

Headlines

Marla Stuart New EHSD Director

SAMHWORkS Spotlights Another Shining Star

The Viscarra Family, Relative Foster Caregivers Fill the Void



Customer Service Champions: Amanda Cleveland and Sarah Reich



Standard Operating Procedures (SOPs) on the Horizon for EHSD Benefit Programs

By Patricia Perez, WFS Specialist

For the past several months, our peers have been working diligently with the Change and Innovation Agency (CIA) and California Department of Social Services (CDSS). They worked to document current processes, identifying areas of opportunity to eliminate unnecessary hand-offs and delays in order to create efficient and effective business processes to be utilized throughout the Workforce Services Bureau. The team quickly identified some existing streamlined operational processes that were not being universally followed. The first step the team is taking toward improving our service delivery is to document and standardize these processes so that we are all benefitting. These include:

- **First Contact Resolution**
- **Cold Calls in Intake**
- **Consistency Tools**



More information with details about the processes is to come. The team continues to work on ways to leverage CalSAWS functionality to further innovate, streamline, and standardize processes to eliminate unnecessary work and improve service delivery timelines.

[CLICK](#) to view the BPR video Staff Development put together. Keep an ear out for voices you may recognize!

We would like to thank everyone who invested their valuable time, experience, creativity and expertise in developing and establishing our soon-to-be Standard Operating Procedures. On behalf of the Leadership Team and the Business Process Redesign (BPR) Joint Governance, many thanks to:

Aaron Perez
Andy Nguyen
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Kristina Miller
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Lori Juarez
Maria Preciado
Maria Velez

Marie Mosley
Marta Cook
Martin Lara
Mattie Mishork
Nadia Robles
Pamela Horne
Patricia Richards
Renata Pierce
Rosalie Uy
Ryan Madison
Sandra Motta
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Shannon Currie

Shari Garrity
Stephen Quesada
Susan Kraft
Talenda Todd
Tara Segura
Terri Rose
Theresa Bradshaw
Tiffany Armstrong
Vince Odusanya
Wendy Hauser
Willie Balitaan

Raising the CalFresh Profile May is CalFresh Awareness Month

This May, the California Department of Social Services (CDSS) and EHSD are raising awareness about CalFresh, the statewide program, to improve the health of all Californians by increasing access to nutritious food.

Since 2011, CDSS has sought to increase visibility of the CalFresh brands, including CalFresh Healthy Living, which encourages active, healthy lifestyles, and CalFresh Food, the state's SNAP benefits program.

About 4.5 million Californians in 2.5 million households currently receive CalFresh Food benefits. However, it is estimated that nearly 2 million more Californians are eligible for assistance but do not receive it.

Lack of awareness of the program and who is eligible for help are among the reasons people don't apply. COVID-19 has also created some confusion due to outbreaks, closures, and lapses in employment. Others do not realize they can get benefits, even if they have some income, own a home, or own a car.

CalFresh Food benefits can be used at most grocery stores like Safeway, Walmart, Ralph's, and Trader Joe's, and even online retailers like Amazon. CalFresh benefits can be matched dollar for dollar at participating farmers' markets, and residents can visit the information booth at participating markets to find out how.



About 4.5 million Californians in 2.5 million households currently receive CalFresh Food benefits. However, it is estimated that nearly 2 million more Californians are eligible for assistance but do not receive it.

CalFresh Awareness Month gives counties, community-based organizations and all of us at EHSD a chance to engage with our customers about the CalFresh program. It is also a great opportunity to highlight the services of CalFresh Healthy Living, which is a program to help Californians eat better and move more. With exercise tips, recipe ideas, and budgeting tools, CalFresh helps millions of people live healthy lives.



Visit the [CalFresh website](#) for more information and tools to help spread awareness in May!

Source: California Department of Social Services (CDSS)

Honoring Families Who are Stepping Up to Fill the Foster Parent Void

By Alan Wang, Community Relations/Media Specialist

The number of foster children far outweighs the number of available foster, or resource, families in Contra Costa County, which is why the County often relies heavily on a small pool of “go-to” caregivers who have fostered countless children over the years. The Bailey family in Brentwood is one of these valued Resource Families that has provided foster care for more than 90 children since 1995. On May 10th the Contra Costa County Board of Supervisors will be recognizing the Bailey family for its commitment to fostering children, and helping mentor parents who are working toward reunification.

The Board will also honor the Viscarra family for filling the high demand for relative caregivers who foster children and teens who are part of families. EHSD’s Children and Family Services (CFS) understands the value of finding homes for children and teens with relative caregivers like the Viscarras. Often, relatives can help make the transition into foster care less traumatic.

CLICK on the play buttons below to see how the Viscarras and the Baileys are contributing to fill the critical need for more foster parents and relative caregivers.



The Viscarra Family



The Bailey Family

Free Dental Screenings for CSB Children at *Give Kids a Smile*[®] Event

By Cathy Lucero, CSB Comprehensive Services Manager

Give Kids A Smile[®] day is a nationwide special event that brings awareness to children and their families about the importance of good oral health habits. The event is an opportunity to serve children, including those who may not have a dental home or a dentist whom they see regularly. Give Kids A Smile[®] brings caring dental professionals, volunteers, and organizations together to deliver free oral health screenings, fluoride application, oral health education, and dental health kits.

The American Dental Association started the event in 2003 as a way to encourage dentists to connect with their communities by providing dental services to underserved children. It began as a one-day event, but has since grown into a national annual happening. The Give Kids A Smile[®] day mission is to end dental health problems in America by providing care to everyone, especially those who need it most.

