

Headlines

THE NEED FOR SPEED

***Tamina Alon Steers
Policy & Planning***

***Two Eligibility Workers Reach
Across State Lines to Help***

***EHSD Has
Graduates Galore!***



CommunityConnect: An Evolution in Holistic Case Management

By Leilah Ahranjani, AAS Whole Person Care Division Manager

This year, EHSD is celebrating the evolution of Contra Costa Health Services' (CCHS) CommunityConnect (CMCT). CMCT provides Enhanced Care Management Services (ECM) and, as of January 1st of this year, ECM Services are now available to eligible enrollees as a Medi-Cal benefit through the Contra Costa Health Plan (CCHP).

ECM takes a whole-person, interdisciplinary approach to serving high-need and/or high-cost beneficiaries, proactively and holistically addressing clinical and social needs.

CMCT was founded on the vision of improving our clients' quality of life by identifying and addressing the social determinants of health, and streamlining and coordinating access to care between systems, thereby reducing health disparities and inequities, improving health outcomes, and decreasing inappropriate utilization and duplication of services.

From 2017–2021 within the Whole Person Care pilot, CMCT used a first-of-its-kind model to identify County residents most likely to seek out emergency or acute care, then proactively matched these clients with services meeting their physical and social needs. ECM was born out of, and continues to build upon, that success.

Program Details

Populations of Focus:

- High utilization
- Experiencing homelessness
- Adults with SMI or SUD
- Justice involved
- Grandfathered in from WPC

Social Determinants of Health Screening drives patient-centered care plan

We bring care to patients where they are through a primarily in-person service delivery model!

Formal re-assessment of progress in needs occurs every 6 months

CommunityConnect Core Services

Infographic showing interconnected areas: Economic, Employment, Legal; Behavioral Health; Food; Housing; Physical Health; Social Services.

Service Continuum

1. Identified & Authorized
2. SCREENING & SOCIAL NEEDS ASSESSMENT
3. DEVELOPMENT OF A CARE PLAN
4. COORDINATING CARE
5. CONNECTION TO SERVICES

Each step includes a brief description of the process and goals.

BY THE NUMBERS

- 5,400+ High-need and/or high-cost enrollees in service
- 15,000+ Total contacts since January 1st
- 400+ Home visits offered since January 1st
- 5,200+ Needs identified by SMIH Assessment
- 250+ Cases receiving Community Support Services for identified housing needs



CMCT Social Work team (Seated, L-R): Catherine Martinez, April Bolin, Geraldine Bolanos, Kacey miller, Maritza Buckman, Jeanette Vargas, and Teresa Gonzalez. (Standing, L-R): Jenny Avelar, Aiesha Green

Building Brighter Futures Together



Left side, back to front: Julie Evans, Martha Hankins, Veronica Alvidrez, John Gavieres Right side, back to front: Kelli Quilici, Sarah Hankins, Debra Stokes, Romena Calonsag

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CommunityConnect: An Evolution in Holistic Case Management

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Case Managers include specialists in physical and mental health, social workers, substance abuse counselors, and homeless specialists. A client enrolled into ECM is initially assigned a Case Manager from one of those disciplines. We also have multi-disciplinary team meetings to allow consultation and potential resource sharing to help serve the client better.

The EHSD/CCHS partnership includes a staff of 12 Social Workers who perform case management duties, four IHSS Social Workers who work collaboratively with all case managers to support clients remaining in their homes and communities, and seven SSPAs that focus on Medi-Cal retention and timely redetermination for our clients as well as CalFresh benefit determination. The EHSD/CCHS partnership has had a positive effect on our

residents. It holds the potential for even greater impact as we actively work toward expanding on the success we have achieved through our collaboration.

If you are working with an adult who is in one of the populations of focus and may benefit from an intensive, in-person and voluntary case management program, you can refer your client by calling CCHP Member Services at 1 (877) 661-6230. Questions about the program? Contact EHSD Division Manager, Leilah Ahranjani (ahranlb@ehsd.cccounty.us).

So Long, Shirley!

Headlines congratulates EHSD retirees each month, but we want to give a special shout out to someone most everyone at EHSD has interacted with over the past 7 years. **Shirley Sears**, executive secretary to the director, is retiring in June. We will miss her kindness, calm demeanor, generosity in supporting EHSD staff and customers, resourcefulness, dependability and wealth of knowledge about the department. Shirley also has that special combination of British charm and sharp wit that always brightens our work environment. It goes without saying that we will miss Shirley in a big way. Still, we are excited for her as she enters retirement, immersing herself in sewing projects in her new “studio” and finding new adventures to fill her days. Shirley’s last day in the office will be on Thursday, June 9th. Congratulations, Shirley!



The Need for Speed Tamina Alon Finds Joy in the Fast Lane!

By Alan Wang, Community Relations Media Specialist

It can be annoying at times, but there's a sense of satisfaction **Tamina Alon** gets when correcting people who ask if the blazing red Honda S 2000 she's standing next to belongs to her boyfriend or husband. "And I look at them horrifically like 'absolutely not' and say 'No, I'm the driver here.'" The satisfaction is even greater when Tamina accelerates out of a hairpin turn at the Sonoma Raceway where she meets up with fellow car enthusiasts. "You can feel every turn in a small roadster. It's a great exercise for mindfulness and being connected," she says. Tamina admits she had no interest in cars until her husband surprised her with an anniversary gift that was faster than his car. EHSD's Interim Director of Policy and Planning is a self-described 'casual sports car owner' who also has an insatiable appetite for how things work. So she got involved with other car enthusiasts and discovered that you don't have to be an ultra car fanatic to be



Photo Credit: Trevor Ryan

part of the community. "You don't have to have the flashiest car on the lot. There's a group for every level of driver out there," she says. Tamina eventually connected with a group who share the same excitement on a less intense level. "I found a great community in it. I actually belong to my church's car group which is called 'Spirited Driving.' We get together to tune our cars, talk about suspension, change our oil and pray that we don't die the next week while driving," she says with a chuckle.

