

# Headlines



## IT Team's Hard Work and Team Work Keep EHSD Rolling

**HEATWAVE  
PUTS EHSD IN  
SPOTLIGHT**

**EHSD Helping  
to Fight Hunger  
During COVID  
Times**

**Bikes, Furniture,  
Medical Supplies  
*New Resources  
for Your Clients***

CONTRACOSTA  
COUNTY

EMPLOYMENT &  
HUMAN SERVICES

# Data Snapshot: COVID-19's Impact on Social Services and EHSD, County Response

By Tish Gallegos, Community/Media Relations Manager

EHSD's Policy and Planning Unit compiled a wealth of data that exemplifies the many ways the department and its partners support our community. The *Contra Costa County Social Service Impact & Response to the COVID-19 Crisis* snapshot illustrates an array of programs and services we have in place, and some that we further expanded, to help Contra Costa residents meet critical needs during the pandemic. It reflects

efforts that include benefit programs, equitable economic recovery, food and nutrition, family violence prevention, and children's well-being.

You can proudly peruse the report, which touches upon the work of every EHSD bureau, knowing that you are part of a department that makes a difference. The work you do every day to help our customers truly matters.

**Contra Costa County Social Service Impact & Response to the COVID-19 Crisis**  
 For COVID-19 Health & Disease Information, visit [coronavirus.cchealth.org](https://coronavirus.cchealth.org)  
 For more Employment & Human Services information, visit [ehsd.org](https://ehsd.org)

What the COVID-19 Crisis Looks Like in Contra Costa County | June - July 2020\*

Equitable Economic Recovery | Food & Nutrition | Family Violence Prevention | Children's Well-Being

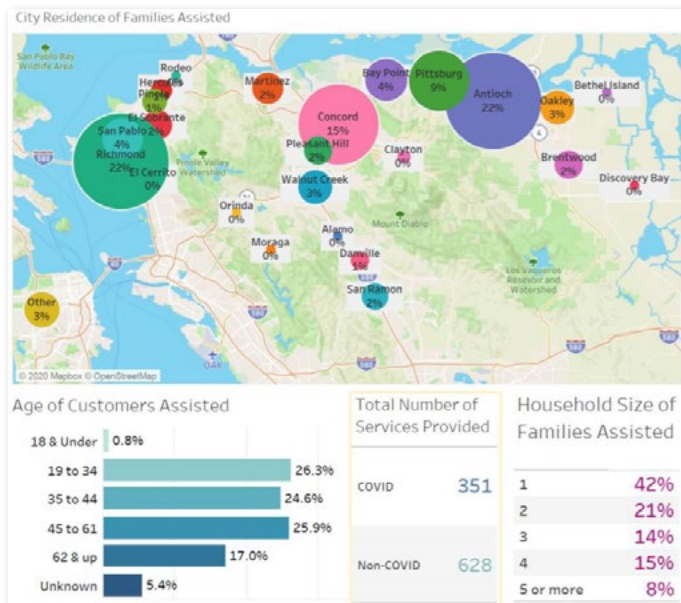
In the early months of the Coronavirus public health emergency, beginning March 16, 2020, Contra Costa County Employment and Human Services Department (EHSD) joined with its county and community partners in a multi-pronged surge operation to meet the critical needs that immediately arose from the Shelter-in-Place order. While county leaders, departments, and agencies confronted the initial jolt of the emergency, they expect challenges and uncertainty related to COVID-19 will persist for some time.

EHSD and its partners will continue to support our community's needs – through long established benefit and service programs, as well as initiatives that have been created or amplified specifically in response to the COVID pandemic.

This snapshot reflects key components around which support efforts are organized: established Benefit Programs, Food & Nutrition, Equitable Economic Recovery, Children's Well-Being and Family Violence Prevention.

Where possible, we have included racial and ethnic data about community members who have been impacted and who are receiving assistance through programs and relief initiatives.

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Mobilizing 4-Our-Families Navigators, EHSD's Social Services Rapid Response Team (SSRRT) quickly assessed vulnerable community members' needs such as housing, food, finances, children's needs, medical, immigration assistance and more.

