

Headlines

**Why People Are
Talking About
Sandy Bustillo**

**Watch EHSD's
"Years of Service"
Awards Presentation**

**Contra Costa County's
First-ever Lunar
New Year Celebration**

**Customer Service
Champion
Tomika Taylor**

CONTRACOSTA
COUNTY

EMPLOYMENT &
HUMAN SERVICES

Supporting Staff Well-Being

By Kimberly Baker, CFS Quality Assurance Division Manager



On behalf of the CFS Healthy Workplace Committee, I'd like to share an article from The National Child Welfare Workforce Institute: "[A Holistic Framework for Child Welfare Worker Well-Being](#)," available by clicking the graphic on the left. The committee believes it is essential to identify how child welfare and other direct service providers can support work environments on a physical, psychological, and social level.

Physical Well-being:

- Support regarding secondary traumatic stress, workplace safety, and overall health
- **Action Steps:** Address secondary traumatic stress, develop self-care plans

Social Well-being:

- Encourage social supports and work-life balance
- **Action Steps:** Ensure all staff have in-office support, create and promote an environment that promotes equity and inclusion

Psychological Well-being:

- Encourage staff in their decision making, provide constructive and practical criticism
- **Action Steps:** Allow space to make mistakes, partner together to make solutions

We encourage everyone to work together to utilize these tools to promote an environment that supports well-being.

*Building Brighter
Futures Together*

EHSD Proposes Period Poverty Bill that CWDA is Prioritizing

By Sherry Lynn Peralta, Policy & Planning Division Manager

In December, Contra Costa County Employment and Human Services Department (EHSD) proposed a legislative bill to create CalWORKs stipends for active Welfare to Work (WTW) participants to address menstrual equity. The County Welfare Directors Association (CWDA) Legislative Committee accepted it to be among its top priorities for 2022.

The umbrella term “period poverty” describes inequities resulting from the lack of access to menstrual hygiene tools and resources. In Contra Costa County and across the country, too many low-income women struggle to obtain menstrual hygiene products for themselves and their female children or dependent household members.

Workforce Services and Policy and Planning are getting the conversation started with our legislators. Bringing awareness to this need is the first step.

Finding a way to support low-income women through public assistance programs is the next.



“Period poverty” affects low-income women, including young girls, students, incarcerated women, homeless women, transgender and non-binary individuals. Recent studies have found linkages between frequent instances of “period poverty” and the prevalence of health inequities. For example, a recent analysis of college-age women in the U.S. conducted by the National Library of Medicine found that women who experienced monthly period poverty over the past year were the most likely to report moderate/severe depression¹.

The stigma surrounding periods prevents people from openly discussing the issue. It is time to talk about the “unmentionable” that occurs every month, so we can start looking for ways to alleviate this inevitable need that too often becomes a hardship.

Finding a way to end “period poverty” is a priority in order to deliver quality services that promote health in our communities. EHSD is making the effort to spread the word and find solutions to empower individuals and families to achieve self-sufficiency.

Donated sanitary products at a Food Bank to help address period poverty that many low-income women experience.



¹ [Period poverty and mental health implications among college-aged women in the United States - PubMed \(nih.gov\)](https://pubmed.ncbi.nlm.nih.gov/)

EHSD—A County Leader in the Holiday Food Fight!

By Tish Gallegos, Community Relations/Media Manager



the Contra Costa County award for the second year in a row as the Large Department that raised the most money. Other Contra Costa departmental awards for raising the highest amounts in their categories:

The Big Apple trophy will stay in Solano County following the 2021 Counties Care Holiday Food Fight, but EHSD showed up in a big way to help raise money for this important annual campaign. Community members who tap into the Food Bank of Contra Costa and Solano as a resource for their family's nutritional needs are the big winners of the fun and healthy competition between the two counties.

Due to the support and generosity from employees, the campaign efforts are providing more than 217,000 meals to individuals and families in Contra Costa and Solano Counties. That represents more than \$108,760 raised during the 2021 Holiday Food Fight.

EHSD generously participated by donating \$5,960 and, as a result, won



Supervisor Diane Burgis' office - Little Apple

County Counsel - Small Department

Conservation and Development - Midsize Department

Solano County raised a total of \$56,037 to win the Big Apple Trophy, which works out to \$19.30 per employee. Contra Costa raised \$52,724 or \$5.89 per employee, which means the County brings back the second place World Peas Trophy.

Special thanks to all EHSD staff who supported the campaign. We will have another chance at the Big Apple in the 2022 Holiday Food Fight!

EHSD wins Contra Costa County's Large Department trophy again for the 2021 Holiday Food Fight!



Sandy Bustillo with her grandson. "I will be focused on family and building the riches found with them. Life is truly short and I want to enjoy the daylight and simply explore the simpler life."

“You Gotta Lead with Your Heart”

Sandy Bustillo Says Farewell After 30 Years at EHSD

By Alan Wang, Community Relations/Media Specialist

The intake lobby at 400 Ellinwood can get pretty chaotic at times. When it does, odds are you can find EHSD Division Manager **Sandy Bustillo** in the thick of it, helping a frustrated client who may be having a terrible day.

“I grew up poor,” says Sandy. “My entire personal and work life has been dedicated and committed to helping those who need a helping hand. I thank my mom for that.”

Sandy’s example doesn’t go unnoticed. Workforce Services Specialist **Claudia Lam** says, “If anyone needs to be triaged, Sandy is the first one down there to help. She has a motto that

anyone who comes in here leaves feeling better than when they got here.”

Sandy’s passion for mentoring others ensures that her legacy and commitment to the County’s most vulnerable residents will continue when she retires in March, after 30 years of service with the Contra Costa County Employment and Human Services Department.

“She helps me think about problems critically and in different ways,” says Eligibility Work Supervisor, **Diana Longoria**. “It has actually molded me, and I have been able to learn from that and apply these ways of thinking.”

Continued on next page

“You Gotta Lead with Your Heart” Sandy Bustillo Says Farewell After 30 Years at EHSD

Continued from previous page

Sandy emphasizes the human touch. Despite all of the technology at our fingertips, she believes “technology is just a tool to help us do our jobs. You still have to have the human connection.”

