

Headlines

Issue 77 • October 2023
ehsd.org



Serving Our Vets
Operation Stand Down
Makes a Difference

**Enter Your Fur
Babies Now**
Halloween Pet
Costume Contest
Details

Ja' Ceeka Williams
IHSS Social Worker,
Life Coach, Dancer,
Customer Service Champ



Tales From the Crypt

Amy Elstermeyer's Team Investigates the Deceased



Serving Our Veterans at Stand Down on the Delta 2023

“Veterans served their country; Veterans serve their community” was the theme for this year’s

Stand Down at the Delta, at the Contra Costa County Fairgrounds in Antioch from September 8th through 11th. Stand Down on the Delta is a four-day event to support the people who have given to our country as members of the U.S. military. While many unhoused Veterans ride buses in for the event, this year it was open to the public for one day on Saturday, September 9th.

EHSD’s 4 Our Families Navigators **Maria R. Muñoz, Susan Padan, Al Gibson, Sandra Zepeda-Lopez**, along with **Erika Ramirez-Orozco** and **Lori**



David Boatwright, Commander Chapter 154 and Navigator **Sandra Zepeda-Lopez** who is holding Precious, the Cockatoo

Juarez from Workforce Services were on hand at Stand Down to help Veterans get information and apply to our various benefit programs.

Many organizations, including White Pony Express, Shelter Inc., NAMI, EDD, Pride Industries, Salvation Army, Swords to Plowshares, Insight Housing, East Bay Regional Parks, and the Department of Labor, the Lions Club and Rotary Club also offered support and resources to our Vets.

According to Delta Veterans Group, the event organizer, the Stand Down on the Delta biennial event has helped more than 1,454 Veterans and their families, served more than 23,000 meals, given away 1100 pairs of boots, 1,500 sleeping bags, 1,300 pairs of new jeans, \$500,000 in Dental Care. It has also helped take more than 200 veterans fishing on our Delta shores and many more find permanent housing.

10,395

The number of veterans who live unsheltered. This represents 32% of the total homeless veteran population in the United States.



CLICK the play arrow to hear about Stand Down on the Delta from a Veteran’s perspective. Thank you to David Boatwright, U.S. Army Vietnam era Veteran, for your service.

Continued on next page



Serving Our Veterans at Stand Down on the Delta 2023

Continued from previous page

Many of our community's veterans are dealing with physical, emotional, or mental challenges, unemployment. Some are single parents. As they arrived at the site, our community's Veterans first lined up for free vaccinations, physicals, dental and eye exams, and other medical services from Contra Costa Health.

In California, the number of homeless Veterans is disproportionate to the numbers reported across the U.S., in that California is home to some of the largest Veteran's reception centers and military bases in the country.

*Building Brighter
Futures Together*



(L-R): Navigator Maria R. Muñoz, Lori Juarez, and Navigator Al Gibson



Honoring Our U.S. Military Veterans

Your photo in the next issue of *Headlines* and *EHSD Live*!

If you are a military veteran on staff at EHSD, we would like to feature you in the November issue of *Headlines* as we commemorate Veterans Day on November 11th.

Please submit your **photo (jpeg format)**, in uniform or civilian clothes, along with:

- Name
- Rank
- Military branch
- Unit
- Time of service
- Current position and bureau at EHSD

Send your **jpeg photo** and information to Headlines@ehsd.cccounty.us by Tuesday, October 17th.

****If you were featured in our most recent Veterans Day video, we will publish your photo and information. If you prefer we don't, please send an email to Headlines@ehsd.cccounty.us by October 17th to let us know .**



EHSD Director Answers Questions about EBT Card Disbursements on Fox 2 News



CLICK the play button to watch the live in-studio interview with EHSD Director **Marla Stuart** on KTVU.

EHSD Director **Marla Stuart** appeared on KTVU Fox News at Noon during a live in-studio segment about Pandemic EBT (Electronic Benefits Transfer) 4.0 benefits. During the interview, on September 21st, Marla provided basic information about the EBT cards some families were receiving in the mail through the end of September.

P-EBT 4.0 is the final round of the federally funded program run by the California Department of Social Services (CDSS) and CA Department of Education (CDE). Eligibility is based on several factors, including participation in the National School Lunch Program for school-aged children, and CalFresh participation for younger children under 6 years during the 2022-23 school year.