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The Need for Speed Tamina Alon Finds Joy in the Fast Lane!

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It's unlikely Tamina will go back to live on the island of Guam where she grew up in a village called Tumon. "I can't live there anymore because there are no highways and my car would get rusty from the salty sea air," she says. "On Guam we have the fastest form of communication in the world: Coconut Wireless. It's the speed of the gossip that gets to your mom about you getting in trouble before you even get out of school."

Tamina eventually came to the U.S., went to college and worked herself through law school. She became a litigator defending low-income tenants from being evicted while running the Bay Area Legal Aid's free housing law clinics in Richmond, Concord, and Martinez Superior Courts. Today, Tamina is still a California-licensed attorney who does pro bono work for her church. To hear more about Tamina's life in the fast lane, [CLICK](#) on the play button on next page.

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Tamina blazes down the track at Sonoma Raceway in her Honda S 2000 roadster.

Photo Credit: Trevor Ryan



Photo Credit: Trevor Ryan

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The Need for Speed Tamina Alon Finds Joy in the Fast Lane!

Tamina's husband, Edel Alon, surprised her with an anniversary gift that got her started



Photo Credit: Trevor Ryan




Photo Credit: Trevor Ryan



To hear more about Tamina's life in the fast lane, **CLICK** on the play button.

LIGHTS, CAMERA, ACTION!



Do you want to be “in the know” about all things EHSD and have even more opportunity to engage with our department’s leaders? Then be sure to tune in to the Live All Staff Meetings coming soon to an EHSD building (or Zoom screen) near you! The first all-staff event will be in July.

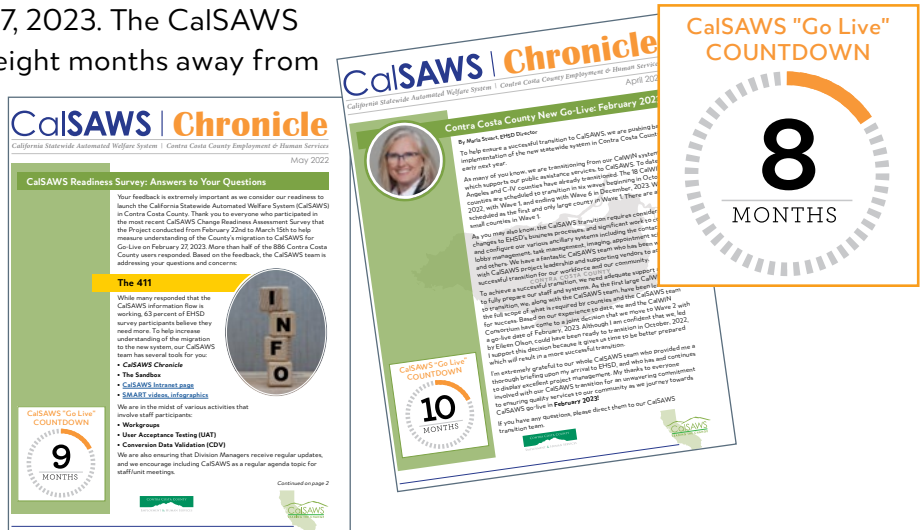
The new series of staff meetings will happen each month and be full of EHSD updates, hot topics, staff recognitions, equity and wellness moments, Q&A, and much more. Director Marla Stuart and the Executive Team are working out the details of these EHSD-only productions. Stay tuned for more information, and to find out how you can catch all the must-see EHSD news live “in studio” or on Zoom.

Building Brighter Futures Together

CalSAWS Chronicle – The Latest News

CalSAWS updates are coming in fast and furious, including the recent news that Contra Costa County’s Go-Live date has shifted to February 27, 2023. The CalSAWS countdown continues and we are now eight months away from implementing the new system. The CalSAWS team continues to come up with many ways for you to stay up to date on everything CalSAWS. Learn more about the various information channels in the April and May issues of *CalSAWS Chronicle!*

To read the most recent news in the CalSAWS Chronicle, CLICK on the photos for the April and May issues.



CalSAWS Chronicle
California Statewide Automated Welfare System | Contra Costa County Employment & Human Services
May 2022

CalSAWS "Go Live" COUNTDOWN
8 MONTHS

CalSAWS "Go Live" COUNTDOWN
9 MONTHS

CalSAWS "Go Live" COUNTDOWN
10 MONTHS

CONTRA COSTA COUNTY NEW GO-LIVE: FEBRUARY 2023

By Marla Stuart, EHSD Director
To help ensure a successful transition to CalSAWS, we are providing a recap of the recent news in the CalSAWS Chronicle. As many of you know, we are transitioning from our CAVWS system to CalSAWS. The transition is a complex process that involves a lot of work. We are excited to see the progress we are making and the support of our staff. We are now eight months away from implementing the new system. The CalSAWS team continues to come up with many ways for you to stay up to date on everything CalSAWS. Learn more about the various information channels in the April and May issues of *CalSAWS Chronicle!*

Head Start Teacher Candidly Voices Concerns to U.S. Congressman

By Alan Wang, Community Relations Media Specialist

Several toddlers were experiencing the highest of childcare standards at Brentwood's Los Nogales Head Start preschool when U.S. Congressman Jerry McNerney visited recently. The Congressman pledged his full support for Contra Costa County's Head Start Program, however his support alone was not enough to push through the *Build It Back Better* bill that would have given Head Start professionals a boost in salary among many other improvements for early child care.

The proposal builds on existing state and federal preschool programs by providing funding to cover the federal share of the cost of a voluntary,

free universal pre-K (UPK) program for all children, regardless of income or other eligibility requirements, in a variety of settings. The proposal also seeks to resolve low-paying salaries that have made retention and recruitment of teachers difficult.