In a farewell letter to her staff, Sandy wrote:

“I’ve been criticized over the years for having too much of a ‘social worker heart.’ I leave embracing that criticism with pride. Please remember that it doesn’t matter what position you hold, or how high you go. If you can’t lead with heart and positive intent to get your work done, then you are failing yourself.”



Diane Ridgley, Eligibility Work Supervisor, says Sandy is passionate about the people she serves, and equally concerned about the well-being of her fellow employees. **CLICK** on the play button to hear others talk about Sandy Bustillo’s management style.



Sandy Bustillo talks to a local news reporter about a County cooling place set up at 400 Ellinwood during a summer heat wave.

Inaugural Asian and Pacific Islander New Year Celebration

Honoring the diverse cultures and traditions in our communities, the Contra Costa County Board of Supervisors honored Asian and Pacific Islander cultures and traditions during its inaugural New Year Celebration on Tuesday, February 1st.

Community members joined the Board meeting celebration virtually. A video highlighted dance, music, art, food, and unique customs from some of the Asian and Pacific Islander communities in Contra Costa County, including Nepalese, Filipino, Chinese, Vietnamese, Cambodian, Laotian, Thai, and Indian. Guest speakers, such as Susun Kim, Executive Director of the Contra Costa

Family Justice Center, shared their perspectives during the event.

“We want to recognize one of the most important celebrations for our Asian and Pacific Islander communities and dismiss monolithic stereotypes by featuring the diversity in our Asian communities,” said Board Chair, Supervisor Karen Mitchoff. “Contra Costa County will make history on the first day of this year’s Lunar New Year, February 1st,

with the inaugural event as we honor and celebrate the many different Asian and Pacific Islander cultures and traditions.”

You can watch a recording of the event by clicking the arrow on the photo.



Building a Coalition to Support API Communities

The Contra Costa API Advocacy Coalition is looking for new EHSD members to work in solidarity among Asian Pacific Islander Americans and allies. The goal is to maintain a strong coalition to build and strengthen community resources for the API and wider Contra Costa community.

The new organization is a group of Asian Pacific Islanders (API) who have come together to advance the needs of their and other marginalized communities in Contra Costa. The coalition is a cross-section of community members, nonprofit leaders, and County staff who work at grassroots and systems levels to accomplish their goals:

1. Increase API language access within Contra Costa County systems
2. Establish and fund a Multicultural Wellness and Welcoming Center in Contra Costa County
3. Leverage existing relationships with other initiatives to advocate for API and other marginalized communities
4. Build up the ecosystem of API organizations, groups and nonprofits in Contra Costa County

To be part of the solution, follow the link below and click on the “Member Interest Form” button to register. <https://ccapicoalition.com/>



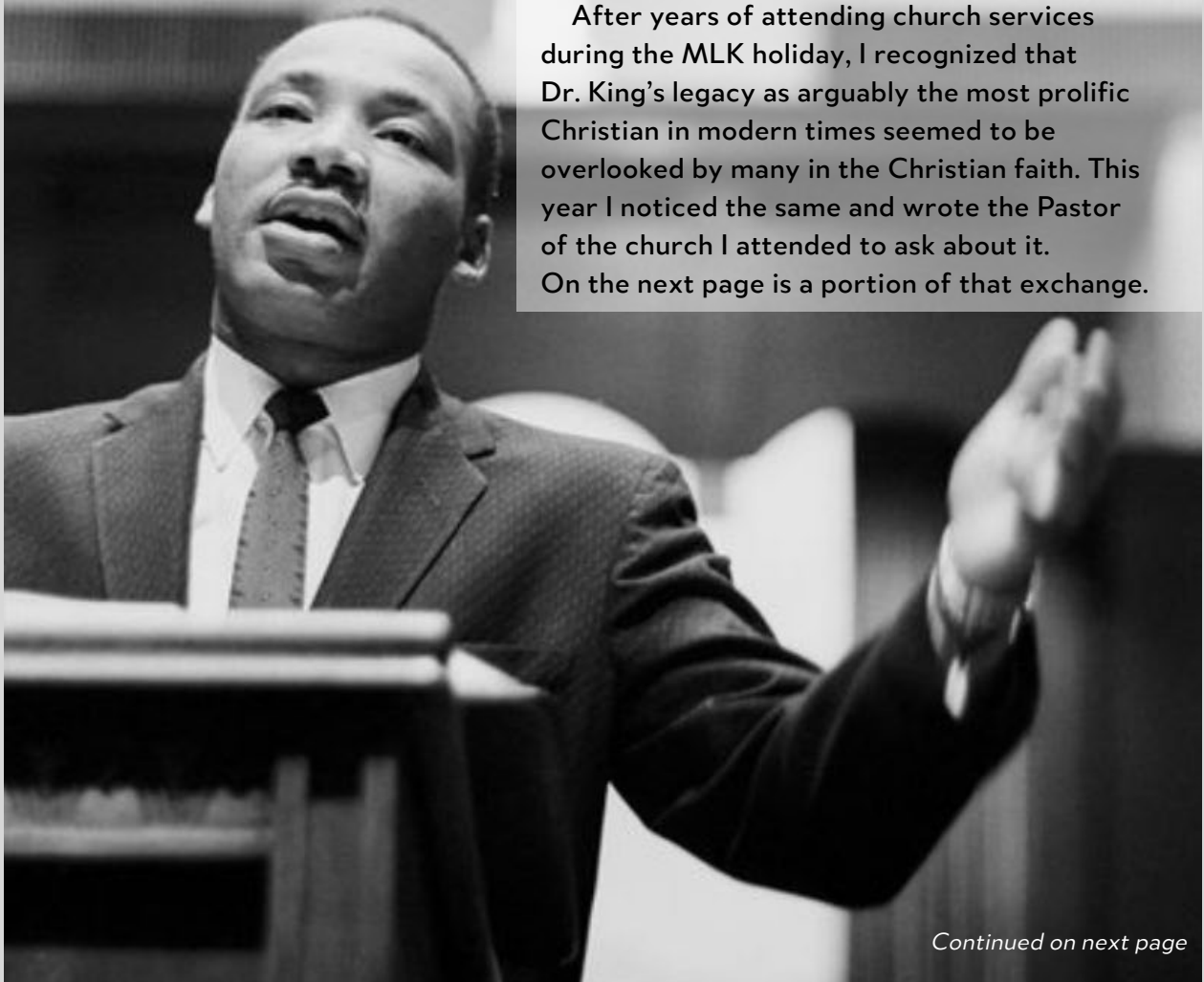
BLACK HISTORY MONTH

Observations about Honoring Dr. Martin Luther King, Jr.

