

# Headlines

## The EcoTime Transition

*Where to get help*

## Emergency Child Care Program Makes Headlines

## THE COOLEST COVID-19 MASKS AT EHSD

# Daniella Poy-Wing:

From Foster Youth, to Public Health Nurse Battling COVID-19



Jennifer Cabral, Master Teacher, chats with the child of an essential worker at the George Miller Center in Concord.

## A Life Saver for the Life Savers: EHSD Leads Emergency Child Care Program

By Alan Wang, Community Relations Media Specialist

In the battle against COVID-19, Contra Costa County healthcare workers are putting in extra hours at hospitals and clinics while juggling the needs of their own families. Child care is a vital necessity for them and many frontline staff whose primary child care providers have closed in the wake of the pandemic. To fill this gap, **EHSD** collaborated with several County partners to implement the **Emergency Child Care Program**, offering support for ALL essential workers as they continue serving our community's needs during the health crisis.

Fully qualified early care and educational professionals in existing centers and family child-care homes are providing child care in small

group settings of up to 10 children. Spaces are available for infants and children up to school age, whose primary caregivers are medical and other essential workers living or working in Contra Costa County. The program serves doctors, nurses, respiratory practitioners and healthcare staff who are providing direct care to COVID-19 patients, as well as disaster service workers, social workers, first responders, and others working at essential businesses throughout the county.

EHSD's **Community Services Bureau (CSB)** is operating three of its existing child care centers for the Emergency Child Care Program. Throughout the County, hundreds of spaces at child care centers and family child care homes are available.

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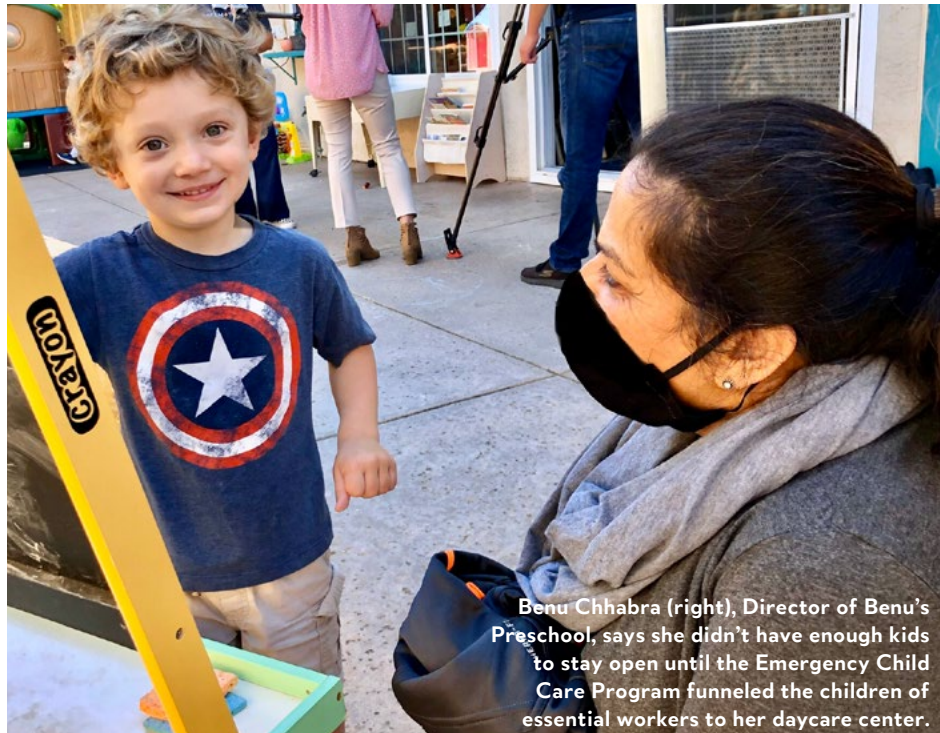
## A Life Saver for the Life Savers: EHSD Leads Emergency Child Care Program

Continued from previous page

“We are all glad to support those working on the frontlines by providing quality child care to help meet their family needs,” said CSB Director and EOC Task Force Lead Camilla Rand.

All classrooms are following guidance for social distancing, maintaining group sizes of no more than 10 children who remain in their same groups each day, as well as sanitation and hygiene. The health and safety practices align with County Health Officer, Community Care Licensing, and the Centers for Disease Control guidance for child care centers.

Essential workers may go to [CocoKids.org](http://CocoKids.org) to complete a request or learn more about available providers. Admission priorities are in accordance with the State Public Health Officer’s designation of [Essential Critical Infrastructure Workers](#) and Contra Costa County Health Officer Guidance for Modified Childcare during the COVID-19 Pandemic.