McNerney believes lawmakers will resurrect childcare provisions in another bill sometime in the future. During his visit, Head Start teacher **Martha Alvarez** took the opportunity to explain just how hard it is to survive on her current salary. **CLICK** on the play button to hear her conversation with Congressman McNerney.



CLICK on the play button to listen to the conversation between Head Start Teacher, **Martha Alvarez** and Congressman Jerry McNerney.

We Love Our Teachers

By Amy Wells, Interim Division Manager, CSB

CSB celebrated Teacher Appreciation Week May 2nd through 6th. We truly could not operate our amazing infant, toddler, and preschool programs without our incredible teachers. To celebrate our staff members, each site held special events that included lunches, special treats, certificates, and more!

Thank you CSB teachers for your continued work. Your unwavering support of families and of each other is truly commendable. Thank you for your extraordinary dedication to enriching the lives of children every day. Thank you for supporting and fostering children's learning through thoughtful lesson planning, fun activities, and your kind smiles. Thank you for being you!



Crescent Park Staff, (L-R): Xiomara Berviz, Emaly Karnsouvong, Thoot Saephan

Bayo Vista Staff, (L-R): Rogeliza Aterrado, Alexandra Castaner, Darling Rivera (Comp Services), Adriana Diaz, Anjana Pathak, LaTonya Saucer (Site Supervisor)



"Those who teach change the world over and over again."

"A teacher takes a hand and touches a heart."



Los Arboles Staff , (L-R): Maribel Manuel, Miriam Ramirez, Lilibeth Balanag, Manjeet Kaur, Yesica Villa

Dual Language Learner Graduates

By Isabel Renggenathen, CSB Assistant Director

On Head Start and Early Head Start Professional Development Day on April 27th, **Dr. Aaron Alarcón**, CSB Executive Director, presented certificates of commendation to eleven teachers and site supervisors. The group graduated from the Dual Language Learner (DLL) Institute, and were among twenty-seven county participants.

The DLL Institute is a professional development series offered in both English and Spanish. First 5 Contra Costa County sponsors the DLL Institute in collaboration with the San Mateo County Office of Education. The yearlong institute took place from February 2021 to December 2021. We are very proud of the institute's commitment to supporting CSB's mission to offer higher education for Dual Language Learners and their families.



(L to R) **Veronica Monroy**, **Ruth Hunter**, **Maria Rios**, **Lorena Molina**, **Freda Augustine**, **Eleanor Miramontes** and **Alexis Rogers** with **Dr. Aaron Alarcón** up front. Not pictured: **Maria Cortez**, **Ulda Ibarra**, **Leticia Rodas** and **Lorena Perea**.

Contra Costa Congratulates Our 2022 Executive Development Program (EDP) Graduates

By Tracey W. Lee, Staff Development Division Manager

Christina Navarro, Division Manager, and **Patience Ofodu**, Business Services & Economic Development Manager, successfully completed this year's Executive Development Program and graduated with flying colors. On May 20, 2022, UC Berkeley hosted a wonderful ceremony acknowledging the graduates' accomplishments.

To appreciate the significance of this achievement, here is an overview of the Bay Area Social Services Consortium (BASSC) Executive Development Program (EDP):

BASSC is an agency-university partnership that organizes the **Executive Development Program** (EDP) to provide leadership development for managers from Bay Area human services agencies.

Each year, county directors and their executive teams select management staff to:

- Participate in 15 days of in-person or virtual learning to provide broad knowledge of practices and principles in human services, management, and leadership
- Explore promising practices and observe administrative operations within counties to exchange information collaboratively and develop new knowledge/skills
- Create a presentation as well as a memo or case study on major takeaways relevant to the organization and professional development
- Develop a personal leadership plan to apply knowledge and skills into ongoing professional Development



Christina Navarro and Patience Ofodu

Upon graduation, BASSC participants have an increased breadth of knowledge and experience in social services management, a wider network of peers in the Bay Area, and preparation to take on leadership roles within their organization.

For 2021/2022, EHSD selected Christina and Patience to participate. Thank you, Christina and Patience, for your hard work and for representing Contra Costa County at BASSC.

Congrats!

Movin' On Up CFS Program Produces Master of Social Work Graduates

By Krystle Stringer, Social Work Supervisor II, CFS Intern Program

Congratulations to the 2022 graduates of the EHSD Children and Family Services (CFS) Title IV-E Internship program.

Graduating with their Master's Degree in Social Work (MSW) from San Jose State University (SJSU) are **Paola Soto** and **Lisa Xiong**, and from California State University Long Beach (CSULB), **Marichel Garcia**.

For more than three years, these EHSD staff members took online classes after work and/or on weekends, and completed two years of internships in the CFS Bureau while they continued their regular work assignments part-time. The CFS Internship program not only provides the opportunity for staff to study for an advanced

degree in social work but, after completion, it also helps them meet the requirements for promotion to Supervisor.

The CFS Internship program began in 2004 as an effort to support the professional development of CFS Social Workers in partnership with California State University, East Bay (CSUEB). After CSUEB discontinued its program, a new partnership began in 2019 with SJSU's on-line, part-time MSW program and CSULB's Distance Education part-time program. In 2021, California State University, Sacramento joined. In cooperation with the University Title IV-E program, approved candidates receive financial support for tuition and fees, as well as some school-related expenses.



