

# Headlines

**Youth Partner  
Delilah Borg Draws  
from Experience to  
Guide Foster Youth**

**CFS' Krystle Stringer  
Named Field  
Instructor  
of the Year**

**Marina West  
Celebrates in Style**

**Customer Service  
Champion Angela  
Shakesnider of  
Workforce Services**



## San Jose State Names Krystle Stringer Field Instructor of the Year

By Donna Thoreson, CFS Social Work Supervisor II

The School of Social Work at San Jose State University (SJSU) has named **Krystle Stringer** Field Instructor of the Year 2022. Krystle is an EHSD Social Work Supervisor for the Master of Social Work (MSW) program which offers free tuition to current and future employees of EHSD. The university's faculty and students at SJSU made the selection – an honor that speaks to Krystle's hard work and dedication to making our revamped intern program one of which we can all be very proud.

Each year the students and faculty nominate a Field Instructor who demonstrates high ethical standards, compassion for children, families and communities that Social Workers serve. The recipient represents the professional teacher and social worker who teaches these important values, as well as models them.



**Krystle Stringer** talks about the MSW program and its benefits with EHSD Director **Marla Stuart** during the EHSD Live! event in August.



Krystle is an MSW graduate from the University of Southern California. She worked for Los Angeles County Department of Children and Family Services prior to joining Contra Costa County as a Children & Family Services Social Worker. While at EHSD, she has gained experience in Emergency Response, Continuing Services, training and teaching, and promoted to Supervisor in 2019.

Krystle's passion for social work and social work education provides opportunities for current and future staff to achieve their professional development goals and dreams.



## CFS Welcomes New Social Workers

CFS NWTU Graduates, (L-R): Veronica Lemieux, LaKeisha Spears, Ray Acosta, Kalimat “Nani” Maake, Imani Savage, Kis’sarria Johnson; (seated): Monee Bailey

By Pat Ensley and Ariana Martinez, CFS Staff Development Specialists

They say laughter is the best medicine, and the recent Children and Family Services (CFS) New Worker Training Unit (NWTU) cohort decided to put that saying to the test. This group bonded quickly and filled the classroom with joy and laughter from start to finish. They demonstrated what forming a strong support network amongst your colleagues looks like by listening, caring, and offering encouragement to each other during their time together.

On September 20th, this resourceful group of seven Child Welfare Social Workers successfully completed their training and graduated into full time work in the district offices. CFS Deputy Director **Roslyn Gentry**, along with some of their supervisors and division managers, welcomed and awarded graduation certificates to each new worker during a hybrid graduation ceremony.

Please join us in extending a warm welcome to our Fall 2022 Child Welfare Social Worker Graduates.

### West County

- Kis’sarria Johnson – Continuing Services
- Monee Bailey – Court

### Central County

- Veronica Lemieux – Continuing Services
- Imani Savage – Emergency Response
- LaKeisha Spears – Emergency Response

### East County

- Ray Acosta – Continuing Services
- Kalimat “Nani” Maake – Emergency Response

# Marina West Happenings

By Claudia Lam, Workforce Services Specialist

## CCWORKS Summer Youth Employment Program

Over the summer, 1305 Macdonald in Richmond was one of three district offices to host youth employees as part of the CCWORKS Summer Youth Employment Program (SYEP) pilot.



Jeremiah Marcellus and Anjalic Pree

Our wonderful youth, Anjalic Pree, 11th grader at Hercules High School, and Jeremiah Marcellus, 11th grader at Richmond High School, gained valuable work experience by participating in professional development activities, administrative and clerical duties, and community outreach. A Dream Resume activity helped the youth envision their professional futures and plan a roadmap to achieve their goals. Other highlights included co-hosting an Ice Cream Social event with the Activities and Recognition Team (ART) and participating in community outreach at the Richmond Block Party.

Coordinating the Summer Youth Employment Program at 1305 Macdonald was a team effort with **Kassandra Knox**, Social Services Employment Counselor leading the way. A special thank you to **Christina Navarro, Danielle Moye, Shana Griffin, Sriamporn Khansuwong, Jessica Monroy, and Tanya Perez** for dedicating time to make sure Anjalic and Jeremiah had a worthwhile learning experience over the summer.