Marla emphasized the importance of food resources for families and using the P-EBT card for healthy food. She explained that the extra food support was put in place during Covid to help kids who may not have had adequate access to food when not at school.

You can view the KTVU segment at this link: <https://www.ktvu.com/video/1283690>.

Community members who want more information about P-EBT or EBT cards they receive in the mail can call the **P-EBT Helpline at (877) 328-9677** which offers help in several languages.



Experience Counts Service Awards for EHSD Staff

Congratulations to **Renee Hodges** and **Mercedes Jaime** on their 35 years of service each. Both were present to receive County recognition during the Board of Supervisors meeting on Tuesday, September 19th.



Renee Hodges and **Mercedes Jaime** with Supervisors Gioia, Glover, Carlson, and Burgis



EHSD Director **Marla Stuart** spoke about the department's dedicated and experienced workforce during a presentation that honored our colleagues who have achieved 20 or more years of service during 2023. This year, a total of 42 staff members are reaching milestone years of 20, 25, 30 or 35 years of service. Four of them are celebrating 35 years of service in Contra Costa County.

In addition to this County recognition, a departmental Years of Service event will take place in early 2024 for those who reach their milestone years of service – including 10, 15, 20, 25, 30, and 35 this year.



WFS Deputy Director **Angela Bullock-Hayes** celebrates with **Renee Hodges**

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Futures Together*



Outreach Roundup

McKinney Vento Resource Fair

On Wednesday, September 13th, 4 Our Family Navigators **Maria R. Muñoz** and **Sandra Zepeda-Lopez** helped staff the McKinney Vento Resource Fair at Bidwell High School in Antioch. Along with many community-based agencies, they provided

information and resources to the families at this well-attended, busy event. They helped many families participating in Medi-Cal, CalFresh, and CalWORKs programs. Most were Spanish-speaking, and some needed follow up assistance with resources.

Enough is Enough! ¡Ya Basta! Benefit Concert

On Saturday, September 30th, EHSD Navigators **Sandra Figueroa** and **Susan Padan** were at the Richmond Civic Center Plaza to provide outreach to attendees of *Enough is Enough! ¡Ya Basta!*, a benefit concert to end domestic violence. **Mélody Saint-Saëns**, Division Manager for the Alliance to End Abuse, was also there to join advocates, civic leaders, and Richmond artists who took center stage to eliminate domestic violence and all forms of gender violence. The City of Richmond, The Latina Center, and other West County organizations co-sponsored the free outdoor concert.



Susan Padan and Sandra Figueroa hanging out with Richmond's finest.



(L-R): Sandra Figueroa, Minnie, Mickey and Susan Padan.

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Futures Together*



DocuSign Single Sign-On Notification

Contributed by Bruce Milani, EHSD Information Technology



DocuSign has implemented a new security login feature allowing users to log into the system using their Apple/Windows County login. This is a small part of how we work to secure our County systems better and simplify life, so you do not have to remember and manage many separate passwords.

Once implemented, you will see two options on login:

Use company login

Use Other Login Options

All EHSD staff members can use the “use company login” to log directly into the system. Note that if you are already logged into a County computer, you will go straight into DocuSign.

If your login fails, you may use the “Use Other Login Options” to continue working. However, please email ehsd_helpdesk@ehsd.cccounty.us with subject “DocuSign: login issue for [Your name]”.

DoIT will send out a notice directly to all staff after the changes are implemented.

If you have any questions, please contact the IT Help Desk during the normal business hours at extension 1-7200.

