

# Angela Bullock-Hayes From Clerk to New WFS Director

Contra Costa Welcomes New Citizens with Open Arms

Your Shout Outs to Fellow Employees

CONTRACOSTA COUNTY

EMPLOYMENT & HUMAN SERVICES Building Brighter Futures Together

# Calling Mentors & Mentees for EHSD Mentoring Program! 2024 Applications are Due April 19th

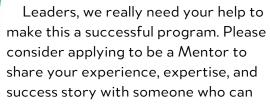
entoring Program

By Coordinators Iliana Choate and Antonio Vasquez, Staff Development

We are thrilled to announce the start of the 2024 Mentoring Program.

This year's program will run from June through November 2024, culminating in a graduation ceremony to be held in December.

The EHSD Mentoring Program was created to offer opportunities for professional growth, development, and leadership to employees throughout the department. Our program provides a positive environment where employees will benefit from learning opportunities offered through individual mentor and mentee relationships.



greatly benefit from it.

Applications to become a Mentee or Mentor can be found in SMART or apply by clicking on the links below.

Mentee Application.pdf

Mentor Application.pdf

Click here to watch a video about the Mentoring

Program



- 1. EHSD Mentorship Program Coordinators Iliana Choate and Antonio Vasquez of Staff Development
- 2. EW Supervisor Craig Roney of Aging & Adult Services participated as a mentor last year.
- 3. 2023 Mentoring Program participants at graduation







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#### Angela Bullock-Hayes – From Clerk to WFS Director, Public Service is in Her DNA

Continued from previous page

to work for Volunteer & Emergency Services
Team In Action (VESTIA for many years after that.

"My family instilled in me the desire to be a good person, to work hard, and to care for others. I learned this early on by watching my family at home and at work," says Angela.

Angela graduated from San Francisco State University and started working in marketing for a local radio station. But the call for social work beckoned. Angela started out as a CC Health Clerk and slowly began her climb up the ladder while amassing a wealth of experience and knowledge.



Angela Bullock-Hayes with her mother, Jacquelyn Bullock, who was an Employment Counselor and Supervisor with Alameda County. "I can still remember when me and Drina Rowland were Clerks together and we wanted to know how we could become Eligibility Workers." They figured it out and today Drina is a CalWORKs Division Manager.

"We were motivating and encouraging each other to apply for different positions,"

says Drina. "Also, a lot of veteran workers were eager to mentor us and remind us that our reputations proceed us."

To hear Angela talk about her career advancement and the opportunities available, CLICK on the link <a href="https://vimeo.com/929687050?share=copy">https://vimeo.com/929687050?share=copy</a>

# Angela's Climb'to the Top

2024 - Director Workforce Services

2023 - Deputy Director Workforce Services

2020 - Division Manager, General Assistance Operations/Policy, In-Home Supportive Services Benefits, and SSI Advocacy Countywide

2015 - Division Manager, East County Operations/ Building Manager/Intake - Medi-Cal, CalFresh, CalWORKs Field, and Service Integration Team Bay Point

2013 - Site Director, Covered California Call Center

2011 - Division Manager, Medi-Cal Service Center (Countywide)

2005 - Senior Staff Assistant, Aging and Adult Services Medi-Cal Service Center

2002 - Personnel Services Assistant II/III

2001 - Eligibility Work Supervisor, East County Intake CalWORKs/Welfare to Work

1998-99 - Eligibility Worker II, Eligibility Work Specialist, Social Service Program Assistant – Medi-Cal, CalFresh, CalWORKs, and Welfare to Work

1997 - Eligibility Worker I, Eligibility Worker Training Unit

1997 - Senior Level Clerk, General Assistance Administration/Reception

1996 - Experienced Level Clerk, EHSD In-Home Supportive Services Unit

1992 - Experienced Level Clerk, Contra Costa Health Medical Records Hospitals/Clinics

Managing Change

Contributed by Personnel Services



Everyone processes change in different ways and at different rates. However, as a leader, you play a critical role in effectively guiding staff through changes in the workplace. Consider these tips to help you motivate and encourage your team:

- Be clear and honest when communicating change.
- Tell your team what's in it for them.
- Share as much information as possible.
- Praise your team's efforts to embrace change.
- Use compelling visuals to create a tangible vision of the future.
- Encourage your team not to view challenges and setbacks as failures.