By Alan Wang, Community Relations/Media Specialist

During my residency in Atlanta Georgia, I had the privilege of listening to former U.S. Ambassador and Atlanta Mayor, Andrew Young, preach about his late friend, Dr. Martin Luther King, Jr. Young said, "Martin never called himself a 'Civil Rights Leader.' The media gave that label to him. Martin, first and foremost, considered himself a 'Man of God.'"

After years of attending church services during the MLK holiday, I recognized that Dr. King's legacy as arguably the most prolific Christian in modern times seemed to be overlooked by many in the Christian faith. This year I noticed the same and wrote the Pastor of the church I attended to ask about it. On the next page is a portion of that exchange.



Continued on next page

BLACK HISTORY MONTH

Observations about Honoring Dr. Martin Luther King, Jr.

Continued from previous page

Hi Steve,

Over the MLK weekend, I was explaining to my daughter, Carly, that Dr. King was a pastor like you. This was news to her. Then it dawned on me that most people forget this or they are unaware. In fact, most non-black churches that I have attended barely mention the most prolific modern day Christian of our time on MLK Sunday. There appears to be many correlations between Dr. King's struggles and the Bible. So I must ask; why do you think these opportunities are overlooked by so many in the Christian faith?

Sincerely,
Alan Wang

Many Americans with good will and intentions may not recognize Dr. Martin Luther King, Jr. as a world renowned hero of their own faith. I guess what Pastor Steve was saying is that it takes extra thought (under all circumstances) to get past our own unconscious biases. Even when the answers are clearly right in front of us.

Hi Alan,

That's a great question, and to be honest, one that as I reflected on it caused me to feel quite convicted and almost ashamed. Let me start by saying that, in my opinion, the reason most white churches don't more intentionally address Martin Luther King, Jr. Day and more actively seek to promote racial reconciliation and equality is because it just isn't that important to them. So it doesn't get prioritized which is really sad and probably also reflects the institutional and cultural racial bias that exists in our nation. What really felt heavy to me personally, however, was that I DO firmly believe that our role as Christians, and in my case, as a pastor and Christian leader, involves working for racial equality. Yet I missed not lifting that up on the MLK Day weekend,

... Basically, it fell off my radar. But the real question that unnerves me is what does it mean for me personally, when a few distractions cause me to forget to lift up MLK Day and the importance of continuing his legacy? You may not have intended to rock my world when you posed your question, but you have caused me to do some serious soul-searching about my own level of commitment to racial justice when I can so easily lose focus around such an important date as MLK Day.

... Now, I am reflecting on how I might redeem the situation before the church family. Anyway, you got me thinking pretty seriously. Thanks a lot, brother! It has been a significant piece in my own spiritual journey. Now where do I go from here but to strive to be much more intentional to lift up racial reconciliation and equality in my own ministry.

Alan, thank you for asking what I believe God placed within your heart.

And may God bless your week,
Steve

Get THE DOWNLOAD

EHSD's IT Team wants to make sure you're in the know! Check out the January-February issue of [The Download](#) to learn about what's in store with the upgrade to Windows 10, version 20H2, and the upcoming deployment of Azure Virtual Desktop (AVD). Plus, confirming the identity of your iPhones and iPads to stay cyber secure.



More IT News...

Welcome to EHSD's new Systems Information Manager, **Behrouz "Bruce" Milani**. Bruce started with the department on January 18th, and works out of 300 Ellinwood in Pleasant Hill. If you missed the STARS announcement, [click here](#) to learn more about Bruce and his background.

Behrouz "Bruce" Milani

JANUARY/FEBRUARY 2022
THE DOWNLOAD
INFORMATION TECHNOLOGY UPDATES FOR EHSD STAFF

What Your IT Team is Working On
Upgrading to Windows 10, version 20H2

Some new features are:

- A simplified way to make changes, improving IT's ability to quickly address equipment issues
- A better visual experience with a user interface that has a more consistent look between the start menu and icons
- Enhanced security features focusing on the ever-evolving waves of cyber attacks

Keeping Track of Equipment: We are finalizing the IT equipment inventory. If you have not had IT inventory your desktop or portable equipment, call the Help Desk (925) 521-7200 to set up an appointment for a technician to check the equipment. Portable equipment includes items like iPhones, iPads, laptops and projectors. For bulky items such as monitors and mini PCs used for remote work, photos of their asset tags are sufficient. Be sure to check any drawers and cabinets for equipment, as we must include all items in the inventory.

IT is "In the Know": You can be confident that you are using the most up-to-date software at EHSD. Your IT Team regularly reviews vendor announcements to ensure that we are on the latest version. In addition, we scan industry announcements to keep track of potential changes headed our way.

Testing, Testing
Azure Virtual Desktop (AVD) Deployment: IT has completed testing for AVD. Thanks to all who participated, including the Head Start team whose real-world fire damage provided the opportunity to see how fast and how robust the environment can be. IT plans to move forward with the rollout of AVD soon, and we will have more details for you as we get closer.

Cybersecurity
iPhone Multifactor Authentication: Verifying ID to use a county iPhone for email access is important for cybersecurity. Contra Costa County required the enabling of multifactor authentication (MFA) on computers and laptops used outside of EHSD buildings in order to enhance our email security. This now includes iPhones and iPads, and you can use the same account in Microsoft Authenticator for confirming identity when using these devices. MFA requires you to present two pieces of evidence to an authentication mechanism such as a password and a one-time code or push notification. MFA dramatically reduces the risk of successful phishing and malware infections. Even if an attacker gets your password, login is not possible without a second piece of evidence.