You can also contact the DOIT Service Desk team at doitcustomer@doit.cccounty.us or (925) 313-1250

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Futures Together*



Safety in Cyberspace

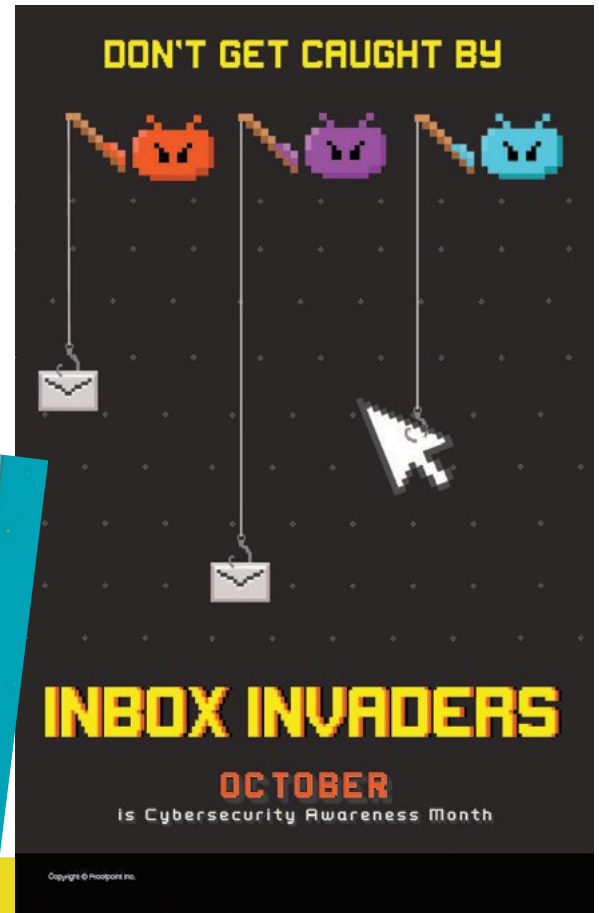
October is Cybersecurity Awareness Month, a global effort to help everyone stay safe and protected when using technology whenever and wherever you connect. The Department of Information Technology (DoIT) reminds all departments and County staff of the importance of online safety during October and always.

The cybersecurity and digital privacy of our employees and the public we serve is important to Contra Costa County. Three key actions we can all take to stay safe and secure online are:

1. Use strong passwords.
2. Complete departmental or County information security training (available on the Risk Management Target Solutions training site).
3. Recognize and report phishing emails.

You all play an important role in keeping our information systems safe and secure.

Cybersecurity Awareness Month is co-managed by the Cybersecurity and Infrastructure Security Agency and National Cybersecurity Alliance. For more information about ways to keep you and your family safe online visit <https://www.cisa.gov/cybersecurity-awarenessmonth> and <https://staysafeonline.org/cybersecurity-awareness-month/>.





Secrets of the Dead

The Uncanny Responsibilities of the Public Administrator's Office

By Alan Wang, Community Relations Media Specialist

Photo albums can help track down family members. **Kylie Frost** says they go through every corner of a deceased person's house looking for clues that could lead them to a family member.



(L-R): **Amy Elstermeyer**, Chief Deputy Public Administrator; **Jaimie Scroggins**, Deputy Public Administrator; and **Kylie Frost**, Public Administrator Program Assistant make up the team of forensic investigators at the Public Administrator's office.

The Contra Costa County Public Administrator's Office (PAO) is a mundane government name given to a team of EHSD investigators who, at times, don full hazmat gear and enter homes of their deceased clients in search of clues from an interesting past.

Those clues help the team track down family members who can provide vital information. Documents discovered during a search as well as forwarded mail help the team identify assets belonging to the deceased which are often liquidated so bills can be paid, and the balance of the estate distributed to the rightful people. In some cases, county residents die penniless (some while living on the streets). When no next of kin can be located, their remains are cremated and the urn is placed in what's called a 'community niche' with other unclaimed urns.

The Coroner's office refers some of the cases to us," says Deputy Public Administrator, **Jaimie Scroggins**. "We use online tools such as [Ancestry.com](https://www.ancestry.com) and [Newspapers.com](https://www.newspapers.com) to find possible relatives."

Aside from online searches, they enter the deceased person's home looking for address books, letters, anything that can lead to the person's next of kin. "Christmas cards are a big help," says Public

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Secrets of the Dead

The Uncanny Responsibilities of the Public Administrator's Office

Continued from previous page

Administrator's Program Assistant, **Kylie Frost**. "I've found Christmas cards from the 80's that led us to family members,"

Kylie started out as a Beginning Level Clerk with a CalWORKS field unit in 2012. It's a far cry from her current job that requires her, at times, to enter the homes of people who died alone only to be discovered days or weeks later. These homes are in various degrees of disorder and cleanliness, often with hoarded items. During a search, staff may be exposed to unpleasant odors and the bugs associated with decomposition. "So we wear full personal protective equipment including air filter masks," says Kylie. "We even have head lamps in case the power has been turned off and we're working in the dark."

