

# Headlines



## After Hours— Tiffany Miller and the Night Shift Team

**Latest: COVID  
Vaccinations**

**Help for Renters  
and Landlords**

**Diving into the  
Clerical Pool**



**So Long, Mike Roetzer!**

# Relief for Renters and Landlords

## More than \$75 million in COVID-19 Emergency Rental Assistance for Contra Costa County

Contra Costa County tenants and landlords impacted by COVID-19 can apply for assistance from the COVID-19 Rent Relief program. More than \$75 million is Contra Costa County's allocation of federal Emergency Rental Assistance Program funds from the Consolidated Appropriations Act of 2021, which allocated \$2.6 billion to Californians in need of rental relief.

"This funding for COVID-19 relief cannot come any sooner to help provide the hardest hit individuals and families in Contra Costa with financial assistance with rent and utilities payments and help them gain back financial and housing stability," said Board Chair, Supervisor Diane Burgis. "My colleagues on the Board and I remain committed to helping residents get back on their feet, especially now that we have safe, effective vaccines that will help end this pandemic."

The program assists income-qualified renters impacted by COVID-19 who need help to pay for rent or utilities. Eligible household income may not exceed 80 percent of the local median income. Eligible renters whose landlords do not participate in the program can still receive 25 percent of unpaid rent accrued between April 1, 2020, and March 31, 2021. Eligible renters can also receive future rent assistance equal to 25 percent of their monthly rent. The program also provides up to 80 percent rent reimbursement to landlords for unpaid rent accrued between April 1, 2020, and March 31, 2021.

**Check eligibility and apply online for [COVID-19 Rent Relief](#) or [Ayuda con la Renta \(Spanish\)](#). The CA COVID-19 Rent Relief Call Center is available for tenants and landlords to call at 1 (833) 430-2122 for assistance in applying. To learn more and find state resources, visit [HousingisKey.com](#).**



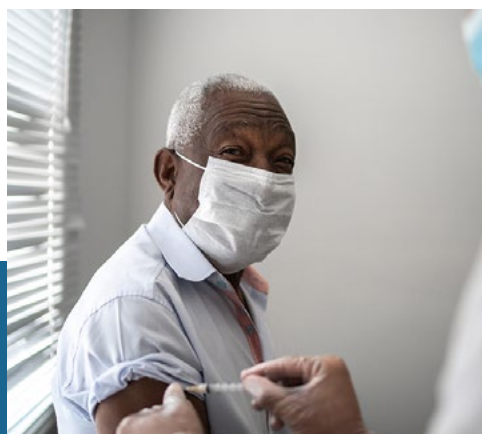
**For information on Contra Costa County's Ordinance on Eviction Protection and Rent Freeze, see [FAQs](#) on the County website. For additional resources, call 211 or 800-833-2900, text HOPE to 20121, or visit [www.contracosta.ca.gov](http://www.contracosta.ca.gov).**

# Vaccination Update

Vaccines are one of the most important tools to end the COVID-19 pandemic, according to Contra Costa County health officials. Paired with other daily health habits, such as wearing face coverings and social distancing, vaccines will slow the spread of COVID-19 so schools and businesses can fully reopen and our community can return to a more normal way of life.

Contra Costa County has extended vaccine eligibility to anyone who is 50 and older and lives or works in the county, regardless of whether they have an underlying health condition.

This is thanks to an increase in supply of COVID-19 vaccines.



Contra Costa County employees and all community members may request an appointment to receive a vaccination through their healthcare provider, via the State [myturn.ca.gov](https://myturn.ca.gov) website, or by self-certifying and making an appointment on Contra Costa Health Services (CCHS) website. Visit <https://www.coronavirus.cchealth.org/get-vaccinated> for the latest vaccination information.

[Learn more about the COVID-19 vaccine](#)

**COVID-19 Vaccine**

COVID-19 Vaccine in Contra Costa County

**COVID-19 Vaccine in Contra Costa**

- Appointment required**
- Residents 50+ eligible or Residents 16-49 with health conditions**
  - County residents 16-49 who are at high risk of serious illness from COVID-19 infection – ask your healthcare provider
- Essential workers**
  - Workers in the education and childcare, food and agriculture, public transit and emergency services sectors.
- Residents in high-risk living situations**
  - People who live or are likely to enter congregate living facilities, including county residents experiencing homelessness

Call 1-833-VAX-COCO (1-833-829-2626) for an appointment, or request an appointment online at [cchealth.org/coronavirus](https://cchealth.org/coronavirus). The appointment line is open 8 a.m. to 8 p.m. weekdays, 8 a.m. to 4 p.m. Saturday and Sunday.

Details about eligibility, vaccine and local information about COVID-19 are available at [cchealth.org/coronavirus](https://cchealth.org/coronavirus).

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[cchealth.org/coronavirus](https://cchealth.org/coronavirus)

**Feature**

# The Right Stuff, Eileen Olson Brings Experience to CalSAWS

By Alan Wang, Community Relations Media Specialist

**Eileen Olson** is no stranger to information technology. The Division Manager for Administrative Support Services has a Bachelor of Science degree in computer science from the AMA Computer College (now AMA University) in the Philippines. She later worked as a Director for Operations for the school's Computer Learning Center for short courses. She and the Executive Director pioneered an Associate Degree program and helped establish multiple training locations. She also managed the Information Technology department of a garment manufacturing industry before immigrating to the United States in 1996. Eileen grew up in the Philippines on the Fernando Air Force Base in the city of Lipa where her father was a Colonel. "I lived a very sheltered life," she says. It wasn't until I came back to visit when I realized I grew up less than 15 miles away from some of the prettiest beaches in the world. She recently stayed at Pangulasian Island, El Nido, Palawan. "The best snorkeling reefs were right off the shore." The Philippines are an archipelago made up of more than 7,000 Islands.

Now Eileen is using her computer background as EHSD's Lead Manager for an ambitious project that will unite the state's three major social service data systems into one CalSAWS system. "We are



Eileen Olson on the Philippine Island of Pangulasian in the city of El Nido. She was one of first programmers in EHSD. Some of her first projects in EHSD are STARS, Employee Directory, Contracts and SSWFI systems.

in the planning phase and your feedback matters more than you realize when it comes to CalSAWS," says Eileen.

EHSD is scheduled to transition from its current CalWIN system to the statewide CalSAWS system in October 2022. It will merge three welfare systems and allow social service agencies, across the state, to communicate and exchange documents seamlessly.

"There are still a lot of unknowns as the system is being developed, so we are encouraging staff to tell us about their work processes so we can address them when planning for our county's processes when we implement the CalSAWS system," says Eileen, who was one of the leads who implemented CalWIN. "What do you use in your business

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## The Right Stuff, Eileen Olson Brings Experience to CalSAWS

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process? Do you use WDT, Excel spread sheets, other tools? We will be asking for your feedback, again, as we move into the next phase.”

In the meantime, you can view the recently-launched 21-minute [CalSAWS Overview video](#) that explains the project’s structure, system functionalities, work done so far, changes to come, timeframe and much more, to gain a better understanding about what the conversion to CalSAWS means for Contra Costa County and California. You can also check out the inaugural issue of the [CalSAWS Chronicle](#).