Ask IT
What topics would you like to hear about from IT?
Email: itask@ehsd.cccounty.ca.us

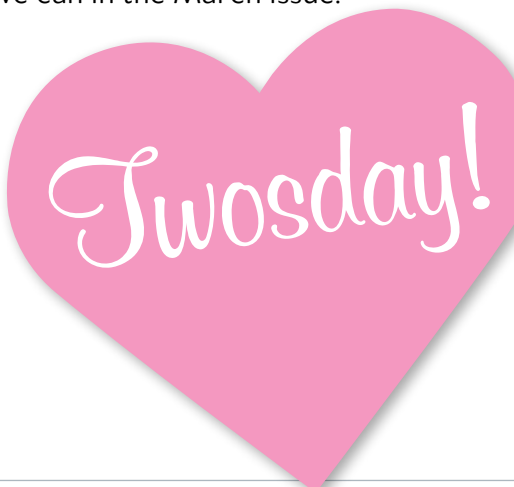
It Takes Two – All on the Same Day

Are you looking for a special day to get married? How about a Tuesday on the 22nd day of the second month in 2022? "Twosday" – 2.22.22 on a Tuesday – is happening in February!

In anticipation of this being a popular day for couples to tie the knot, the Contra Costa County Clerk-Recorder has opened up additional appointments to officiate ceremonies at its Downtown Martinez office.

If you or anyone you know is interested in a **Twosday** wedding ceremony, make a reservation now. For details, visit the Clerk-Recorder's website at <http://ow.ly/TII15OHpNwL> or call (925) 335-7900.

Whether or not you're in the marrying phase of life, **let us know how you celebrate Twosday** this month. Send a photo with a caption to Headlines@ehsd.cccounty.us by February 23rd and we'll include as many as we can in the March issue.

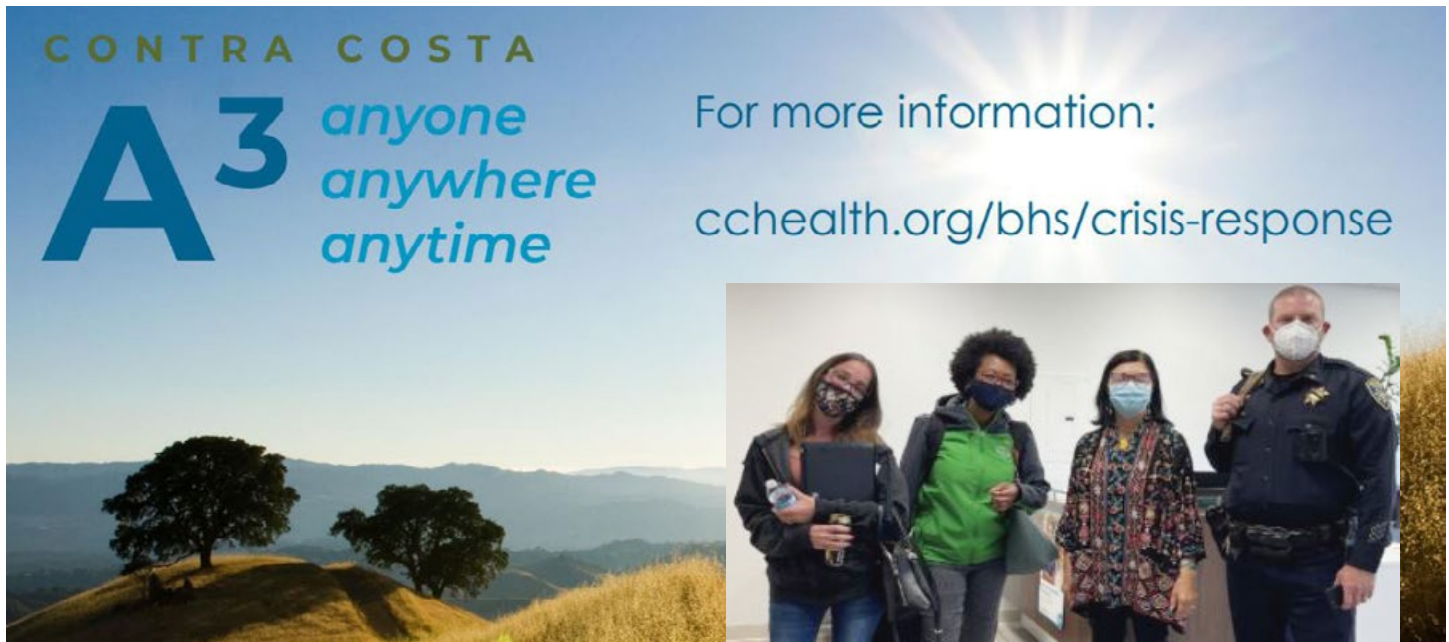


2.22.22
TWOSDAY

It takes two to make a thing go right
It takes two to make it outta sight
-Rob Base & DJ EZ Rock

New Approach to Care During Mental Health Crises

Contributed by Contra Costa Health Services



CONTRA COSTA
A³ anyone
anywhere
anytime

For more information:
cchealth.org/bhs/crisis-response

Connecting people in crisis with the care they need in the moment is at the core of a new Contra Costa County program **Anyone, Anywhere, Anytime (A3)**. The pilot program is a system for delivering safe, appropriate care to county residents who are experiencing behavioral health emergencies.

Contra Costa Health Services (CCHS) hosted the A3 Community Crisis Initiative Event in January and updated the community about the program, which will be expanding over the next 18 months. A3 is designed to reduce local law enforcement intervention when people are in crisis, when clinical expertise may be the more appropriate way to respond.

“Our community recognized an unmet health need and has come together in an unprecedented way,” Contra Costa Health Director Anna Roth said. “When fully implemented, A3 will ensure that



CCHS Anyone, Anywhere, Anytime team: Tamara Diaz (Case Manager, Contra Costa Youth Continuum of Services), Debbie Thomas (LMFT, Forensics Mental Health), Jan Cobaleda-Kegler (PsyD, Adult/Older Adult Behavioral Health Program Chief), Bradley Lindblom (Lieutenant, San Pablo Police Department)

everyone in our community can receive culturally and clinically appropriate crisis services whenever help is requested because of a behavioral health emergency.”

You can find the most up-to-date information about A3 at <https://cchealth.org/bhs/crisis-response/>.

People experiencing a behavioral health crisis or anyone who needs to obtain help for others can currently access services by calling 911, 211, or mobile crisis response at 1 (833) 433-2672.

First-ever Red Cross Blood Crisis *Opportunity to Donate and Help Save Lives*

While there has been a significant and encouraging response to the dire need for blood across the nation, the American Red Cross needs more people to give in the weeks ahead to recover from its worst blood shortage in more than a decade. You can schedule a blood or platelet [donation appointment](#) to help ensure accident victims rushed to the emergency room, those being treated for cancer and others who count on blood product transfusions can receive lifesaving care.

