

Headlines

WDB Stimulates Jobs for Communities

EHSD's Directory Makeover

WFS Cultivates New Leaders

Now Open!
New Online Shop
for EHSD Apparel



EHSD Directory Has a New Look

By Derek Forrest, Information Technology Programming, Info & Systems

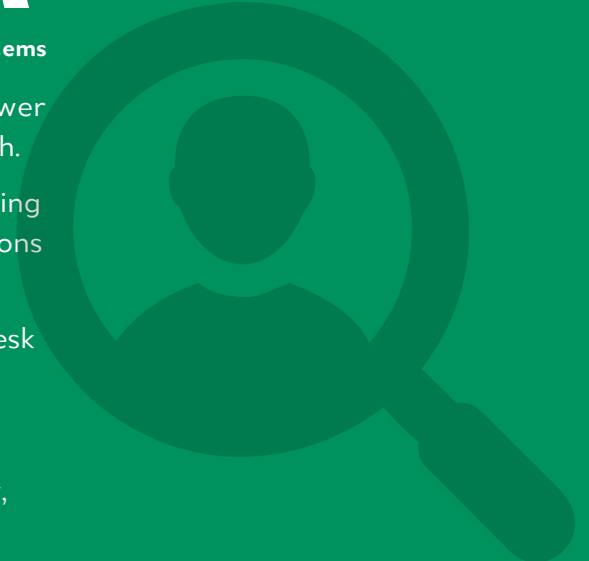
IT has upgraded the EHSD Employee Directory. The newer version replaced the existing directory on September 26th.

Our goal is to enhance the employee directory, supporting our commitment to providing advanced technology solutions for EHSD.

If you need support or have questions, call the IT Helpdesk at 1-7200 or email ehsdhelpdesk@ehsd.cccounty.us

Use this link to access the [New Employee Directory](#)

Seema Walse, administrator of the Employee Directory, developed the enhanced version.



CONTRA COSTA COUNTY
EMPLOYMENT & HUMAN SERVICES

Employee Directory

Search

County Directory Login Help

Last Name

Supervisor

Pos. No

Classification

First Name

PCN

Worker ID

Unit/Function

Status

Language

Phone

Division

Building

Office

City

Bureau

Region

BudgetStatus

Sort By

Search

Reset

Alpha List

Bldg. List

Fax/Misc.

800 #'s

ERT

Phone List

Emp. List

Worker ID

2nd Floor,
300 Ellinwood Way, Pleasant
Hill

Total= 1

Milestones

By Tish Gallegos, Community Relations/Media

On September 16th, the Board of Supervisors recognized our EHSD staff members who have reached or are reaching big career milestones in 2025. These include EHSD staff with 20, 25, 30, 35, and 40 years of service. That's 99 employees representing 2,450 years of dedication to supporting our County residents through human services work.

Monica Galvan and **Debbie Sittser**, both from Children & Family Services, are celebrating an incredible 40 years of service.

Five are reaching the 35-year mark: **Jackie Foust** from CFS; **Rosalyn Guillory**, **Tonya Spencer**, and **Kam Phoummathep** from Workforce Services; and **Ruth Hunter** from the Community Services Bureau.

Overall, EHSD has 288 employees with 20 to 40 years of service. This number includes not only the milestone years, but all those in between. Nine staff members started with the County 1985 through 1989; 133 joined the County between 1990 and 1999; and 146 started working with us between 2000 and 2005.

Collectively, these years of service are a testament to EHSD's large, dedicated, and experienced workforce.

Thank you to all our EHSD workers for their 20+ years of service and this significant achievement!



EHSD staff who reached milestone years of 20, 25, 30, 35, and 40 years gather for the Board presentation.

More photos of our long-serving staff on next page

Milestones

Continued from previous page



Celebrating many years of unwavering dedication to our community and excellence in service



Ruth Hunter (35 YOS) of Community Services Bureau stands with her EHSD colleagues to receive well-deserved recognition at the Board of Supervisors meeting on September 16th.



Giselle McNeill (25 YOS), WFS Director **Angela Bullock-Hayes**, and **Tonya Spencer** (35 YOS)

Welcome Our New Staff Development Specialists!

Contributed by Staff Development

We are excited to announce that two outstanding professionals have joined our Employment & Human Services Department (EHSD) Staff Development Division as Staff Development Specialists.



Lydia Barron brings over 18 years of dedicated public service with Contra Costa County. She began her journey as an Eligibility Worker I, quickly establishing a reputation for compassion and commitment.

In 2011, Lydia became a Welfare-to-Work Job

Club Leader, empowering participants to gain employment skills and confidence on their path to self-sufficiency.

In 2017, she was promoted to Eligibility Work Supervisor at the Medi-Cal/CalFresh Service Center, where she managed case and call flow for her unit.

In 2020, Lydia returned to Welfare-to-Work as a Supervisor, guiding a team of Employment Specialists with empathy, skill, and dedication. Beyond work, Lydia's life is deeply centered around family and community. She is a devoted grandmother, a Resource Parent for Contra Costa County Children and Family Services, and guardian to two young boys. Her passion for uplifting children and families shines through in all she does.