Browse more articles at <a href="https://member.magellanhealthcare.com/">https://member.magellanhealthcare.com/</a>

#### 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 LlfeMart Discount Center in your web browser.

**UPCOMING WEBINAR:** Understanding neurodiversity in your personal and work life April 10

This webinar will:

- Describe neurodiversity.
- Discover the value of neurodiversity at work and home.
- Name strategies to support neurodivergent people

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."

# Black History Not Just for February

You can learn more about Black history at the Medi-Cal & CalFresh Service Center at 1650 Cavallo Road in Antioch. Thats where **Renita Johnson** and **Andrea Evans** created a "HerStory Wall" to honor contemporary black women. The wall has pictures of Honorees and QR codes that lead to YouTube videos featuring women like Michelle Obama, Ayanna Pressley, Ketanji Jackson

and many more. "The mixed media presentation with the QR Codes is a really neat concept," says WFS Division Manager **Alice Dietrich.** "I especially want to highlight Renita and Andrea for the initiative, creativity, and dedication in making this amazing work of art for everyone at Cavallo to enjoy."



Scan the HerStory wall QR codes on the back page to learn more about the lives and contributions of Black women of our time.







Contra Costa County

EMPLOYMENT & HUMAN SERVICES Building Brighter Futures Together

# Wearing Denim to Raise Awareness about Sexual Violence

By Claudia Gonzalez & Mélody Saint-Saëns, Alliance to End Abuse

Join the Alliance to End Abuse and millions across the globe by wearing denim on Wednesday, April 24th to show support for survivors and educate others about all forms of sexual violence.

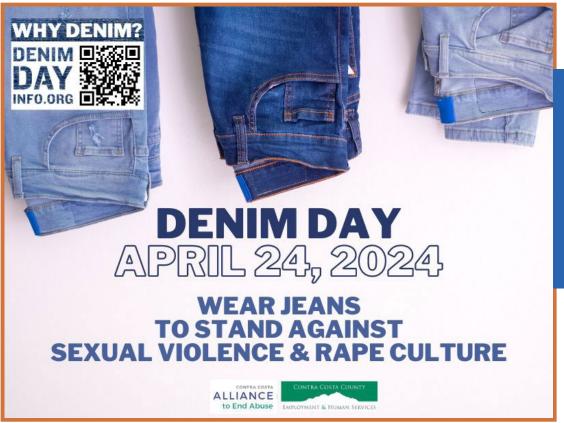
In 1998, the Italian Supreme Court overturned a rape conviction, holding that since the survivor's jeans were tight, the defendant could only have taken them off with the assistance of the victim, thus implying her consent. The next day, women members of the Italian Parliament protested "the jeans alibi" by wearing jeans.

In 1999, Peace Over Violence, a nonprofit focused on interpersonal violence prevention in

Los Angeles, launched the first annual **Denim Day**, encouraging people to wear denim to fight back against victim blaming and raise awareness about sexual violence. For the past 25 years, the Denim Day initiative has fostered solidarity and aid to survivors by confronting harmful behaviors and attitudes surrounding sexual violence.

Be part of the Alliance's Denim Day social media campaign. Snap a picture of yourself and/or your team wearing denim on Denim Day and send to <a href="mailto:cgonzalez@ehsd.cccounty.us">cgonzalez@ehsd.cccounty.us</a> to be included!

Learn more at <a href="https://denimday.org/why-denim">https://denimday.org/why-denim</a>



Celebrating its 25th anniversary this year, Denim Day is one of the longest sexual assault awareness campaigns in the world.

SEE NEXT PAGE >>>

Sexual Assault Awareness and Prevention Month (SAAPM)

# **April is Sexual Assault Awareness and Prevention Month (SAAPM)**

This month is an opportunity to raise awareness about sexual assault, prevention strategies, and resources for survivors. Sexual assault is any sexual contact or behavior that happens without the explicit consent of a person. Types of sexual assault include, but are not limited to, sexual harassment, rape, sexual battery, child sexual abuse, and samesex assault.