Benu Chhabra (right), Director of Benu's Preschool, says she didn't have enough kids to stay open until the Emergency Child Care Program funneled the children of essential workers to her daycare center.



“We are all glad to support those working on the frontlines...”

Camilla Rand

CSB Director, Camilla Rand, led the EOC’s implementation of the County’s Emergency Child Care Program, which has become a model for other counties. [CLICK HERE](#) to watch the news story on NBC 11 Bay Area.

## Kathy's Corner

By Kathy Gallagher, EHSD Director



# Recognizing Your Public Service

Nationally, the first week of May is Public Service Recognition Week. It is a time for honoring the women and men who serve our country as federal, state, county and local government employees. Of course, that means all of us. Now, more than ever, our collective role in upholding the strength of our communities is evident, and government workers richly deserve this annual recognition.

I assure you that as EHSD staff, your dedication and service to Contra Costa community members does not go unnoticed. While you each grapple with the intense impact the COVID-19 pandemic has on your families and personal lives, you are simultaneously responding to the call to serve as a County disaster service worker. At EHSD and other County departments, it is apparent that our essential staff has significantly stepped up to meet the needs of our most vulnerable residents, many who have had to turn to us for the first time ever due to new challenges in the wake of this health crisis.

Despite information and policies that change on a daily, if not hourly, basis, and regardless of concerns you may be dealing with related to the

health and safety of your own family members, you have heroically pushed through and held strong to make a difference for others in our community. I thank you for your unparalleled commitment to EHSD's mission in this way.

The expressions of appreciation that you read about in the pages of *Headlines* are but a small sampling of the thanks Contra Costa residents, County leaders, EHSD's Leadership Team and our department's partners have for your work during this time. It's true that we are counting on our County workers to continue supporting the needs of our residents. We are working to ensure you are receiving accurate information, timely updates, appropriate resources, and other supports as you do so.

Bask in the honor and recognition for your public service to Contra Costa County during this first week of May and beyond, and, of course, stay strong and be well.

*Thank you. Your service to Contra Costa County is essential and appreciated.*

## CalFresh, Especially Now

By Tish Gallegos,  
Community/Media Relations Manager



May is CalFresh Awareness Month and, during this month of elevating the program's visibility, the COVID-19 pandemic underscores the program's importance for supplementing families' food budgets. Due to extensive economic impacts of COVID-19, some individuals and families may be eligible to receive CalFresh for the first time ever.

CalFresh is supporting families by providing emergency benefits, implementing program flexibilities and establishing new programs to ensure Californians continue to have access to food during the current health crisis. For example, CalFresh Emergency Allotments were available to eligible households for March and April 2020. These raised each household's regular monthly CalFresh benefits to the maximum allowable, based on CalFresh household size. Eligible CalFresh households received March allotments in April, and will receive their

April emergency allotments on May 10<sup>th</sup>.

California Department of Social Services (CDSS) recently launched an enhancement to CalFresh in that the benefits can now be used to buy groceries online from select retailers. So far, this enables CalFresh recipients to use their EBT cards for grocery item purchases on Amazon and WalMart.

Last June (2019), some seniors and people with disabilities who receive Supplemental Security Income/State Supplementary Income Payments (SSI/SSP) became eligible to receive CalFresh. At the time, the estimate was that approximately 10,000 individuals in Contra Costa County would be newly eligible for the food benefit.

For the latest program updates and information about applying for CalFresh, be sure to visit the [CalFresh page on EHSD.org](#).

The County Board of Supervisors is commemorating the CalFresh program on May 12th with a CalFresh Awareness Month proclamation.

As of February, 2020, approximately 62,000 Contra Costa County residents are receiving the CalFresh benefit. EHSD, along with the CalFresh Partner Group, comprised of The Food Bank of Contra Costa and Solano, Family Economic Security Partnership, Multi-Faith ACTION Coalition, and Meals on Wheels, is committed to increasing CalFresh participation and awareness for eligible Contra Costa families and individuals.

## Home-Visiting Child Care Staff Supporting More Than 100 Families

By Magda Bedros, CSB Assistant Director, and Jeannina Mora, Aspiranet Program Supervisor

Through a unique partnership with CSB, Aspiranet offers families the opportunity to receive Early Head Start services through a relationship-based program in their home. During weekly visits, these Home Visitors arrive and work with parents to create rich learning experiences that build on everyday routines and support their child’s development and readiness for school.

The program enhances positive parent-child relationships, and encourages family connections to peers and

the community. It also strengthens family advocacy and leaderships.

The home-visiting staff members’ willingness to accept change during this unprecedented time speaks to how dedicated they are to their clients, families and to our community. They are offering weekly phone calls in lieu of home visits to 139 children and their families, and continuing to provide resources or support to families as requested.