David Kribs joins Contra Costa County with 16 years of experience in government social services and holds a bachelor's degree in social work from Buffalo State University, New York. Most recently, he served as a Supervisor at Onondaga County Social Services in Syracuse since 2017.



David's adaptability has enabled him to oversee hundreds of employees across multiple program areas, many of whom he supported through on-the-job training.

A highlight of his career has been mentoring staff into promotions and leadership roles, an experience he looks forward to continuing here at EHSD.

Known for his calming presence and inclusive leadership style, David builds trust, welcomes feedback, and empowers people to succeed.

Outside of work, David is happily married and the proud father of twin daughters entering fourth grade. His home is filled with the energy of two affectionate cats, and he enjoys sports, biking, and community volunteering.

Lydia and David bring a wealth of knowledge, compassion, and leadership that will strengthen our Staff Development team and further our mission of serving the Contra Costa County community with excellence. Please join us in extending a heartfelt welcome to both Lydia and David—we are fortunate to have them on our team!

2025 Combined Charities Campaign Kicks Off

By Tish Gallegos, Community Relations/Media Manage



Contra Costa County's annual Combined Charities Campaign exemplifies our shared commitment to giving back to the community. This year, with many of our residents facing increased hardships due to funding cuts at the federal level, it's especially important we come together to help our most vulnerable community members.

The County's goal is to raise \$100,000 and have 100% participation for all departments. Employee donations help support health, wellness, research to cure diseases, food for families, plus efforts to reduce homelessness, protect the environment, save wildlife and much more.

County employee donations are welcome from **Wednesday, October 1st** through **Friday, October 31, 2025**.

EHSD staff is known for *always making a difference* within our communities and, in particular, being a campaign leader. EHSD broke its own record last year by raising \$24,132 during the 2024 Combined Charities Campaign. Not only was this the highest contribution of any department, but it also surpassed the previous year's total by nearly \$4,600.

Combined Charities is a **100% online giving campaign**. You can donate one of two ways:

1. Pledge 12 equal Payroll deductions with after-tax dollars beginning January 10, **2026**.
2. One-time online donation (credit or debit card)

You can pledge \$5, \$10, \$25, \$50 or more per month and split your giving between one or more of your favorite charities. No pledge is too small.

Donations are made with payroll after-tax dollars or one-time credit card or debit card payments. Charitable donations can be used for personal tax purposes.

Thank you for considering a donation to the 2025 Combined Charities Campaign.

The donation link will soon be ready. Watch for it on STARS.