According to the California Department of Justice, in 2022, Contra Costa County had 297 forcible rapes reported. In 2023, the Contra Costa County District Attorney's Office charged 102 defendants with sexual assault related crimes; conducted 13 felony sexual assault jury trials that all resulted in convictions; and supported 444 sexual assault survivors through its Victim Witness Assistance Program. Community Violence Solutions (CVS), our County's rape crisis center, reported 1,302 calls to its crisis line, completed 203 sexual assault forensic exams, served 193 clients through its HOPE Therapy Services, and conducted 394 forensic interviews through its Children's Interview

Center, including 342 interviews for suspected sexual abuse.

The Alliance promotes a collaborative and coordinated approach to meet the unique needs of each survivor, hold persons who have caused harm accountable, and create protective environments that provide mental, physical, and emotional safety to all and across generations. To learn more, visit <a href="https://www.nsvrc.org/saam">https://www.nsvrc.org/saam</a>.

#### For help, contact:

- Community Violence Solution's 24/7 Crisis Line: 1 (800) 670-7273
- Children and Family Services/Child Abuse 24 Hour Hotline: 1 (877) 881-1116
- The Family Justice Center: Richmond (510) 974-7200, Concord (925) 521-6366, Antioch (925) 281-0970



On March 19, 2024, the Board of Supervisors proclaimed April as SAAPM. Deputy District Attorney and Supervisor of the Sexual Assault Unit, Paul Graves, spoke on behalf of the Contra Costa County District Attorney's Office with DA Diana Becton also present. Staff members from the Alliance to End Abuse and Community Violence Solutions, and prosecutors from the Contra Costa District Attorney's office were joined by partners from the Victim Witness Advocates of the DA's Office, the Probation Department, the Family Justice Center, and our own Children and Family Services colleagues.

# **Immigration Forums**

#### Concord

By Al Gibson, Navigator, 4 Our Families

On Sunday, March 17, 2024, 4 Our Families Navigators Al Gibson and Natalie Aguilar participated in an immigration forum organized by Stand Together Contra Costa and Faith in Action East Bay at Ygnacio Valley High School, in Concord. The event objective was to support migrants aspiring to attain U.S. citizenship by offering citizenship applications, complimentary legal consultations with immigration attorneys, and guidance toward online resources. Additionally, various vendors extended support services to individuals facing issues such as trafficking, unjust wages, and domestic violence.

During the forum, Al and Natalie played a pivotal role by providing attendees with essential resources. They helped with information about cash, food, and medical benefits available for those in need, and assisted in addressing overdue utility bills. Their presence underscored the commitment of 4 Our Families Navigators to support and empower community members navigating the complexities of immigration while addressing broader challenges faced by vulnerable populations.



Natalie Aguilar and Al Gibson, 4 Our Families Navigators, WFS

#### **Brentwood**

By Sandra Zepeda-Lopez, Navigator, 4 Our Families

The Immigration Forum outreach event at Los Medanos College, Brentwood Campus on March 10, 2024 had a good turnout of participants (mostly Spanish speaking families of the community.)

Free consultations with attorneys specializing in Immigration/Free Legal Consults were available.



**Sandra Zepeda-Lopez** and **Sandra Figueroa**, 4 Our Families Navigators, WFS

Sandra Figueroa and I provided information regarding CW/CF and Medi-Cal benefit application process, answered questions regarding immigration/public charge concerns, Navigator/SSRRT services, and networked with community partners. In addition, we handed out our 4Ourfamilies Navigator brochure, toys, candy, and coloring books which was a total success with the children.



# Naturalization Ceremony



# Contra Costa County Hosts Naturalization Ceremony

Monday, March 18<sup>th</sup>, marked a momentous occasion as 31 individuals from 17 different nations took a significant step toward embracing their new identities as citizens of the United States during a naturalization ceremony hosted by District IV Supervisor Ken Carlson, in conjunction with United States Citizenship & Immigration Services (USCIS).