For a person who says "bugs creep me out," Kylie has embraced the challenges that come with the excitement of solving mysteries while uncovering the interesting backgrounds of the deceased. Homes may have other pests such as roaches or rodents and the droppings they leave behind. "I've seen it all and it doesn't faze me anymore," she says.

Aside from sleuthing, navigating the world of county records and enduring unpleasant environments, the PAO investigators have to be quick studies in the world of antiquities. "We've had deceased residents who left behind collections of guitars and clocks that had to be appraised and sold to pay off debts. Often times, we don't have any idea how much they're worth, so we have to research their value online," says Kylie. "I actually learned a few things by watching the *Antiques Roadshow* on PBS," she laughs. They also call in the help of experts who appraise jewelry and other unique items.



The PAO recently migrated from Contra Costa Health to EHSD where it's part of the Aging and Adult Services bureau. "We spent a lot of time preparing for the transition and it went smoothly because of the effort of everyone involved," says Chief Deputy Public Administrator, **Amy Elstermeyer**.

With an active caseload of about one hundred cases, the Public Administrator's office is expanding its three-person team with a soon-to-be announced Public Administrator's Program Assistant position. Amy says interested individuals can submit a job interest card by clicking this link [Jobs | Contra Costa County, CA Official Website](#). Then click on "Job Descriptions" and search "Public Administrator's Program Assistant" and click "Subscribe."



When collections like these guitars and clocks are left behind, the Public Administrator's Office must appraise and sell them to pay off the deceased's creditors and debts



EHSD Halloween Pet Parade Costume Contest is back Enter Now!



Tuesday, October 31st at 12 noon

EHSD-wide Webinar event where YOU vote for the winners.

Contest winner will grace the cover of *Headlines*

RULES:

- Submit one photo (jpeg format) and/or one 15-second video (mp4 or mov format) of your pet.
- Multiple pets may be included, as a theme, in one photo and/or video .
- Include pet's name, age, breed, and short write up (2-3 sentence description that includes interesting habits and personality traits).
- Submit entry to headlines@ehsd.cccounty.us.

SUBMISSIONS DUE BY 5 P.M. WEDNESDAY, OCTOBER 25TH.



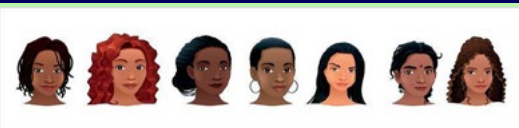


Hair care drive for children and youth of color in foster care

You can help!

Drop-off sites listed below

HAIR CARE DRIVE FOR CHILDREN/YOUTH OF COLOR IN FOSTER CARE



October 1st – October 31st 2023

Needed items: Shampoos & Conditioners • Combs • Styling Gel • Brushes • Moisturizers • Natural Hair Products • Bonnets • Hair Ties



LOOK FOR THE DEI DONATION BOXES IN YOUR EHSD BUILDING



Contact Mari Solis (925) 655-0954 or Nannette Dupree (925) 209-4498 for a list of suppliers throughout CC county.



Sponsored by the EHSD DEI Team

Building Brighter Futures Together

EHSD Buildings & DEI Contacts/Volunteers for Hair Products Drive on: Month of October 2023 9/20/23