CLICK on the play button and see why your feedback is important

## CalSAWS Update



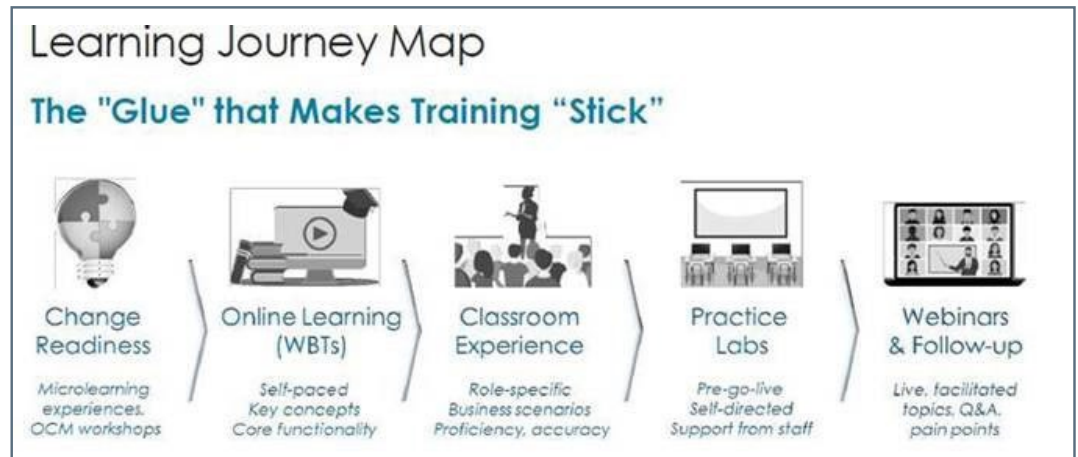
- “As-Is” BPR Sessions – complete; documentation review for final approval is under way. Next step is the “To-Be” processes.
- Workgroups – Planning and recommendations following initial workgroup meetings.
- Sandbox Demos & Videos – To be presented during workgroup meetings.
- Organizational Change Management – Kicks off in April at consortium level. More to come.
- Migration Tool and Mapping of Ancillary Systems – Development continues.

## CalSAWS Learning Journey

By Tracey W. Lee, Interim Staff Development Division Manager

CalSAWS training is going to be an exciting journey in learning, customized and tailored for the various positions and roles in Contra Costa County. Each learner will have his or her own **learning journey map** with activities, exercises and completion badges to track success. Here is a high-level, proposed **Learning Journey Map** to provide a visual representation of a person’s path, from CalSAWS awareness to competency:

Each user will have an immersive learning experience with a visual map to track progress, and a clear path to become a confident CalSAWS user. The experience is designed to be engaging and fun. More details about CalSAWS training coming soon!



## EHSD Staff Development Gets New Interim Lead

EHSD Director **Kathy Gallagher** has announced the appointment of **Tracey Lee** as the Interim Staff Development Division Manager, following the retirement of **Mickey Williams** on March 31, 2021.



Ms. Lee has extensive experience in the training and coaching field. She was the Staff Development/ Workforce Development Manager for the Solano County Health & Human Services Department for several years, and has been an instructor and executive coach with the UC Davis

Continuing & Professional Education program. In her early career, Ms. Lee was an Eligibility Worker, a Staff Development Trainer and a Supervisor. Ms. Lee holds a Master’s Degree in Public Administration and a Bachelor’s Degree in Business Administration.

*“We are fortunate to have someone of Ms. Lee’s skill and background to continue the excellent work of our Staff Development division while the recruitment to fill the position permanently proceeds,”* Kathy explained. *“Please join me in welcoming Tracey Lee to our agency.”*



## EHSD Reminds Contra Costa Residents about Affordable Internet Offers

The Governor issued an [Executive Order](#) in August 2020 aimed at accelerating improved connectivity in California, particularly within the context of COVID-19. Recent state and federal legislative proposals have included additional provisions for expanding broadband accessibility.

As a follow up to our outreach campaign last fall, EHSD is reminding community members that they can visit our website's [Get Connected, Contra Costa page](#) to learn more about **affordable internet and equipment offers for eligible Contra Costa residents**. EHSD is promoting this through social media (@ContraCostaEHSD) and County partners, as well as texting more than 39,000 active Medi-Cal, CalFresh and CalWORKs recipients (who opt in to receive texts). The text messages contain a link to a flier [\(English\)](#) [\(Spanish\)](#) that describes the program.

Both the Get Connected page and flier lead to a site where community members fill in a zip code and check boxes with eligibility criteria to see discount options that may be available to them.

Feel free to forward the webpage link or flier to individuals and organization that you believe may benefit from discounted digital access. **If you get questions about the offers**, have EHSD customers email [getconnected@ehsd.cccounty.us](mailto:getconnected@ehsd.cccounty.us). Customers

can also call the phone numbers that appear in each internet offer box after they enter their zip code and eligibility criteria.

Many low-income community members are at a significant digital disadvantage in sustaining critical elements of their lives and livelihoods. Ensuring that everyone has access to affordable home internet and computers is especially important as the impacts of COVID-19 continue, with many students in stay-at-home/remote learning modes, telemedicine sometimes replacing medical office visits, job seekers applying for work online, and employees often working from their homes.

Through EHSD's partnership with the California Emerging Technology Fund (CETF), we can share information about a number of internet service providers and equipment distributors that are offering special promotions to support individuals and families who otherwise do not have adequate digital access.

# We are Essential Social Worker Appreciation Month

By Annie Barrett, In-Home Support Services Division Manager

The IHSS Team kicked off Social Worker Appreciation Month by launching our new IHSS Logo (special thanks to **Ivory Olden, Lloyd Amog,** and **EHSD Community Relations** for assistance), and a new Mission Statement. We will be using both for IHSS within our department.



The IHSS team selected the new “hands together” logo to represent the IHSS unit on departmental materials.

We continued to celebrate Social Worker Appreciation with strong usage of virtual platforms. We had a month-long bingo game focused on the

day-to-day action of an IHSS Social Worker, a virtual scavenger hunt of normal items you can find in an office, and we created a Virtual Bulletin Board where Staff and Supervisors were able to express appreciation and gratitude for each other. As a team, we developed a word cloud of what it means to be a Social Worker.

The IHSS Division rounded out the month with a Spirit Week on Teams. We are also providing drawstring sports bags, small tokens of appreciation from the Department (thank you **Kathy Gallagher** and **ET**), that all department social workers can use to carry their PPE. This will be helpful as we gear up for face-to-face assessments again. Social Workers are essential and we are grateful for the hard work that they do not just this month, but every month!