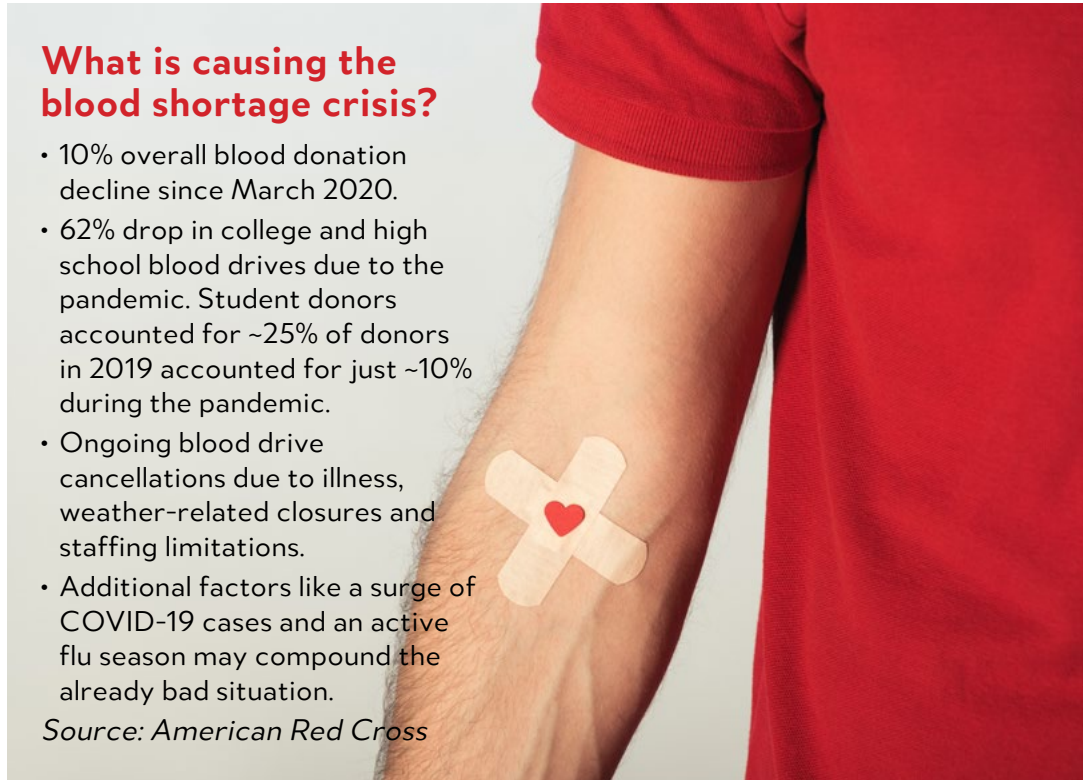
Since the Red Cross issued its first-ever blood crisis alert, severe winter weather has further complicated efforts to rebuild the blood supply. Hundreds of blood drives were canceled across the country due to winter storms in January, forcing about 6,500 blood and platelet donations to go uncollected.

As February approaches, and the effects from the spread of the omicron variant and winter weather persist, the Red Cross is urging people to make appointments to give blood or platelets by using the Red Cross Blood Donor App, visiting [RedCrossBlood.org](https://www.redcrossblood.org) or calling 1-800-RED CROSS (1-800-733-2767). Donors who give blood during February will receive a \$10 Amazon.com Gift Card via email.

What is causing the blood shortage crisis?

- 10% overall blood donation decline since March 2020.
- 62% drop in college and high school blood drives due to the pandemic. Student donors accounted for ~25% of donors in 2019 accounted for just ~10% during the pandemic.
- Ongoing blood drive cancellations due to illness, weather-related closures and staffing limitations.
- Additional factors like a surge of COVID-19 cases and an active flu season may compound the already bad situation.

Source: American Red Cross



Blood drive safety

Each Red Cross blood drive and donation center follows the highest standards of safety and infection control, and [additional precautions](#) – including face masks for donors and staff, regardless of vaccination status – help protect the health of all those who attend.

Save time during donation

Donors can also save up to 15 minutes at the blood drive by completing a RapidPass®, a pre-donation reading and health history questionnaire you complete online, on the day of donation, from a mobile device or computer. Follow the instructions at [RedCrossBlood.org/RapidPass](https://www.redcrossblood.org/RapidPass) or use the [Red Cross Blood Donor App](#).

Welfare-to-Work & CalWORKs DOMESTIC VIOLENCE TRAINING



STAND!
For Families Free of Violence™

During the virtual training session, Welfare-to-Work and CalWORKs staff and supervisors will:

- Receive an overview of Domestic Violence dynamics, risks, and impacts.
- Introduction to STAND! resources.
- Build skills to identify signs and address next steps for Domestic Violence victims.
- Impact of Domestic Violence due to COVID-19 pandemic.
- Discuss self-care techniques, tips and tools.
- Have time to ask questions and learn techniques in working with individuals experiencing domestic violence.

SELECT ONE ZOOM SESSION

Tuesday, February 15, 2022
1 p.m. – 4 p.m.

Tuesday, March 15, 2022
1 p.m. – 4 p.m.

Tuesday, April 19, 2022
9 a.m. – 12 p.m.

Tuesday, May 17, 2022
9 a.m. – 12 p.m.

Tuesday, June 21, 2022
9 a.m. – 12 p.m.

Trainings will be held
virtually via Zoom

Training is **MANDATORY**
for all Welfare-to-Work &
CalWORKs Staff.

Sign up for training in SMART

Building a Thriving Life

Contributed by Personnel Services

Magellan Ascend



While it's common to focus on just getting through each day—or basic survival—there's a higher path available to you if you choose it. Researchers have studied people who seem to consistently thrive (rather than just survive) and they've identified several core elements of a vibrant, healthy life. Are you ready to go there?

- Thriving individuals often experience a continuing sense of personal development, resulting in becoming experts in specific activities of focus. Essentially, they come to feel good about themselves and how they apply their skills.
- They're able to accept where they are in life, while also being able to visualize and take concrete action steps toward greater possibilities.
- They're committed to improving their knowledge, resilience, openness to new experiences, physical health, relationships and willingness to work through uncertainty.
- Consider these attributes as you work on becoming the best possible version of yourself!