## Beating the Heat with Ice Cream and Celebrating Hispanic Heritage Month

Building off the momentum of the successful Koffee Klatch in May, the Marina West Activities and Recognition Team (ART) hosted an Ice Cream Social in August and a Hispanic Heritage Month Celebration in September. The Ice Cream Social co-hosted by the summer youth employees was a perfect way to beat the heat. The outdoor event featured an ice cream truck photo booth and “Sundae Party” raffle prize.



- 1 Maria Medina, Antoinette Dupree
- 2 Carmen Flores, Alma Contreras, Erika Garcia, Darien Ordenez- Smith
- 3 Ashley Dixon, Mary Jones
- 4 Ericka Germany, Shanta Clement, Arlette Demer

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## Marina West Happenings

Continued from previous page

### Celebrating Hispanic Heritage Month

The Richmond district office also celebrated Hispanic Heritage Month with the Activities and Recognition Team hosting a Nacho Bar that included a variety of toppings. In addition to the good eats, staff played a traditional Mexican card game called Lotería which is similar to Bingo.



- 1 Nachos
- 2 Carlos Palacio, Kennita Williams
- 3 Rubi Dimas
- 4 Tanya Perez

## Free Flu Shot Clinics Available for All County Employees

Contributed by Personnel Services

In partnership with the Joint Labor Management Benefit Committee and Health Net, Contra Costa County is offering FREE Flu Shot Clinics to ALL County employees. The free flu shots will be offered on October 5th, 6th and 13th during the mid-day lunch hours from 11:30 am–1:30 pm in four different locations throughout the County.

**IMPORTANT:** Choosing to participate will be on your own personal time. Coordinate with your Supervisor before pre-registering for a time slot.

To pre-register for these flu shots, you must provide your name, date of birth, and (optional) phone number. In order to receive a confirmation and email reminder, you must include your e-mail address during registration. You may sign up with a phone number, but reminders cannot be sent via text. Please see dates, locations, and registration link below.

**\*\*\*\*Free Flu Shot Clinics\*\*\*\* (Employees Only) | Contra Costa County, CA Official Website**  
**(<https://www.contracosta.ca.gov/8721/Free-Flu-Shot-Clinics-Employees-Only>)**



## EHSD Live! Wraps Up It's Third Show



EHSD Live! team runs through some last-minute details before the live-stream on September 29th.

The EHSD Live! team produced its third all-staff Zoom webinar on Thursday, September 29th, from the Contra Costa Television (CCTV) studio. We opened with an Equity Moment recognizing the many contributions of those with Hispanic heritage, and learned a lot about EHSD's nonprofit Volunteer Emergency Services Team in Action (VESTIA). EHSD Director **Marla Stuart** gave shout outs to our IT and Fiscal Teams, as well as provided a few departmental updates and answered your questions during the monthly Q&A segment.

Thanks to Marla, our presenters **Patience Ofodu, Cindy Smith**, and the entire production team that made EHSD Live! happen in September: **Tracy Murray, Tamina Alon, Paige Lewis-Villa, Todd Roberts, Mark Reardon, Bruce Milani, Michael Roark, Al Suarez, Deb Johnson, Alan Wang, Larena Baldazo, and Tish Gallegos**. Special thanks to our partners at CCTV: **Ilena Ferrer, Warren Kawamoto, and Chris Verdugo**.



**Cindy Smith, EHSD Volunteer Program Coordinator**, explains how VESTIA works with community partners to provide crucial goods and services for EHSD clients.

### TRIVIA CHALLENGE–September

In honor of National Hispanic Heritage Month, the EHSD Live! Trivia Challenge for September was to name a well-known and accomplished person of Hispanic heritage. Responses included: Lin-Manuel Miranda, César Chavez, Sonia Sotomayor, Rita Moreno, Roberto Clemente, Joan Baez, Sandra Cisneros, Lucila Godoy Alcayaga, Selena Quintanilla, Frida Kahlo, and Rigoberta Menchu.

Thank you to the following staff members who responded and will receive an EHSD Live! sticker: **Erik Brown, Elizabeth Chambers, Rodney Dixon, Celeste Dubay, Jackie Foust, Al Gibson, Krista Holguin, Lori Juarez, Krystina King, Jenny Lam, Jessica Laumann, Anthony Macias, Carlos Manuel, Jessica Monroy, Gay Montgomery, Tiffany Mullner, Christina Navarro, Ruth Rankin, Kelly Rule, Kaitlyn Thomas, Brandon Trieu, Breann Van Slooten, Patricia Veliz, Quinn Walker**. Each were entered into a drawing and the winner of the \$25 gas gift card is **Jessica Laumann**.