Mariana Guzman



Yajaira Rios



Ytzali Orozco



Lucero Castellon



Luz Arciniega



Monica Barajas



Rocio Ceja



Livier Johnson



Katryna Soto



Bertha Benavides



Claudia Garcia



Aurora Gonzalez

## CSB Supports Parents at Home

To ensure families can keep things fun with their children during this time, Community Service Bureau (CSB) staff members are supporting them with weekly messages and educational activities sent through the CLOUDs email and SMS system.

To support families in having the necessary supplies, teaching and comprehensive services, staff county-wide are giving out CSB educational packets to families for these home activities. These grab-and-go packets include materials such as crayons, blunt-tip scissors, pencil, pencil sharpener, paper, and a Play-doh

recipe (in English & Spanish). The giveaways are at various locations throughout the county and the materials within the packets change for each two-week giveaway with the goal of supporting families.



# Hotline, Grab-and-Go Resources Keep CSB Connecting with Families

By Christina Reich, Division Manager

Early on in the pandemic, one thing emerged as abundantly clear—parents were in dire need of diapers, wipes, formula, and educational supplies. To answer this call swiftly, CSB set up a Family Resource Hotline and Grab-and-Go distribution sites in Antioch and in Richmond—the two areas with the greatest need. Many thanks to **Catharine Lucero** and her trusty team of volunteers who painstakingly set these events up each week, ensuring that all the most current health protocols

are in place for the safety of all involved, while providing these much needed items. Kudos also to the Education Team that puts the educational kits together and to **Ana Araujo** and her crew that make sure that each and every call to the Hotline and each client contact is well documented. A recent call to the Hotline was from a parent thanking CSB for the diapers for her child, reminding CSB that even during a pandemic, customer satisfaction is alive and well!



CSB's grab-and-go site at Antioch Fairground; (L-R) Chantal Atwood, Cathy Lucero, and Melissa Molina



## Face Coverings for Kids at CSB Centers

By Amy Wells, Assistant Director

CSB was so delighted to receive children's masks donated by Joann Fabric and Crafts store of El Cerrito! The children attending the Emergency Child Care at our Balboa, GMC, and Los Arboles locations are using the masks while in our care. With their colorful and fun designs, the masks provided the children with an opportunity to choose their own design and proudly show it off to others. We are so thankful for a supportive community!



Thank you Joan Fabric...: Face Mask donated by Joann Fabric and Crafts

## More Donated Face Masks!

Mona Zarrinkelk, founder and president of Kaanun Mehr, dropped off a donation of cloth face coverings for EHSD workers. Volunteers from the organization sewed 25 to provide to EHSD staff members who have some limited customer contact outside our district office lobbies. Thank you to Mona and her group of seamstresses who generously gave their time and energy to help protect our workers and customers.



A colorful selection of face coverings sewn and donated by members of the local organization Kaanun Mehr

# Baptism by Fire

By Alan Wang, Community Relations Media Specialist

As a newly-minted Program Manager for Contra Costa Public Health Services Adult Nursing Department, Daniella Poy-Wing has been learning her role as a Supervisor in the middle of a global pandemic.



The COVID-19 crisis has created communication challenges for Daniella and her team, who are helping much of Contra Costa County’s homeless population. “Many of our services are done face-to-face. Now we have to talk to them over the phone to help them navigate the healthcare system,” says Daniella. “Half of my staff is deployed investigating possible COVID-19 cases, others are serving clients remotely and some are on leave.”

Adversity is nothing new to Daniella. In fact, she credits much of her success to the skills she learned as a foster youth in EHSD’s Independent Living Skills Program (ILSP), a Children & Family Services program led by Program Coordinator, **Don Graves**.

“It was the beginning of a wonderful future,” says Daniella. “To this day, I always thank Don because if he didn’t believe in me I would not have taken this direction. I had no plans to attend college. I was just

focused on what was going to happen tomorrow. So, at sixteen, I had someone pushing me to have goals that I didn’t know I could attain.”

As a foster youth in ILSP, Daniella learned how to interview for jobs, how to open her first bank account, and how to speak in front of the state legislature while petitioning for foster youth services.

Even today, Daniella taps Don Graves and his ILSP staff for resources to help her network and provide better care for her patients. **CLICK on the play button above to watch more of Daniella Poy-Wing’s story.**

**“ To this day I always thank Don... At 16 he was pushing me to attain goals I didn’t know I could attain. Clearly, he already knew where I was gonna be.”**

**MAY IS FOSTER PARENT RECOGNITION MONTH**

## Recognizing Foster Parents

By Tish Gallegos, Community/Media Relations Manager

We often think of resource families as those who take in children from the foster care system, and provide the safety and security that their own parents cannot. While resource families definitely fill this crucial need for children and teens during a critical time, they also provide a support system for the entire family, and may ultimately help keep it together.