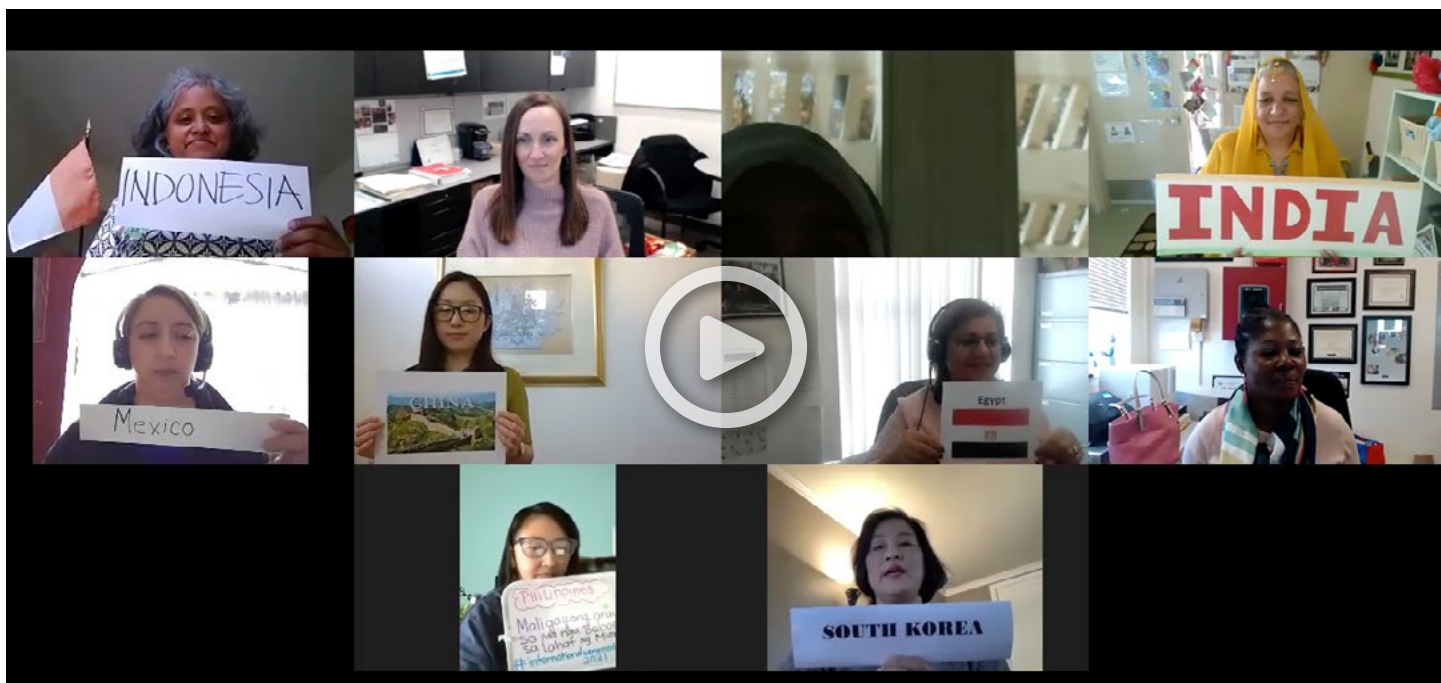


# CSB Celebrates International Women's Day

By Amy Wells

To celebrate International Women's Day on March 8, 2021, Isabel Renggenathen, Assistant Director, organized a brief but powerful video that highlighted women and diversity at CSB. The video celebrates our diversity, our beauty in all forms, our uniqueness in backgrounds, heritages, beliefs, personalities, strengths, and more!

*From all of us at CSB to all of you... Happy International Women's Day!*



Video participants from Left to Right:

Top row: Isabel Renggenathen, Amy Wells, Balsam Nimir (from Palestine), Harinder Kaur,

Middle row: Jacqueline Lopez, Qing (Iris) Xu, Entesar Ebeid, Afi Fiaxe

Bottom row: Monica DeVera, and Kelly Chun

*Building Brighter  
Futures Together*

# Kathy's Corner

By Kathy Gallagher, EHSD Director



## Racism, Acts of Violence Against Community Members

We are still grappling with the impact of acts of violence and racism in our society that target particular community members.

Therefore, I am including the Executive Team's recent message to staff in my column this month.

On March 16, 2021, a 21-year-old man admitted to murdering six Asian Americans at three separate businesses in Atlanta, Georgia. While authorities are still investigating the motivation behind these killings, we know that acts of hate and violence against members of the Asian American Pacific Islander (AAPI) community have escalated during the past year, and a large portion of the victims have been women and the elderly. According to the advocacy organization Stop AAPI Hate, there are more than 700 reports of anti-Asian hate incidents since March 19, 2020 right here in the San Francisco Bay Area. In 2021 alone, three Asian-American elders were killed.

It is no longer enough to express our deep sadness and anger over the hateful acts terrorizing our residents. In the midst of outrage at the systemic racism against African-American, Asian, Latino and other minority groups, recent events involving racial violence underscore the need for each of us to address the personal and societal hatred we often see at the core of our institutions and suffering communities.

As our Middle Eastern-American community members suffered backlash after 9/11, and the Latinx community confronted national administrative policies and rhetoric that engendered fear, Asian Americans are today suffering the hateful effects of misleading, racist statements that include referring to COVID-19 as the "Chinese virus" or "kung-flu." Unfortunately, discrimination and inequities are not new for any of these communities. However, media coverage often overlooks hate crimes against Asian Americans and Pacific Islander Americans, victims or observers often underreport them, and anti-racist groups do not necessarily advocate about them. For some, the recent events are just beginning to open up an awareness that racism can also include the AAPI community as a target.

Contra Costa County is proud of its identity as a vibrant place to live and work, with diversity being a key contributing factor. Nearly 25 percent of the population was born outside the United States, almost half coming from Asia. As with all racial and ethnic groups, the Asian American Pacific Islander community is *our community*. They are our neighbors, our customers and our colleagues. Approximately 10 percent of the EHSD workforce identifies as AAPI, with members across bureaus and all types of positions.

Too many in our community are living in fear today about how others may act out based on race. As we come together in condemning all forms of racism, we help create the environment to eradicate it. In the coming months, EHSD's **Equity and Inclusion Core Team** will be working closely

Continued on page 20

# A Block to the Public Charge Rule

Over the past few years, EHSD has been monitoring and communicating about developments that led to the Department of Homeland Security's (DHS) new public charge rule under the previous administration. The rule change overturned a century of existing policy and practice by expanding the types of benefits considered for public charge, including non-cash programs, for the first time. On Tuesday, March 9, 2021, the U.S. Supreme Court agreed to dismiss pending cases related to the expansion of the "public charge" rule, at the request of the Biden Administration [\(see DHS Secretary Statement on 2019 Public Charge Rule\)](#). This permanently blocks the changed rule nationwide.

The definition and enforcement of "public charge" now returns to the most recent federal interpretation, field guidance from more than 20 years ago. For our community members who receive critical supports such as non-emergency Medi-Cal, CalFresh, Section 8 vouchers or other housing assistance, this means the U.S. Citizenship & Immigration Service (USCIS) will *not* consider their receipt of those benefits as part of the public charge inadmissibility determination. In addition, medical treatment or preventive services for COVID-19, including vaccines, will not be considered for public charge purposes [\(see DHS Statement on Litigation Related to the Public Charge Ground of Inadmissibility\)](#).

EHSD and County leaders had been particularly concerned about the rule change since the publicly-funded programs affected help families meet their children's basic needs, and provide a buffer against the negative effects of adversity. The belief was



the rule was discouraging many immigrant families from accessing benefits for which they are eligible, in some cases possibly leading families to choose between getting food, health care and services they need, and obtaining citizenship they are legally on track to achieve.