This year on Friday, April 1st, CSB staff collaborated with four bay area dentists, one dental hygienist professor, and 15 Diablo Valley



College Dental Hygienist students. Seven sites throughout Contra Costa County hosted the event and served a total of 154 children.

Tooth decay is the most common chronic illness among school-age children in California and is four times more common than childhood asthma. By kindergarten, more than 50 percent of children in California have already experienced dental decay, and 28 percent have untreated decay.



Untreated cavities can cause pain and infections that may lead to problems with eating, speaking, playing, and learning. According to the Centers for Disease Control and Prevention (CDC), children who have poor oral health often miss more school and receive lower grades than children who don't.

It's never too early or too late to start looking after your mouth. Your body will thank you.

A CONVERSATION WITH MARLA STUART

Public Service Runs Deep in New EHSD Director's Family Tree



It's a tall order, but newly-appointed EHSD Director **Marla Stuart** wants to meet every one of the nearly 2,000 employees at Contra Costa County's Employment and Human Services Department (EHSD). She is equally concerned with the welfare of EHSD's workers as she is with the welfare of the customers we serve. Marla is also a self-proclaimed data fanatic who loves it when she can base important decisions on solid research and data. To find out more about Marla, *Headlines* sat down for a conversation with EHSD's new Director.

Headlines: What inspired you to get into social services?

Marla: I was raised in a family very dedicated to service. My maternal great grandparents went from Sweden to China as missionaries in the late 1800s. My maternal grandparents continued on as missionaries in China. My grandmother was a nurse and helped women unbind their feet. My parents were also missionaries and I lived in Taiwan and South Africa when I was growing up. My paternal grandfather was a Methodist minister and my paternal grandmother was a teacher.

What I internalized from my childhood was an obligation to service – especially focused on reducing poverty, ending interpersonal abuse, and education. I am continually working to better understand the structural inequalities perpetuated by racism and how I can use my role to promote racial justice – because we now recognize, in the United States, the intersectionality of racial justice and social justice.

Headlines: Describe your social services philosophy.

Marla: My philosophy is closely aligned with our EHSD mission – which is one of the reasons I'm so glad to be here. Let me break that down a bit.

To partner with the community – that is really the only way we can be successful. Our community partners know the needs in their own communities and the best approaches to meet those needs. I'm

Continued on next page

A CONVERSATION WITH MARLA STUART

Public Service Runs Deep in New EHSD Director's Family Tree



very committed to public-private partnerships for the delivery of social services.

To deliver quality services – my definition of quality services is effective, equitable, efficient, and accountable.

To ensure access to resources – the foundational deterrent to social and racial justice is inequitable access to resources. We are literally redistributing resources that have accumulated with some people in our society to the individuals and communities who have been prevented from accessing resources.



To support, protect and empower individuals and families – in all our EHSD programs we are supporting individuals and families who are experiencing poverty and trauma, we are protecting individuals experiencing violence, and we are empowering individuals and families to move beyond their current situation.

To achieve self-sufficiency – Self sufficiency is really the American dream. To have the resources and a safe environment to seek and achieve your own goals for yourself and your family.

Headlines: What would you like to accomplish in your first 100 days as Director?

Marla: First, I want to ensure continuity of services. The transition from one Director to another should not interrupt our services. You should continue to have the information and resources you need to effectively serve our community. I am already fully engaged with the Executive Team to make sure we don't miss a beat.

Second, visit every building – and I mean all 32 EHSD buildings and talk to as many of my 1,912

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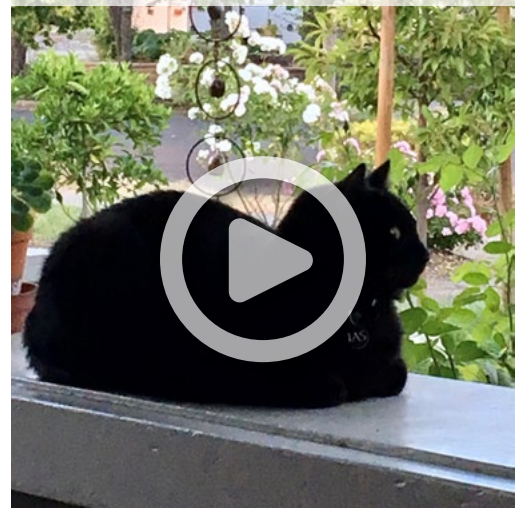
EHSD colleagues as I can. At each building we will hold a “meet and greet” reception and I hope you will come – there will be food. Here's what I want to hear from you:

- **As I start my tenure as the Director of EHSD, what do you want me to know?**
- **Tell me about you, about your services, about your clients, about our Contra Costa community?**

Third, working with the Executive Team to complete an assessment of our EHSD operations. The transition from one director to another is a good time to complete such an assessment. I'll be working with the ET to understand what are our strengths now in 2022 and what are our challenges? Once we complete our assessment, we'll share it with all staff and we'll identify and work on improvement projects.

Fourth, meet partners within the county family and our community based partners. This might take 200 days!

CLICK on the play button and find out more about Marla's cat, her family and three generations of public service.



EHSD Navigators, Music, Zumba and More!

By Tish Gallegos, Community Relations/Media Manager

Dia del Niños – Day of the Children Community Health Fair & Vaccine Clinic was an ideal opportunity for Workforce Services 4 Our Families Navigators to share information, support and care for West County families. United Latino Voices of Contra Costa, sponsored by the Richmond Community Foundation, hosted this community event at Nystrom School in Richmond on Saturday, April 23.