CFS Graduating Interns: L-R: Marichel Garcia, Paola Soto, and Lisa Xiong

The CFS Internship opportunity is currently open to all permanent, full-time EHSD employees. You must meet certain criteria and be willing to work for at least two years post-MSW as a CFS Social Worker, Analyst, or Supervisor. Information sessions are held in the fall of each calendar year. All candidates must apply and be accepted into one of the EHSD approved MSW programs. **For more information, see the CFS Social Worker Internship Program for Existing EHSD Employees Policy.**

Elder and Dependent Adult Abuse Awareness Month 2022

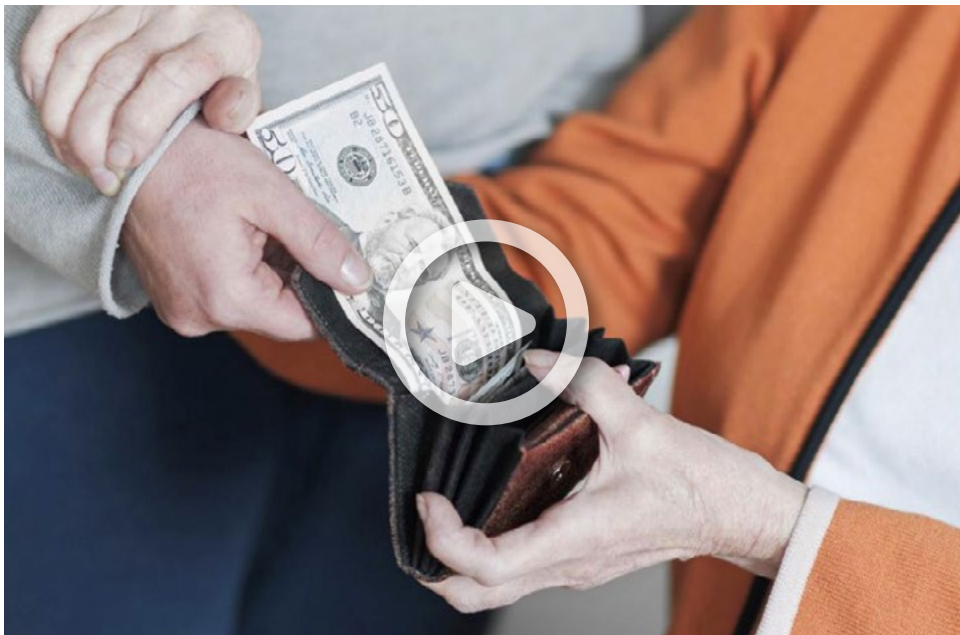
By Frank Latcham, Social Worker & AAS Senior Staff Assistant

California recognizes the entire month of June as Elder and Dependent Adult Abuse Awareness Month.

As of January 2022, Assembly Bill 135 lowered the age of an elder to 60 and over for reporting purposes. A dependent adult is someone aged 18 to 59 who, due to certain mental or physical disabilities, is unable to perform normal activities and/or protect himself or herself. Abuse can be physical, financial, emotional, or psychological; neglect by caregiver or self-neglect, and abandonment or isolation from friends or care. Adult Protective Services (APS) assesses and investigates reports. In 2021, Contra Costa County APS received 4,492 reports for elder and dependent adult abuse.

- Financial abuse (23%)
- Neglect (11%)
- Psychological abuse (11%)
- Physical abuse (7%).

Almost half (46%) were for self-neglect, that is, refusal or failure to provide for one's basic needs. APS is considered similar to Child Protective Services. However, one major difference is that APS clients are adults and, unless a court determines they lack the capacity to make decisions, they have the right to refuse service.



If you are concerned about someone, even if (or especially if!) you not are sure that there is abuse happening, call the APS hotline to consult with a Social Worker. The reporting party's name is always kept confidential. The hotline number is (925) 602-4179 or (877) 839-4347 toll free.

CLICK on the play button to see two public service announcements that are part of a Contra Costa campaign to promote awareness about elder and dependent adult abuse. The National Council on Aging produced the PSAs with funding from a federal grant through the California Office of Emergency Services (Cal OES), and in coordination with EHSD's Aging & Adult Services.

Elder Abuse Prevention Month **UPCOMING**

EVENTS

**Check Out Our
Upcoming
Events Every
Thursday in June**

June FROM LONELINESS TO RESILIENCE

02

See Eventbrite ([LINK](#)) for live info & registration
See Eventbrite ([LINK](#)) for virtual info & registration

June FAMILY JUSTICE INSTITUTE TRAINING

09

Elder Abuse and Elder Abuse Restraining Orders
Emily Milstein, Senior Legal Services
See Eventbrite ([LINK](#)) for info & registration

June ELDER ABUSE AWARENESS RESOURCE FAIR

16

More info and registration to come
Live event

June FINANCIAL ELDER ABUSE WEBINAR

23

More info and registration to come
Zoom event; 4:00pm
Meals on Wheels Diablo Region

KNOW ABUSE | REPORT ABUSE
ELDER AND DEPENDENT ADULT ABUSE AWARENESS



Contra Costa Elder
Abuse Prevention Project

EHSD Ethnic & Historic Decorating Event

Contributed by the EHSD Equity & Inclusion Core Team

As the Ethnic & Historic Decorating Event comes to an end, we hope that everyone had an opportunity to participate, share their culture and learn about their colleagues' cultures as well. The Equity & Inclusion Team wants to hear suggestions of other events you might be interested in. Send suggestions and ideas to EquityandInclusion@ehsd.cccounty.us.

Reminder to submit pictures of your decorated cubicle or office to EquityandInclusion@ehsd.cccounty.us for publishing in *Headlines* and on the

Equity & Inclusion intranet page, which is currently under construction.

All pictures submitted will be entered in a drawing for a chance to win a prize. We will announce winners in *Headlines* in the July/August Summer issue. Here are a few photos that staff members submitted.

Remember to send in a favorite ethnic recipe to be included in a future EHSD cookbook.



New COVID Test to Treat Sites Open in Contra Costa County

Contra Costa residents can now go to several new test-to-treat sites around the county to get life-saving prescription medication if they test positive for COVID.