Public charge is a term to describe someone who is likely to become dependent on the government for subsistence. This USCIS test is one factor in determining who will be granted entry into the U.S., who can renew certain temporary visas and who can obtain Lawful Permanent Residency (LPR) – also known as a green card.

Thank you to EHSD's Policy & Planning team for diligently following the complexities, changes and impacts related to public charge policy over the past four years. Also, to our many staff members who helped share accurate information with our customers about the various developments, while helping them understand the importance of continuing to apply for and receive benefits for which they are eligible. The public charge policy is no longer contrary to EHSD's core value of respecting diversity by valuing inclusion and equity for all.



# Night Shift

## Shadowing EHSD's After Hours Team



CLICK on the play button to watch how Tiffany and the After Hours Emergency Response and Investigations team fields calls.

By Alan Wang, Community Relations Media Specialist

It's after 5 o'clock in the evening and most of the Children & Family Services (CFS) social workers have gone home for the day. All except for those on the After Hours Emergency Response and Investigations Team who just signed on to field reports of child abuse and neglect, as well elder and dependent adult abuse, that come in late at night and into the early morning hours. All of these staff members are paid volunteers.

"The investigations range from situations with domestic violence, mental illness, abandonment or physical and sexual abuse and... worst case scenario... child fatalities," says Tiffany Miller, CFS' After Hours Team Supervisor. It's not uncommon for Tiffany to back up her team by taking calls or heading into the field for investigations, as do the other substitute supervisors who partner with her in this program.

On any given night, the After Hours team is made up of one to two social workers, a supervisor and a division manager who finish their regular day before signing on to this critical night shift. They gather reports and often times respond to a scene to access a child's risk of neglect and abuse. Each month, on average, the team takes about 600 calls, which results in approximately 150-175 child abuse reports, 40-50 elder/dependent adult reports, and 20 children detained and/or placed into emergency foster placements.



**Kimberly Baker,**  
After Hours Division  
Manager

"I extend my heartfelt gratitude for their commitment to work nights and weekends. It truly is an honor to serve alongside them."

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## Night Shift Shadowing EHSD's After Hours Team

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Tiffany's strength, personality and love for hard rock is reflected on her office wall. It's draped with a full-size poster of her favorite band, Aerosmith. She tacked a backstage pass onto it from the time she met lead singer, Steven Tyler, and the band. "You have to have an inner strength and core to be able to compartmentalize some of it," she says of the traumatic situations she encounters.

"The hardest situation, for me, is when we have a child who has disclosed abuse by a parent and the other parent doesn't believe them," says

the 30-year EHSD veteran who started out as an Eligibility Worker. "You have to be so very present and connected to that child. And while it's somebody else's child, it's also our child as a society, as a community, to care for."

Often times, the work comes with a personal emotional burden. "We rely on each other in terms of processing and talking about it if we need to," says Tiffany. "I focus on my children and the joy of that, and being grateful for my network of friends."



(left) Central County AH staff:

Front row, left to right:  
**Georgette Shipe, Sashell Yates,  
Hollidayle Hertweck**

Back row, left to right: **Cecilia  
Gutierrez, Gala Hunter, Ann  
Butler, Christine Reimer**



(right) Central  
County AH staff:

Left to right: **Lorna  
Baker (supervisor),  
Joyce Basbas,  
Amanda Johnson**

West County AH Staff:

Left to right: **Christopher Johnson, Milena Sam, Porsche  
Brown, & Vernita James (Not pictured: Tonika Gillard)**



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## Night Shift Shadowing EHSD's After Hours Team

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**Nicole Martinez, Social Worker**

“The most challenging thing that comes up in afterhours is when multiple potential crisis are happening at the same time. It is very common to be working on something that may send an AH worker into the field and the calls are still rolling in from various Police Departments and/or Hospitals. AH staff and supervisors are working together, however we do not have the support staff that the day shift does”.

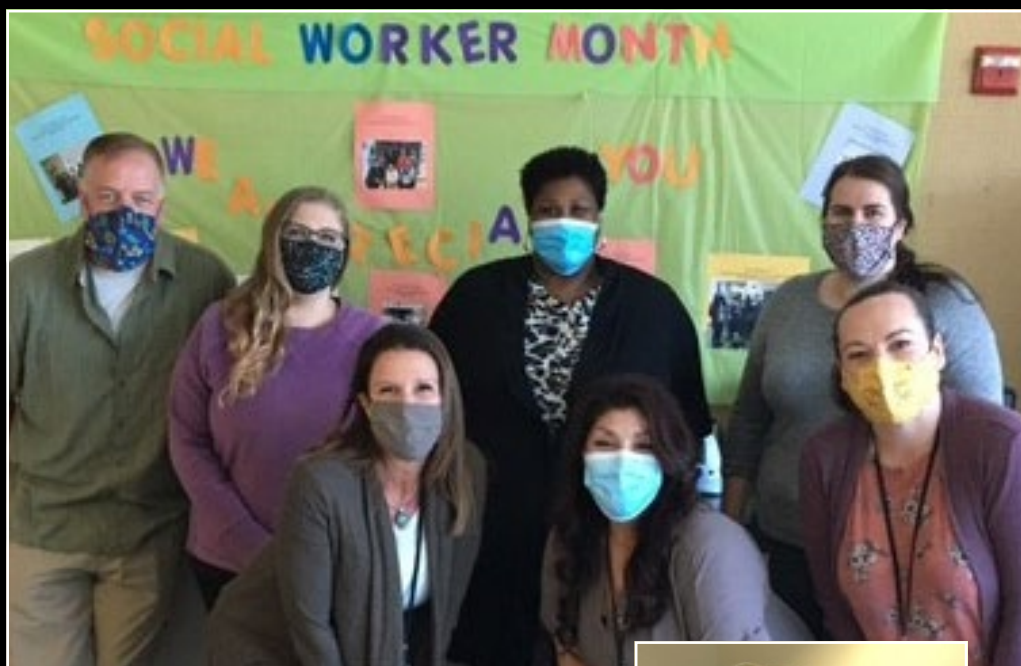
East County:

Front row, left to right:

**Heather Blackmore**  
(Supervisor), **Lidia Gonzalez**, **Katherine (Katie) Henry**

Back row, left to right:

**Jonathan Chapman**  
(Supervisor), **Sarah Thomas**, **Eleanor Walker** (Supervisor),  
**Chelsea Abreu**



**Stacy Wood, Social Worker**

“Most rewarding is to be that person who can work with the parents and children to provide immediate intervention and help the family pool their resources to create safety for their children and hopefully circumvent further agency intervention.”



# April is Sexual Assault Awareness Month

By Claudia Gonzalez, Administrative Services Assistant II, Alliance to End Abuse

Each April we aim to raise public awareness of sexual assault, educate on how to prevent it and where to seek resources. Sexual assault includes any behavior that is against the will of another person. Types of sexual assault include sexual harassment, rape, sexual battery, child sexual abuse, and same-sex assault.



Research from the Centers for Disease Control and Prevention show that more than one in three women and nearly one in four men experienced sexual violence involving physical contact during their lifetime. We can take a part in stopping sexual harassment, assault and abuse before it happens in our communities and online spaces. During Sexual Assault Awareness Month, we can learn more, take action and make a difference in creating communities that are safe and respectful for everyone.