EHSD's Children & Family Services (CFS) coordinates with private agencies and other state-approved care providers to find appropriate placement for children in Contra Costa County's foster care system, with a priority of working towards safe and successful reunification of family members. The relationships between resource families and parents can help build the capacity to protect children, ensuring their well-being and strengthening families overall. Relative and non-relative resource families who open their homes and hearts to care for children from families that are in crisis play a vital role in helping them heal and reconnect. The support for this process is possible with the right mix of services and partnerships, and is helped along by CFS in collaboration with family support organizations, courts, faith-based communities, and other agencies and professionals that serve children and families.

During the month of May, we recognize and honor foster parents for the care and stability they provide to our County's youngest residents as they are facing the toughest of times. Their willingness to step forward as resource parents is a critical element in caring for our community's children and teens, and restoring family connections.

## Our Clients Say it Best

*I had my children removed in August 2019 due to domestic violence. It was the most devastating thing I ever had to experience. During the process I felt lost and my heart was totally broken, and as I tried my best to focus and get my emotional and physical self together to push forward to do the things I needed to do to get my children home, Joanie (Parent Partner) became a great support and advocate for my situation. She patiently explained to me the process and offered resources and sincere support so that I could get myself on track and on the right path. She was always accessible and resourceful. She's a great asset to the process and makes a huge impact on supporting parents through one of the hardest times in their life. I feel she deserves recognition and promotion in the fact that she sincerely gives her all, doing her best at her job with a sincerely beautiful heart. I will never forget the way she helped me through this time period in my life to get to the other side and make it through this transition in bringing my children home. I will be forever grateful for her going above and beyond the normal call of duty.*

*Sincerely,  
Ms. M*



CFS Parent Partner Joanie Morrow

# Let Our Ecotime Champions Help You



By Cheryl Leonor, Administrative Services Assistant III



Ecotime Champions participated in a specialized training on February 27.

We all know it takes a while to get used to a new system and Ecotime is no exception. During this unprecedented time, it seems like changes are an everyday occurrence. Having resources and communication can alleviate some of the anxiety when there are changes to new processes and procedures. That's where Ecotime Champions, along with the plethora of other resources, come in.

Ecotime Champions are trained to answer common questions, and in constant contact with the Ecotime Administrators. From now until the end of May, Ecotime Champions can assist employees with minor technical issues related to signing in or out, minor troubleshooting and navigating the system. If an Ecotime Champion or Supervisor is unable to assist you, they will escalate your issue to the Ecotime Administrators at [ecotimehelp@ehsd.cccounty.us](mailto:ecotimehelp@ehsd.cccounty.us).

To view the list of Ecotime Champions, go to the [Ecotime Resources](#) page on the Intranet. From there you will also find other helpful documents such as the detailed Ecotime Training Guide, Frequently Asked Questions, Supervisor Training Material, and the latest in Ecotime news. Please refer to these resources before contacting your Ecotime Champion or Supervisor.

**Remember that you can take the mandatory "Ecotime E-Learning for Employees" through SMART as many times as you need in order to familiarize yourself with the system.**

Thank you for your patience as we continue to listen to feedback and make adjustments, as appropriate, during these unique circumstances.

# Employee Assistance Program: Stress Awareness

Submitted by Personnel Services

Magellan Ascend

In April, healthcare professionals united to raise awareness about the impact of stress. When stress triggers your body's "fight-or-flight" response, it strains your emotional and physical health. Over time you may lose the ability to recognize the harmful effects of stress.

**1. SPOT THE SIGNS.** Excessive stress often shows as muscle tightness, headaches, fatigue, sleep problems, high blood pressure and digestive problems. It also often causes restlessness, anxiety, irritability and depression.

**2. TRACK AND MANAGE STRESSORS.** Keep a journal and document the recurring situations that create your stress, and how you typically respond. While you may not be able to avoid stressful circumstances, you can learn to group them or plan more positive ways to view them.

**3. CARE FOR YOU!** Adopt a relaxation technique, get enough sleep and exercise, eat a balanced diet and schedule time for activities where you can explore your interests, relax and recharge.

Help is available! Visit the Mind Your Mental Health website or contact your program to learn more about how to help yourself or someone you care about.