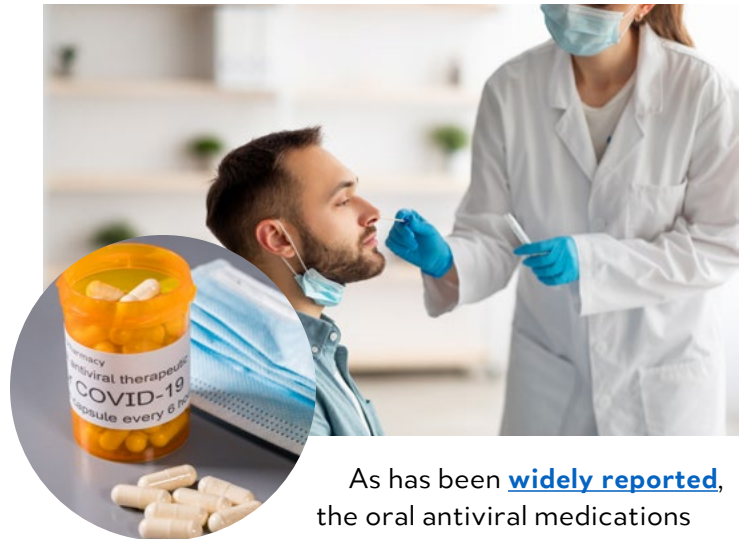
Three new test-to-treat locations are open in Antioch, Brentwood, and Pleasant Hill at state sites that OptumServe operates and previously used only for COVID testing. A state testing site that is offering test-to-treat services is also open in San Pablo.

Patients who go to the sites will take a rapid antigen test and, if positive and symptomatic, they will be connected to a doctor through video. If the doctor deems it medically appropriate, they will prescribe oral antiviral pills (Paxlovid or Molnupiravir).

“These additional test-to-treat locations, most of which are in areas hardest hit by the pandemic, will provide a big boost to our efforts to eliminate preventable deaths from COVID in Contra Costa County,” said Anna Roth, Contra Costa County health director. “These new sites will greatly improve access to COVID treatments, especially in less healthy areas of the county.”

In March, President Biden [announced a plan](#) to roll out test-to-treat sites across the nation. Up until this past week, there have been only three such sites in Contra Costa County – all located at CVS pharmacies (two in Walnut Creek and one in San Ramon).

The Food & Drug Administration (FDA) approved the oral antiviral medications for emergency use in December. Clinical trials found that Paxlovid reduced a patient’s risk of hospitalization and death by nearly 90 percent. The medications, which require a prescription from a doctor, are free and available to anyone age 12 or older regardless of vaccination status. To be effective, infected patients must start taking them within five days of when their symptoms began.



As has been [widely reported](#), the oral antiviral medications have been under-utilized since being authorized by the FDA. One reason for that is supplies of the drugs were initially scarce and healthcare providers were unsure whether it was appropriate to prescribe them. But scarcity is no longer an issue, said Dr. Sofe’ Mekuria, deputy health officer for Contra Costa County.

“Supplies of these drugs are plentiful right now,” Dr. Mekuria said. “That’s why [we have been encouraging doctors to more liberally prescribe these medications](#), which are incredibly effective tools in our fight against severe disease from COVID.”

As part of Contra Costa Health’s [Path to Zero initiative](#), Contra Costa Health Plan recently opened its advice nurse line (877-661-6230) to any county resident who tests positive for COVID, regardless of insurance, to improve local access to treatment. Advice nurses screen callers and schedule free telehealth appointments with a provider who can prescribe medication.

For more information about oral antivirals and other treatments, visit CCHS’ [COVID-19 Treatments page](#). Exact locations for state test-to-treat sites can be found on the CCHS [Get Tested page](#).

EHSD SHOWS UP FOR COUNTY **BLOCK PARTY**

After a two-year hiatus due to the pandemic, the Contra Costa County Block Party made a comeback! The County, in partnership with the City of Antioch, hosted the festive event at the Antioch Water Park on Thursday, May 5th. Several County departments collaborated to offer a wide range of on-the-spot services at a single location. Plus, everyone enjoyed live music and a scavenger hunt drawing for prizes. Most importantly, the Block Party in East County offered opportunities for residents to learn more about many programs and services that are available to them.

EHSD staff members showed up with enthusiasm, connecting in a big way with Contra Costa community members by providing our department's services and program information. Many thanks to:

Alice Ferrell & Debbie Tyler from HICAP (AAS)

Susan Padan & Sandra Zepeda-Lopez from 4 Our Families (WFS – CalFresh, CalWORKs, Medi-Cal, etc.)

Catherine Lucero & Mauricio Perez – Head Start, HEAP, & Oral Health info (CSB)

Ann Bennett-Nutt, Anna Jaurequi, & Michelle Farmer – Resource Family Approval/Foster Care (CFS)

Patricia Connelly & Veronica Ramos – Employment & Training (WDB).

Deb Johnson, Alan Wang, & Tish Gallegos – EHSD Community Relations/Media

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ABOVE: Contra Costa County departments, the City of Antioch and several community organizations helped create a atmosphere. The plan is to hold another County Block Party in 2023.

BELOW: EHSD Navigators enjoyed meeting up with Family Justice Center staff, and exchanging information with several community partners at the event.



EHSD SHOWS UP FOR COUNTY **BLOCK PARTY**

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Other services, info and activities residents encountered at the County Block Party included:

- Cat and kitten adoptions
- CalFresh, Medi-Cal, and CalWorks
- Childcare and preschool options
- COVID-19 Vaccines
- Library card signups
- Weatherization information
- Mental Health Information
- Voter Registration
- Clean Slate Program information
- Contra Costa County Health Plan enrollment
- Contra Costa County Fire Protection District
- Veterans Service Office
- Contra Costa Television (CCTV)

Our 4 Our Families/SSRRT Team answered questions about benefits for individuals and families...and we distributed eight boxes of mask/sanitary supply kits.

– Susan Padan, WFS Navigator



CSB's Mauricio Perez and Catherine Lucero had information about dental health, Head Start, HEAP, teacher recruitment, and other fun giveaways.



CCTV captures all the Block Party action.

We enjoyed the live band music, handed out all the mask/supply kits, and gave out school backpacks. We answered questions regarding CalWORKs, CalFresh, Medi-Cal, and Welfare-to-Work employment services.