## Four Things You Can Do To Help End Sexual Assault & Rape Culture

**1. Learn more about rape culture.** The *Public Books Rape Culture Syllabus* defines rape culture as “*the trivializing of sexual violence and the tendency to blame victims while exonerating or excusing assailants.*” If we want to end rape culture, and an environment that permits sexual assault and sexual violence to occur, we need to dive deep into the issue and challenge ourselves to become as informed as possible and share our knowledge with others.

Get the syllabus: [www.publicbooks.org/rape-culture-syllabus/](http://www.publicbooks.org/rape-culture-syllabus/)

**2. If someone discloses sexual harassment or assault to you - don't minimize it.** Listen, thank them for sharing, and ask how you can best support them. Women often have to de-escalate and minimize situations - mainly with men - to avoid danger.

Read more: “[The Thing All Women Do That You Don't Know About](#)” - via *Huffington Post*

**3. Use language carefully.** “*Even though we often think of rape culture as being perpetuated by direct actions...we don't always think about how our casual, everyday language plays into it.*” Avoid the big words that contribute to rape culture and avoid the small ones too, like the common use of “guys” to refer to women and men. Or using “girls” or “girl” to refer to an adult woman. Language like this subjugates the identities of women and undermines efforts toward gender parity.

Read more: “[10 Examples of Everyday Language That Supports Rape Culture](#)” - via *Everyday Feminism*

**4. Get consent.** [Loud and enthusiastic consent.](#) And understand that the understanding of what consent means begins at the earliest of ages. If we understand as children, we'll be better off as adults.

Watch: “[Tea Consent](#)” - via *Blue Seat Studios*

For more information and resources, visit [www.contracostaalliance.org](http://www.contracostaalliance.org).

# Have a vision for your financial future

Contributed by Personnel Services

Magellan Ascend

Creating a financial plan for yourself and your family can remove a good bit of nagging stress that results from not knowing where you stand financially. It's important to establish a roadmap for your financial future.

- Brainstorm your goals. What would you like your life to look like in five years, 10 years and 20 years? Do you wish to have children, start a new business, purchase a vacation property, etc.? Be specific.
- Follow a budget. Track your income and expenses; document how much you're spending each month on necessities, where you could reduce spending and how much is available for saving and investing.
- Prioritize paying down high-interest debts like credit cards. (Consider a debt consolidation loan, if necessary.) Gradually build an emergency fund that will cover three to six months of expenses.

Continue reading the article or browse more topics at [www.magellanascend.com](http://www.magellanascend.com).

## UPCOMING WEBINAR: *Overcoming Stress and Burnout* – April 14

### Register for this webinar to:

- Define the difference between stress and burnout
- Discuss the cause of stress and burnout
- Learn lifestyle changes and coping strategies to manage stress and prevent burnout

### Missed the live webinar?

Don't worry, you can access webinar recordings by clicking on "Learning Center" and selecting "Webinars." 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".



# April is Child Abuse Prevention Month

By Carol Carrillo, Executive Director Child Abuse Prevention Council

April in the Bay Area is the month when we see tiny buds grow into healthy gardens that flourish with delicate blooms. And it is a beautiful sight to behold. Maybe that is why April is **Child Abuse Prevention Month**, identified by a blue ribbon.

April reminds us to nurture and encourage growth. It is our chance at the Child Abuse Prevention Council (CAPC) to raise awareness for the nurturing and development needed for the prevention of child maltreatment, Adverse Childhood Experiences, and to advocate for our children's safety. This awareness month is a time to remind our community about the risks that exist for our children, and the guidance and intervention available to them.

CAPC is grateful to collaborate with Child Protective Services (CPS), a program of EHS's Children & Family Services, to protect children during the COVID-19 health crisis by continuing to provide preventive services, response, intervention, and investigation. Due to more isolation, distance learning, the closing of day care centers, parents and children at home together more, and incomes severely reduced, we know tensions in households increase, underscoring the importance of child abuse prevention services.

CAPC has learned that the key to effectiveness in the prevention of child abuse includes programs and services that meet the needs of our local communities. We have practiced that approach for 35 years. By listening to parents, educators, social workers, police officers and community leaders, CAPC has established beneficial services to assist hundreds of families in Contra Costa County. We do this by focusing on the needs of families, on the views of parents and teachers, and by conscientiously adhering to best practices programs.

So, when you see those blue ribbons remember that April is the time to make a difference for kids. Thank you for all you do to protect the children in our communities. It only takes a minute to impact a child's life.



**April is Child Abuse Prevention Month**

The Child Abuse Prevention Council (CAPC) recognizes April, as National Child Abuse Prevention and Awareness month. Please visit CAPC at [www.capc-coco.org](http://www.capc-coco.org) to learn what you can do to strengthen families and protect children in our community.

## Child Abuse Prevention Facts

- Child abuse and neglect affect children of all ages, races, and income.
- Child abused is 100 percent preventable.
- More than 4 million cases of child abuse per year are reported across the country.
- Two of the major risk factors leading to child abuse and neglect are family isolation and stress.
- Experiencing physical abuse or witnessing violence early in life can become a cycle, passed down through generations.
- The cycle of violence can lead to other violent or dangerous actions.
- Children who have experienced abuse are nine times more likely to become involved in criminal activities.
- In Contra Costa County there are numerous committed agencies, parents, relatives, community volunteers, public policymakers and professionals who collaborate to eliminate child abuse and give our children hope, security and safety.
- You can report suspected child abuse by calling the Child Abuse Hotline at (877) 881-1116

# Clerical Pool Rocks Customer Service

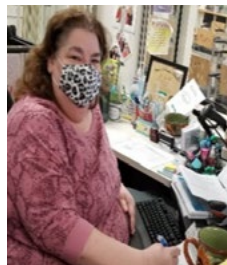
By Sandy Bustillo, Claudia Lam, Karen Smith, Lisa Collado, Lora Duncan, Malama Sunia Faoliu, Kathleen Murphy, Diane Ridgley, and Pat Crain.

The Multi-Program Intake and Building Operations Clerical team at 400 Ellinwood is on the front lines of our mission to make sure every customer leaves feeling better than when they arrived. There is no such thing as “just a clerk.” This marvelous pool of clerical experts sets the bar high when it comes to pulling together, backing each other up and keeping our processes running smoothly. So who are these magical individuals and what do they do? The clerical team includes:

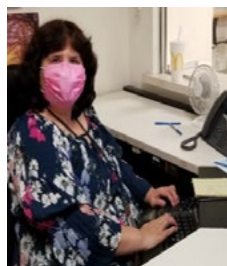
**Reception** – Primary point of contact and the ‘face’ of our operations. Everyday our reception clerks wear many hats. Tasks include door triaging; serving customers face-to-face outside while our buildings are closed due to COVID; Automatic Call Distribution (ACD) management to respond to the public seeking to apply over the phone or looking for answers to questions on their cases; application registration via the internet (in coordination with BCW to keep our apps moving); application registration from our customers transferring from a different county (we handle all 27 zip codes in Central County); and application registration from customers who have “carry forward” applications pushed to us from Covered CA. This team also issues EBT cards personally to the homeless.