Be sure to watch the next EHSD Live! on Thursday, October 27th, for your chance to win the next Trivia Challenge!

You can watch a recording the September EHSD Live! show at this link: <https://bit.ly/EHSDLIVE3> and find the time-stamped [log of all content on the EHSD Intranet, Community Relations page](#).



## Combined Charities Campaign

OCTOBER 1-31, 2022

**DONATE ONLINE**  
<https://give.chcimpact.org/p/contracostacounty>

Support the nonprofits you care about with an online donation or monthly payroll contribution.

Historically, Contra Costa County employees have generously donated to charities during this annual campaign. **Help us reach our \$100,000 goal!**



Hold your phone camera over the QR code to visit the donation site.



Donate online (one-time or payroll contribution)

Monthly payroll deductions begin January 10, 2023

Donate to multiple charities if you like

No PC access? Fill out a form and submit to Deb Johnson ([djohnson@ehsd.cccounty.us](mailto:djohnson@ehsd.cccounty.us)), EHSD's campaign coordinator. All check donations must have a form attached.

Your donation enters you into a PRIZE drawing!

### QUESTIONS?

Christine Weinert  
Combined Charities Campaign Chair  
Contra Costa County Office of the Sheriff  
925-655-0080  
[cwein001@so.cccounty.us](mailto:cwein001@so.cccounty.us)

## Outreach Roundup

### Senior Health and Resource Fair

The Oakley Senior Center “Senior Health and Resource Fair” outdoor event finally took place after rescheduling due to the extreme heat. Navigators **Sandra Zepeda-Lopez, Maria R. Muñoz, Bhupinder Singh, Mary Ann Rensch** shared CalFresh, Medi-Cal and other benefits information with community members.



**Daisy Gallegos,**  
Senior Staff  
Assistant, APS



(L to R) **Bhupinder Singh,** WFS, **Mary Ann Rensch,** AAS, **Daisy Gallegos,** AAS, and **Maria R. Muñoz,** WFS



**Mary Ann Rensch,** AAS

### EHSD Speakers' Bureau in Action!

On Friday, September 9th, California State University East Bay Nursing Students gathered at 300 Ellinwood Way to learn about the various benefit programs and services that EHSD offers throughout Contra Costa County.

Thank you to all the EHSD speakers from our staff who prepared presentations and shared information. This was a valuable opportunity to reach a group of nursing students who will be ready to assist our community members in the future.

**Leilah Ahranjani,** AAS, CommunityConnect (Medi-Cal, etc.)

**Leah McIntosh,** AAS, HICAP/Medicare

**Dana Wargo,** WFS, In-Home Support Services (IHSS)

**Annie Barrett,** AAS, CalFresh

**Miriam Mogollon,** WFS, Multi-Program Intake



CSU East Bay instructor **Barbara Hockett** is sharing information with her Nursing Students.



**Miriam Mogollon** has students filling out mock applications for services as if they were clients.



# October is Domestic Violence Awareness Month

By Claudia Gonzalez, Contra Costa Alliance to End Abuse



Every October we recognize Domestic Violence Awareness Month (DVAM). Communities around the country will celebrate the tremendous progress survivors and advocates have made over the years, mourn for lives taken by domestic violence, and connect with one another in a true sense of unity to end domestic violence for good.

Domestic violence is behavior used by one partner to maintain power and control over another partner in an intimate relationship. Domestic violence is sometimes called intimate partner violence, domestic abuse, or relationship abuse and can happen to anyone at any point in a relationship.

The Alliance to End Abuse runs the Domestic Violence Multidisciplinary Team (DV MDT), Domestic Violence Death Review Team, Strangulation Task Force, and other multidisciplinary collaborative efforts to prevent and address domestic violence among families in our county.

STAND! For Families Free of Violence (STAND!) is a core partner of the Contra Costa Alliance to

End Abuse and the lead agency for addressing domestic violence in our county. They provide a complete spectrum of prevention, intervention, and treatment programs for families.

DVAM is a chance for survivors, advocates, community members, law enforcement, supporters, and political leaders to unite to end domestic violence. Each one of us has the power to make a difference.