EHSD's Policy & Planning team compiled data that illustrates the heightening need for social services during the COVID-19 pandemic, and Contra Costa County's comprehensive response. Click on [Contra Costa County Social Service Impact & Response to the COVID-19 Crisis](#) cover photo to view the snapshot.

## Heatwave Puts Media Spotlight on EHSD Places to Cool

By Alan Wang, Community Relations Media Specialist

As temperatures soared well into the 100's in early August, EHSD temporarily re-opened three lobbies for residents to escape the heat. EHSD offered places to cool at 4545 Delta Fair Boulevard in Antioch, 400 Ellinwood Way in Pleasant Hill and

1305 MacDonald Avenue in Richmond. The news media was particularly interested in how EHSD helped meet the challenge of providing places to get relief from the heat with COVID-19 restrictions in place.



CLICK on the play button above to watch Workforce Services Division Manager, **Sandy Bustillo** talk to CBS 5 about EHSD places to cool in a COVID-19 environment. <https://sanfrancisco.cbslocal.com/?p=868414>

CLICK on the play button to the right to watch Community Relations Division Manager, **Tish Gallegos** talk to ABC7 News about the limited capacity under COVID-19 restrictions. <https://abc7news.com/heat-wave-bay-area-oakland-weather-sf-livermore/6370069/>



# EHSD Summer Food Drive Supports Community During COVID-19

By Deb Johnson, Community Relations Experienced Level Clerk

During these most anomalous times, there is a greater need to help those who are experiencing extreme hardships such as hunger in the midst of the COVID-19 pandemic. We at EHSD are supporting the Food Bank of Contra Costa and Solano Counties with a summer food drive that started in August and continues through September 18th. If you can help, please visit the [EHSD Food Fighters page on the Food Bank's website](#) or you can CLICK ON THE LINK BELOW to donate. Remember, a donation of just \$1 = 2 meals. Thank you to all who have already donated online.

## LEARN MORE

Learn more about how hunger and food insecurity affect our community members—neighbors, colleagues, relatives and friends—and the importance of supporting our local Food Bank. [Millions Made Hungry By Pandemic Could Include Your Neighbor](#) is an article Patch.com, in collaboration with Feeding America, is running nationally across its networks.

\$1 = 2 meals



[HTTPS://GIVE.FOODBANKCCS.ORG/EHSDFOODFIGHTERS](https://give.foodbankccs.org/EHSDFOODFIGHTERS)

## EHSD's Upcoming Events

By Tish Gallegos, Community/Media Relations Manager

Life is looking quite different from when 2020 first began. One of those differences is our work environment. We have new health guidelines in place, masks covering our coworkers' smiles at the office, and virtual interactions that don't always feel the same as our in-person connections. With these challenges in mind, your EHSD Community Relations team is putting together a series of socially distant staff activities that you can plug into over the next several months:

- August 17 through September 18 – Food Drive to benefit the Food Bank of Contra Costa & Solano Counties ([donate online](#))
- September 8 through October 19 – I Walk Challenge (see [Wellness Page on STARS](#))
- September 15 – EHSD Night at the Drive-in Movies
- October 30 – Virtual Pet Costume Parade

We are also considering an "EHSD's Got Talent" show with a virtual twist. Stay tuned for details about this and other staff activities. Also, remember the ET Webinar/Town Hall scheduled for September 30<sup>th</sup>. And for staff members who reached a milestone year in **2020**, we are still planning the department's annual Years of Service Awards celebration for early 2021. More info to come!



### Congratulations and Welcome to the Newest Contra Costa County EHSD Eligibility Workers

The EWTU Graduation was held Friday, August 7<sup>th</sup>. (From L to R) Felicia Casados, Candace Lewis- Dixon, Detrona Stith, Cassandra Nevarez, Iris Rodriguez, Cynthia Harris, Jamaría Prince, Crystal Brooks, Corey Jones, Sarah Simpson

