas for Mind-body Wellness

Contributed by Personnel Services

Magellan Ascend



- Relaxing your mind and body can help ease stress. It can also relieve anxiety, depression, and sleep problems. Try one or more of the following techniques to help you relax:
 - Deep breathing is one of the best ways to lower stress. When you breathe deeply, it sends a message to your brain to calm down and relax. The brain then sends this message to your body.
 - Guided imagery is a technique in which you imagine yourself in a setting that helps you feel calm and relaxed.
 - Mindfulness-based stress reduction focuses your attention on things that are happening in the present moment. The idea is just to note what is happening without trying to change it.
 - Progressive muscle relaxation involves tensing and relaxing each muscle group to reduce anxiety and muscle tension. If you have trouble falling asleep, this method may also help with sleep problems.
 - Yoga includes breathing, meditation, and exercises, called postures or poses, that stretch the body.
- Laughter and humor make life richer and healthier. Laughter increases creativity, reduces pain, and speeds healing.
- Building resilience can help you cope. Being resilient means you're able to bounce back from difficult situations or problems.
- Tending to your spiritual wellness can help your mind-body wellness. Spiritual wellness can bring comfort and lend strength for handling life's challenges.

Mindfulness: Finding Your Purpose and Vision in a Changing World – January 11

In this webinar, you will learn how to:

- Define mindfulness
- Identify your unique gifts, talents and interests
- Discuss techniques to maintain your life purpose

Missed the live webinar?

Webinars are listed in your Dashboard under “Upcoming”. If you haven’t signed up to use the County Employee Assistance Program yet, follow these two easy steps:

Step 1: Go to <https://member.magellanhealthcare.com/> and click on “Sign up.”

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

Source: Healthwise Staff
Browse more articles at <https://member.magellanhealthcare.com/>

See Employee Discount Program information on page 13

Customer Service Champions

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

Martha Hankins "A rare gem!"

By John Gavieres,
MPBO, EW Supervisor,
Community Connect –
Enhanced Care Management



Martha Hankins is a Community Connect SSPA at Bates Avenue. Martha was one of the first SSPA's hired when the Community Connect – Whole Person Care Unit was piloted back in 2017. She has consistently displayed excellent customer service toward her clients and always goes above and beyond to ensure that her clients' needs are met.

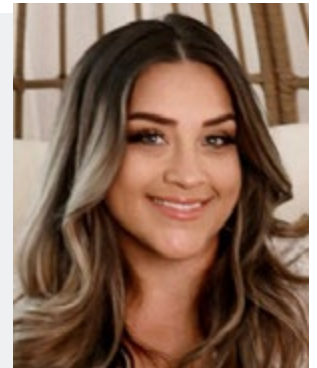
When new staff are hired in CMCT, she is often the "go-to" person to shadow and learn about the SSPA's responsibilities within the CMCT unit. She is very unselfish when it comes to sharing her knowledge, and her opinions are valued when it comes to planning business processes and strategies for the unit. Martha is well-respected by not only her peers within the unit, but the entire staff at CMCT.

Martha is a definite asset to our team. Her knowledge, combined with her genuine "whole person care" approach in assisting her clients,

Continued on next page

Elsa Reyes

By Yesenia Orta,
IHSS Supervisor &
Ann Barrett,
IHSS Division Manager,
Aging & Adult Services



Recently we received a call from a satisfied IHSS recipient about wanting to complete a Survey. They were so pleased with the service they received from **Elsa Reyes** that they wanted to ensure it was in writing and everyone knew about it. The client was so impressed with Elsa and how kind and professional she was.

Elsa has been a lifelong civil servant. After graduating from San Jose State University, she has spent her adult career in Social Services. Elsa has held multiple positions for nonprofits specializing in mental health, behavioral health, and supportive services for children before planting her feet as a Community Connect Social Worker for IHSS.

Elsa loves supporting her community and we have received countless compliments from our Community-based partners about her professionalism and knowledge. We are so grateful that Elsa's journey has brought her to our team!

Customer Service Champions

Martha Hankins

Continued from previous page

makes her a rare gem. The idea of retirement has been looming in her mind as of late, and she has definitely earned her right to do so. However, I do hope that she will continue her career for a little bit longer, so that her professionalism and work ethic will continue to influence those around her. Bravo to you, Martha! You are a true Customer Service Champion!