## Upcoming Webinar: Mental Health First Aid, an Overview – May 13

- Learn about mental health conditions, types of crises and risk factors
- Identify the components of a Mental Health First Aid plan
- Understand the different types of mental health treatments and support systems
- Receive additional resources including personal self-care strategies

If you haven't signed up to use the County Employee Assistance Program yet, follow these two easy steps:

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

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

## Consider Donating to the Catastrophic Leave Bank

Submitted by Personnel Services

Please consider donating to the Catastrophic Leave Bank if you are close to/already reaching maximum thresholds for vacation, compensatory time, holiday compensatory time or floating holiday hours. Donations under the Catastrophic Leave Donation Program are voluntary and are used to provide paid leave for a staff member during a catastrophic medical event when the staff member's own paid leave (e.g. sick, personal, and vacation) has been exhausted.

In order to be eligible to donate leave, visit the [Human Resources website](#) or download the

donation form [here](#). If you meet the criteria and are interested in donating leave time, complete and print out the Catastrophic Leave Donation Form and forward it to your assigned Payroll Clerk. Keep one copy for your records. Please note that it may take a number of weeks before such donations are deducted from your balances.

If you have any questions regarding the donation of hours or how to apply, please contact the **Employee Benefits Services Unit at (925) 335-1746 for additional information.**



### We Care...You Care

**Guidelines:** [http://ehsdhome/Community-Relations/Documents/WeCareThatYouCare%20Guidelines\\_FINAL.pdf](http://ehsdhome/Community-Relations/Documents/WeCareThatYouCare%20Guidelines_FINAL.pdf)

**Nomination Form:** [http://ehsdhome/Community-Relations/Documents/WeCareThatYouCare%20Nomination%20Form\\_FINAL.pdf](http://ehsdhome/Community-Relations/Documents/WeCareThatYouCare%20Nomination%20Form_FINAL.pdf)

### We Care... You Care

<http://ehsdhome/Pages/Service-Champions.aspx>



## Foresight Averts COVID-19 Barriers

By Nanci Powers, WFS, Program Analyst

Last year, EHSD’s Workforce Services Bureau extended its partnerships with Liberty Adult Education, Mt. Diablo Adult Education and West Contra Costa Adult Education to offer Welfare-to-Work (WTW) participants job readiness and skill development through a newly implemented activity, *Career Connections*. During this time of uncertainty, many of our WTW participants have felt the impact of COVID-19 and had to stop participating in their chosen activities. However, **Tara Torres** and **Debbie Norgaard** at Liberty Adult Education won’t let a pandemic stop them! They reached out to WTW participants who were attending on-site *Career Connections* sessions prior to the COVID-19 Shelter-in-Place Order, and offered our participants support, connection and the opportunity to continue to attend to their job skills training through a virtual classroom setting that uses Padlet as an online learning resource tool. Participants have joined the class, saying they appreciate Tara reaching out to them and are very happy they can continue to develop their job skills.

**The EHSD Workforce Services Bureau thanks our Adult Schools for their continued partnership. Great job Liberty Adult Education!**

### KUDOS to the WFS Bureau Policy Analyst Team

By Rebecca Darnell, WFS Deputy Director

**John Rees, Deborah Teixeira, Nanci Powers, Angela Verarde and Dana Wargo** have all been working diligently to get needed information out to staff on all the changes taking place during COVID-19 outbreak. In addition, they are also assisting with Expedited Services determinations and other critical tasks.

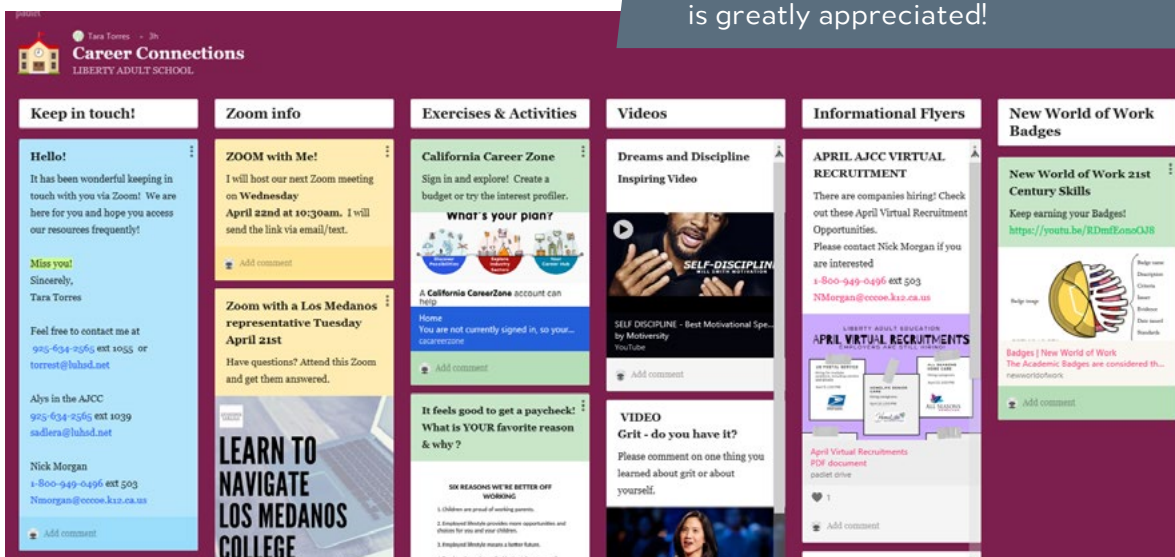
Thank you all for your dedication and commitment.