– Sandra Zepeda-Lopez, WFS Navigator

East County Outreach Events

With the warming weather and more in-person events, it is a busy season for resource fairs and community gatherings. Our EHSD staff members are participating in as many as possible to connect with Contra Costa residents in all parts of the county.

On May 14th, Grace Closet Community Resource & Health Fair in Antioch is where Navigators, **Susan Padan** and **Bhupinder Singh** were representing EHSD with support from IT's **Erika Diaz**. Grace Bible Fellowship Church hosted the event where Bhupinder and Susan fielded questions about rental assistance, affordable housing and disability resources. They also gave out books to families, and joined many other community organizations who provided services and information.

4 Our Families Navigators Bhupinder Singh & Sandra Padan in Antioch



Staci May, Sandra Zepeda-Lopez, & Maria Muñoz in Brentwood

On Thursday, May 26th, 4 Our Families Navigators **Sandra Zepeda-Lopez** and **Maria R. Muñoz**, along with IT's **Staci May**, connected with East County seniors and family members at the Senior Health & Resource Carnival Fair in Brentwood. They offered information about EHSD services, answered questions regarding CalWORKs, CalFresh, Medical, and 4Ourfamilies/SSRRT service. They report that the carnival-style event had a great turnout and was lots of fun. More than 50 agencies and vendors offered services, including Adult Protective services, Health Services, and many more. Community members enjoyed games, snacks; popcorn, hot dogs, candy, free haircuts, and many more activities.

Personal Protection Kits for the Community

By Nhang Luong, Program Coordinator, Information & Assistance



Pittsburg Senior Center's staff and volunteer, Ingrid Monjarrez and Lela Harvey, ready to hand out Personal Protection Kits to older adults in Pittsburg.

Aging and Adult Services' Information & Assistance staff handed out more than 200 Personal Protection Kits to older adults at the Pittsburg Senior Center's Health and Resource Fair on Saturday, May 14th. The Area Agency on Aging's I&A program provides the kits that are made possible by a CARES Act grant.

I&A purchased about 2,300 kits and plan to distribute about 1,000 kits in May and June at community events throughout the county. I&A also received help from EHSD's 4 Our Families Navigators/Social Service Rapid Response Team, which distributed more than 200 kits at the Contra Costa County Block Party on May 5th in Antioch.

The kits contain a 5-day supply of sanitary vinyl gloves, masks, alcohol surface pads, hand sanitizer, and a disposable thermometer to help protect against COVID-19 and other viruses.

The Library Offers Discover & Go Free Clipper Cards for Summer

Contra Costa County Library is once again offering free Clipper cards for use with [Discover & Go](#) reservations from June through October, while supplies last. The offer is good for select Discover & Go attractions. County residents who are 18 or older can submit a request for Clipper cards by clicking on the banner ad on their Discover & Go pass starting on June 1.

To sign-up for Clipper cards, view your June – October reservation on your Discover & Go account:

1. Click the “Print/Download” button
2. Click on the “Free transit passes” banner on your Discover & Go pass to request your Clipper cards. The banner will look like this:



3. Cardholders will receive their Clipper Cards by mail, about five business days prior to their museum visit. The offer is limited to one request per household (for up to two \$20 Clipper cards) and is available while

supplies last. This promotion is a partnership between 511 Contra Costa and the Library to encourage the use of public transportation to visit cultural destinations.

“Discover & Go is a great way to experience cultural learning all over the Bay Area and have fun,” said County Librarian Alison McKee. “This partnership with 511 Contra Costa is making getting there a bit easier.”

Since its inception in 2011, Discover & Go has met Contra Costa County Library’s goal of providing access to culture inside and outside the library by partnering with more than 80 California cultural destinations, and making over 1,000,000 visits possible for library cardholders.

511 Contra Costa is a comprehensive Transportation Demand Management (TDM) program that promotes transportation alternatives to the single occupant vehicle and encourages “green commutes”. For more information, visit 511contracosta.org.

**These are valid destinations for the Clipper card promotion.
Try planning your trip with 511-Contra Costa’s [Trip Planner](#) .**

Ardenwood Historic Farm
Asian Art Museum
Bay Area Discovery Museum
Beat Museum
Bedford Gallery
California Academy Of Sciences
Cartoon Art Museum
Children’s Creativity Museum
Contemporary Jewish Museum
de Young Museum
Legion of Honor

Lindsay Wildlife Experience
Pacific Pinball Museum
Peralta Hacienda Museum
Richmond Museum Of History
Ruth Bancroft Garden
San Francisco Museum Of Modern Art
San Jose Museum Of Quilts And Textiles
Shadelands Ranch (Walnut Creek Historical Society)
UC Berkeley Art Museum & Pacific Film Archive
UC Berkeley Botanical Gardens
Vallejo Naval and Historical Museum

For more information about the program, visit www.ccclib.org.

Enhancing Your Wellbeing

Contributed by Personnel Services

Are you happy with the state of your physical and emotional health? No matter where you are on the “wellbeing” spectrum, you can find ways to improve your day-to-day life. Need some ideas?

- Live in the moment. You’ve heard this advice before, but it’s quite valid. When you slow down and pay attention to your thoughts and sensations—while letting worries about yesterday or tomorrow float away—you’ll enjoy life more.
- Build on your strengths. Remind yourself about your skills and character strengths, and focus these powers on things you want to improve like health or friendships.
- Invest in your health. When you see the need to make some changes in diet or exercise, set small initial goals to get started. Identify something that’s a 2% change like walking 10 minutes a day or substituting fruit for sugared desserts.
- Be grateful and celebrate. Identify things you’re thankful for each day and allow yourself to enjoy your accomplishments.

Additional sources: Harvard Health Publishing, National Alliance on Mental Illness, Centers for Disease Control and Prevention, American Cancer Society, American Lung Association, VeryWellMind.com, NationalToday.com.

Browse more articles at www.magellanascent.com.