East Locations	Bureaus	DEI Lead/Volunteer
1. 151 Sand Creek, Brentwood	Workforce Services (WFS)	Jocelyn Garcia
2. 1650 Cavallo, Antioch	WFS	Ann Butler, Ivory Ellerby
3. 4545 Delta Fair, Antioch	WFS, Adult & Aging (AA), Admin.	Rene Tucker, Ivory Ellerby
4. 4549 Delta Fair, Antioch	Children & Family Services (CFS)	Nicole Hefner
Central Locations	Bureau	DEI Lead/Volunteer
5. 40 Douglas, Martinez	Admin., Personnel	Mercedes Ibarra
6. 300 Ellinwood, PH	CFS, Fraud/Appeals, IT	Terrie Adams, Rodney Dixon
7. 400 Ellinwood, PH	WFS, AA, Admin., In-Home Support Services (IHSS), Admin.	Craig Roney
8. 500 Ellinwood, PH	CFS, AA, IHSS	Nannette Dupree, N. Uche Uzegbu-McGhee
9. 1470 Civic Court, Concord	Community Services Bureau (CSB)	Deborah Drake
10. 1875 Arnold Dr, Martinez	CFS	Milena Sam
11. 2530 Arnold Dr., Martinez	CFS	Kimberly Baker
12. 2600 Stanwell, Concord	Admin., WFS	Iliana Choate, Lorena Martinez-Castillo
13. 4071 Port Chicago, Concord	WFS	V Clapp
West Locations	Bureau	DEI Lead/Volunteer
14. 151 Linus Pauling, Hercules	WFS	Craig Roney
15. 1001 S 57 th St, Richmond	CSB	Kimberly Vega, Jacqueline Lopez
16. 1275 A Hall Ave., Richmond	CFS, WFS, AA	Pat Ensley, Fran Carlson
17. 1305 Macdonald Ave., Richmond	WFS, AA, Admin.	Danielle Moye, Stephen Quesada
18. 1535 Fred Jackson, Richmond	WFS	Danielle Moye, Stephen Quesada
19. 300 S 27 th St., Richmond	CSB	Ayanna Cooper

DEI Drive Contacts:

- Mari Solis 925/655-0954, solisma@ehsd.cccounty.us
- Nannette Dupree 925/209-4498, duprena@ehsd.cccounty.us





Hispanic Heritage Month

Contributed by EHSD Diversity, Equity, and Inclusion Committee



Did you know?

Hispanic Heritage Month was first commemorated as a week in 1968 by Lyndon B. Johnson and later Ronald Reagan turned it into a month-long commemoration. It celebrates the rich diversity, culture and contributions of the Hispanic/Latino population in the U.S.

The start date coincides with the Declaration of Independence of several Latin American countries from Spain, September 15th–18th:

September 15 – Costa Rica, El Salvador, Guatemala, Honduras, Nicaragua
September 16 – Mexico
September 18 – Chile

What's in a label?

Hispanic – Used to identify people from Spain and other Spanish speaking countries. First used in the 1980 Census to group together people from Spain, Central & South America living in the U.S.

Chicano/a – Used by people born in the U.S. of Mexican descent who identify with their indigenous ancestry. Gained popularity during the 1960s & 70s in the fight for civil rights & social justice.

Latino/a – An alternative to Hispanic used by those that identify with their family's country of origin in Latin America, including non-Spanish speaking countries like Brazil.

LatinX – A gender-neutral alternative to Latino or Latina. The term has gained popularity in recent years.

In Their Own Words

These Ted Talks provide unique perspectives on the Hispanic/Latino experience:

[Maria Hinojosa - From invisible to visible](#)

[Fernanda Ponce - What Being Hispanic and Latinx Means in the United States](#)

Ways to Celebrate

- Visit The [National Museum of the American Latino](#) to take a virtual tour.
- Find local events.
- [Patronize Latino-owned businesses in the area](#)

Continued on next page



Hispanic Heritage Month

Continued from previous page



The Numbers

In 2021 there were 63.7 million Hispanics/Latinos in the U.S = 19% of the US Population. [Pew Research Center-Facts on Latinos in The U.S.](#)

As of 2022 – Hispanics/Latinos make up 27% of the population in Contra Costa County. [U.S Census Bureau](#)

The labor force participation rate for Latinos is 67%-the highest of any race or ethnicity. [U.S. Department of Labor](#)

Want More?

READ: [Making Hispanics by G. Cristina Mora](#)

WATCH: [Latino Americans | PBS](#)

LISTEN: [Yes She Did! With Dolores Huerta - Podcast](#)



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.

We Care Guidelines: [click here](#)

We Care Nomination Form: [click here](#)



See page 19 for **We Care...You Care** recipient **Jeremy Louie**



JOIN US



Would you like to serve on the Measure X Community Fiscal Oversight Committee?

The Contra Costa County Board of Supervisors is seeking individuals interested in serving on the Measure X Community Fiscal Oversight Committee.