Heidi Wagner

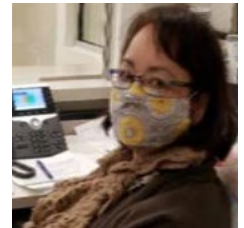


Christine Althaus



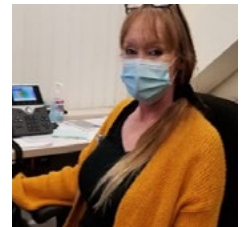
Toni DeLeon

In reception, Senior Lead Clerks (SLCs) are **Heidi Wagner, Christine Althaus, Adelma Anicete, Toni DeLeon, Susan Kraft, Angelina Orduna, Carol Hackett** (not pictured)



Adelma Anicete

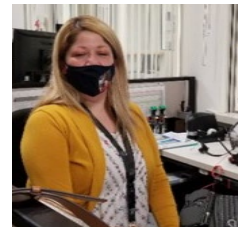
Experienced Level Clerk (ELC) is **Linda Hudson**. The Senior Lead Level (CSLL) is **Heidi Salvosa**.



Susan Kraft

## **Mail, Forms/Supplies** -

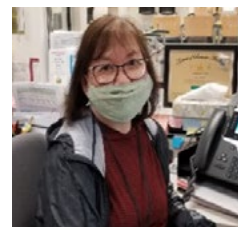
Primary focus is to ensure all outgoing mail for the Ellinwood Campus (400, 300 and 500) is prepped, metered and ready for USPS pick up. They receive, open and process all incoming mail according to regulations and COVID requirements, then ensure its distribution to appropriate locations for staff pick up. They also coordinate incoming order requests from staff for supplies and building needs. They ensure program forms requests are according to the different schedules the State gives, and that essential office supplies are ordered, received logged and distributed. Plus, they handle essential ordering and requests behind the scenes to keep our work moving.



Angelina Orduna



Linda Hudson



Heidi Salvosa

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## Clerical Pool Rocks Customer Service

Continued from previous page



SLCs in mail/supply are Stefanie Rojas, Heather Henn and Gerry Dunbar

**Intake** – This team is a master of electronic organization. The Intake Clerks must not only field incoming unit calls, as others do, but they control our master appointment scheduling log which is how our customers' applications are tracked and distributed equitably. Then they update the log so we can pull data and ensure continual business improvement. Quality Control is mandatory and speed is essential in a non-stop day.

Intake SLCs are **Denise August** and **Chrystie Sargent** (not pictured).



Denise August

**Admin** – This team primarily focuses on support to all programs and bureaus in the building. They assist with interview scheduling, conference room oversight, mandatory postings, coordination and distribution of worker compensation paperwork. They ensure all mandated sign offs required for EHSD staff, communication back to all Division Managers in the building. Some are keepers of locked negotiables and respond to all fiscal audits, plus much more that keeps our building safe, sane and happy!

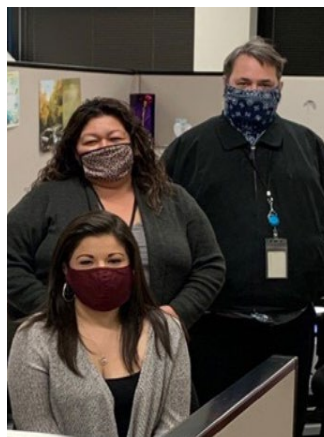
**Admin Clerks** – Senior Lead Level (CSLLs) are **Michael King, Jon Garcia** (1/2 time) and **Diane Marin**

**Data Control (DC)** – Last but not least, the mighty wizard team behind the curtain. With high-



Michael King, Jon Garcia and Diane Marin

profile access in our systems, they push benefits onto the EBT cards, respond to emergency EBT requests, back up other district offices, and process ADMs for workers. We house the Departments Verification Clerk that serves everyone and assists in securing Birth, Death, and Marriage Certificates. DC is the go-to for NSDI plus so much more.



Robert Raines, Griselda Sepulveda, Rebecca Monteith

DC CSLLs are **Rebecca Monteith, Robert Raines, Jon Garcia** (1/2 time)

CSLL Verifications Clerk in DC is **Griselda Sepulveda**

The Senior Building Lead (CSLL) is **Stefanie Rojas**, Stefanie works collaboratively with her Supervisor to ensure all work orders are processed for building repairs /issues, assists DO-IT, PW and others when they arrive, assists with/oversees major system roll outs such as our new phones etc., helps ensure all building operational compliance needs, reports and much more.

But the real magic of this team is the heart combined with their skill. Within the constraints of their security profiles, they shift and pivot to tackle

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## Clerical Pool Rocks Customer Service

Continued from previous page

whatever is needed in every moment of crisis or backlog we encounter. They do this while always putting the customer first. Whether it is reaching out to another division to get help with a desperate client at the door, or giving bags of food to hungry families. This team does not turn anyone away. In a recent Secret Mystery Shopper Visit by the State to 400 Ellinwood, the State acknowledged that with limited services due to COVID-19 this team had everything in order and the mystery shoppers received services without problems.

## Racism, Acts of Violence Against Community Members

Continued from page 10

with our recently-hired Equity and Inclusion Consultant to help shape our department's policies and practices. This team reflects EHSD's open invitation for you to engage in discussions, initiatives and actions in which we can identify our implicit biases, have difficult conversations, and forge a new path.

Paramount to this process is our ability to continue building trust with each other and with our customers. We are grateful that you each take to heart EHSD's core value of honoring individual differences, and treating everyone – customers and coworkers – with dignity and respect. Together we can model the change we want to see in ourselves and in our County.



## Exit Interviews

By Julie Peck, EHSD Ombudsman

If you are leaving EHSD for whatever reason – a new job, moving, retirement – please consider doing an exit interview. I conduct the confidential exit interview on the phone or on Zoom, based on the preference of the person leaving and can schedule the interview during the day, the evening or weekend. There are 13 questions with the last one being open-ended to capture whatever feedback the exiting person would like to share.

I have worked as a manager in three Bay Area

counties and found the exit interview to be a very important feedback tool often with information that plants seeds for system change. The exit interviews that I conduct for EHSD go directly to **Kathy Gallagher**, who is very interested in why employees are leaving EHSD and any and all feedback exiting employees are willing to share.

**If you are leaving EHSD, please consider calling me to schedule an exit interview. My phone number is (925) 788-1722.**

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

### Lauren Drummer

By Ann Barrett,  
In-Home Support Services Division Manager

**Lauren Drummer,** IHSS Intake Social Worker, has demonstrated her amazing work ethic when asked to step in at the last minute for help with an appeal. The original Social Worker was no longer available, and the Appeals Officer (AO) needed someone to answer his questions and explain the IHSS determination of the case. Lauren promptly answered the call.



Lauren Drummer,  
IHSS Intake Social Worker

After hearing the AO's request, Lauren quickly but thoroughly reviewed the case and prepared a response that allowed the AO to understand the case more completely and, consequently, to speak to the Administrative Law Judge on behalf of the county. Appeals Officer Phillip Evans noted "Ms. Drummer's professionalism and

Continued on next page

### MaryAnne Marks

By Laura Cox, Fraud & Appeals Division Manager

A great big thank you is going out to **MaryAnne Marks,** Appeals Unit Senior Level Clerk who worked tirelessly for months on the huge backlog of hearing case folders that needed to be scanned to Compass Pilot or sent to storage. A goal of the Appeals Unit was to have the hearing case folders scanned into Compass Pilot prior to our CalSAWS conversion date to ensure the migration of historical hearings information.