*Building Brighter
Futures Together*



We Care...You Care

We Care...You Care is how we recognize our peers, emphasizing internal customer service. **We Care...You Care** nominations tie directly to one or more of our six Core Values. The program gives you the opportunity to show your coworkers how much you appreciate them. If you work with someone who deserves special recognition for internal customer service, check out the We Care...You Care link to the guidelines, then fill out a nomination form and submit it to the supervisor of the person you are nominating.

Guidelines: http://ehsdhome/Lists/Announcements/Attachments/7/WeCareThatYouCare%20Guidelines_FINAL.pdf

Nomination Form: http://ehsdhome/Lists/Announcements/Attachments/7/WeCareThatYouCare%20Nomination%20Form_FINAL.pdf

**YOUR EMPLOYEE
DISCOUNTS**

Save on Major Brands & Everyday Essentials

Save with your Employee Discounts on LifeMart, your online members-only discount center, where you can save big on major purchases like travel, tickets, attractions, electronics, cars, vacations, or on day-to-day essentials like groceries and child care. And best of all, access is free!

[Click here to access the LifeMart Discount Center in your web browser.](#)

FACT SHEET

Contra Costa County Needs Your Driver's License and Proof of Insurance



January 2023

WHAT is the requirement?

Contra Costa County requires that all operators of County owned vehicles provide a copy of their driver's license and that all employees using their personal vehicles in connection with county business provide a copy of their driver's license and proof of automobile liability insurance. (Admin Bulletins 507.9 and 535.1)

WHY is this important?

It is the County's responsibility to protect you in case of injuries or damages resulting from auto accidents anytime you get behind the wheel as part of your job. This includes driving to and from work, driving to a meeting, dropping off paperwork or supplies to another office, traveling to an on-site training, conference or seminar. The County must ensure employees maintain a current driver's license and automobile insurance.

HOW do I upload this information?

Go to the [EHSD's Driver's License and Insurance Documents \(DLID\) system](#). Click the DLID link from the Personnel Intranet page and do the following: answer two questions, enter your driver's license number, license expiration date, insurance policy name and insurance expiration, upload a copy of each and you're set. You will receive automatic reminders to your County email address to enter and upload your documents prior to expiration dates.

WHILE you're there:

Review your emergency contact information. To make changes, log onto [Employee Self-Service \(PeopleSoft\)](#) and update your Emergency Contact information so that we know who to call in the event of a medical or

other emergency while at work. The Emergency Contact information is extracted from Employee Self-Service (PeopleSoft) into the DLID system. If you're an agency temp worker, you can update your information directly into the DLID system.

WHAT IF I do not have a license or proof of insurance, or do not drive a county car or personal car as part of my job?

This policy does not apply to you if you use public transportation, carpool, walk, or bike to get to work, and you do not use a County Vehicle. Let us know by logging onto the [DLID system](#), selecting "exempt" under driver's license and/or auto insurance, and typing in a reason for the exemption. That way, you won't receive an automatic reminder to update your information.

WHEN?

Submit your driver's license and proof of insurance or select "exempt" by the end of the month.

QUESTIONS?

Please create a ticket in Personnel Track-It and select "General Administrative Questions" then "Driver's License and Insurance" from the Transaction Type drop down. Links to the DLID, Employee Self-Service, and Personnel Track-It systems are located at <http://ehsdhome/Personnel/Pages/default.aspx>.



SERVICE AWARDS | NEW EMPLOYEES | RETIREES

SERVICE AWARDS

30 YEARS

Sandra Zepeda-Lopez, Soc Svc Program Assistant, WFS

25 YEARS

Michelle Ceelen, Medical Program Assistant, WFS

20 YEARS

Ma Teresita Saavedra, Infant Toddler Assoc Teacher-Project, CSB

15 YEARS

Alfred Arroyos, Indp Liv Skill Program Specialist, CFS
Vonita Brown, Clerk-Senior Level, WFS
*Gabriela Derrer, Secretary-Journey Level, CFS
Pat Ensley, Soc Svc Staff Dev Specialist, CFS
Lakiya Fitzpatrick, Soc Svc Program Assistant, WFS
Joel Flamand, Transportation Services Manager, WFS
Don Graves, Indp Liv Skill Program Coordinator, CFS
Timothy Hamp, Indp Liv Skill Program Asst Coordinator, CFS
Dawn Jensen, Associate Teacher-Project, CSB
Anita Johnson, Clerk-Experienced Level, WFS
Nancy McDonald, Clerk-Senior Level, WFS
Frederick Routt, Clerical Supervisor, WFS