Susan Padan was one of the Navigators who staffed the event and described it as “...a sunny day and there was music and Zumba classes!”

Navigator **Sandra Zepeda-Lopez**, who teamed up with Susan for this event, noted they were able to introduce 4 Our Families services to many community members. “The majority of attendees were Spanish speakers, and we answered their questions and concerns regarding CalWORKs, Medi-Cal, and CalFresh,” said Sandra. She is following up with several Spanish-speaking participants and assisting them in their application process. Susan and Sandra also offered backpacks, books, toys, and coloring books to the children.

In addition to EHSD and Contra Costa Health Services, who held a vaccination clinic, other providers were the Mexican Consulate, Richmond Public Library, Lao Family Community Development, Lifelong Medical, Building Blocks for Kids, Morada de Mujeres Del Milenio, and Catholic Charities.

Just a few days later, on Thursday, April 28th, Susan was out at another community event with Navigator **Maria Muñoz**, and supported by IT’s **Todd Roberts**. They teamed up to bring EHSD services to the Veteran Job Fair and Resource Expo at the Concord Veterans Memorial Building.

Employers from various industries attended, along with Veteran organizations, to provide information about benefits, housing and transportation. The event was open only to Veterans in the morning hours, then to the public in the afternoon.

Thank you to all our EHSD staff who supported our community members at these two Outreach & Education opportunities.



Maria Muñoz, Susan Padan and Todd Roberts at the Job & Resource Fair, Concord Veterans Memorial Building



Navigators Sandra Zepeda-Lopez & Susan Padan



Mural at Nystrom School in Richmond

Reminder: Ethnic & Historic Decorating Event

Decorate Your Cubicle or Office for a Chance to Win a Prize!

By Iliana Choate, Social Services Staff Development Specialist & EHSD Equity & Inclusion Core Team Member

Be sure to join in the EHSD Ethnic & Historic Decorating Event and decorate your cubicle or office May 2nd – 31st, to represent your ethnic culture. This is a beautiful way to share your culture so others might learn about the people they work with and foster cultural immersion. Culture can be defined as all the ways of life for an entire society and includes codes of manners, dress, language, art, music, historical content and more that are passed down from generation to generation.

For more details about types of displays and guidelines, see the recent STARS announcement: [EHSD04-28-22d.pdf](#)

Remember to send your photos of your decorated cubicle or office to EquityandInclusion@ehsd.cccounty.us to be published in Headlines and on the Equity & Inclusion intranet page (currently under construction) for a chance to win a prize! The team would also like to receive your favorite ethnic recipe to be included in a future EHSD cookbook.

All pictures submitted will be entered into a drawing for a chance to win a prize.

CONTRA COSTA COUNTY

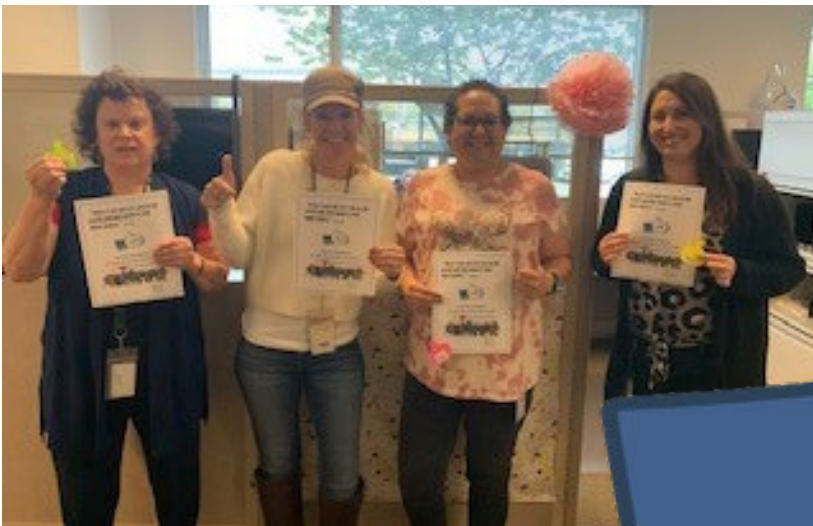
EMPLOYMENT & HUMAN SERVICES
Building Brighter Futures Together

WE Team gets a Thumbs-Up!

By Lorena Tobar, CFS Wellness Environment Team Member

A healthy workplace is beneficial to everyone involved. The Children and Family Services (CFS) Wellness Environment (WE) Team set out to let CFS staff know just how much they are appreciated and the result was an astounding thumbs up! The WE Team gave out thumbs-up stickers to all staff members to acknowledge their extraordinary work. The dedication and collaborative nature of CFS staff exemplifies their outstanding work, which fosters a positive and supportive environment. On behalf of the CFS WE Teams, we thank these “superheroes” for everything they do. We see you!

WE Team
WELLNESS
ENVIRONMENT



Left to Right: Karen Malmberg, Maggie Smith, Elisa Connell, and Nicole Tomas



“There is no one like you in this world and that alone is your super power.”

—N.R. Hart

Personnel Says Farewell and Best Wishes to Melissa Davis, Personnel Technician

By Cheryl Leonor, Administrative Services Assistant III

Last month, Personnel said “Farewell” to **Melissa Davis**, Personnel Technician, who has since moved on to a new role at Alameda County as a Human Resources Technician.

Melissa worked in the County for more than 10 years and had been working in Human Resources/Personnel-related operations for over five of those years. She was promoted to Personnel Technician in 2020 where she was involved in Recruitment, Onboarding, and employee transactions along with her teammates in Personnel Operations.