Requirements:

- Civic-minded
- Interested in Volunteering for Public Service
- Experience with auditing principles and financial management best practices

If you have the skills and experience required, we want to hear from you!

Submit an application online here:

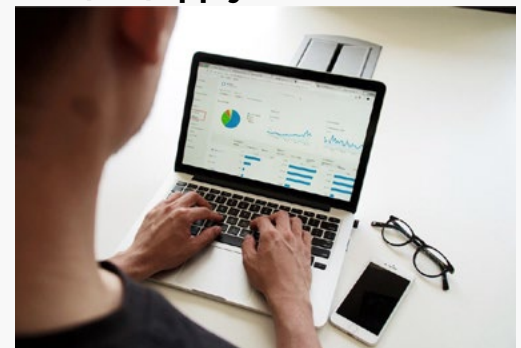
<https://contra-costa.granicus.com/boards/forms/321/apply>

[APPLY NOW](#)

More Information:

925-655-2048

Adam.Nguyen@cao.cccounty.us





Building Legacy Early Childhood Educators' Talent Expedition

NOW HIRING Career Fair

Wednesday, October 18th
10 a.m. to 4 p.m.

Contra Costa College
2600 Mission Bell Drive, San Pablo
Fireside Hall Room 100

All Are
Welcome!

Ask about
our hiring
incentive!



“Education is the most powerful weapon you can
use to change the world.

—Nelson Mandel



Prepare

- Bring identification & qualification verifications (see back for details)
- Onsite interviews
- Professional attire
- Copies of transcripts, degrees, other applicable records

Employment Benefits

- Health/insurance
- Paid time off (vacation, sick leave, floating/personal & paid holidays)
- Retirement & deferred compensation
- Training & tuition assistance
- Professional development & growth opportunities
- Much more!

We're looking for passionate and motivated teachers to join our innovative and progressive team!

- Infant Toddler Associate Teacher
- Infant Toddler Teacher
- Infant Toddler Master Teacher
- Preschool Associate Teacher
- Preschool Teacher
- Preschool Master Teacher

No units? No problem! Become a Teacher Assistant Trainee and grow with us!


More information
(925) 335-1700





MEDICARE

Medicare Annual Enrollment

 **Contact Us! Schedule
your appointment**

**(925) 655-1393 or
1 (800) 510-2020**

Website:

www.cchicap.org

Email:

ehsdhicap@ccccounty.us

**Find updates to your plan for
next year . . . Lean about
2024 changes by attending a
Medicare Workshop!**

Our services are FREE!

**Contra Costa County
Health Insurance Counseling and
Advocacy Program
HICAP**

**Did You Know Medicare Annual
Enrollment Begins . . .**

**October 15, 2023 through
December 7, 2023**

**We're Here to Help You Save Money
and Still Get Great Coverage!**

- **Look at ways to lower cost for
prescription drug coverage and
insurance premiums.**
- **Learn about yearly preventive
care benefits and services.**
- **Possible legal assistance for
Medicare services or billing
denials.**



Customer Service Champion

This individual is being recognized for going the extra mile by delivering excellent service to our customers. She went above and beyond in her willingness to help and demonstrate EHSD's emphasis on providing exemplary customer service. Congratulations on a job well done!

Ja'Ceeka (Ceeka) Williams

IHSS Social Worker

By Ann Barrett, IHSS Division Manager,
Aging & Adult Services

In June 2023, **Ja'Ceeka (Ceeka) Williams** joined Contra Costa County, stepping into her role as an IHSS Social Worker with remarkable enthusiasm. Her dedication and compassion have garnered numerous accolades from her clients, supervisor, and colleagues. Ceeka's 15-year journey as a dancer, including attending a performing arts school, has instilled in her a rare blend of patience and empathy that is evident in her communication with others.

Before joining Contra Costa, Ceeka served in a dedicated civil servant role in Alameda for six years, which marked the beginning of her career in Social Work. She earned both a bachelor's and a master's degree in psychology, showcasing her deep academic foundation. Her commitment to professional growth remains evident as she recently obtained certification as a life coach, highlighting her commitment to expanding her knowledge and skills.

Ceeka has proven to be an invaluable addition to the Contra Costa County IHSS team. We eagerly anticipate her continued growth as she passionately contributes to our community members achieving self-sufficiency.