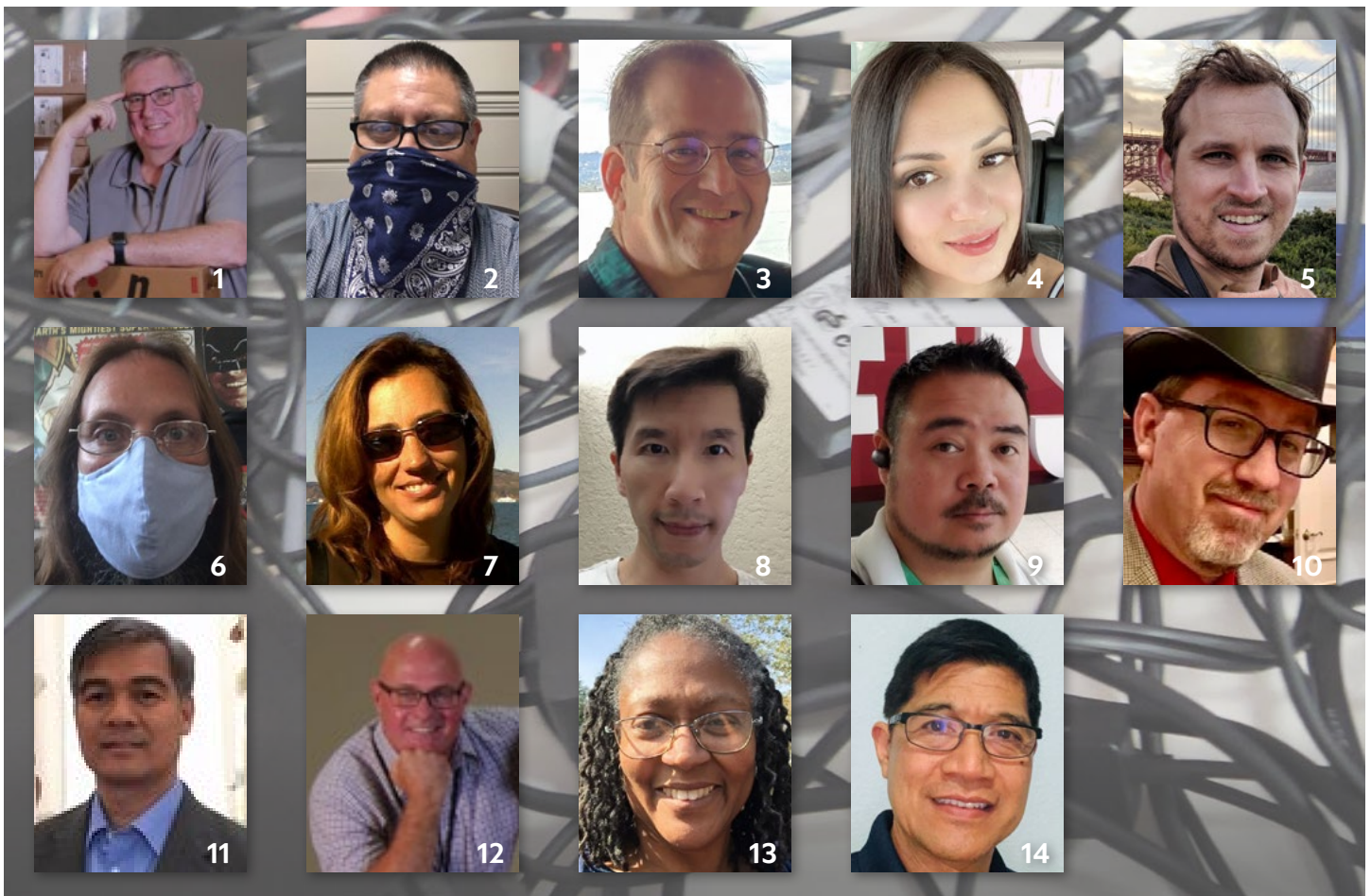
# Small Team Tackles Big Task in the Face of COVID-19 Demands

By Alan Wang, Community Relations Media Specialist

If the COVID-19 pandemic has you working from home on a remote computer, you are likely one of more than 600 EHSD employees who received laptops, PCs, cables and customized instructions all within a month of the outbreak. The miraculous

transition happened only because EHSD's team of IT technicians, Admins and Clerks worked overtime to meet the hundreds of requests from employees who needed to keep serving our customers.