### SHOUT OUT to the WTW Team

By Rebecca Darnell, WFS Deputy Director

Thank you to all the **WTW Team Members** who have stepped up to help in other critical areas and assisted with phone calls, eICTs and benefit issuance.

Your dedication and willingness to assist is greatly appreciated!



## New WDB Call Center for Small Businesses

By Tish Gallegos, Community/Media Relations Manager

To meet the needs of Contra Costa businesses impacted by the COVID-19 pandemic, the Workforce Development Board (WDB) opened a new call center on April 23rd to offer information and resources to help businesses navigate the current economic climate. The WDB COVID-19 Call Center is operating Monday through Friday from 8:30 a.m. to 5 p.m., with support from the Economic Development arm of the Department of Conservation and Development (DCD)

“As part of our #BounceBackContraCosta campaign, WDB’s staff is helping local business owners and their employees with accessing various federal, state and local programs during this time,” explained **Donna Van Wert**, WDB Executive Director.

WDB staff members are equipped to provide information and resources for dealing with lay-offs, insurance needs, federal small business loans, and payroll subsidies. The WDB call center team can also assist with tapping into programs to reduce utility costs, access online career training, protect payroll, and other business services.

**The WDB COVID-19 Call Center is reachable at (833) 320-1919.** WDB staff are highly trained and knowledgeable, and have extensive experience supporting business leaders and job seekers with education, training, resources, partnerships and public programs.

### Customers Appreciate New Call Center

*Hi René,*

*I’m writing this letter to give a special thanks for your hard work, patience, and excellent customer service! I was laid off from my long time job and 6 weeks without pay due to the inability to access my EDD online to begin my claim, I soon became frustrated and discouraged. After numerous attempts to call EDD customer help line and email AskEDD, still I was unsuccessful in getting through. Thankfully, I was given the phone number to your office and I left a message stating my issue, and you returned my call promptly the next day 4/24. Since then, I’ve retrieved back pay from EDD, and your assistance in this matter has alleviated the stress of how I would be able to support my 3 year old son and I. Thank you again!*

*Best Regards,  
Daisha F.*

*Good morning Daisha,*

*Your letter of thanks means so much to me. Helping others is my life long mission. I am so grateful to be able to assist you and that Bounce Back Contra Costa Hotline was available. I am one member of a very dedicated staff along with excellent managers. Thank you for taking the time to communicate what the service means to you.*

*Best,  
René Tucker  
Placement Counselor, WDB Business Services*

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## WDB's New Business Call Center

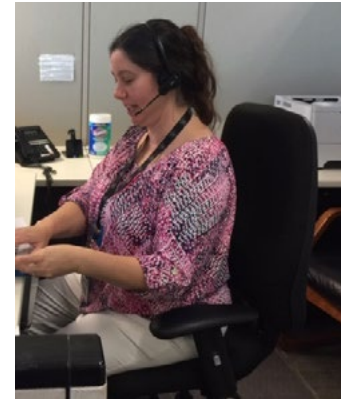
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Eva Garcia provides helpful information in both Spanish and English from the Bay Point SparkPoint SIT site



Customer Mikel E. thanked George Carter, WFS Specialist, for "...assisting me during this crisis, it really means a lot."



WDB's Marilyn Acasio, CC Works Clerk, Experienced Level

# Sharpening Skills through Virtual Job Training

## WDB provides Free Access to Online Career Courses during COVID-19 Slowdown

Workforce Development Board (WDB) is offering Contra Costa County residents free access to online career training via Metrix E-Learning System through its "Skill Up Contra Costa" initiative. WDB is making the virtual courses available in response to the coronavirus outbreak.

"As COVID-19 precautionary measures include encouraging residents stay at home as much as possible, Metrix provides residents with an invaluable opportunity to make productive use of their time by learning skills that employers value," said WDB Executive Director Donna Van Wert.

Students of all ages can explore career paths, complete online classes, and prepare for industry-recognized certifications to upgrade existing skills or learn new skills, whether an individual is looking for a first job, a new job, or to advance in their chosen field. Previous Skill Up Contra Costa participants have earned certificates and digital

badges in areas such as Project Management, Microsoft Word & Excel, HIPAA, Human Resources, Accounting, Food Industry Standards, Leadership and Team Building. Online students also earned certificates in computer and IT fields such as Networking, CompTIA, Windows, Adobe and Information Security.