Looking to expand on her knowledge and career opportunities, Melissa pursued her degree in Business Administration with a concentration in Human Resources Management and Organizational Behavior where she will graduate in December!

In her new role at Alameda County, Melissa will be working with full-cycle recruitment, onboarding, compliance, Labor and Grievance processes. Melissa will be dearly missed by her colleagues and we wish her well.

If you would like to send a message to Melissa, please forward to Cleonor@ehsd.cccounty.us and we will pass along your well wishes.



Melissa Davis with the Amazing Operations Team led by **Michelle Fregoso**. Back row standing L to R: **David Tang**, **Shirly Naoom**, **Shawn DeLaTorre**, **Melissa Davis**, **Cynthia Legaspi**, and **Michelle Fregoso**. Front row sitting L to R: **Cameron Jewell**, **Katrese Moore**, and **Erika Ramos**. Not pictured: **Ivy Bushnell-Jackson**.

Leaving? Fill Out an Exit Interview Survey

This is a reminder to all staff that that exit interviews may be completed online using the exit interview survey form, which is available on the [Personnel Intranet Page](#). Interested employees must complete the form and submit it via email to ExitInterview@ehsd.cccounty.us.

Employees who prefer to have a one-on-one interview can contact EHSD Ombudsperson **Julie Peck** via email at jpeck@ehsd.cccounty.us. Provide your name, work email address, phone numbers and planned exit date so Julie can schedule an appointment to complete the interview.

All exit interview survey forms and interviews are confidential.

Banishing Burnout

Contributed by Personnel Services

Sometimes it seems there are a few too many demands, deadlines, unforeseen changes, uncertainties and moving parts to keep up with in life. Trying to keep up can cause stress, which, if not relieved, can accumulate and lead to burnout.

- Markers of burnout include feeling continually drained; having frequent headaches or muscle pain; becoming detached from others; having feelings of hopelessness, negativity and irritability; withdrawing from activities; and losing motivation.
- Create a list of the specific problem areas in your work and personal life that seem to routinely cause you uncomfortable stress. Brainstorm at least one way to modify each situation to reduce its stressfulness.
- Set boundaries. Many people get in the habit of trying to do too much and help too much. However, there's no harm in telling others that you're feeling depleted and can't begin new tasks at present.

Additional sources: PsychologyToday.com, [HelpGuide.org](https://www.helpguide.org).

Browse more articles at www.magellanascend.com.



Magellan Ascend

UPCOMING WEBINAR:

Self-Care Enhancement and Enrichment

–
May 11

What this webinar will address:

- Explaining the importance of self-care.
- Describing how to find happiness and purpose in life.
- Developing techniques to achieve an improved mindset and mood.

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.”

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!