CONTRA COSTA COUNTY

EMPLOYMENT & HUMAN SERVICES
Building Brighter Futures Together

Paws + Claws EHSD Halloween Pet Parade Costume Contest



OCT
31

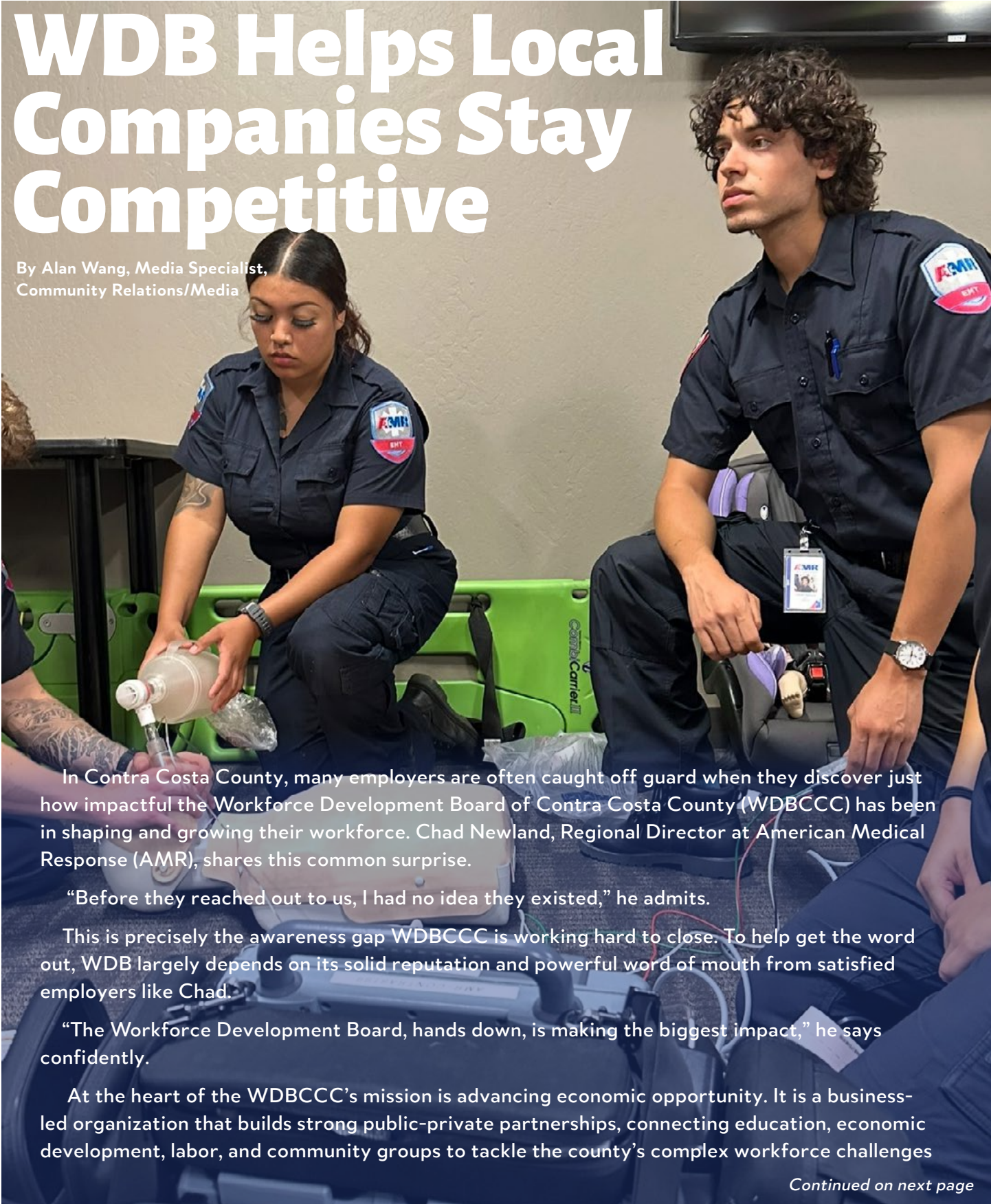
ENTRIES DUE
OCTOBER 17TH

Email your photo and video entries to eventscommittee@ehsd.cccounty.us by October 17th. Send 2-3 photos as jpeg attachments. Video length up to 30 seconds. The Paws + Claws contest winner will don the cover of November *Headlines*!



WDB Helps Local Companies Stay Competitive

By Alan Wang, Media Specialist,
Community Relations/Media



In Contra Costa County, many employers are often caught off guard when they discover just how impactful the Workforce Development Board of Contra Costa County (WDBCCC) has been in shaping and growing their workforce. Chad Newland, Regional Director at American Medical Response (AMR), shares this common surprise.

“Before they reached out to us, I had no idea they existed,” he admits.

This is precisely the awareness gap WDBCCC is working hard to close. To help get the word out, WDB largely depends on its solid reputation and powerful word of mouth from satisfied employers like Chad.

“The Workforce Development Board, hands down, is making the biggest impact,” he says confidently.

At the heart of the WDBCCC’s mission is advancing economic opportunity. It is a business-led organization that builds strong public-private partnerships, connecting education, economic development, labor, and community groups to tackle the county’s complex workforce challenges

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WDB Helps Local Companies Stay Competitive

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head-on. Their work doesn't just benefit employers; it fuels economic growth across the entire county. By ensuring a steady pipeline of diverse, skilled talent, the WDB helps local companies stay competitive in a fast-changing economy. Their strategic connections and collaborative partnerships allow them to develop innovative, sustainable solutions – leveraging public and private resources in ways that benefit both the workforce and businesses alike.

Appointed by the Contra Costa County Board of Supervisors, WDBCCC's 25-member Board is a powerful coalition of leaders from business, economic development, education, labor, community organizations, and public agencies. Together, they align resources and efforts to

enhance the local workforce's competitiveness and support the ongoing economic vitality of the region.

Through its dedication and collaborative spirit, WDBCCC continues to make a meaningful difference in the lives of employers and workers throughout Contra Costa County—helping to build a stronger, more prosperous community for all.



CLICK the play button to see how the WDB helped change the makeup of AMR and the community in which they operate.

Celebrating Workforce Development Month

By Tish Gallegos, Manager, Community Relations/Media

Workforce Development Month marked a milestone this year. The annual September observance was the 20th anniversary of this nationwide celebration to recognize and honor the people, programs, and partnerships driving opportunity and economic mobility across the country. Here in Contra Costa County, our leaders proclaimed Workforce Development Month at the September 9th Board of Supervisors meeting.

The Workforce Development Board of Contra Costa County (WDBCCC) has established itself as a regional leader in California through a wide array of innovative programs and initiatives. Our WDBCCC staff equip our residents with skills and connect talent to employers to strengthen our communities. In addition to supporting job

seekers to gain meaningful employment, WDBCCC serves businesses to foster job growth and creation.

During Fiscal Year 2024-25, WDBCCC served more than 3,222 businesses and provided career services through the Workforce Innovation and Opportunity Act (WIOA) programs to approximately 8,843 individuals.

Kudos to the WDBCCC team for their noble work in this profession, as well as their progress and ongoing collaboration with partners to help Contra Costa County have a thriving economy.



Executive Director **Tamia Brown** accepts the Board of Supervisors proclamation on behalf of the WDBCCC team from Board Chair Candace Andersen.



Workforce Development Month recognizes, honors, and promotes the contributions of our workforce professionals such as our WDBCCC staff.