The Metrix E-learning system, accessible around the clock to anyone with internet access, has a catalog of more than 5,500 courses that include topics such as business, information technology, manufacturing, customer service, retail, finance, and many others.

**For more information about course offerings and to sign up for free access, visit [wdbccc.com](http://wdbccc.com).**



Workforce  
Development Board  
Contra Costa County



# Achieving Success During Extraordinary Times - First EWTU Graduating Class of 2020

By Mickey Williams, Staff Development Division Manager



EWTU Graduating Class, with masks donated by Leilani Lunch's Mom (Sheryl Lunch): Back Row (L to R): Carlos Miranda Cotto, Tiffany Tittle, Michelle Resendes, Venetta Gilbert. Middle Row (L to R): Kimberly Simmons, Brooke Cordero, Brenda Rodriguez, Kaitlyn Ross. Front Row (L to R): Regina Perry, Vanessa Munoz, Sonia Sandoval, Kiana Hollis.

A big congratulations goes to the new Eligibility Workers for successfully completing the first Eligibility Worker Training Unit (EWTU) class of 2020. During these uncertain times with the COVID-19 Pandemic, they stayed focused on mastering their skills. Now it is time to celebrate! The graduates will not experience the traditional graduation celebration, but we will transform it to comply with our current social distancing requirements.

Eight of the graduates are assigned to various Intake units in East, Central, and West County, and the remaining four are assigned to MCSC West. Both groups are a little nervous, but very excited to join Workforce Services on Monday, May 4, 2020 as the newest Medi-Cal Eligibility Workers.

Please join Staff Development in welcoming them to EHSD!

## *Congratulations!*

# Wear It!

Contra Costa now has a “cover your face” requirement for everyone leaving home for essential work or activities, to help reduce the spread of COVID-19.

- Do not need to be hospital grade, just cover nose and mouth
- Bandanas, fabric mask, neck gaiters all acceptable, including fabric masks and bandanas that can be washed and reused
- Goal of face coverings is not to protect the wearer, but to reduce the spread of germs from the wearer to others in the community. If we all wear them, we are all better protected.

**Contest** Identify your coworkers!  
Send guesses to [Headlines@ehsd.cccounty.us](mailto:Headlines@ehsd.cccounty.us) by Friday, May 8th.



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# Wear It!

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## 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 demonstrated EHSD's emphasis on providing exemplary customer service. Congratulations on a job well done!

### Renita Johnson: Team Player

By Renee Giometti, Division Manager

**Renita Johnson** wears many hats as the secretary for the Medi-Cal CalFresh Service Center (MCSC) and is always willing to go above and beyond in her contributions toward employee morale. Renita made it her mission to create a Halloween theme at the MCSC last year that would be remembered. Renita has been instrumental in the launching of the Telework Pilot. She ensures that the simulation pods are up and ready for the Teleworkers. Renita orders equipment and stays in touch with the Teleworking staff to ensure they have what they need to continue servicing the customers and feel supported by the Department. She is responsive to their questions and is able to assist them in troubleshooting technical issues.

Renita has worked for EHSD in the Workforce Services Bureau since July 2013 as a Journey Level Secretary. Her most recent endeavor is heading up a COVID-19 most creative mask contest. During this crisis, Renita comes to work each day with an upbeat, can-do attitude and a wonderful sense of humor.

In Renita's free time she likes to make T-Shirts and items for her 4 grandchildren. She loves to shop and is our resident fashionista. Renita is a

support for her family and aging mother that she helps care for. Unfortunately COVID19 has curbed her and her husband's avid travels. However, there is no doubt as we prevail through this crisis, her next trip will be right around the corner.



Renita Johnson

*Thank you  
Renita for all you do!*

## Census 2020

There's no denying we are living in unnerving and uncertain times as we respond to the COVID-19 pandemic. That's why it's more important than ever that everyone respond to Census 2020. In fact, how we respond to this Census will impact our ability to respond to future public health crises like the one we are living through right now. Thankfully, the Census is a social distancing-approved activity, and it has never been easier to respond from the comfort and safety of your own home.

By now, all households should have received a notification in the mail inviting them to respond to the census. You can fill out the census online at [my2020census.gov](https://my2020census.gov), by phone ([numbers available for 13 languages at this link](#)), or by mail. Help the county achieve its goal of a 76.9 percent self-response rate!

Starting in August, the Census Bureau will begin sending out Enumerators to follow up with households who have not responded.



Make sure to count **everyone** who was living in your household as of April 1, 2020. Remember, your responses are confidential and will shape how much federal funding and civic representation our county gets **for the next decade**. When you've completed your census, post a picture on your social media with your receipt and tag #CountMeIn and #CoCoCounts.