Browse more articles at www.magellanascend.com.

UPCOMING WEBINAR:

Our Program: Social Status: Keeping a Safe and Healthy Relationship with Social Media • February 9

Register for this webinar to:

- Explaining the algorithm and why you see specific content.
- Recognizing how to identify reliable, verified information.
- Knowing when it's time to take a break from social media.

Missed the live webinar? 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 and click on "Sign up."

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

FACT SHEET

Contra Costa County Needs Your Driver's License and Proof of Insurance



January 2022

WHAT is the requirement?

Contra Costa County requires that all operators of County owned vehicles provide a copy of their driver's license and that all employees using their personal vehicles in connection with county business provide a copy of their driver's license and proof of automobile liability insurance. (Admin Bulletins 507.9 and 535.1)

WHY is this important?

It is the County's responsibility to protect you in case of injuries or damages resulting from auto accidents anytime you get behind the wheel as part of your job. This includes driving to and from work, driving to a meeting, dropping off paperwork or supplies to another office, traveling to an on-site training, conference or seminar. The County must ensure employees maintain a current driver's license and automobile insurance.

HOW do I upload this information?

Go to the [EHSD's Driver's License and Insurance Documents \(DLID\) system](#). Click the DLID link from the Personnel Intranet page and do the following: answer two questions, enter your driver's license number, license expiration date, insurance policy name and insurance expiration, upload a copy of each and you're set. You will receive automatic reminders to your County email address to enter and upload your documents prior to expiration dates.

WHILE you're there:

Review your emergency contact information. To make changes, log onto [Employee Self-Service \(PeopleSoft\)](#) and update your Emergency Contact information so that we know who to call in the event of a medical or

other emergency while at work. The Emergency Contact information is extracted from Employee Self-Service (PeopleSoft) into the DLID system. If you're an agency temp worker, you can update your information directly into the DLID system.

WHAT IF I do not have a license or proof of insurance, or do not drive a county car or personal car as part of my job?

This policy does not apply to you if you use public transportation, carpool, walk, or bike to get to work, and you do not use a County Vehicle. Let us know by logging onto the [DLID system](#), selecting "exempt" under driver's license and/or auto insurance, and typing in a reason for the exemption. That way, you won't receive an automatic reminder to update your information.

WHEN?

Submit your driver's license and proof of insurance or select "exempt" by the end of the month.

QUESTIONS?

Please create a ticket in Personnel Track-It and select "General Questions" from the Transaction Type drop down. Links to the DLID, Employee Self-Service, and Personnel Track-It systems are located at <http://ehsddhome/Personnel/Pages/default.aspx>.

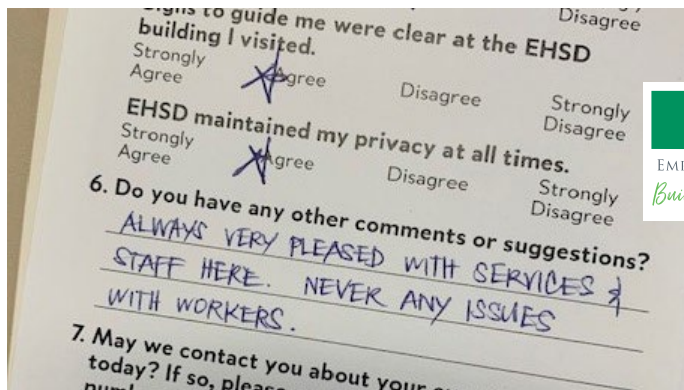
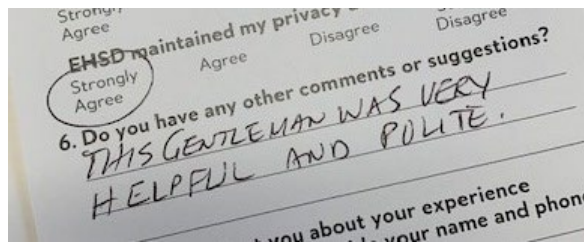
Kudos to EHSD Staff at Hall Avenue!

We recently unearthed a handful of customer surveys from way back (circa 2018-19), but we know excellent customer service is timeless and certainly abundant throughout EHSD.

EHSD staff members at 1275 Hall Avenue in Richmond received some high praise from customers who visited the office. The customers were there for needs related to Aging & Adult Services' IHSS program, and for a Children and Family Services supervised visit. They gave staff they interacted with positive ratings overall for kind and helpful attention. Here is a sampling of the feedback.

Way to go, Hall Avenue – during years past, current and future!

Kudos!



CONTRA COSTA COUNTY
EMPLOYMENT & HUMAN SERVICES
Building Brighter Futures Together

YOUR EMPLOYEE DISCOUNTS – Save on Major Brands & Everyday Essentials

Save with your Employee Discounts on LifeMart, your online members-only discount center, where you can save big on major purchases like travel, tickets, attractions, electronics, cars vacations, or on day-to-day essentials like groceries and child care. And best of all, access is free!

[Click here to access the LifeMart Discount Center in your web browser.](#)

More information from Personnel Services on page 14

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

Tomika Taylor

Providing a Helping Hand

By Annie Barrett, Division Manager, Aging & Adult Services, IHSS



Tomika Taylor has been an IHSS Supervisor for the past four years. Over the 15 years that she has worked for Contra Costa County, she has held a variety of positions. During her tenure, her favorite was working in the Cal Learn program. Tomika found it rewarding to work with our pregnant youth and watch them develop as prospering young adults.

Tomika brings that same energy to supervising her IHSS team. She is open to talking with staff and providing feedback and strategic ways that they can develop and prosper. Her calm demeanor makes her very approachable. Tomika's favorite part of working for Contra Costa County is making changes in people's lives and this shows in her work ethic.

We are appreciative to have Tomika on our team!

CONTRACOSTA COUNTY

EMPLOYMENT & HUMAN SERVICES

We Care...You Care

We Care...You Care is how we recognize our peers, emphasizing internal customer service. **We Care...You Care** nominations tie directly to one or more of our six Core Values. The program gives you the opportunity to show your coworkers how much you appreciate them. If you work with someone who deserves special recognition for internal customer service, check out the We Care...You Care link to the guidelines, then fill out a nomination form and submit it to the supervisor of the person you are nominating.