CFS Hosts Motivational Interviewing (MI) Training for Trainers

Iliana Choate, Program & Project Coordinator

Children & Family Services (CFS) and Juvenile Probation recently co-hosted a comprehensive 3-day *Motivational Interviewing (MI) Training for Trainers (T4T)*, coordinated by **Ana Kaye**, CFS Social Services Program Analyst, **Mari Solis**, CFS Staff Development Specialist, and Marina Kesseleva-Cercone, of probation. The T4T was the culmination of the County's [Comprehensive Prevention Plan's](#) initial effort to enhance service delivery by infusing MI in community and family strengthening services. This effort also included two 4-day MI Trainings, attended by cross sector providers, including EHSD, Child Welfare, Juvenile Probation, Behavioral Health, Health Services, Contra Costa County Office of Education, and multiple community and faith-based organizations. Trainings were led by Teresa Chandler of Great Lakes Training, Inc.

assigned modules, showcasing their understanding through exercises and video analysis. Upon completion, participants earned official MI Trainer Certification from Great Lakes Training, Inc.

We are proud to recognize the newly certified MI trainers:

- **Lorena Martinez Castillo** – Staff Development Specialist, Admin Bureau
- **Thenisha Riggs** – Senior Health Education Specialist, Contra Costa Health
- **Tracey Anderson** – Senior Health Educations, Contra Costa Health
- **Christopher Kirkpatrick** – Substance Abuse Counselor, Behavioral Health
- **Iliana Choate** – Program & Project Coordinator, Policy & Planning



Christopher Kirkpatrick, Tracey Anderson, Iliana Choate, Lorena Martinez Castillo, Thenisha Riggs, Theresa Chandler

Over the course of the training, participants engaged in an intensive learning experience designed to deepen their understanding of MI principles and practices. Attendees presented

What Is MI?

Motivational Interviewing is an evidence-based communication method that empowers individuals to make meaningful life changes. It fosters a collaborative, empathetic environment where clients explore their motivations and build confidence in their ability to succeed. Especially effective with culturally diverse populations, MI centers on clients' values and goals. By encouraging client-driven dialogue, it promotes respectful, inclusive behavior change, making it a vital tool for EHSD staff supporting clients toward self-sufficiency.

Contra Costa County is Celebrating All Ages!

By Larena Baldazo & Tish Gallegos, Community Relations/Media

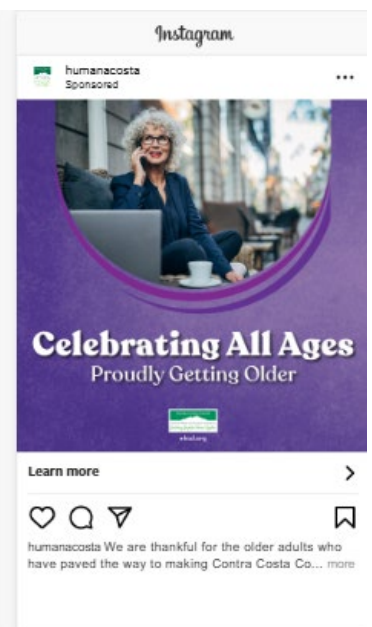
Older adults are the fastest-growing age group in Contra Costa County. While that may bring challenges, it is also something to celebrate. That's exactly the purpose of a new age-friendly campaign: to recognize the value and vitality within our community as we grow older together.

To help dismantle biases and negative perceptions around getting older, the **Contra Costa County Area Agency on Aging**, in collaboration EHSD's Community Relations/Media team, is launching *Celebrating All Ages*, a multi-faceted campaign.

The goal is to counter myths about getting older by addressing stereotypes, encouraging intergenerational connections, and recognizing the value and contributions people of all ages make in our community.

"Aging is an individual and collective journey, ripe with the possibility of increasing wisdom, resilience and connection with a larger purpose," explains **Tracy Murray**, EHSD's Aging & Adult Services Director. "A community that recognizes and celebrates this facet of life is a community that welcomes all."

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Contra Costa County is Celebrating All Ages!

Celebrating All Ages will be visible in print, broadcast, and digital ads – including on buses, in BART stations, and on billboards. The campaign's vibrant images and messages depict older adults participating in various activities and connecting with different age groups. The ads will direct community members to a campaign page on ehsd.org where visitors will find resources such as tips on inclusive language, strategies for challenging stereotypes, and guidance on creating and supporting age-friendly spaces.

As we celebrate all ages, we create a place where everyone can feel seen, valued, supported, and inspired to thrive at every stage of life.

This Contra Costa County campaign is just the beginning of celebrating the richness of every age and building brighter futures together.

Learn more about Celebrating All Ages at ehsd.org.

Show Your EHSD Pride!

EHSD's online apparel shop is now open to *all* employees who want to look great and feel connected to our incredible team—people who work every day to support and uplift the most vulnerable members of our community.

Find Your Style

Browse a wide variety of polo shirts, jackets, and more, and customize your gear with our **EHSD Building Brighter Futures Together** logo for that extra touch of EHSD pride.

Get Started

- **Scan the QR code** that will guide you to a page where you can open your account and access the EHSD apparel shop.
- **Add the logo** to the **upper left chest** area of your garment.
- **Save on shipping** by teaming up with colleagues and ordering together.
- **Show your EHSD spirit!** Snap a photo of yourself—or with your coworkers—and send it to headlines@ehsd.cccounty.us. Your photo could be featured in the next issue of *Headlines*!