Magellan Ascend



UPCOMING WEBINAR: When the Pot Boils – Help People Get Cool – June 8

- Describing different ways people interact and how people think.
- Practicing strategies to deal with difficult people and heated situations.
- Recognizing ways to cool yourself down.

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.magellanascent.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.](#)

An Inside Look at Public Works

By Kelly Kalfsbeek, Community & Media Relations Coordinator, PIO for Public Works

As part of National Public Works Week, the Contra Costa County Public Works Department (CCCPWD) launched the first show in its new series “Inside Public Works.” The premiere episode aired on Tuesday, May 17th on Contra Costa Television (CCTV) and replayed through the rest of the month.

“Inside Public Works” offers viewers an opportunity to learn about what their County Public Works Department does to serve our communities across Contra Costa. The show provides the latest information about PW programs and services, as well as a few current projects.

“We are excited to share the information included in our new series “Inside Public Works” to highlight what our department does to improve the quality of life for our customers and residents of the County we serve. We hope this continuing series will provide some insight into our work, educate the public, give them some tools to improve life in Contra Costa, and encourage them to join our team to serve our residents,” said Brian Balbas, Contra Costa County Public Works Director.

CCTV broadcasts on the following channels: Comcast Cable 27, ATT/U-Verse 99, Astound 32 & 1027, and can also be viewed at: <https://www.contracosta.ca.gov/142/Contra-Costa-Television-CCTV>. For additional show times throughout the months of May and June 2022. You can view the schedule for CCTV at the Contra Costa TV Program Guide.

Did you know?

CCCPWD maintains more than 660 miles of roads, 150 miles of streams, channels, and other drainage, and over 150 County buildings throughout Contra Costa County. CCCPWD provides services such as Parks and Recreation, Sandbag Distribution and Flood Control throughout unincorporated areas of Contra Costa County, as well as operates two airports – Buchanan Field Airport in Concord, and Byron Airport in Byron. www.cccpublicworks.org



CLICK on the photo to see the first episode of “Inside Public Works” with producer and host Kelly Kalfsbeek. You may recognize Kelly from when she worked for EHSD in the CommunityConnect program before she became the Community & Media Relations Coordinator at Public Works.

Create a Snack Pack!



Food insecurity is real, especially for our County's unhoused population. Sometimes having a snack can help someone in crisis focus on the task ahead.

You can help by creating a snack pack with small, ready-to-eat items to help alleviate immediate hunger for homeless clients seeking assistance.

Fill a gallon Ziploc bag with any of the following new, unopened food items:

- Bottled water
- Juice
- Canned tuna/meat
- Granola/protein bar
- Single serving fruit/vegetables
- Single serving peanut butter
- Cup O' Noodles
- Trail mix/Nuts
- Jerky
- Crackers/Chips
- Cookies
- Pudding
- Gum/mints
- Spoon

Do not include perishable or non-food items. We also provide hygiene kits (socks, soap, toothpaste, etc.) to unhoused clients.

You can schedule to drop off snack pack donations or get more information about hygiene kits by calling Volunteer & Emergency Services Team in Action (VESTIA) at (925) 655-1208.



The Tale of Two EHSD CW Field Superheroes

By Cassandra O'Neal, WFS Eligibility Work Supervisor

A call of distress came through our Unit Hot Line, received from a former Contra Costa County CalWORKs customer whom was located in Arizona, and desperately needing to return to California. She stated she received notification from Sonoma County Housing Authority that her Section 8 Housing Assistance Application was approved. However, she now had just 24 hours to provide vital documents to the Housing Authority in order to get the assistance, or it would be lost, probably forever. Without hesitation, **Shamia Bell** sprang into action.

Despite its complexity, Shamia braved the deep, dark, depths of Compass Pilot archives and located the invaluable vital documents. Shamia placed them in perfect position for the other half of this Dynamic Duo, **Charhonda Bean**, to retrieve. With lightning speed, Charhonda traveled the documents just short of 100 miles (via fax), delivering them on time to their destination. Crisis averted. The customer sang praises and expressed sincere gratitude to the dynamic duo for the steps they took to ensure her family's housing need was met. She also wanted as many people as possible to hear her song.

In light of the housing crisis in Northern California and beyond, and with the assistance of this truly dynamic duo who forged an alliance across two separate CW Field Units, another family will receive desperately needed housing assistance. Charhonda and Shamia are very caring individuals who strive to provide the best possible assistance to all families in need, regardless of program participation status. Their combined actions are a true representation of teamwork and customer service excellence, EHSD CW Field Superheroes.

We thank you, in addition to all the unsung CW Field Superheroes, for your dedication, heart, and hard work! You are amazing and appreciated!



Shamia Bell and Charhonda Bean

We Care...You Care

Nelly Ige

CSB Administrative Services Assistant III

Nominated by Rose Castaneda

Nelly Ige exemplifies many of EHSD's core values and for this reason, she is nominated for We Care...You Care recognition. Promoting Organizational Excellence, Nelly shows genuine concern for all team members of CSB. She creates a supportive environment for mental, physical and emotional health of staff and clients. Whenever possible, she creates a sense of belonging and encourages participation in wellness activities.

Nelly encourages elevated employee engagement in an inclusive environment, which in turn helps to nurture employees and stimulates positive and energized productivity. I am really impressed with the outcome of her efforts on her team and value her positive impact and influence on others.

She Openly Communicates by regularly checking in and asks how others (including myself) are doing with sincere concern and waits to allow time for others to respond while actively listening.

Nelly Practices Ethical Behavior by taking ownership of EHSD's Core Values and building a supportive environment that strengthens morale by showing through her actions that she cares.

Since I joined EHSD-CSB a little over a year ago, Nelly has made several welcomed efforts to include me in wellness activities, which she encourages participation and promotes a sense of belonging. She discussed possible upcoming activities and even suggested activities she knew that I had an interest in (i.e., I enjoy walking).