In a heartfelt ceremony held in the Board of Supervisors Chambers in the Administration Building, at 1025 Escobar St., in Martinez., the community came together to celebrate the culmination of a journey marked by determination, perseverance, and the pursuit of the American dream. Family and friends gathered to witness their loved ones take the Oath of Allegiance, pledging their loyalty and allegiance to their adopted homeland.

"The ceremony serves as a powerful reminder of the rich tapestry of cultures that enrich the fabric of our society and the enduring promise of America – a land of opportunity where individuals from all walks of life can come together to build a brighter future," Supervisor Carlson said.

Congressman Mark DeSaulnier joined the event as a special guest and provided remarks at the ceremony.

"This event underscores the principles of democracy, equality, and opportunity that define us. Their diversity strengthens our country and symbolizes the inclusive spirit that has long been a hallmark of our nation," said Board Chair Federal Glover, District 5 Supervisor.

After the ceremony, the newly sworn-in U.S. citizens had the opportunity to register to vote, fill out passport applications, and learn more about County resources.

To learn more about the citizenship process, please visit www.uscis.gov.

# Naturalization Geremony Continued from previous page



# What should Contra Costa County be like when our kids grow up?



Envision Contra Costa 2040 is Contra Costa County's plan to address land use, transportation, housing, climate change, environmental justice, and other important issues over the next 20 years.

The Department of Conservation & Development (DCD) in partnership with the Office of Communications & Media (OCM) produced a series of videos to showcase Contra Costa County's General Plan pillars. The videos in the series include:

- Economic Development
- Community Health
- Sustainability
- Environmental Justice
- General Plan: When I Grow Up

The Office of Communications & Media (OCM) will be showcasing these videos over the coming weeks on the County website, social media platforms, and CCTV. This provides the opportunity for County residents to become familiar with the planning- and infrastructure-related decisions that our leaders and staff will be making as part of the Draft General Plan and Climate Action Plan 2024 Update. The public review and comment period is extended through April 2024. To view the plan and videos, and to provide comments, visit envisioncontracosta2040.org.



# EHSD SHOUTOUTS

Congratulations to these EHSD staff members for recently achieving a significant accomplishment!

On November 20, 2023 Angel Reese graduated with her Doctoral Degree in Human Services with an emphases on social work from Walden University. She currently works in the Placement Unit as the Shelter care coordinator.



Dr. Angel Reese of Children & Family Services



Jylyn Lacson, Eligibility Work Supervisor I, WFS

Jylyn Lacson, Eligibility
Work Supervisor I, earned
multiple shout-outs on
Marina West's in-house
Shout-Out Board! All
of Jylyn's recognizers
overwhelmingly mentioned
the same quality: going
above and beyond to assist
EHSD's customers. Thank
you, Jylyn, for exemplifying
excellent customer service
and team spirit.



Many customers enthusiastically praised the great service they received from the receptionists at Marina West by taking the time to fill out comment cards. The well-earned compliments varied in composition, but they all highlighted the same things — this group's professionalism, outstanding customer service and commitment to providing quality services to our customers. Thank you, Marina West Receptions, for all that you do to support EHSD's mission!



Front (L-R): Mary Jones (Senior Level Clerk), Titianna Wilson (Experienced Level Clerk), Christina Cervantes (WEX Trainee), Esperanza Valencia (Senior Level Clerk)

Middle Row (L-R): Antoinette Dupree (Senior Level Clerk), Kaneshia Sommons (Experienced Level Clerk), Titayna Patrick (Experienced Level Clerk)

Back: David Gomez (Clerical Supervisor).

Not pictured: Sherry Wattley (Senior Level Clerk) & Karina Escobar-Henriquez (Experienced Level Clerk).