With the holiday season right around the corner, it's also the perfect time to pick up something special for a colleague, friend, or family member.

Let's wear our pride and keep building brighter futures together!



Live on EHS Live!

EHSD staff gathered at **300 Ellinwood** in the **Eagle room** to celebrate Filipino American History Month. Web Producer **Larena Baldazo** was there to give viewers an in-depth look at their festive, Leveled-Up Watch Party.



La Mahal, which means "love" in Tagalog, dropped in as a special guest. He even wore a cute Barong.



L to R: Larena Baldazo, Lindsey Lindayen, Anna Domingo, Tamina Alon, Erick Untal, Mari Solis, Janice Corrales, Amy Vallerga, Ditas Bautista, Antonio Malacas, Albert (AJ) Juson



CalSAWS Help Desk Team. Front row: **Sonya Hopkins, Nicole Wilson, Rafael Lopez**
Second row: **David Griglock, America Patterson, Terri Rose, Celso Lira**
3rd row: **Josephine Chew, Sandra Orellana, Teri Howe, Patricia Viveros**
4th row: **Veltha McGee**



CLICK the arrow to view the September 24th episode of EHS Live!



Aging & Adult Services staff called attention to Fall Prevention Week during their Watch Party
L to R: **Jenn Gomes-Figuera, Carol McKenna, Erica Hsia, Cristina Ugaitafa**



Help Uplift Children and Families in Need

By Cynthia Smith, Program Coordinator, Volunteer & Emergency Services

Are you passionate about making a meaningful difference in your community? Do you believe every child and family deserves a safety net in times of crisis? If so, **Volunteer & Emergency Services Team in Action (VESTIA)** invites you to bring your heart, voice, and leadership to our Board of Directors.

Since 1985, VESTIA has been a lifeline for low-income children and families in Contra Costa County, providing essential emergency services when no other resources are available. In partnership with EHSD and the Volunteer & Emergency Services office, VESTIA fills critical gaps with compassion, dignity, and urgency.

As a VESTIA Board Member, you will:

- Help shape the vision and direction of a trusted nonprofit
- Advocate for vulnerable families and amplify their needs
- Contribute your expertise in areas like nonprofit leadership, fundraising, finance, or community engagement
- Collaborate with a committed team of changemakers who care deeply about equity and access



Our Board meets monthly—every second Tuesday at 7:00 PM via Zoom—to ensure flexibility and accessibility for busy professionals.

Whether you're a seasoned nonprofit leader or someone with a deep desire to serve, we welcome diverse voices and lived experiences to help guide our mission forward. Become a VESTIA Board member! Together, we can provide hope and help when it's needed most.

Learn more at vestiainc.org or reach out directly at vestiainc@gmail.com

Join us in building brighter futures for Contra Costa's children and families.



WFS' Focus on Leadership for All-Supervisors Gathering

By Angela Bullock-Hayes, Workforce Services Director

On September 25th, Workforce Services (WFS) held an All-Supervisors' Meeting at the Pleasant Hill Community Center, bringing together supervisors and management-level staff for a full day focused on building effective leaders.

The day opened with remarks from Workforce Services Director **Angela Bullock-Hayes**, followed by the introduction of newly promoted supervisors. A fun icebreaker activity led by **Christina Navarro** helped participants connect and set the tone for the day.

The Program Policy team shared information about current procedures related to CalWORKs, CalFresh, and Medi-Cal policy as well as their overall scope of work. Thank you to **Aisha Teal, Angela Verarde, John Rees, Kelly Sullivan, Krista Holguin, Nanci Powers, Rosalyn Guillory, and Victoria Virgen**. **Terri Rose** and **Sandra Orellano** from the Administration Bureau also presented key updates on CalSAWS functionality.

A delicious lunch from Mendocino Farms offered attendees time to relax and network before the afternoon training session with Terry Fulton of Value-Centered Solutions. His interactive training, *"Unlocking Your Hidden Potential,"* encouraged supervisors to recognize and develop the strengths within their teams.

The day wrapped up with an energetic Scavenger Hunt, once again led by Christina Navarro, providing a fun and active close to a productive meeting.



MCSC managers checking in with each other at the WFS All Supervisor meeting (**Natalie Guerra, Tanya Castro, Jen Miller, and Alicia Barrera**)



CalWORKs Supervisors teaching an MCSC Supervisor the ropes (**Evette Thomas, Ayaba Adams, Genise Anderson-Long, and Ulises Rios Bolanos**)

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WFS' Focus on Leadership for All-Supervisors Gathering

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Special thanks to **Aaron Perez**, **Christina Navarro**, **Drina Rowland**, and **Giselle McNeil** for their contributions to the Workforce Services video message, supporting the development of our emerging leadership team. To all the managers, thank you for your contributions to this successful this event.

CLICK the play arrow to learn leadership perspectives from our WFS division managers.