**updated job title*

10 YEARS

Dominga E Apodaca, Soc Svc Program Assistant, AAS
Nicole C Beardslee, Soc Svc Program Assistant, WFS
Gloria Coffey, Soc Svc Program Assistant, WFS
Olaolu A Fakayode, Soc Svc Program Assistant, WFS
Navdeep K Garcha, WHS Program Integrity Asst, AAS
Alva Graham, Social Worker, AAS
Brent E Johnson, Soc Svc Program Assistant, WFS
Sriamporn Khansuwong, Clerk-Specialist Level, WFS
Ashleigh J. Kitzhaber, Soc Svc Program Asst, Eligibility Work Supervisor, WFS
Joyce E Lepas, Soc Svc Program Assistant, CFS
Kriss Lima, Social Worker, AAS
Heidi J Lopez, Soc Svc Program Assistant, WFS
Elidia Y Morales, Soc Svc Program Assistant, WFS
Abryan Seabron, Social Worker III, AAS



New Employees and Retirees listed on next page



SERVICE AWARDS | NEW EMPLOYEES | RETIREES

Continued from previous page

NEW EMPLOYEES

Helen Cabrera, Clerk-Experienced Level, WFS
Ericka Germany, Clerk-Experienced Level, WFS
Tiffany Morganstern, Social Work Supervisor II, CFS
Charlene Polston, Clerk-Experienced Level, WFS
Elionora Salazar, Associate Teacher SUB, CSB
Kaneshia Sommons, Clerk-Experienced Level, WFS



RETIREES

Teresa Boyle, Medi-Cal Program Assistant, WFS
Shawn Powers, Site Supervisor II – Project, CSB
Ralph Ruiz, Clerk-Experienced Level, WFS



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

January 2023

- **ELIGIBILITY WORKERS MONTH**
- **HUMAN TRAFFICKING PREVENTION & AWARENESS MONTH**
- **JANUARY 1 – New Year’s Day**
- **JANUARY 2 – Day After New Year’s (Holiday Observed)**
- **JANUARY 11 – #WearBlueDay**
- **JANUARY 16 – Martin Luther King Jr. Day (Holiday)**
- **JANUARY 22 – Lunar New Year (Year of the Rabbit)**
- **JANUARY 27 – Holocaust Remembrance Day**

February 2023

- **BLACK HISTORY MONTH**
- **TEEN DATING VIOLENCE AWARENESS MONTH**
- **FEBRUARY 2 –**
 - **EHSD Years of Service event**
 - **Groundhog Day**
- **FEBRUARY 3 – National Wear Red Day**
- **FEBRUARY 14 – Valentine’s Day**
- **FEBRUARY 20 – Presidents’ Day (Holiday)**
- **FEBRUARY 28 – Linus Pauling 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 needs your support to provide care for children 0–18 years of age. Please join us for a virtual orientation and learn more about becoming a caregiver.

FREE VIRTUAL ORIENTATIONS

January 5 or 19 • 4 to 6 p.m.
 February 2 or 16 • 4 to 6 p.m.
 March 2 or 16 • 4 to 6 p.m.

For more information about becoming a Resource Parent visit us at www.ehspd.org. If you belong to an organization or community group interested in learning more about Resource Family Approval/ foster parenting, we can schedule an individual session for your group, in English or Spanish. To register for a class, please call (925) 655-4230 or email ResourceFamilies@ehsd.cccounty.us

We Care... You Care

CLICK here to learn more about nominating a coworker.

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

Follow us on Twitter @ContraCostaEHSD
 Follow us on Instagram @HumanaCosta
 Like us on Facebook



The next issue of *Headlines* will publish in early February. Contact us at our *EHSD Headlines* email, headlines@ehsd.cccounty.us, by **January 24th** if you have an upcoming event, article, or idea you would like to submit.