Guidelines: http://ehsdhome/Community-Relations/Documents/WeCareThatYouCare%20Guidelines_FINAL.pdf

Nomination Form: http://ehsdhome/Community-Relations/Documents/WeCareThatYouCare%20Nomination%20Form_FINAL.pdf

★ ★ YEARS OF SERVICE ★ ★ *Awards* ★ ★ ★ ★ ★



Celebrating Dedication and Service

We had hoped for an in-person celebration, but that wasn't quite in the cards for the EHSD Years of Service event on January 27th. Nevertheless, the virtual gathering still had a fun and festive spirit! With awards, appreciative remarks, a video montage featuring EHSD staff members, pop culture notes from years past, and raffle prizes, EHSD celebrated those who reached milestone years of service – 10, 15, 20, 25, 30 and 35 (wow, **Lisa Epps!**) – during 2021. EHSD staff who reach milestones this year will be the honorees for the 2023 event.

Many thanks and congratulations to our 147 honorees for your dedication and contributions over the years!



Contra Costa County Supervisor and Board Chair Karen Mitchoff expressed her thanks and congratulations to the 147 EHSD staff members who reached milestone years of service during 2021.

<<< See the many faces of EHSD in the video montage featuring Years of Service honorees



You can view the entire Years of Service Zoom video by clicking the play button on the photo [here](#) and enter passcode **88.tX*\$C**. The event begins at the 12:20 mark.

10 YEARS

Administrative Services

Arti Bhandari
Erik Brown
I-Mei Chen
Gil Gilreath
Megawati Gondosiswanto
Michael Homa

Aging & Adult Services

Kimberly Allen
Susan Austin
Kea Chhay
Cornelius Jennings Jr.
Jeanette Vargas

Children & Family Services

Christine Agostinho
Natalie Aguilar
Rachael Burt
Elisa Connell
Lenita Harrison-Winton
Cristi Ray
Wendy Schuplinsky
Amy Toomey

Community Services

Veronica Calvario
Emaly Karnsouvong
Alma Lyons
Imelda Martinez
Gemma Monreal
Jennifer Quesada
Mahdieh Rassi
Nancy Sparks
Qing Xu

Workforce Services

Cindy Alvarez
Cassandra Amador
Annette Guia Anicete
Tyrine Butler
Christina Chambers
Pascualito Co

Nancy Comstock
Alice Dietrich
Tammy Gochenouer
Veronica Hernandez
Leeland McMasters
Christina Navarro
Emilzer Novoa
Sandra Orellana
Susan Padan
Roxana Perla-Bonilla
Julie Ramirez
Heidi Wagner

15 YEARS

Administrative Services

Marcie Clark
Jay David
Kellie Ellison
Sonya Hopkins
Cynthia Smith
Erick Untal
Seema Walse
Matthew Welch

Aging & Adult Services

Lorene Orellana
Tomika Taylor

Children & Family Services

Kimberly Arnerich
Lori Castillo
Jessica Connolly
Barbara Crespo
Jane Lao
Sandra Melero
Sandy Valdivia

Community Services

Kyu (Kelly) Chun
Afi Fiaxe
Desiree Garland
Jennifer Kirby
Balsam Nimir

Maria Rios
Chan Sivilay
Barbara Sumler

Workforce Development Board

Renee Tucker

Workforce Services

Shaniko Brown
Lisa Collado
Yolanda Contreras
Esther Dominguez
Karen Fortson
Gisselle Gutierrez
Kamico Hayle
John Long
John Mintz
Shelley Nickerson
Omar Pastora
Darren Patton
Shawn Stewart
LaTosha Stockholm
Michelle Turner
Evalessi Unutoa
Rosalie Uy
Daly Young

20 YEARS

Administration Services

Anna Domingo
Derek Forrest
Lashun Graves
Emma Jones
Ronald Steggall
Marites Tolentino

Aging & Adult Services

Mary Cook
Eugenia Hidalgo-Malacas
Sena Maxine Perrier-Morris

Children & Family Services

Michele Baker
Nicole Gremillion
Ching Leung
Michelle Lopez-Kelly
Valerie Memnon
Marie Mosley
Chau Nguyen
Suliana Teo
Sophia Webb

Community Services

Raenelle Aldana
Lupe Garcia
Maria Gaspar
Sung Kim
Maria Luna
Nangkeo Sipaseut
Martha Solorzano
Veronica Tamayo

Workforce Services

Monique Cooper
Shelley Draper
James Gibson
Michelle Maguire
Jacqueline Ramos
Moueylinh Rodillas
Antonio Sanchez

25 YEARS

Administrative Services

Kathleen McQuaid
America Paterson
Kelly Rule
Danielle Wharton

Aging & Adult Services

Karen Schlesinger
Maria Sepulveda

Continued on next page

YEARS OF SERVICE Awards

Continued from previous page

25 YEARS

Children & Family Services

Frances Banda
Monika Bugarin
Frances Hughes
Jaime Lopez

Community Services

Magda Bedros
Doretha McElderry
Maria Ortega
Trini Weng

Workforce Services

Denise August
Ana Caballero
Keva Dean
Doris Edlund
Dena Holland-Wilson
Leticia Pereira
Stephanie Rojas

30 YEARS

Administrative Services

Bonnie Bienkowski

Workforce Services

Michelle Perry

35 YEARS

Administrative Services

Lisa Epps

Thank you to EHSD Acting Director **Kathy Marsh**, our Executive Team, Deputy Directors and their support staff for all the help in honoring our staff members' dedication over the years. Special thanks to **Deb Johnson**, Clerk-Advanced Level, and **Alan Wang**, Media Relations Specialist, for their extraordinary work in producing this virtual event.



In case you missed it...

Red Cross Blood Crisis

As February approaches, and the effects from the spread of the omicron variant and winter weather persist, the **Red Cross is urging people to make appointments to give blood or platelets by using the Red Cross Blood Donor App, visiting [RedCrossBlood.org](https://www.redcrossblood.org) or calling 1-800-RED CROSS (1-800-733-2767). Donors who give blood during February will receive a \$10 Amazon.com Gift Card via email.**



See the full story on page 12.