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1. Dave Eisenlohr, Information Systems Manager; 2. Al Suarez, Information Systems Tech; 3. Bradley Michaels, Information Systems Tech; 4. Erika Diaz, Information Systems Tech; 5. Jason Simone, Database Administrator; 6. John Ebeling, Information Systems Tech; 7. Kelly Ackelbein, IT Clerk; 8. Leon Chan, Information Systems Programmer; 9. Lindsey Lindayen, Network Administrator I; 10. Michael Glass, Information Systems Programmer; 11. Nicanor Montemayor, Information Systems Programmer; 12. Todd Roberts, Information Systems Tech; 13. Valerie Ann Stewart, Information Systems Tech; 14. Willie Balitaan, Information Systems Tech

## Small Team Tackles Big Task in the Face of COVID-19 Demands

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“The number of staff who have been able to work from home is impressive given the volume and expedient action required to do so,” said Administrative Services Division Manager, **Susan Bain**. “It took a Herculean effort to move a large number of staff to work from home in a short period of time. I would like to acknowledge our IT staff and our leaders’ quick response while maintaining our department’s value of excellent customer service. I have witnessed their deep concern for staff and clients, and I am proud to be a member of this team.”

While the initial firestorm of requests has gone down, the EHSD IT team is still working hard to make your remote experience a smooth one. Coming up, look for a survey regarding your internet provider. The IT team is interested to know which internet providers are more accommodating to your employee needs. CLICK on the play button in the top photo to hear IT team members describe their experience when the Shelter-In-Place (SIP) order was activated on March 19.



IT Technician Albert Suarez (left) worked one-on-one with hundreds of EHSD employees who had never worked remotely before. He says, “It’s been an exercise in patience.” CLICK ON THE PLAY BUTTON above to hear from the IT team members who made it all happen.



**Todd Roberts** unloads some of the 200+ iPads delivered to EHSD employees

The IT team had to image and configure hundreds of laptop computers one-by-one, then deliver them to each employee so they could work remotely during the SIP.

# When Good Things Go Bad

The Executive Team has provided guidance on actions you should take if you experience work interruption because of a rolling blackout, Public Safety Power Shutoff (PSPS) or equipment malfunction. These events can affect you if you are working remotely or at an EHSD office.

## IF YOU ARE WORKING REMOTELY:

If you experience a remote work interruption where you're located due to a rolling power blackout, PSPS event or equipment malfunction, immediately notify your supervisor via phone or text. The supervisor will assess the situation. If the power is expected to be restored or the equipment brought back up within 30 minutes, you should stand by. If the restoration is likely to go beyond 30 minutes, your supervisor may advise you to go to an EHSD site to continue work or authorize you to use accruals.

## IF YOU ARE WORKING IN AN EHSD BUILDING:

When there is a power interruption at an EHSD office due to a rolling black out, PSPS event or

equipment malfunction, the safety of staff and customers in a building is the primary concern.

When electrical power is lost in a building, the emergency lighting stays on for about 30 minutes to allow for safe evacuation. The

Department will follow the guidance in the Department Manual 23-100, Emergency Evacuation and Building Closure. Depending on conditions, staff may be redeployed to other buildings, asked to leave the building for a period of time, check in via a message line and return when the problem is resolved. Staff may also be allowed to use accruals or be dismissed based on the time of day when the event occurs.

Managers and supervisors will follow the guidance in the Department Manual.



**Report equipment malfunctions to the  
Technology Help Desk at  
(925) 521-7200**



# Four Graduate Despite Pandemic Hurdles

By Mickey Williams, Staff Development Division Manager

This year we celebrate four amazing EHSD leaders for successfully completing the Bay Area Social Services Consortium (BASSC) Executive Development program that ran from October 2019 through last month. Despite the pandemic, social unrest and other challenges, Antoinette Bailey-Nesbitt, Erick Untal, Patricia Perez and Renata Pierce completed the program along with 38 other BASSC graduates from social service agencies around the Bay Area.



**Antoinette Bailey-Nesbitt, Eligibility Work Supervisor**

“I would like to thank the Department for extending this professional development opportunity to me. Participating in this experience has provided me with

profound insight on what it takes to thrive as a senior manager in social services.”