WFS Supervisors from across the County getting to know each other. L-R, around the table: **Auzuray Pittman**, **Donyale Thornton**, **Ayaba Adams**, **Alicia Aguilar**, **Aaron Perez**, **David Gomez**, **Dawn Faoliu**, and **DaSaundra Bennett**

AFOO Carnival Lunch

By Rosalie Uy, Division Manager, Workforce Services

Shout out to our Eligibility, Reception, and Clerical Supervisors in the Multi-Program Intake Division at 400 Ellinwood who threw a carnival for their staff on August 27th. Dubbing it “AFOO Carnival Lunch” (after the division’s PCN), they decorated one of the conference rooms with a carnival theme, and prepared hot dogs, root beer floats, and cotton candy, plus raffled gifts and prizes. It was a day of fun and festivities, and the staff got to enjoy the food and each other.



(L-R): Lora Duncan, Felicia Shepherd-SeCrease, Diane Ridgley, Rosalie Uy, Lisa Collado, Michael King, Patricia Crain (back row)

EW Sup **Diane Ridgley**, and members of the clerical team – **Heidi Wagner**, **Carolyn Shirley**, **Angelina Orduna**, and **Rosalie Uy**.

Mission: Possible – Get Your Tickets

Tickets are going fast for the FREE Mission Possible event. This all-day, in-person conference is focused on understanding violence prevention from a public health lens. Conference objectives will include 1) Building a shared understanding of violence prevention by caring for the community and one another; and 2) Exploring housing opportunities for the community.

Wednesday, November 5, 2025

8:30 a.m. to 4 p.m.

Pleasant Hill Community Center

Register today at [MISSION POSSIBLE Tickets, Wed, Nov 5, 2025 at 8:30 AM | Eventbrite](#)



As at last year's event, community partners will gather for Mission Possible on October 17th to build understanding about violence prevention using a public health perspective.

EHSD and the Contra Costa Alliance to End Abuse produce Mission Possible in partnership with Contra Costa Health, Contra Costa County Probation, Family Justice Center, Child Abuse Prevention Council of Contra Costa County, John Muir Health, and the Lesher Foundation



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: [We Care... You Care Guidelines](#)

We Care nomination form: [We Care... You Care Nomination Form](#)



Outreach Roundup

Tuesday, September 9, 16, and 23: Family Community Events

EHSD Navigators **Maria R Muñoz** and **Al Gibson** attended a special evening for Farsi, Dari, Pashto, Urdu, and Arabi-speaking families at Ygnacio Valley High School in Concord on Tuesday, September 9th. Families celebrated culture while building connections at the event that featured free clothing, raffle prizes, and activities, along with information about legal, housing, health, and wellness resources. Maria and Al were on hand to help ensure immigrant and refugee communities feel supported.

Two additional Family Community events were held at Concord High School on September 16th, and at Mt. Diablo High School on September 23rd staffed by EHSD Navigators **Joanna Thieme**, **Jetzabel Diaz**, **Maria R Muñoz** and **Al Gibson**.



Maria R Muñoz and **Al Gibson** helped ensure immigrant and refugee communities feel supported at the Family Community Event at Ygnacio Valley High School.

Wednesday, September 10: Agency Summit

Navigators **Joanna Thieme** and **Cecilia Felan** connected with community members at The Bay Church in Concord.

Friday–Monday, September 12-15: Stand Down on the Delta

EHSD Navigators and other Workforce Services staff showed up in a big way for our Veterans at Stand Down on the Delta. Navigators **Joanna Thieme**, **Sandra Figueroa**, **Casey Costa** and **Cecilia Felan**, and WFS workers **Chenyi Yuan**, **Ana Lopez**, **Lori Juarez**, **Gerilyn Molina**, **Tamika Powell**, and **Kylie Bigornia** shared program information to the Veteran community at the Contra Costa County Fairgrounds in Antioch.

Special thanks to WFS' **Nicole Sherman**, Clerk-Senior Level, who was instrumental in coordinating our EHSD team.

To date the Stand Down on the Delta biennial event has helped more than 1,454 Veterans and their families, served over 23,000 meals, given away 1,100 pairs of boots, 1,500 sleeping bags, 1300 pairs of new Jeans, \$500,000 in dental care, taken over 200 veterans fishing on our Delta shores and helped many more find permanent housing.

Saturday, September 20: Martinez Pride

At the Martinez Pride celebration at Waterfront Park, Navigators **Joanna Thieme** and **Al Gibson** offered support, answered questions, and shared resources.

Continued on next page

Outreach Roundup

Continued from previous page

Saturday, September 20: Youth Summit 2025

Navigators **Joanna Thieme** and **Jetzabel Diaz** represented EHSD at the Youth Summit held at Los Medanos College (LMC) in Pittsburg. This event, brought together young people and their families from across the community to engage in learning, empowerment, and connection, by offering direct support, resources, and guidance.

Joanna and Jetzabel were grateful for the opportunity to engage with the community and to support the next generation at such a meaningful event where attendees could explore career options, learn about developing skills, take interactive workshops, watch tech demos, hear live DJ music and dance. The event was sponsored by Supervisor Shanelle Scales-Preston.

Thursday, September 25: Club Rush Dunk Event

Navigators **Natalie Aguilar** and **Jetzabel Diaz** supported our local school community at the Club Rush Dunk Event at Contra Costa College. Natalie and Jetzabel made connections at this vibrant event by providing information about employment opportunities and human services. They helped bridge the gap between students, families, and essential services.