CONTRA COSTA COUNTY

EMPLOYMENT & HUMAN SERVICES

Building Brighter Futures Together

CONTRACOSTA
COUNTYEMPLOYMENT &
HUMAN SERVICES

We Care...You Care

Recognizing Jeremy Louie, Social Worker III

We Care... You Care is the EHSD recognition program that gives each of us a chance to let our colleagues know how much we value them and acknowledge each other's accomplishments.

Michelle Calabio, APS Social Worker III in Aging & Adult Services, nominates **Jeremy Louie**, also a Social Worker III, for **We Care... You Care**, acknowledging his positive impact and influence on others, and his ability to demonstrate our core values at EHSD.

Promote Organizational Excellence

Jeremy shares valuable resources that he has researched and validated. He is always willing to step up to help when there is a need. He volunteers for vacant OD positions.

Deliver Exceptional Customer Experience

Jeremy communicates with partners and clients with respect, and makes himself available to answer questions and respond to concerns in a timely manner.

Openly Communicate

Jeremy takes the time to listen to his clients with active listening skills, even during interactions that would be considered highly stressful.

Embrace Change

Jeremy volunteers to help when coworkers are challenged with new applications or computer needs. He is

positive and energetic. He is open to learning and new experiences.

Respect Diversity

Jeremy has a positive response to all customers, despite age, race, and socioeconomic status. His goal is to connect people to available resources to enable clients to remain independent and safe in their homes.

Thank you to Jeremy and Michelle for living out our core values and helping build a supportive environment at EHSD!

CONTRACOSTA COUNTY
EMPLOYMENT & HUMAN SERVICES

We Care That You Care

NOMINATION FORM

Please use this form to nominate a staff member who consistently exemplifies EHSD's core values.

Nominee Name (first and last): Jeremy Louie
 Title: SWIII
 Bureau & Division: EHSD AAS Adult Protective Services Location: 500 Ellinwood Way PH
 Your Name: Michelle Calabio Date: 8/30/23

Please provide as many work-related examples as you've witnessed this month.

Promote Organizational Excellence: Please give your example of how the nominee demonstrated appreciation for others and/or supported others in achieving professional or personal growth or maintaining a healthy work-life balance.
Jeremy shares valuable resources that he has researched and validated. He is always willing to step up to help when there is a need. He volunteers for vacant OD positions.

Deliver Exceptional Customer Experience: Please give your example of how nominee demonstrated customer driven (internal or external) responsiveness and respectfulness.
Jeremy communicates with partners and clientele with respect, and makes himself available to answer questions and respond to concerns in a timely manner. He helps clients despite SW assignment.

Openly Communicate: Please give your example of how nominee demonstrated honest and transparent communication with customer (internal or external).
Jeremy takes the time to listen to his clients with active listening skills even with challenged with interactions that would be considered highly stressful.

Embrace Change: Please give your example of how nominee used innovation and/or technology to practice strategic thinking.
Jeremy volunteers assistance when coworkers are challenged with new applications or computer needs. He is positive and energetic. He is open to learning and new experiences.

Practice Ethical Behavior: Please give your example of how nominee demonstrated integrity and honesty.
Jeremy is prompt and appropriately engaged when at the workplace. He uses his time wisely and does not engage in unnecessary gossip and complaints.

Respect Diversity: Please give your example of how nominee honored individual differences and gave equal treatment to customer (internal or external).
Jeremy has a positive response to all clientele despite age, race, and socioeconomic status. His goal is to connect people to available resources to enable clients to remain independent and safe in their homes.

LG ☐ DM (or equivalent) only: Initial here if you recommend this employee for a future Headlines article. Supervisor ☐

See page 14 for **We Care...You Care** links to guidelines and nomination form.