SERVICE AWARDS | RETIREES | NEW EMPLOYEES

SERVICE AWARDS

30 YEARS

Sandy Bustillo, EHS Division Manager, WFS
Jerald Sams, EHS Division Manager, WFS

25 YEARS

Stacy Wood, Social Worker III, CFS
Gail Zappettini, Social Worker III, CFS

20 YEARS

Kirsten Hougen, Senior Clerk-Project, CSB

15 YEARS

Doris Durniak, Eligibility Worker III, CFS

10 YEARS

Adriana Arceo, Clerk-Specialist Level, CSB
Gail Armato, Soc Svc Program Assistant, WFS
Leenetta A. Bailes, Social Worker, AAS
Elaine Brown, Clerical Supervisor, CFS
Emily E. Garcia, Soc Svc Program Assistant, WFS
Sarah Hankins, Soc Svc Program Assistant, AAS
Ian Harryman, Clerk-Senior Level, WFS
Heather Henn, Clerk-Experienced Level, WFS
Trina Huerta, Clerk-Senior Level, WFS
Shirley Iman, Acct Clerk-Advanced Level, Admin
Vernita James, Social Worker III, CFS
Corey W. Jones, Eligibility Worker II, WFS
Lena P. D. Lawrence, Medical Program Assistant, WFS
Grace Martinez, Clerk-Experience Level, CFS
Aaron Perez, Eligibility Work Supervisor, WFS
Gina Scott, Clerk-Experience Level, WFS
Meredith M. Smith, Soc Svc Program Assistant, WFS
Bangone Somboonsab, Infant Toddler Teacher-Project, CSB
Christina Zahner, Social Worker, AAS

RETIREES

Hortencia Aguilar, Teacher-Project, CSB
Robert Barnard, Senior Social Svc Info Systems Analyst, Admin
Carol Bokelman, Social Work Supervisor II, CFS
Ernestine Cook, Soc Svc Fiscal Comp Accountant, Admin
David Gomez, Clerical Supervisor, WFS

Veronica Heath, Clerk-Experienced Level, Admin
Michael Hernandez, Info Sys Technician II, Admin
Deborah Kingsbury, Social Svc Program Asst., WFS
Sameh Mohamed, Teacher Assistant Trainee, CSB
Carl Nishi, Social Work Supervisor, CFS

NEW EMPLOYEES

Jaime Adams, Social Worker II, CFS
Monica Andrea, Secretary Journey Level, CFS
Michaela Camua, Student Intern II, CSB
Jennifer Chalco, Children's Services Clerical Spec., CFS
Gabriela Derrer, Secretary Journey Level CFS
Corey Doran, Administrative Analyst, Admin

Mele Fiuangaihetau, Social Worker, AAS
MyKeisha Lewis, Social Work Supervisor II, CFS
Deshante Lucas, Clerk-Experienced Level, CFS
Bruce Milani, Information Systems Manager II, Admin
Venny Mondragon, Social Worker, AAS
Inhthong Vannachai, Teacher Assistant Trainee-Project, CSB

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

SPREAD THE WORD

February 2022

- **BLACK HISTORY MONTH**
- **FEBRUARY 1** – Chinese New Year (Year of the Tiger)
- **FEBRUARY 2** – Groundhog Day
- **FEBRUARY 14** – Valentine’s Day
- **FEBRUARY 17** – National Random Acts of Kindness Day
- **FEBRUARY 18** – National Caregivers Day
- **FEBRUARY 21** – Presidents’ Day (holiday)
- **FEBRUARY 22** – Twosday – 2.22.22 on a Tuesday
- **FEBRUARY 28** - Linus Pauling Day

March 2022

- **NATIONAL SOCIAL WORKERS MONTH**
- **NATIONAL NUTRITION MONTH**
- **MARCH 8** – International Women’s Day
- **MARCH 13** – Daylight Savings Time begins (spring forward)
- **MARCH 14** – Pi Day
- **MARCH 17** – St. Patrick’s Day
- **MARCH 20** – Spring Equinox
- **MARCH 31** – Cesar Chavez Day



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

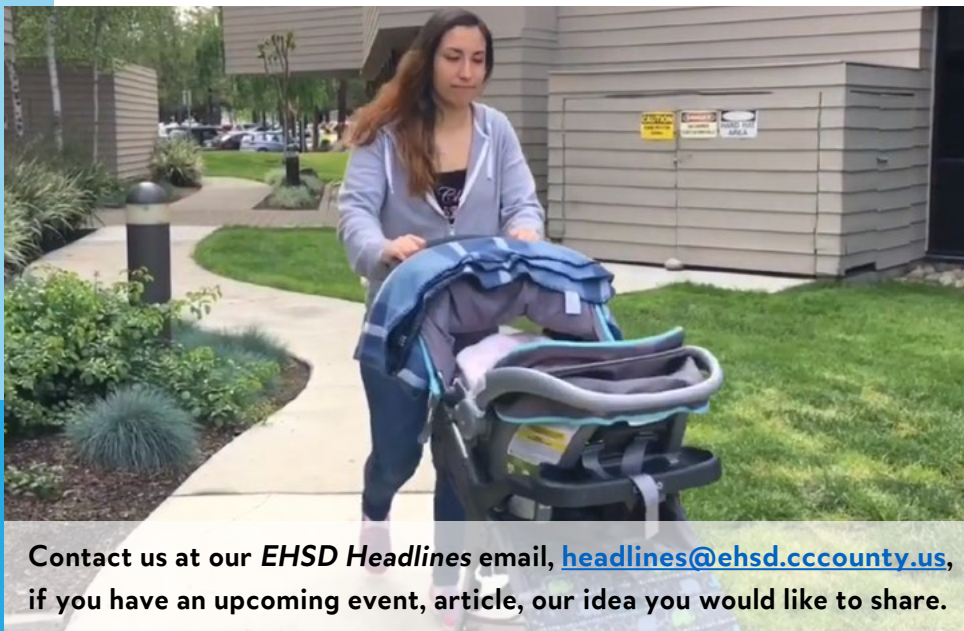
February 3 or 17 • 4 to 6 p.m.
 March 3 or 17 • 4 to 6 p.m.
 April 7 or 21 • 4 to 6 p.m.

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

We Care... You Care
<http://ehsdhome/Pages/Service-Champions.aspx>
 and see page 18

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, if you have an upcoming event, article, our idea you would like to share.