MaryAnne Marks, Appeals  
Unit Senior Level Clerk

MaryAnne singlehandedly managed to review each hearing case folder to confirm that it had the necessary closing documents and forms. Once she made the determination on whether the case folder needed to be stored or scanned, she immediately focused on getting the case folders boxed. One can only imagine

Continued on next page



**Lauren Drummer** – Continued from previous page page

willingness to jump in and assist are very much appreciated. She makes it clear why I, as an Appeals Officer, only work with a small percentage of the overall IHSS recipients.”

Lauren has worked in IHSS intake since coming to the county in December 2018. As a dedicated Social Worker, she has a heart for her clients and is always willing to assist her team in any facet needed. Lauren is very knowledgeable in the IHSS program and a delight to work with. I am pleased she is a Social Worker in my unit.

**MaryAnne Marks** – Continued from previous page page

how many hours it took her to prepare the 92 boxes, containing 3,250 hearing case folders!

For the case folders that were going to go to storage, she prepared them so that the retrieval of a case folder would be easy, in the event a claimant filed a new hearing request. She numbered each box, created and put a list of all the case folders in each box and affixed a laminated list to the side of the box as well. I was so very appreciative of her willingness to take on such a daunting task, even though we both knew that it was probably going to be a solo project! I am sure MaryAnne must have felt very proud and pleased when the driver who picked up the boxes for storage, commented on how impressed he was with the great job she had done!

The Fraud and Appeals Division is fortunate to have someone that has committed so much time and energy to a project and is still willing to commit more time to finish the scanning part of it. I am sincerely grateful for all MaryAnne has done to move the Appeals Unit closer to their goal. Congratulations MaryAnne on a job well done!



## 2020 Combined Charities Final Numbers



The final numbers are in for the 2020 Combined Charities Campaign. The total pledges among Contra Costa County employees from all departments is \$36,322.30. Thank you to all from EHSD who supported with an online donation or payroll contribution. Every year, the Combined Charities Campaign provides a convenient and affordable way to support the nonprofits you care about. The next campaign will begin in October of this year.

## So Long, Mike Roetzer

Yes, it's true. **Mike Roetzer** is retiring from EHSD after 15 years as the Director of Administration.

As Mike explained about his departure, "When anyone asked me about retirement, I usually said they will have to roll me out in my office chair. Then I got a sit-stand desk. I am approaching my 76th birthday. I find it is time to move on to other things and leave EHSD."

Mike has worked with many of the bureau directors and staff over the years. We'll miss his dedication, wisdom and easy laugh.

Mike says he will continue with his antique empire – he owns Antiques on the Main in Martinez, and also sells items in two Benicia shops – Steffans Collective and Antiques on First.

Read on to see parting messages for Mike from EHSD staff members who worked most closely with him...

*Mike will be missed as he's been a very supportive colleague, and always willing to pitch in when the team needs help. His expansive knowledge in so many areas has benefitted the Department and ultimately the customers. He has formed positive relationships with external entities that created a bridge for EHSD. I truly wish him all the best as he moves on to tending his store full time. Happy Retirement Mike!*

Kathy Marsh, CFS Director

*"I had the pleasure to work for Mike for seven years. Funny, insightful, smart, and great personality. Mike leaves big shoes to fill. Congratulations on your next chapter."*

Ms. Daly Young, Secretary-Advanced, WFS

*The highlight of my morning is watching Mike drive in to the office in his gorgeous fire-engine red F-150. I'm really going to miss that.*

Tamina Alon, Asst. Dir.-Policy & Planning-EX



Mike serves up hamburgers at an EHSD staff picnic.

Continued on next page

## So Long, Mike Roetzer

Continued from previous page

*Mike's leadership and mentoring were invaluable over the 13+ years I worked for him. Adhering to the "five whys," he always asked great questions to ensure all aspects of projects were addressed.*

David Eisenlohr, Information Systems Manager II

*Mike has been a great thought partner to me. He is open and supportive of different ways of approaching our service delivery, and I will really miss how Mike always found a way to make me smile at the end of a conversation.*

Kelley Curtis, WFS Director

*Mike I will miss your whistling. I had an uncle who whistled and he whistled a lot of the same songs you do. I thought about him whenever I heard those songs coming from your office. Enjoy your retirement.*

Julie Rafighi, Secretary to Kathy Marsh, Director of CFS

*Mike, It has been a pleasure to collaborate with you on EHSD's significant projects, including the Strategic Initiative on Customer Service and Mentoring Program. I will miss the expertise and humor you bring to the table. I wish you the best in your retirement. Cheers!*

Patience C. Ofodu, MPA, Interim Executive Director, WDB



*Mike, it's been a pleasure working with you for the last 15 years. Enjoy your much deserved retirement. See you downtown.*

Kathy Ames, Clerical/Building Supervisor

*Well done Mike, we will miss your sense of humor and steadfast dedication. Happy trails!*

Patty Lund, ELC, Admin



Mike with the Executive Team and staff members (pre-COVID).

*We've got you on speed dial.*

Tish Gallegos, Community Relations/Media

*Congratulations Mike! Thank you for welcoming me to Contra Costa County. I wish you nothing but the best. Have a wonderful retirement.*

Gabriela Zapata, Soc Svc Appeals Supervisor, Admin

*Dearest Mike - I am so happy that you are taking this next chapter in your life. I want to thank you for the 9+ years you supported me while I was CSB Director. Although we didn't always agree, you treated me with dignity and respect and worked hard to ensure that the bureau's needs were met. We laughed together (a lot), argued and fretted and no matter what the issue was, I really enjoyed being your colleague and thought partner through it all. You will be missed*

Camilla Rand, Deputy Director, First 5

*This is what comes to mind when I think of Mike: booming laughter, paperweights, Starbucks coffee in hand. Mike hired me at EHSD and I will always be grateful to him for all the guidance and support over the years. Enjoy every day of your retirement!*

Cheryl Leonor, ASA III, Admin

*Mike persevered. He always looked for a way forward and strived to find solutions for the ever-present challenges we constantly face at EHSD.*

Randolph D. Hudson, Research and Evaluation Manager, CFS

Continued on page 26



# Grab & Go Library Service to Launch April 26

Contra Costa County Library will reopen most community libraries to the public for Grab & Go service on Monday, April 26th. The libraries will be open with limited occupancy and offer select services. The Library is asking patrons to limit their time in the library to no more than one hour, and to abide by all safety protocols including social distancing and mask requirements.

“I am very excited that as we are beginning to see the light at the end of a very long tunnel, we are able to plan to transition to safely reopening our beloved libraries,” said Diane Burgis, chair of the Contra Costa County Board of Supervisors. “While we aren’t able to return to the way that we were before the pandemic began, we can begin to create a new normal experience for library users.”