SERVICE AWARDS | NEW EMPLOYEES | RETIREES

SERVICE AWARDS

35 YEARS

Gyrlenn Ertmer, Social Worker III, CFS

30 YEARS

Carmen Castillo-Valladares, Associate Teacher -Project, CSB

25 YEARS

Amy Drenik, Social Worker III, CFS
Shelly Lynn Lunas, Social Service Program Assistant, AAS
Kimberley Miles, Social Service Program Assistant, AAS
Patricia Perez, Workforce Services Specialist, WFS
Janeth Ramos, Medical Program Assistant, WFS
Yvonne Ybanez, Social Service Program Assistant, WFS

10 YEARS

Eric Brandt, Clerk- Senior Level, WFS
Amrita Kaur, Administrative Services Assistant III, CSB
Joanne Puccetti, Info Systems Programmer/Analyst IV, Admin
Sarah Reich, Administrative Services Assistant III, CSB



NEW EMPLOYEES

Mandy Arellano, Secretary-Journey Level, CFS
Veronica Bercaives, Contracts Administrator, Admin
Heidi Bernas, Account Clerk-Experienced Level, Admin
Blanca Gonzalez, Translator / Greeter, WFS
Dmitrii Govorukhin, Info Sys Programmer & Analyst IV, Admin
Gian Gutierrez, Secretary-Journey Level, Admin

Grace Lee, Social Worker III, CFS
Cynthia Lepe, Secretary-Journey Level, Admin
Carol McKenna, Clerk-Experienced Level, Admin
Elkanah Osiemo, Account Clerk-Experienced Level, Admin
Lilian Recinos, Intermediate Clerk-Project Temp, CSB
Stephen Wilde, Information Systems Technician II, Admin

RETIREE

Ivy Bushnell-Jackson, Clerk-Specialist Level, 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 or (925) 608-4904.**



SPREAD THE WORD



October 2023

- HEAD START AWARENESS MONTH
- DOMESTIC VIOLENCE AWARENESS MONTH
- BREAST CANCER AWARENESS MONTH
- CYBER SECURITY AWARENESS MONTH
- OCTOBER 2 – Child Health Day
- OCTOBER 7 – Ageism Awareness Day
- OCTOBER 9 – Combined Charities Campaign begins (through Nov. 10)
- OCTOBER 10 – World Mental Health Day
- OCTOBER 16 – National Bosses Day
- OCTOBER 17 – International Day for the Eradication of Poverty
- OCTOBER 24 – United Nations Day
- OCTOBER 31 – Halloween & EHSD Pet Parade!

November 2023

- ADOPTION AWARENESS MONTH
- NATIONAL FAMILY CAREGIVERS MONTH
- HOLIDAY FOOD FIGHT KICK OFF
- NOVEMBER 5 – Daylight Saving Time Ends
- NOVEMBER 9 – EHSD Live!
- NOVEMBER 10 – Veterans Day Holiday
- NOVEMBER 11 – VETERANS DAY
- NOVEMBER 23 – Thanksgiving Day (Holiday)
- NOVEMBER 24 – Day after Thanksgiving (Holiday)



We Care... You Care

CLICK here to learn more about nominating a coworker.
Updated We Care...You Care nomination form: [click here](#)
and see page 13

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

October 5 or 19 • 4 to 6 p.m.

November 2 or 16 • 4 to 6 p.m.

December 7 or 21 • 4 to 6 p.m.



For more information about becoming a Resource Parent visit us at www.ehds.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.

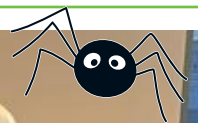
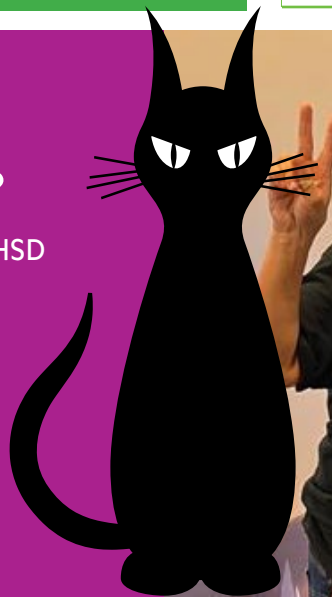
To register for a class, please call (925) 655-4230 or email ResourceFamilies@ehsd.cccounty.us

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

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FORMERLY
KNOWN AS
TWITTER



The next Issue of *Headlines* will publish in early November. Please contact us at our *EHSD Headlines* email, Headlines@ehsd.cccounty.us, by **October 17th** if you have an upcoming event, article, or idea you would like to submit.