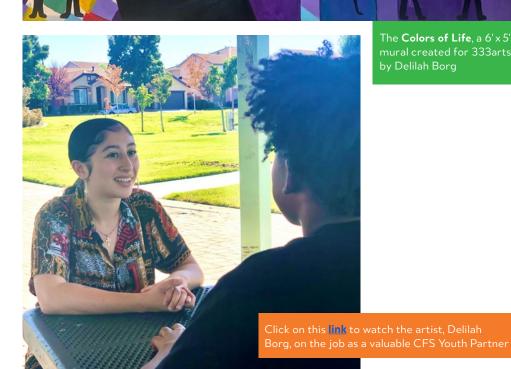
If you or a colleague have a work-related milestone or accomplishment, we want to hear about it. Email a 2-3 sentence description and photo to <a href="mailto:EventsCommittee@ehsd.cccounty.us">EventsCommittee@ehsd.cccounty.us</a> and you may get a "shout out" in <a href="mailto:Headlines">Headlines</a> or on EHSD Live!

# **EHSD Artist Paints for Charity**

By Alan Wang, Community Relations Media Specialist

**Delilah Borg** is a CFS Youth Partner and former foster youth who is selling her art to benefit community youth-based businesses and organizations. The painting, in the photo, is a 6' x 5' acrylic on canvas that she named "The Colors of Life." It was created for a nonprofit called 333arts and a percentage of the money once purchased will go to the Monument Crisis Center. "Vibrant colors, music, community, and life are all things displayed in this painting that I created for CreativeConcord partnered with the nonprofit 333arts ART JAM," says Delilah. "It's a representation of who we are in physical and spiritual form."

If you are interested, please visit the 333arts website. All art is discounted at an affordable price and 30% will be going to my charity of choice which is Monument Crisis Center in Concord Ca







#### "We Care That You Care" Spotlight Charlene Thomas, CFS Social Worker III

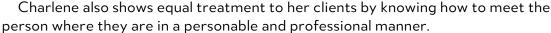


A good social worker utilizes all her available resources. That's the word on **Charlene Thomas**, a Social Worker III with Adult Protective Services.

"She utilizes other social workers and community partners in brainstorming out-of-the-box solutions to assist the client with addressing the protective issue," says co-worker **Jeremy Louie**, SW III in Aging & Adult Services, who nominated Charlene for the We Care That You Care recognition. "She always encourages me and other social workers by checking in and asking how things are going, and she has a positive attitude with staff and clients."

Jeremy has witnessed Charlene's professionalism while accompanying her on home visits. "She provides clear and honest communication with older adults, letting them know their significant has been also letting the client know their significant has been supplied to the communication."





For that, we recognize Charlene for consistently exemplifying EHSD's core values with a "We Care That You Care" spotlight.

If you know of a deserving co-worker, please fill out the We Care Nomination form and send it to <u>Headlines@EHSD.cccounty.us</u>.



## 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: <u>WeCareThatYouCare Guidelines\_FINAL.pdf</u>
We Care nomination form: <u>WeCareThatYouCare Nomination Form\_FINAL.pdf</u>





#### SERVICE AWARDS | NEW EMPLOYEES | RETIREES

#### **SERVICE AWARDS**

30 YEARS

Valerie Chatman, Soc Svc Appeals Officer, Admin Anthony Macias, Social Worker, AAS

25 YEARS

Barbie Guardina, Soc Svc Program Analyst, AAS Long Luu, Medical Program Assistant, WFS Lori O'Donnell, Soc Svc Staff Dev Spec/Staff Development Supervisor, Admin Mauricio Sevillano, Eligibility Worker III, WFS

 $20_{\text{YEARS}}$ 

Rosana Estrada, Medical Program Assistant, WFS Danielle Moye, Workforce Svcs Specialist, WFS

Elisa Subian, Soc Svc Staff Dev Specialist, Admin

15 YEARS

April Bolin, Social Work Supervisor II, CFS Rusty Hume, Clerk-Senior Level, WFS Phyllis Young, Clerk-Specialist Level, WFS

10 YEARS

Noramah Burch, Workforce Svcs Specialist, WDB
Ellen De Senna, Comprehensive Svcs Asst Mgr-Pr, CSB
Ana Echezarreta, Social Worker, AAS
Cheryl Manion, Clerk-Senior Level, CFS
Jeanne Polk, Sr. Public Health Nutrition, AAS Michael
Roark, Info Sys Manager I, Admin
Esperanza Valencia, Clerk-Senior Level, WFS