**For more information on how STAND! community advocates can support you or someone you know, contact the 24/7 hotline at (888) 215-5555.**

## STAND!

For Families Free of Violence<sup>SM</sup>

- **STAND! 24/7 Crisis and Support Line receives 12,000–15,000 crisis calls annually**
- **STAND! served nearly 2,000 people in 2021 Contra Costa County**
- **STAND! placed 250 adults and 120 children survivors in emergency shelters in 2021**

For DVAM events and additional resources, please contact [STAND! For Families Free of Violence](#), [Alliance to End Abuse](#), or the [National Domestic Violence Hotline](#).

# Get Connected California! Get Connected Contra Costa!

Contributed by the Policy & Planning Team

There's good news about the opportunity to expand Digital Access and Equity in Contra Costa County, thanks to federal funding introduced this year and new low-cost, high-speed internet programs for eligible community members.

Early in the COVID pandemic, EHSD partnered with the California Emerging Technology Fund (CETF) to inform our community about low cost, income-eligible internet service offers by Comcast, AT&T and other providers. We set up a [Get Connected, Contra Costa! page](#) – also accessible on the [ehsd.org](#) home page – to help our customers learn about these offers.

Now, there's a federally-funded program called the **Affordable Connectivity Program (ACP)** that provides monthly subsidies up to \$30 per month toward internet service bills of income-eligible households, as well as a one-time discount of up to \$100 to purchase a laptop, desktop computer or tablet.

At the same time, Internet Service Providers (ISPs) are offering higher speed connections in their low-cost programs. This means that eligible households may obtain effectively free broadband internet service with an ACP credit. CalFresh,

Medi-Cal and CalWORKs recipients, and others served by EHSD, are likely to qualify for ACP.

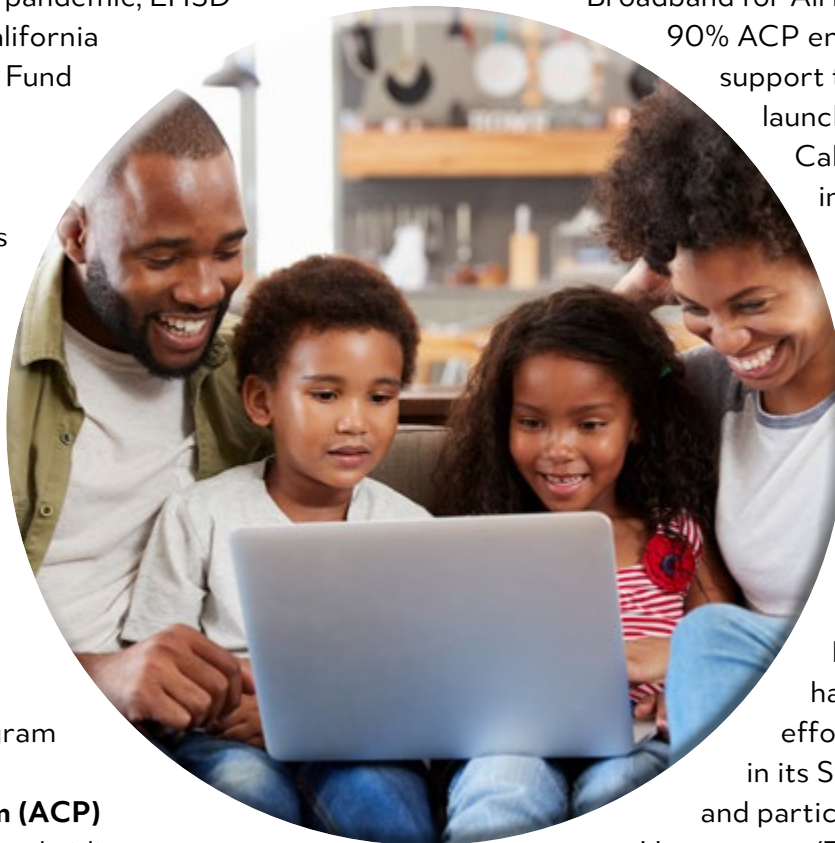
It's estimated that there are approximately 134,000 households in Contra Costa County eligible for ACP. The goal under California's

Broadband for All initiative is to reach 90% ACP enrollment by 2024. To support this effort, CETF has launched Get Connected California!, a year-long initiative focusing on outreach, events and enrollment assistance. EHSD will engage in numerous activities and is updating the Get Connected, Contra Costa page to highlight ACP.