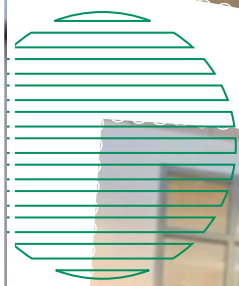
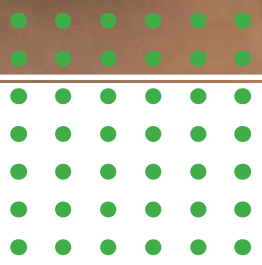
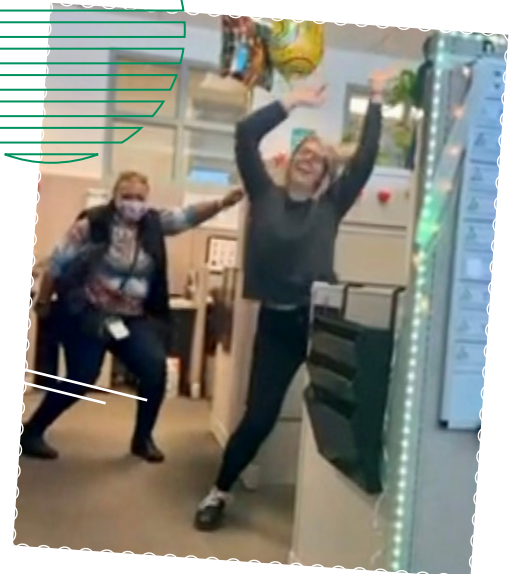
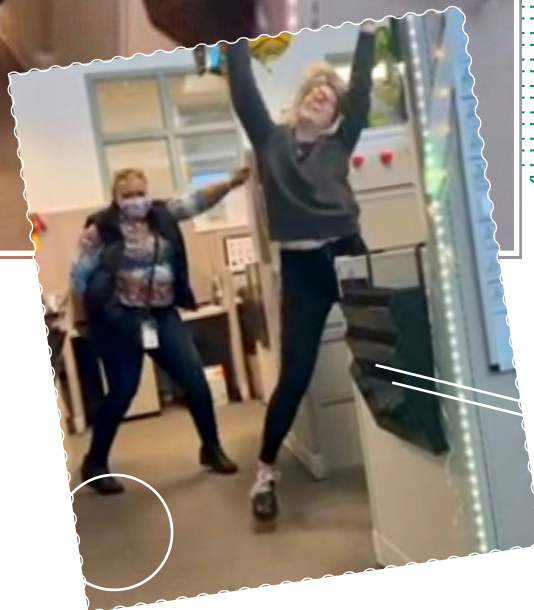
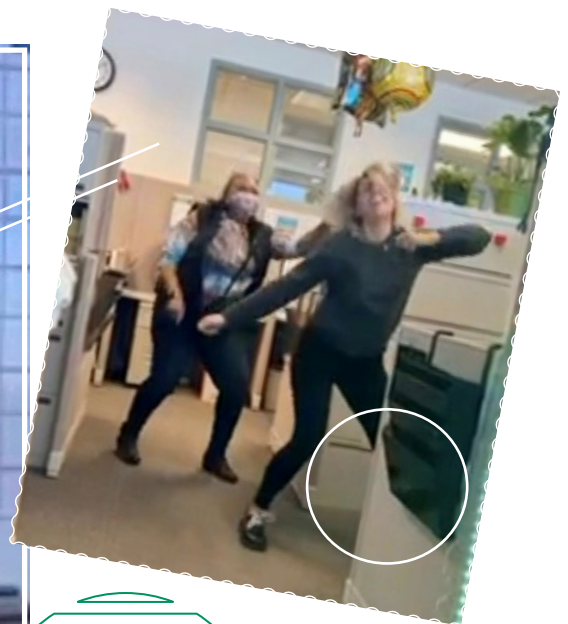
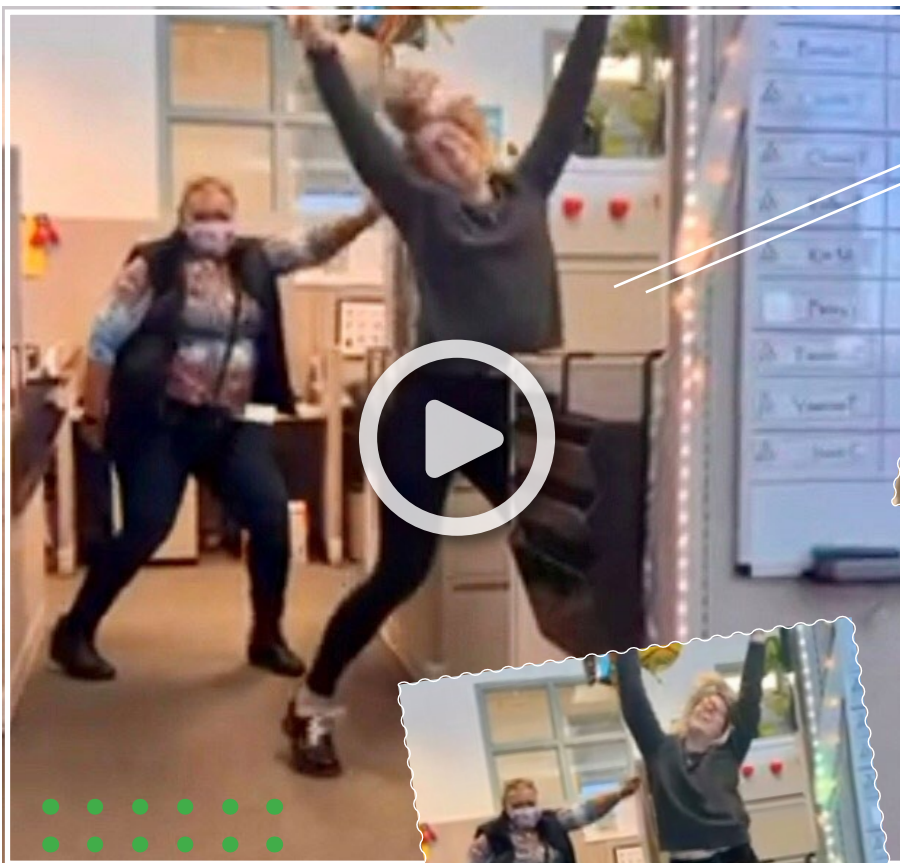
[Click here to access the LifeMart Discount Center in your web browser.](#)

Keepin' It Real

It's those spontaneous moments in the office that keep us smiling throughout the day, and sometimes we just need to work out the wiggles so we can get back to work.

CFS Senior Clerk **Heather Parsons** couldn't resist capturing her coworkers working off some steam at the 4549 Delta Fair office in Antioch. Heather says "Keisha Kelly (Social Worker III) and **Claudia Trost** (Admin Temp) elevate my work life every day."

CLICK on the play button to watch their impromptu office workout. If you or your co-workers have creative and fun ways to work off steam in the office, send us a video at Headlines@ehsd.cccounty.us.



Music, Pizza, Dancing, Art and Family Celebrating Head Start Children and Families

By Amanda Cleveland, CSB Administrative Services Assistant III

During the week of April 2-8, 2022, Head Start and Early Head Start sites celebrated the Week of the Young Child® (WOYC22). The National Association for the Education of Young Children (NAEYC) sponsors this annual event. It provides an opportunity for CSB to focus on the needs of children and families in our early childhood programs and the roles that advocacy, comprehensive services, and early education play in meeting those needs.

Some of the ways our Early Head Start and Head Start sites across Contra Costa County focused on learning through play and family engagement throughout the week:

- **Music Monday:** The toddlers at Crescent Park made hats and played drums in a parade around their play yard
- **Tasty Tuesday:** The children at Balboa made pizzas for a fun nutrition activity
- **Work Together Wednesday:** The future community helpers at George Miller Concord (GMC) paraded around the site dressed as doctors, firefighters, and engineers
- **Artsy Thursday:** The children at Lavonia Allen finger-painted (or hand-painted) and created collages for Artsy Thursday
- **Family Friday:** Balboa hosted a family event “Chalk It Up” where families were invited to come out and create chalk art drawings with their children.