Approximately 200 people attended, creating a valuable platform for building relationships and collaborating with college and community organizations.



(L-R): Navigator **Jetzabel Diaz**, Supervisor Shanelle Scales-Preston, District 5, and Navigator **Joanna Thieme**



CONTRA COSTA COUNTY

EMPLOYMENT & HUMAN SERVICES

Building Brighter Futures Together



**EHSD
NAVIGATORS**
NAVIGATING TOWARD A
BETTER, BRIGHTER TODAY

Navigator Insights:

S.H.A.R.E Community & Loaves & Fishes

By Cecilia Felan, EHSD Navigator

Over the past month, I've had the privilege of attending the Tuesday morning gatherings hosted by S.H.A.R.E Community and Loaves & Fishes. What's offered goes far beyond basic resources — there's hot breakfast, fresh coffee, access to showers, hygiene products, clothing, and even occasional haircuts. But what truly stands out is the unwavering sense of dignity extended to every person who walks through the door. Staff members greet guests by name, offer genuine warmth, and create a space where everyone feels seen, welcomed, and valued.



Cecilia Felan, EHSD Navigator

There's a vibrant sense of community among the guests themselves — playing cornhole, chatting, and supporting one another like old friends. They've made me feel like part of that community, too, whether through a simple "good morning" or a quick, meaningful conversation.

During these mornings, I've had the opportunity to assist individuals with applying for benefits like General Assistance (GA), CalFresh (CF), and Medi-Cal (MC). I've also helped with checking case statuses, replacing lost cards, submitting reports, and more. After breakfast, many transition inside to Loaves & Fishes, where the dining room fills again — this time with shared meals and deeper conversations. The manager knows guests by name and makes sure no one feels like a stranger.

Each Tuesday leaves me with a deep sense of gratitude. The individuals I meet are often facing significant challenges, yet they show immense appreciation for the support offered. Their resilience is a powerful reminder of the importance of showing up consistently and meeting people where they are — with respect, compassion, and a willingness to listen.



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!

Centralized Mail Team Shines

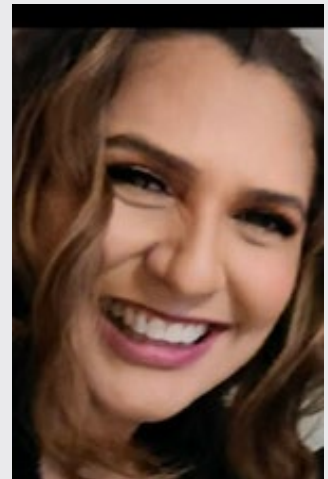
By Dana Wargo, Workforce Services Specialist



Kathleen Dumlao



Gloria Untalan



Giselle (Gigi) Gutierrez

I am proud to nominate **Kathleen Dumlao**, **Gloria Untalan**, and **Giselle (Gigi) Gutierrez** of the Centralized Mail Unit for recognition as Customer Service Champions.

The Centralized Mail Unit at Stanwell Drive in Concord processes thousands of documents every month. Recently, Kathleen, Gloria, and Giselle received well-deserved praise from 40 Douglas Administration for their outstanding work in managing forwarded documents.

They respond quickly to acknowledge receipt and ensure that forms and mail are processed without delay. Each document is handled with precision and care, from identifying and scanning to routing it appropriately. Their attention to detail means nothing is overlooked.

Equally important, Kathleen, Gloria, and Giselle bring exceptionally positive attitudes to their work, making every interaction a pleasure. They consistently deliver excellent customer service to both internal and external customers, offering help with kindness and professionalism. It is truly a privilege to have them on our team.

SERVICE AWARDS | NEW EMPLOYEES | RETIREES

SERVICE AWARDS

25 YEARS

Liza Bollas, Social Worker, WFS
Laura Burris, Soc Svc Staff Dev Specialist, Internal Operations
Gail Decatur, Eligibility Work Supervisor, WFS
Tejinder Kaur, Soc Svc Program Assistant, WFS
Khiet-Vi Long, Social Work Supervisor II, AAS
Danyiel Wallace, Soc Svc Program Assistant, WFS

15 YEARS

Lillian Brown-Bonner, Soc Svc Program Assistant, WFS
Entesar Ebeid, Site Supervisor III-Project, CSB (September)

10 YEARS

Josette Alvarado, Soc Svc Program Assistant, WFS
Chantal Atwood, Comprehensive Svcs Asst Mgr-Pr, CSB
Viann Bartlett, Soc Svc Program Assistant, WFS
Charhonda Bean, Social Casework Assistant, CFS
Selenia Charles, Soc Svc Program Assistant, WFS
Brian Coughlin, Social Worker III, CFS
Dawn Faoliu, Eligibility Work Supervisor, WFS
Cecilia Felan, Soc Svc Program Assistant, WFS
Julie Gallego, Social Worker III, CFS
Tierra Gaston, Soc Svc Program Assistant, WFS