#### **NEW EMPLOYEES**

Jessica Buenrostro, Clerk-Senior Level, CFS
Brandi Cleveland, Clerk-Experienced Level, WDB
Yajara Gonzalez Delgado, Comprehensive Svcs Assistant
Manager, CBS
Richard Herd, ASA III, Admin
Betsy Lazaro, Intermediate Clerk, CSB
Maria Munoz, Teacher Assistant Trainee, CSB
Natalia Orosco, Teacher Assistant Trainee, CSB
Hishara Rajapaksha Arachchilage, Teacher Assistant Trainee,
CSB

Seema Rathore, Associate Teacher, CSB Roberto Rivera, Teacher Assistant Trainee, CSB Maria Rocha, Teacher Assistant Trainee, CSB Khyia Slone, Intermediate Clerk-Project, CSB Matthew Valle, Teacher Assistant Trainee, CSB Anna Weatherby, Infant Toddler Teacher, CSB Latuan Wheaton, Clerk Experience Level, Admin Ariyana Williams, Teacher Assistant Trainee, CSB

#### RETIREES

I-Mei Chen, Sr Soc Svc Info Sys Analyst, Admin Michael Eng, Senior Clerk-Project, CSB Haydee Ilan, Accountant III, Admin

Janeth Ramos, Medical Program Assistant, WFS Tomi Smith, Workforce Svcs Specialist, 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) 608-4808.

# **SPREAD THE WORD**

#### April 2024

- SEXUAL ASSAULT AWARENESS & PREVENTION MONTH
- CHILD ABUSE PREVENTION MONTH
- NATIONAL COUNTY GOVERNMENT MONTH
- STRESS AWARENESS MONTH
- APRIL 1 April Fool's Day
- APRIL 5 National Walk to Work Day
- APRIL 6 12 Week of the Young Child
- APRIL 9 10 Eid ul-Fitr
- APRIL 15 Tax Day
- APRIL 22 Passover begins
- APRIL 24 Administrative Professionals Day Denim Day to support survivors of sexual violence

#### May 2024

- COMMUNITY ACTION MONTH
- CALFRESH AWARENESS MONTH
- OLDER AMERICANS MONTH
- FOSTER PARENT RECOGNITION MONTH
- MILITARY APPRECIATION MONTH
- ASIAN AMERICAN AND PACIFIC ISLANDER HERITAGE MONTH
- JEWISH AMERICAN HERITAGE MONTH
- MAY 6-10 Teacher's Appreciation Week
- MAY 5 Cinco De Mayo
- MAY 12 Mother's Day
- MAY 15 Peace Officers Memorial Day
- MAY 22 Harvey Milk Day
- MAY 27 Memorial Day (holiday)

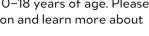
#### We Care... You Care

CLICK here to learn more about nominating a coworker. Updated We Care...You Care nomination form: click here and see page 14

#### 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.



nd Your On

#### FREE VIRTUAL ORIENTATIONS

April 4 or 18 • 4 to 6 p.m. May 2 or 16 • 4 to 6 p.m. June 6 or 20 • 4 to 6 p.m.

> For more information about becoming a Resource Parent visit

us at www.ehsd.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?

Facebook and X @ContraCostaEHSD Instagram @HumanaCosta Like us on Facebook









Employment & Human Services Building Brighter Futures Together

The next Issue of Headlines will publish in early May Email EHSD Headlines at Headlines@ehsd.cccounty.us, by Tuesday, April 16th if you have an upcoming event, article, or idea you would like to submit.

# Headlines April 202 Black History Not Just for February See story on page 6

See story on page 6

Scan the HerStory wall QR codes below to learn more about the lives and contributions of Black women of our time.



HARRIET TUBMAN





**AYANNA PRESSLEY** 













ARETHA FRANKLIN



SOJOURNER TRUTH







**OPRAH WINFREY** 



MICHELLE OBAMA



TARAJI P. HENSON



AUDRE LORDE



ISSA RAE





MICHELLE OBAMA



**SERENA WILLIAMS** 



















IYANLA VANZANT



**SHONDA RHIMES** 



**DIANA ROSS** 

**LENA HORNE** 



SIMONE BILES