WORK TOGETHER WEDNESDAY

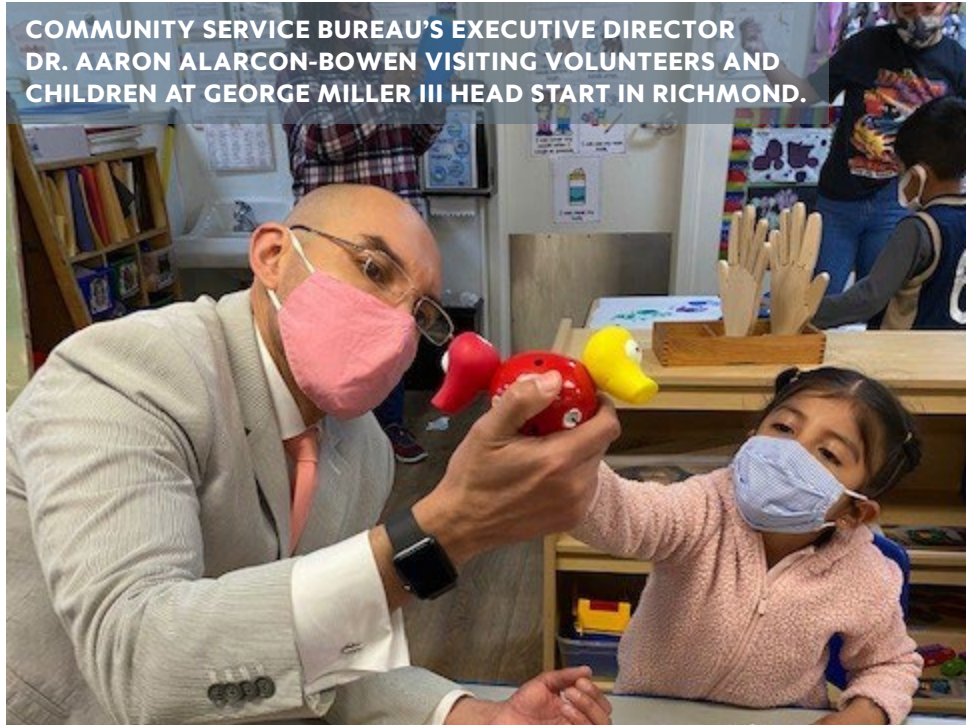
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Music, Pizza, Dancing, Art and Family Celebrating Head Start Children and Families

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While the sites participated in themed WOYC activities, there were many other fun events and special guests throughout the week. Here are some of those moments:

- Director Dr. Aaron visits children at George Miller Concord
- Division Manager Amy Wells visits Lavonia Allen
- Los Arboles had a multi-cultural day for children and teachers
- Marsh Creek hosted a Zumba workout
- Los Arboles closed the week out with a carnival



COMMUNITY SERVICE BUREAU'S EXECUTIVE DIRECTOR DR. AARON ALARCON-BOWEN VISITING VOLUNTEERS AND CHILDREN AT GEORGE MILLER III HEAD START IN RICHMOND.



DIVISION MANAGER AMY WELLS VISITS LAVONIA ALLEN



LOS ARBOLES CARNIVAL



LOS ARBOLES MULTI-CULTURAL DAY



“Our lives begin to end the day we become silent about things that matter.”

— Dr. Martin Luther King Jr.

COMMUNITY ACTION MONTH

It's Community Action Month!

Submitted by Mele Tupou, CSB Comprehensive Services Assistant

On May 17th, EHSD's Community Services Bureau (CSB) and the Economic Opportunity Council (EOC) will be showcasing the great works of local community partners in the county before the Contra Costa County Board of Supervisors. The annual recognition of Community Action Month will also include CSB and the EOC hosting the 2022 Community Service Block Grant (CSBG) Service Provider Roundtable Event that evening. Every year the CSBG subcontractors, EOC and CSB staff come together to share resources, experiences and success stories to help enhance the work of local organizations so that they may be able to assist the most vulnerable and neediest population. This year we are proud to host Congressman Mark DeSaulnier and David Bradley, the co-founder of the National Community Action Foundation. It will be a night to remember!

SAMHWORKs Shining Star Spotlight Overcoming Barriers to Success

By Roshawn Adams – SAMHWORKS Program Substance Abuse Lead Counselor CADC II

SAMHWORKs participant Norma Cinto has overcome various barriers to live a healthy and happy life. She is a 38-year-old single mother of two. Norma came to the United States from Guatemala, not speaking any English. She had limited resources and no family to support her, no financial income, nowhere to live, and no medical assistance.



Left: **Grethel Leff**, Mental Health Specialist – SAMHWORKs Program. Right: **Norma Cinto** – SAMHWORKs Program Participant.

Norma met her husband in San Francisco and bore two children, but the relationship became more than she could handle. Norma opened up to the CalWORKs SAMHWORKs program team about her personal life and experiences in order to receive support. After being married for 10 years and going through many different forms of abuse, she decided to leave the situation and move to Contra Costa County to give herself and her children a better chance at life.

But Norma became homeless and lived in various shelters. While going through these challenges of survival, her mental health, physical health, and substance abuse became more active and

unmanageable. Norma’s health declined and she lost all of her hair, for a period of time. This, she says, “was a result of not knowing how to navigate the system for assistance.” Her biggest challenge was getting her children into schools and being able to understand the policies and procedures in a language without full interpretation services.

Norma learned about the CalWORKs SAMHWORKs program from her social worker. She worked with the CalWORKs SAMHWORKs team for the past two years where she connected directly with the CalWORKs SAMHWORKs Community Health Worker and Latino Outreach worker **Fadua Galdamez**, and Substance Abuse Counselor/Liaison **Kathy Peters**. Norma completed therapeutic services and successfully graduated a substance use program. She now lives a life of recovery and has tools for coping with life’s daily activities, stressors or challenges. She has gained a greater sense of self-awareness and knowledge to help her manage through the services she has received. Norma continues to utilize the CalWORKs SAMHWORKs program as a support system by regularly keeping in touch with Fadua and getting updates on resources she can utilize to continue to better her life.