**Erick Untal, Policy & Planning Administrative Services Assistant**

“Aside from taking in lectures and panel discussions that are so relevant to our current times, our cohort learned a lot as we persevered



through multiple crises – last year’s wildfires, COVID and the shift to distance learning, and everything in between. There is much work to be done; I am leaving the BASSC Executive Development Program feeling inspired and energized to confront the massive challenges ahead of all of us in social services.”



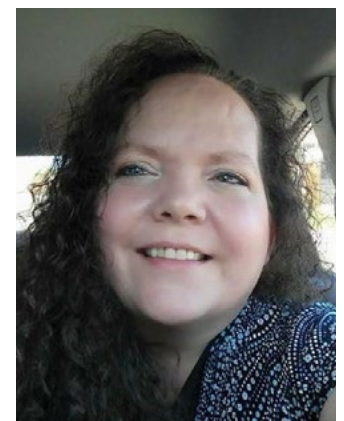
**Patricia Perez, Workforce Services Specialist**

“BASSC was an enlightening, challenging, and rewarding experience. Being a participant through such unprecedented times allowed me to learn about unique

County responses and preparation by our Bay Area Leaders. I am immensely thankful for the BASSC program.”

**Renata Pierce, Aging & Adult Services Division Manager**

“I want to say that the BASSC experience was one of the best times of my life with EHSD. I am grateful for the opportunity and contacts that I have made.”



# New Resource for EHSD Families in Need

By Todd Ruiz, CFS Caregiver Liaison



The RecycleSmart Reuse Program is a new resource for the County and can be used for any EHSD clients in need.

The program accepts donations and offers bicycles, household items, medical supplies, and an array of available items to the public. This is a great resource for kids returning home to parents or relative caregivers who don't have much for the kids being placed in their care. All items are lightly used, recycled and provided free to those in need. RecycleSmart, Mt. Diablo Recycling, Republic Services, and Opportunity Junction sponsor the program.

For EHSD Bureaus that would like to participate, any worker who wants to make a referral can submit a referral form to the facility to make an appointment. The Staff representative for the referred family sets up the appointment and accompanies the client to the facility. The Resource and Recycle Center is located in a warehouse and children may not accompany the clients to the appointment due to liability issues. The client is responsible for transporting any items to or from the center. Delivery services are not available.

The RecycleSmart Reuse Center would greatly appreciate receiving referrals as often as possible as they would like to move the donations to forever homes as new donations are constantly coming in.

**For questions or donations, please contact Adriana Medina at (925) 771-2721 or via email at [adriana.medina@garaventaent.com](mailto:adriana.medina@garaventaent.com).**

## A look at some items available at the Warehouse



# Anxiety? You're Not Alone

Submitted by Personnel Services



Magellan Ascend

Anxiety disorders are among the most common mental health disorders in the United States and they are highly treatable. Take steps to control anxiety. Here are some strategies to gain control and feel more confident about your situation.

- 1. Know the mental and physical symptoms.** Anxiety can cause physical and emotional symptoms. Find out more about the different types of anxieties and the impacts on the brain and body.
- 2. Educate yourself.** Everyone feels nervous or anxious at one time or another. Learn the symptoms of severe anxiety and panic linked with social anxiety disorder.
- 3. Learn how to effectively cope.** If you struggle with anxiety, help is available. Consider practical tips to keep yourself calm, confident and in control.

Help is available! [Visit the Mind Your Mental Health website](#) or contact our EAP program to learn more about how to help yourself or someone you care about.

Remember, mental illness does not discriminate. Join us to help bring attention to the importance of sharing mental health stories and help improve the lives of millions of Americans living with a mental illness.

Read the full article at [www.magellanascend.com](http://www.magellanascend.com). If you haven't signed up to use the County Employee Assistance Program yet, follow these two easy steps:

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

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

## Census 2020: Final Push

If you or someone you know has not taken the Census yet, it's not too late to make your voice heard. Now in its final push, the census count ends in less than a month, on September 30th.