Although I am not in her unit, she has shown genuine concern for our unit and wanting to see all of our team succeed regardless of assignments. I am very grateful that she creates an open and welcome environment for all.



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

Customer Service Champion

This individual is being recognized for going the extra mile by delivering excellent service to our customers. He went above and beyond in his willingness to help and demonstrate EHSD's emphasis on providing exemplary customer service. Congratulations on a job well done!



Antonio Malacas

By Annie Barrett, IHSS Division Manager, AAS

If emails had a smile, I know that one would be on every email that **Antonio Malacas** sends.

Although many do not know Antonio in person, he has helped numerous Eligibility and Social Work staff members by quickly and efficiently providing IHSS Provider hours over email for the last decade. I remember the joy I would feel when his name would pop up on a response email, and I knew I could expedite my customer's benefits because of him. Antonio has always been so kind and gracious in providing this information and I could feel his genuine

desire to help our mutual customers.

I have had the good fortune of working with Antonio in the IHSS department for the last year and a half. Antonio allowed me to shadow him and learn about the IHSS payroll department. He was kind and patient with my questions and held a plethora of knowledge. I am sure his 20-plus years of working for McDonald's gave him great tools and experience in exemplary customer service, which shows when he comes into the office every day.

Antonio has been with the IHSS payroll department for ten years. He is a great team player open to changes and challenges, and provides wonderful feedback and ideas. His strategic mind probably comes from being an avid LEGO collector.

When he is not servicing our Department or on the hunt for the next latest and greatest LEGO product, he enjoys being outside with nature. Antonio is a gardener ensuring that the hummingbirds have plentiful food to eat.

He is kind, thoughtful, considerate, a team player and always willing to give an extra hand to help. His work is thorough, accurate and efficient. I am so grateful to have Antonio on the IHSS team. He is truly an asset and we at EHSD are lucky to have him. Thank you Antonio for your hard work and contribution to servicing our community!



SERVICE AWARDS | NEW EMPLOYEES | RETIREES

SERVICE AWARDS

35 YEARS

Stephanie Potts, Children's Svcs Clerk Spec, CFS

25 YEARS

Nora M. Rodriguez, Soc Svc Program Assistant, AAS

20 YEARS

Rosalinda Hernandez, Clerk-Specialist Level, WFS

15 YEARS

Brooke Gillis, Eligibility Worker III, WFS
Shelly Maguire, Eligibility Worker III, WFS
Ivory Olden, Social Worker, AAS
Kim Padilla, Clerk-Senior Level, CFS
Robin Turner, Clerk-Senior Level, CFS

10 YEARS

Amelia Martinez, Comprehensive Svcs Manager-Project,

NEW EMPLOYEES

DeAndre Allen, Social Casework Assistant, WFS
Jacqueline Ashley, Teacher Assistant Trainee, CSB
Celeste Campos, Teacher Assistant Trainee, CSB
Josephine Chew, Soc Svc Info Sys Analyst, Admin
Mona Corchado-Galicia, Teacher Assistant Trainee, CSB
Ashley Momoh, Teacher Assistant Trainee, CSB
Mark Reardon, Info Sys Tech II, Admin, Admin
Martha Rivas, Teacher Assistant Trainee, CSB
Veeda Jafari, Accountant III, CSB
Maira Jauregui, Soc Svc Program Assistant, WFS
Nickolas Smith, Info Sys Tech II, Admin
Alyssa Williams, Teacher Assistant Trainee, CSB
Marion Worji, Social Casework Assistant, CFS
Keshab Adhikari, Eligibility Worker I, WFS
Briana Alvarez, Eligibility Worker I, WFS
Tiffany Bechard, Eligibility Worker I, WFS
Angelykha Beritzhoff, Eligibility Worker I, WFS
Bernice Cooper, Eligibility Worker I, WFS
Ivory Ellerby, Eligibility Worker I, WFS

Jasmine Emerson, Eligibility Worker I, WFS
Bi Yu Fang, Eligibility Worker I, WFS
Fadua Farjat-Diaz, Eligibility Worker I, WFS
German Faria Lopez, Eligibility Worker I, WFS
Arreana Goodlow, Eligibility Worker I, WFS
Anna Gresko, Eligibility Worker I, WFS
Paige Hara, Eligibility Worker I, WFS
Jasmine Hood, Eligibility Worker I, WFS
Cynthia Hurtado, Eligibility Worker I, WFS
Albert Juson, Eligibility Worker I, WFS
Tamar Mitchell, Eligibility Worker I, WFS
Matthew Nelson, Eligibility Worker I, WFS
Jurnee Prosser, Eligibility Worker I, WFS
Toni Runsewe, Eligibility Worker I, WFS
Bruno Shepard, Eligibility Worker I, WFS
Elisa L. Spooner, Eligibility Worker I, WFS
Nicholas Williams, Eligibility Worker I, WFS
Bro'onna Wills, Eligibility Worker I, WFS
Casey Witt, Eligibility Worker I, WFS

RETIREES

Karen Schlesinger, Social Worker, AAS

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

June 2022

- ELDER & DEPENDENT ADULT ABUSE AWARENESS MONTH
- JUNE – LGBTQ+ PRIDE 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

Raffle Basket Challenge
STARS Announcement
Coming Soon!

July 2022

- JULY 4 – Independence Day (holiday)
- JULY 6 – Raffle Basket Challenge - entry forms due
- JULY 19 – Raffle Basket Challenge begins
- JULY 22 – National Hot Dog Day
- JULY 24 – Parents’ 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

- June 2 or 16 • 4 to 6 p.m.
- July 7 or 21 • 4 to 6 p.m.
- August 4 or 18 • 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 25



Headlines July-August Summer Issue
The next issue of *Headlines* will publish in early August. Contact us at our *EHSD Headlines* email, headlines@ehsd.cccounty.us, by **July 19th** if you have an upcoming event, article, or idea you would like to submit.

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



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