Norma Cinto now lives a life of recovery and has tools for coping with life’s daily activities, stressors or challenges.

Norma credits **Grethel Leff**, Mental Health Specialist at Contra Costa County Community Connect, which assisted with moving costs, transportation, communication, and job resources. Norma also credits the Pittsburgh health navigators who helped to get her primary care and full scope medical. The Lynn center assisted with translations

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Mentoring Program Graduation

By Iliana Choate & Antonio Vasquez, Staff Development Mentoring Program Coordinators



(Left to right, back row Mentors): Iliana Choate (Coordinator), Antoinette Bailey-Nesbitt, Tracey Lee (Staff Development Division Manager), Christina Reich, Deborah Drake, Maria Torres, George Carter, Amber Sandoval-Sullivan, Tomika Taylor, Linda Linnell (Staff Development Supervisor), Antonio Vasquez (Coordinator). (Front row, Mentees): Yvonne Ybanez, Catrina Beverly, LaChawn Robinson, Theresa Anderson, Monique Young-Edwards, Veronica Ramos, Farhad Ziaee. Missing from the photo: Denise August, Mari Solis, Sandy Bustillo, Fabiola Quintero, Gloria Navarro.

The EHSD Mentoring Program started September 2021 and officially ended on February 28, 2022. On March 17th the graduation celebration was held at 500 Ellinwood, Pleasant Hill.

The mentees, along with their mentors & supervisors/managers, attended the graduation ceremony, which included fun skits by the mentees and mentors, networking, certificates, refreshments, and lots of picture taking.

“With the help of my wonderful mentor, **Ms. Linda Linnell**, the mentorship program broadened my professional network and reinforced my knowledge and skills in leadership,” said WFS Social Service Program Assistant **Farhad Ziaee**. “As a mentee for the Staff Development Specialist, Ms. Linnell facilitated opportunities for me to collaborate with very kind and experienced Staff Development Specialists. As a result, I was given the opportunity to provide training to a dozen classes of EWTU.”

EHSD acting Director **Kathy Marsh** and Staff Development Manager **Tracey Lee** were on hand to personally hand out certificates and thank everyone who participated in the program.

Due to the COVID pandemic, the 2021 – 2022 program introduced technology to the program. This enabled virtual meetings as an option. Mentees had the opportunity to attend virtual or in-person leadership trainings sessions included workshops on Emotional Intelligence, Critical Thinking, Social Intelligence, Conversational Intelligence, Difficult/Crucial Conversations, Developing a Professional Presence, You and a Successful Interview, Public Speaking and Effective Presentations, and Facilitative Leadership. Additionally, the Fiscal Unit provided a special presentation.

A special thank you goes to the mentors who stepped up and volunteered their time to be part of the program. Without your commitment, knowledge, caring, dedication, leadership and wisdom the program would not have been such a success!

A thank you to the mentees’ supervisors and managers for supporting the mentees during their journey and helping them successfully complete the program!

Mental Health and Commercial Sexual Exploitation of Children and Youth

By Children and Family Services CSEC Services Team

Children and adolescents who have been the victims of commercial sexual exploitation frequently experience serious mental health issues, such as depression, anxiety, dissociation, complex trauma, emotional dysregulation, and suicidal ideation. Long-term effects of victimization include impaired cognitive functioning, educational deprivation, poor interpersonal interactions, and fear and mistrust of law enforcement and other helping professions.

The survivor's experience of trauma is one of the most common characteristics in human trafficking. Treatment providers who interact with survivors should have specialized, culturally competent, and trauma-informed training. The Substance Abuse and Mental Health Services Administration (SAMHSA) reports that trauma-informed approaches are designed to promote an awareness of the following factors:

- **Recognizing traditional service delivery approaches may intensify vulnerabilities and triggers in survivors; services and programs should promote healing by preventing re-traumatization for trafficked and exploited youth.**
- **Focusing on survivors' strengths and resilience elements.**
- **Treatment should include symptom stabilization, building relationships/ establishing safety and trust, focusing on traumatic experience to create an integrated narrative of the experience and identify dissociate aspects, and prepare survivors for the future.**
- **Understanding complex trauma theory, which emphasizes treatment that addresses developmental and relationship challenges concerning PTSD symptoms.**

For more information on serving and supporting youth who have been sexually exploited, and for a list of training opportunities related to this population, please contact the CFS CSEC Services Team at cpscsec@ehsd.cccounty.us. For CFS Social Workers: if you suspect or have a commercially sexually exploited youth on your caseload, please send your CSEC referral (CSEC 04) or inquiry to the CFS CSEC Services Team at cpscsec@ehsd.cccounty.us.



REFERENCES

- SACHS Literature Review: *Commercial Sexual Exploitation of Children (CSEC)*, 2014
- Basson, D., Langs, J., Acker, K., Katz, S., Desai, N., & Ford, J. (2018). *Psychotherapy for Commercially Sexually Exploited Children: A Guide for Community-Based Behavioral Health Practitioners and Agencies*. Oakland, CA: WestCoast Children's Clinic.
- Substance Abuse and Mental Health Services Administration (SAMHSA)

Customer Service Champions

These individuals are being recognized for going the extra mile by delivering excellent service to our customers. They went above and beyond in their willingness to help and demonstrate EHSD's emphasis on providing exemplary customer service. Congratulations on a job well done!