[Click here for answers to frequently asked questions about Census 2020.](#)

For more information about Census 2020 and Contra Costa County's efforts, visit [cococensus.org](https://cococensus.org).



## Service Awards & Retirees



### SERVICE AWARDS

**35 YEARS**

Debbie Sittser, Clerk-Specialist Level, CFS



**15 YEARS**

Jaime Ray, Secretary-Journey Level, AAS

**30 YEARS**

Karen March, Soc Svc Program Assistant, AAS

**25 YEARS**

Heidi Wintermantel, Social Work Supervisor II, CFS

**20 YEARS**

Georgenia Brocks, Social Casework Assistant, CFS  
Martha DeLaTorre, Eligibility Work Supervisor I, WFS

Bruce Dibley, Eligibility Work Supervisor I, Admin  
Carol Hackett, Clerk-Senior Level, WFS  
Nhang Luong, Aging & Adult Svc Sr Staff As, AAS  
Cheryl McDaniel, Account Clerk Supervisor, Admin  
Heidi Salvosa, Clerk-Specialist Level, WFS  
Amy Vallergera, Soc Svc Program Assistant, CFS  
Luke Wheeler, Soc Svc Program Assistant, WFS

**10 YEARS**

Maria Buban, Teacher-Project, CSB  
Romena Calongsag, Medical Program Assistant, WFS  
GM Pushpa Dias, Associate Teacher-Project, CSB  
Jamie Miller, Soc Svc Program Assistant, WFS  
Valerie Nunley, Infant Toddler Teacher-Project, CSB  
Kimberly Sanders-Scott, Soc Svc Program Assistant, WFS  
Nicole Sherman, Clerk-Experienced Level, WFS  
Donna Van Wert, Workforce Inv Bd Exc Dir-Ex, WDB



### NEW HIRES

Tehmina Adil, Eligibility Worker I, WFS  
Julie Bloxham, Secretary-Advanced Level, Admin  
Crystal Brooks, Eligibility Worker I, WFS  
Megawati Gondosiswanto, Acct Clerk-Advanced Level, Admin

Candace Lewis-Dixon, Eligibility Worker I, WFS  
Jamaria Prince, Eligibility Worker I, WFS  
Maria Sullivan-Bostic, Eligibility Worker I, WFS



### RETIREES

\*Jan Charrette, Clerk-Senior Level, Admin  
\*Christina Teixeira, Soc Svc Program Assistant, CFS

\*March 2020 retirees



Are you planning a retirement celebration for a staff member and would like to present them with a retirement certificate? If so, please contact Deb Johnson at [djohnson@ehsd.cccounty.us](mailto:djohnson@ehsd.cccounty.us) or (925) 608-4904.

## SPREAD THE WORD

### MAY

- COMMUNITY ACTION MONTH
- CALFRESH AWARENESS MONTH
- OLDER AMERICANS MONTH
- FOSTER PARENT RECOGNITION MONTH
- MAY 5 – Cinco De Mayo
- MAY 3-9 – Public Service Recognition Week
- MAY 3-9 – Teacher’s Appreciation Week
- MAY 7, 14, 21, 28 – Rapid Response Virtual Info Sessions at 2 p.m. (register at [www.wdbccc.com](http://www.wdbccc.com))
- MAY 10 – Mother’s Day
- MAY 12 – CalFresh Awareness Month BOS Resolution
- MAY 13 – [Mental Health First Aid Webinar](#) (see p. 13 for info)
- MAY 16 – Armed Forces Day
- MAY 23 – Ramadan ends
- MAY 25 – Memorial Day

### JUNE

- ELDER ABUSE AWARENESS MONTH
- JUNE 14 – Abused Women and Children’s Awareness Day
- JUNE 14 – Flag Day
- JUNE 16 – Father’s Day
- JUNE 19 – Juneteenth
- JUNE 21 – Summer Solstice (longest day of the year)

Visit the [COVID-19 page on EHSD.org](#) for updates and resources during the shelter-in-place order.

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Contact us at our [EHSD Headlines](#) email, [headlines@ehsd.cccounty.us](mailto:headlines@ehsd.cccounty.us), if you have an upcoming event, article, our idea you would like to share.  
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Want to know what else we’re doing at EHSD?

Follow us on Twitter @ContraCostaEHSD

Like us on Facebook



All Foster Parent Orientations are cancelled until further notice due to COVID-19.



For more information call (925) 602-6910 or toll-free: 1 (866) 313-7788 or via email at [ResourceFamilies@ehsd.cccounty.us](mailto:ResourceFamilies@ehsd.cccounty.us)

Become a Resource Parent for a child in need.