About a quarter of Contra Costa County's population still needs to be counted. The census lets the government know how many and who we are. Knowing how many people live here helps with allocating money for education, housing, health care, roads and transportation, child and elderly services, and emergency assistance such as the response to COVID-19. Likewise, census information ensures we have the appropriate level of political representation.



**You can complete the census from your own home in about 10 minutes and it's free:**

- 1. Online at [my2020census.gov](https://my2020census.gov)**
- 2. By phone in English at (844) 330-2020**
- 3. In writing by filling out the form you would have received during May and June.**

Remember to include everyone living in your household as you answer just nine questions. The census does not ask about immigration status and does not share responses with any other agency or person.

Respond to the 2020 Census as soon as possible and help get the word out to customers, family and friends. Visit the [census page on the County website](#) for more information.

**#CoCoCounts #CountMeIn #Census2020**

# “Bringers of Hope” The Family Development Credential Program Class of 2020!

By Monica De Vera, CSB Analyst III

At the start of this year, no one could have imagined that we would be where we are today. Challenge upon challenge came at us like a machine spitting out balls. Yet that did not stop our Family Development Credential Program (FDC) participants from succeeding.

On Tuesday, August 11, 2020, a virtual graduation was held to honor 13 participants who completed the FDC program – eight from CSB, one from First Baptist Head Start, two from CAPE, and two from the YMCA. The FDC program is a series of classes designed for staff who work directly with families to further develop family partnership skills and meet training requirements. Normally, our staff in this program meet in-person biweekly, but since the Shelter-In-Place mandate in March, the program quickly shifted to virtual learning. Abrupt changes are never easy, yet our staff adjusted, completed all the required assignments and portfolio, and passed their exams! We are in awe and inspired by their flexibility, patience, hard work, and commitment to excellence!

During the virtual graduation, CSB Division Manager **Christina Reich** welcomed the FDC graduates and shared with them these “Daily Affirmations to Tell Yourself as ‘Bringers of Hope’”:

## *Daily Affirmations for Bringers of Hope*

1. Today is a perfect day to bring hope
2. I will encounter all with love in my heart
3. Small acts of kindness and service, repeated, will complete any great undertaking
4. I am nature’s greatest miracle and my potential is limitless
5. I will live this day as if it were the last - therefore, it is my last chance to prove my love and greatness
6. I accept my highs and lows, and will be guided by virtue
7. I will laugh because we’re the only creature with this ability and is the best medicine! And it’s contagious!
8. My presence is finer than any gold
9. I am a person of action because it is through action I achieve my goal
10. I will always have faith

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## “Bringers of Hope” The Family Development Credential Program Class of 2020!

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Congratulations to our FDC Zoom Participants

## Congratulations FDC Class of 2020, You Did It!

### COMMUNITY SERVICES BUREAU

- Nancy Bishay
- Kimberly Clay
- Tina Ham
- Kirsten Hougen
- Catherine Lucero
- Imelda Prieto Martinez
- Mauricio Perez
- Carmela Velasquez

### CAPE

- Irene Pantoja
- Claudia Bautista Rufino

### YMCA

- Arienne Bautista
- Leticia Bugarin

### FIRST BAPTIST HEAD START

- Angela Crabtree

## Hard Work Pays Off for Julia Kittle-White

By Magda Bedros, CSB Assistant Project Director



PITC certified trainer, Julia Kittle-White

Congratulation to Julia Kittle-White, Community Services Bureau, Education Manager for the Partners unit. Julia recently completed the Program for Infant Toddler Caregivers Institute (PITC), and became a Certified Trainer. PITC provides a dynamic combination of online and onsite training facilitated by leading experts in early development and care. PITC supports education leaders responsible for training those who teach and care for infants and toddlers. These leaders include trainers, coaches, higher education faculty, early childhood program directors, resource teachers, site supervisors or educational coordinators, childcare resource specialists and childcare consultants.