Amanda Cleveland

By CSB Assistant Director, Isabel Renggenathen.

Amanda Cleveland, ASA III, CSB, consistently shows respect to any employee, no

matter what their classification. She treats everyone with the same respect, and has been a role model in this regard. Amanda is super responsive to the need for support across all units. Her responsiveness has been a key to the success of many special projects and initiatives in the CSB. Amanda's pleasant and warm personality makes it easy to build a relationship with her. She is approachable and available. She is a true role model on how to develop a trusting relationship in the workplace. Her positive attitude helps create a joyful working environment and we are so lucky that Amanda chose to work with CSB. We are pleased to recognize Amanda through CSB's employee recognition program.



Sarah Reich

By Michelle Mankewich, CSB Administrative Services Assistant III

I nominate **Sarah Reich, ASA III, CSB,** for CSB's employee recognition program as she is

always so kind and helpful. She takes the time to answer questions when they arise and shows patience when others need time to process and explore new concepts (such as changes in the Program Information Report – an annual report to Congress on the outcomes achieved by Head Start and Early Head Start in Contra Costa). Sarah is approachable and builds relationships with ease." CSB employs data-driven decision making and Sarah is quick to provide data across all programs so that staff have the information they need to make crucial decisions. She is also an excellent trainer, able to explain the most complex of problems so that everyone can understand.

SAMHWORKs Shining Star Spotlight Overcoming Barriers to Success

Continued from page 17

and other community resources, which now empower her children.

Norma currently works two jobs, has her own place, and transportation. She is very excited to have a driver's license and provide for her family. Her gratification comes from helping others in her work as a nursing assistant. "I'm getting over the fact that my culture says I'm a dummy and getting satisfaction and value from helping others," explains

Norma. She shares 50/50 custody with her ex-husband and continues to fight for full custody. Further credit goes The Reach project for helping her to improve her parenting skills.

Norma is now enrolled in Adult English classes and has a better understanding of the English language so that she can achieve more. Join the SAMHWORKs Team in congratulating Norma Cinto.



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.

You can find both the **Guidelines** and the **Nomination Form** on the [EHSD Intranet Community Relations page](#) (left side under Internal Communications).





SERVICE AWARDS | NEW EMPLOYEES | RETIREES

SERVICE AWARDS

25 YEARS

Cindy Vogl, EHS Division Manager, CFS
Nicole Thigpen, Social Work Supervisor II, CFS
Kelli Taylor, Social Worker III, CFS

10 YEARS

Janice Bowman, Social Casework Assistant, CFS
Erika Ramos, Personnel Technician, Admin
Donna Day, Account Clerk-Experienced Level, AAS
Giselle Lucas, Eligibility Worker III, WFS
Daniel Waterman, Social Casework Assistant, CFS

15 YEARS

Tania Anderson-Brown, Children's Svcs Clerk Spec, CFS
Suzan M. Jordan, Soc Svc Program Assistant, WFS

NEW EMPLOYEES

Kizito Agboma, Soc Svc Fiscal Comp Acct, Admin
Emilia Gabriele, EHS Director of Admin, Admin
Jannel George-Oden, Social Worker, AAS
David Griglock, Soc Svc Info Sys Analyst, Admin
Alison Jackson, Clerk-Experienced Level, CSB
Jovana Lara, Clerk-Experienced Level, WFS

Jason Mayers, Clerk-Experienced Level, WFS
Manikhone Phoummatthep, Clerk-Experienced Level, WFS
Angela Saporito, Clerk-Experienced Level, WFS
Marla Stuart, EHSD Director, Admin
Melinda Venzon, Account Clerk-Experienced Level, CSB
Briana Wiggins, Social Casework Assistant, CFS

RETIREES

Eva Gaipa, Departmental HR Analyst, Admin
Annalee Sellers, Clerk-Senior Level, Admin

Miriam Ramirez, Associate Teacher-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

May 2022

- COMMUNITY ACTION MONTH
- CALFRESH AWARENESS MONTH
- FOSTER CARE MONTH
- OLDER AMERICANS MONTH
- MAY 1 – Ramadan ends
- MAY 5 – Contra Costa County Block Party (Antioch Water Park)
- MAY 5 – Cinco De Mayo
- MAY 2-6 – Teacher’s Appreciation Week
- MAY 8 – Mother’s Day
- MAY 21 – Armed Forces Day
- MAY 30 – Memorial Day

June 2022

- ELDER ABUSE AWARENESS MONTH
- JUNE 5 – National Cancer Survivor’s Day
- JUNE 12 – Abused Women and Children’s Awareness Day
- JUNE 14 – Flag Day
- JUNE 19 – Juneteenth
- JUNE 19 – Father’s Day
- JUNE 21 – Summer Solstice (longest day of the year)
- JUNE 23 – National Hydration 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. We will update the in-person orientation schedule as restrictions lift.

FREE VIRTUAL ORIENTATIONS

May 5 or 19 • 4 to 6 p.m.
June 2 or 16 • 4 to 6 p.m.

For more information about becoming a Resource Parent visit us at www.ehdsd.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
see page 21
[CLICK here for Guidelines & Nomination Form](#)

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



Follow us on Twitter @ContraCostaEHSD
Like us on Facebook



2022 Spring Contra Costa County BLOCK PARTY

Thursday, May 5 • 4 to 7 p.m.
Antioch Water Park • 4701 Lone Tree Way

- County Services
 - Food Trucks
 - Fun Activities
- FREE ADMISSION**

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.