## Available services will include:

- Computer use up to one hour
- Reference and account help
- Holds pick up
- Check out and returns
- Browsing
- Copies and printing

## Not available inside the libraries in keeping with safety protocols:

- Chairs and tables for reading and studying
- Study rooms
- Meeting rooms
- In-person events

Library staff are working closely with County Risk Management, Public Works and the 18 cities and towns that partner with the Library to prepare the facilities for reopening.

“We have made every effort to prepare the libraries to safely welcome the public back inside,”

said County Librarian Alison McKee.

“The Grab & Go service and protocols put in place will allow our patrons to use the libraries in a way that provides a high level of service while also preserving safety.”



## These safety protocols will be in place:

- Customers over the age of two are required to wear a mask or face covering
- Social distancing reminders throughout the library
- Building capacity will be limited
- Hand sanitizer will be available at entrances
- Sanitizing wipes available for customers to sanitize shared surfaces
- Seating only available at selected public computers to encourage social distancing
- No toys and high-touch play items
- Library staff eligible for vaccinations as of Friday, March 12

## Safety enhancements include:

- Plexiglass installation at service desks
- Enhanced cleaning of “high-touch” surfaces such as doorknobs, door push bars, elevator buttons
- Increases to air intake with HVAC systems

Due to size limitations, the Crockett and Rodeo libraries will continue to offer Front Door Service only. The Pinole and Ygnacio Valley libraries are being used as COVID-19 testing sites until further notice. All other libraries will operate at regularly scheduled hours.

**Please visit [cclib.org/libraries-reopen](https://www.cclib.org/libraries-reopen) for complete details about available services, locations and safety protocols.**

## Spanish and Closed Captioning Expands BOS Meeting Accessibility

The Contra Costa County Board of Supervisors further increases public accessibility to its meetings with a Spanish language interpreter present at all Board meetings and ongoing live closed captioning available.

A Spanish language interpreter is available to assist Spanish-speaking callers for public comment at all Board of Supervisors meetings. The public service seeks to help inform and engage community members.

Closed captioning or subtitles for live and recorded videos of Board of Supervisors meetings will continue to be available on the County website at [www.contracosta.ca.gov](http://www.contracosta.ca.gov). Closed captions are also available during live and rebroadcasted TV coverage of the Board meetings on Contra Costa Television channels. Learn more at [www.contracostatv.org](http://www.contracostatv.org).

For more information about Board of Supervisors meetings, including meeting dates and agendas, visit the [County website](#). Click on the icon for “Board & District Agendas”. You can also find Board meetings in the Calendar or News section on the homepage.

**If you have questions or need assistance, contact the Office of the Clerk of the Board by email at [ClerkofTheBoard@cob.cccounty.us](mailto:ClerkofTheBoard@cob.cccounty.us) or call (925) 655-2000.**



Contra Costa County Board of Supervisors' chamber at the new County Administration Building in Martinez

For more information about Board of Supervisors meetings, including meeting dates and agendas, visit the [County website](#). Click on the icon for “Board & District Agendas”. You can also find Board meetings in the Calendar or News section on the homepage.

## So Long, Mike Roetzer

Continued from page 24

***Congratulations on your retirement, Mike! Thank you for your support. You will be greatly missed. Wishing you the best and continued success with your antique empire.***

Anna Domingo, Soc Svc Business Syst App Mgr, Admin

***It has been a privilege and an honor to work for you, Mike. Happy Retirement!***

Susan Bain, Division Manager, Admin



## SERVICE AWARDS | NEW EMPLOYEES | RETIREES

### SERVICE AWARDS

#### 30 YEARS

Bonnie Bienkowski, Accountant III, Admin

#### 20 YEARS

Ruth Atkin, Aging & Adult Svcs Sr Staff Asst, AAS  
Gwendolyn McKneely, Infant Toddler Teacher-Project, CSB  
Valerie Memnon, Social Work Supvsr II, CFS  
Gina Prendiville, Accounting Technician, Admin  
Veronica Tamayo, Infant Toddler Teacher-Project, CSB  
Sophia Webb, Social Worker III, CFS

#### 15 YEARS

Desiree Garland, Site Supervisor II-Project, CSB  
Sonya Hopkins, Sr Soc Svc Info Sys Analyst, Admin  
Maria Rios, Master Teacher-Project, CSB

#### 10 YEARS

Leeland McMasters, Soc Svc Program Assistant, WFS  
Roxana Perla-Bonilla, Translator, WFS  
Jennifer Quesada, Senior Clerk-Project, CSB  
Mahdieh Rassi, Master Teacher-Project, CSB

### NEW EMPLOYEES

Greg Bacigalupi, CNFS-Transporter, CSB  
Amanda Cleveland, Admin Svcs Asst. III, CSB  
Patricia (Patty) Hagen, Soc Svc Program Asst., Admin  
Jed Silver, Workforce Svcs Specialist, WFDB  
Rhuel Alejandro, Transporter, CSB  
Trudie Giordano, Business Svcs Rep, WDB  
Celina Ibarra, Teacher Assistant Trainee, CSB

Jessica Laumann, ASA III, CFS  
Tracey Lee, EHS Division Manager, Admin  
Justin Lejano, Accounting Technician, CSB  
Staci May, Info Systems Tech II, Admin  
Danni Pan, Teacher Assistant Trainee, CSB  
Cristine Swars, Clerk-Experienced Level, CSB  
Berta Williams, Associate Teacher, CSB

### RETIREES

Remie Fagout, Soc Svc Program Assistant, WFS  
Pamela Graney, Clerk-Senior Level, WFS  
Yolanda Harrell-Jones, Soc Svc Staff Dev Specialist, Admin  
Guadalupe Miramontes, Comprehensive Svc Asst. Mgr., CSB

Tina Rahmani, Administrative Svcs Assistant III, Admin  
Anne Rankin, Account Clerk-Advanced Level, Admin  
David Rockholt, Sr Soc Svc Info Sys Analyst, Admin  
Michael Roetzer, EHS Director of Administration, Admin

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

## SPREAD THE WORD

### April

- SEXUAL ASSAULT AWARENESS & PREVENTION MONTH
- CHILD ABUSE PREVENTION MONTH
- NATIONAL COUNTY GOVERNMENT MONTH
- APRIL 1 – April Fool’s Day
- APRIL 2 – National Walk to Work Day
- APRIL 4 – Easter
- APRIL 8 – Holocaust Remembrance Day
- APRIL 12 – Ramadan Begins
- APRIL 21 – Administrative Professional’s Day
- APRIL 22 – Earth Day

### May

- COMMUNITY ACTION MONTH
- CALFRESH AWARENESS MONTH
- OLDER AMERICANS MONTH
- FOSTER PARENT RECOGNITION MONTH
- MAY 5 – Cinco De Mayo
- MAY 3-7 – Teacher’s Appreciation Week
- MAY 9 – Mother’s Day
- MAY 11 – Ramadan ends
- MAY 15 – Armed Forces Day
- MAY 31 – Memorial Day (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 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

April 1 or 15 • 4 to 6 p.m.  
May 6 or 20 • 4 to 6 p.m.  
June 3 or 7 • 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)

We Care... You Care

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



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

Follow us on Twitter @ContraCostaEHSD  
Like us on Facebook



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.