Julia completed comprehensive studies in the following four module focus areas:

- I: The Program for Infant/ Toddler Care Givers, Social- Emotional Growth, and Socialization, Guidance and Discipline for infants and Toddlers in Group Care
- II: The Program for Infant/ Toddler Care Givers, Environment for Group Care
- III: The Program for Infant/ Toddler Care Givers, Learning and Development, Brain Development in Infants and Toddlers
- IV: The Program for Infant/ Toddler Care Givers, Culture Family and Providers

Julia will join **Magda Bedros** and **Ron Pipa** in planning and facilitating trainings for our directly operated and community partner childcare sites. These trainings are required for Professional Development, and will promote practices that support high-quality infant and toddler care.

# *Congratulations*

## Service Awards New Hires & Retirees



### SERVICE AWARDS – JULY



#### 25 YEARS



Teresa Jackson, Social Worker III, CFS  
Leah McIntosh, Aging & Adult Svc Staff Asst, AAS  
Angela Watkins, Soc Svc Program Assistant, WFS

#### 10 YEARS

Helen Cabrera, Public Auth Sr Benefits Clerk, AAS  
Entesar Ebeid, Site Supervisor II-Project, CSB  
Michael Eng, Senior Clerk-Project, CSB  
Marian Sison, Infant Toddler Teacher-Project, CSB  
Amy Wells, Assistant Director-Project, CSB

#### 15 YEARS

Collette Rodas, Associate Teacher-Project, CSB  
Sandra Sanchez, Associate Teacher-Project, CSB  
Talenda Todd, Clerical Supervisor, WFS

### NEW HIRES – AUGUST



Maria Flores, Clerk-Experienced Level, CFS  
Leslianne Henriquez, Clerk-Experienced Level, CFS  
Evelyn Leon, Clerk-Experience Level, WFS  
Daisha Miller, Social Casework Assistant, CFS

### RETIREEES – AUGUST

Katharyn Chatham, Eligibility Work Supervisor, 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](mailto:djohnson@ehsd.cccounty.us) or (925) 608-4904.



# SPREAD THE WORD

## SEPTEMBER

- **HEALTHY AGING MONTH**
- **SEPTEMBER 7 – Labor Day (Holiday)**
- **SEPTEMBER 8 – I Walk Challenge begins**
- **SEPTEMBER 13 – Grandparents Day**
- **SEPTEMBER 15 – EHSD Night at the Drive-in Movies**
- **SEPTEMBER 18 – 20 – Rosh Hashanah**
- **SEPTEMBER 19 – OCTOBER 4 – Oktoberfest**
- **SEPTEMBER 22 – Falls Prevention Awareness Day / Autumn Equinox**
- **SEPTEMBER 25 – Native American Day**
- **SEPTEMBER 27–28 – Yom Kippur**
- **SEPTEMBER 30 – Census 2020 Count ends**

## OCTOBER

- **HEAD START AWARENESS MONTH**
- **NATIONAL DOMESTIC VIOLENCE AWARENESS MONTH**
- **NATIONAL DISABILITY EMPLOYMENT AWARENESS MONTH**
- **OCTOBER 12 – Indigenous Peoples Day / Columbus Day**
- **OCTOBER 16 – National Boss’s Day**
- **OCTOBER 19 – I Walk Challenge ends**
- **OCTOBER 28 – National Chocolate Day**
- **OCTOBER 31 – Halloween**

Make a change in a child’s life and become a Resource Parent/ Family for a foster child. Contra Costa County has more than 1,000 children who need your help. Join a free virtual orientation during the COVID-19 Health Order. We will update the in-person orientation schedule as restrictions lift.



### FREE VIRTUAL ORIENTATIONS

- September 3 or 17 • 4 to 6 p.m.
- October 1, 15 or 29 • 4 to 6 p.m.
- November 12 or 19 • 4 to 6 p.m.
- December 3 or 17 • 4 to 6 p.m.

For more information about becoming a Resource Parent visit us at [www.ehsd.org](http://www.ehsd.org). To register for a class, please call (925) 602-6960, toll-free at 1 (866) 313-7788, or email [ResourceFamilies@ehsd.cccounty.us](mailto:ResourceFamilies@ehsd.cccounty.us)



### ELECTION DAY IS NOVEMBER 3<sup>RD</sup>

The General Election will be here in two months. To register, check your registration information, request a ballot, find your polling place and learn more about voting in Contra Costa, visit [www.cocovote.us](http://www.cocovote.us).

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.



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