Hilda Hooker, Soc Svc Program Assistant, WFS
Monique Johnson, Work Supervisor, AAS
LaKiesha Kelly, Clerk-Experienced Level, Admin
Lauren Kendell, Social Worker, AAS
Nicole Keys, Soc Svc Program Assistant, WFS
Julia Kittle-White, Administrative Svcs Asst III, CSB
Shanta Lewis, Soc Svc Program Assistant, WFS
Kerissa Lynch, Social Worker III, CFS
Ariana Martinez, Soc Svc Staff Dev Specialist, CFS
Jennifer Miller, Eligibility Work Supervisor, WFS
Gnia Moua, Soc Svc Program Assistant, WFS
Loi Ngo, Soc Svc Program Assistant, WFS
Elizabeth Ramirez, Comprehensive Svcs Asst Mgr-Pr, CSB
Kimberly Ray, Soc Svc Program Assistant, WFS
Christine Reimer, Social Worker III, CFS
Sharmila Rijal, Infant Toddler Teacher, CSB
Jamela Robinson, Clerk-Senior Level, WFS
Chaytan Sexton, Soc Svc Program Assistant, WFS
Bhupinder Singh, Eligibility Work Supervisor, WFS
Sharon Todd, Social Worker III, CFS
Diana Trinh, Comprehensive Svcs Asst Mgr-Pr, CSB
Nicole Valadao, Social Worker III, CFS
Jennifer Valdivia, Social Worker III, CFS
Kathleen Walsh, Soc Svc Program Assistant, WFS

New Employees – Continued on next page

SERVICE AWARDS | NEW EMPLOYEES | RETIREES

Continued from previous page

NEW EMPLOYEES

Maria Gemma Acma, Clerk-Experienced Level , WDB
Phoenix Acosta-Reyes, Site Supervisor I, CSB
Claudia Balladares , Soc Svc Program Assistant, WFS
Ingret Bruns, Eligibility Worker I, WFS
Evelyn Chavez, Eligibility Worker I, WFS
Tamara Cummings, Personnel Technician, Admin
Olivia Dewey, Eligibility Worker I, WFS
Lara Doromal, Eligibility Worker I, WFS
Jernice Duncan, Soc Svc Program Assistant, WFS
RhaKeisha Easter, Social Casework Assistant, CFS
Maria Echavarria, Associate Teacher, CSB
Le'Keeya Fontenot, Eligibility Worker I, WFS
Zalma Gallardo, Eligibility Worker I, WFS
Humna Gohar, Clerk Experienced Level, WFS
Muhammad Hanan, Eligibility Worker I, WFS
Brandy Hunter, Eligibility Worker I, WFS
David Kribs, Social Service Staff Development Specialist,
Admin

Danielle Kumerow, Eligibility Worker I, WFS
Jin Lan Lao, Clerk-Experienced Level, WFS
Jonathan Lawrence, Social Service Employment Placement
Counselor, WDB
Karina Leon, Eligibility Worker I, WFS
Gurkeerat Mahi, Eligibility Worker I, WFS
Iridiana Martin, Eligibility Worker I, WFS
Jennifer Martinez, Intermediate Clerk, CSB
Samantha Marvin, Eligibility Worker I, WFS
Pamela McDonald, Eligibility Worker I, WFS
Juliana O'dae, Eligibility Worker I, WFS
Gabriella Rosas, Clerk - Senior Level, CFS
Shelley Taylor, Administrative Services Assistant III , CSB
Angelique Thomas, Clerk-Experienced Level, Admin
Sopheap Vuong , Soc Svc Program Assistant, WFS
Victor Wyatt, Eligibility Worker I, WFS
Congying Yu, Eligibility Worker I, 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

October

- HEAD START AWARENESS MONTH
- BREAST CANCER AWARENESS MONTH
- NATIONAL DOMESTIC VIOLENCE AWARENESS MONTH
- FILIPINO AMERICAN HISTORY MONTH
- COMBINED CHARITIES CAMPAIGN
- OCTOBER 4-5 – Yom Kippur
- OCTOBER 13 – Columbus Day / Indigenous People's Day
- OCTOBER 16 – National Boss's Day
- OCTOBER 17 – Paws + Claws entries due
- OCTOBER 24 – United Nations Day
- OCTOBER 31 – Halloween & EHSD Paws + Claws Event

November

- ADOPTION AWARENESS MONTH
- NOVEMBER 2 – Daylight Saving Time Ends
- NOVEMBER 4 – Election Day
- NOVEMBER 11 – Veterans Day (Holiday)
- NOVEMBER 17 – Holiday Food Fight Kick off (through 12/31)
- NOVEMBER 27 – Thanksgiving Day (Holiday)
- NOVEMBER 28 – Day after Thanksgiving (Holiday)



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 2 or 16 • 4 to 6 p.m.

November 6 or 20 • 4 to 6 p.m.

December 4 or 18 • 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

We Care... You Care

[CLICK HERE](#) to learn more about nominating a coworker and see page 19

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

Facebook and X @ContraCostaEHSD
Instagram @HumanaCosta



We appreciate you closely following our **Submission Guidelines** to ensure that your news and photos appear in *Headlines*.

November 2025 issue – submissions due Tuesday, October 21, 2025

Celebrating All Ages Living Life Fully