The Workforce Development Board has already kicked off its efforts by announcing ACP in its September newsletter and participating in a White House event (The Infrastructure

Talent Pipeline Challenge), along with Sunne Wright McPeak and Anne O of CETF. And that is only the beginning! We will keep you posted on this important effort.

For more information, visit [internetforallnow.org](#). You can also contact **Maura Connell** about EHSD's ACP outreach activities [mconnell@ehsd.cccounty.us](mailto:mconnell@ehsd.cccounty.us)



## YOUTH PARTNER PROGRAM

# One-on-One Former Foster Youth Draws on Experience

**By Alan Wang, Community Relations/  
Media Specialist**

When you're building a relationship with a foster youth, trust is your currency. Delilah Borg brings a bag of that currency to the table when she sits down with a child who is in foster care. Delilah is a member of EHSD's Youth Partner Program that helps guide kids through the foster system while dealing with their traumatic experiences.

As a Youth Partner that the Child Abuse Prevention Council (CAPC), a partner of EHSD's Children and Family Services (CFS), employs, Delilah is an additional team member who works alongside social workers and therapists. But, it's her personal experience as a foster youth who, at seven years old, was removed from a home marred by drug addiction and abuse, that makes her a unique and valuable member of the team.

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## One-on-One Former Foster Youth Draws on Experience

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Delilah has the ability to relate with the kids she counsels due to her own childhood experiences and frustrations. “They’re bright, they’re intelligent, and they’ve been exposed to so much more at an early age, that they know too much, and that makes them curious,” says Delilah who remembers being left out of conversations when important decisions about her fate were being made. “I never really had a voice when I was in foster care because my foster mom would speak for me or my social worker would speak for me.”

As a teen, her frustration led to violent and self-destructive behavior that resulted in a high school suspension and finally a trip to a high security detention center in Nevada for more than a year.

Delilah explains, “I could have used a friend who I could trust or someone who really knew what I was going through. I felt like I needed somebody to really hear what I had to say instead of just throwing services at me and not understanding what I really needed as an individual.”



Delilah discusses school and the personal rights of her foster youth client.



**CLICK** on the play button to watch Delilah Borge.

As minors, foster youth cannot make many of the decisions that affect them, but Delilah believes it is important to give them a sense of empowerment by including them in the conversation, explaining the legal process and making sure they know their rights. Her keen perspective as a Youth Partner makes her a vital part of the team.

To watch Delilah in action, **CLICK** on the link to the left to see how Youth Partners are making a difference in the lives of foster youth.

*Building Brighter  
Futures Together*

# Self-Care Strategies

Contributed by Personnel Services



Self-care is anything you do that helps you stay physically, mentally and emotionally well. Choose activities that will replenish your energy and restore your balance.

Start small by adding a relaxation activity to your daily routine (e.g., meditation, muscle relaxation or deep breathing), journaling, a new relaxing hobby or 30 minutes of exercise—such as walking.

Add new self-care practices when ready. Be sure to eat healthy, regular meals, stay hydrated and get adequate sleep.

**Browse more articles at**  
[www.magellanascent.com](http://www.magellanascent.com)

## UPCOMING WEBINAR:

### Understanding Substance Misuse

October 12

What this webinar will address:

- Defining addiction and warning signs of substance misuse.
- Identifying when it's time to get help.
- Listing resources to help with recovery.

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](http://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.**

CONTRA COSTA COUNTY

EMPLOYMENT & HUMAN SERVICES  
*Building Brighter Futures Together*



## Personnel Track-It: One Year Later

By Cheryl Leonor, Administrative Services Assistant III



This month, Personnel is celebrating an important milestone: the first anniversary since the launch of Track-It. A system to help monitor incoming requests for Personnel services, similar to a Help Desk ticketing system. All staff has access to the Self-Service portal where you can create, update, and obtain the status of requests (tickets) to the Personnel team. Since October 2021, Personnel received over 6,000 tickets and we couldn't have done it without you!

To keep our momentum going, please take a few minutes to view all of the Track-It resources available to you.

- Click this link to log into [Track-It](#). Do not enter a username or password. You only have to click on "Login using your Windows account" and you're all set!
- From the Personnel page, click on the [Track-it Tools](#) section to review Quick Tips, Transaction Type Descriptions, Frequently Asked Questions, and a soft copy of the E-Learning.
- Have you taken the Personnel Track-It training or do you want a refresher? From the [EHSD Intranet Home Page](#) click "SMART". "Personnel Track-It" will be under the "My Assigned Training" section. Click "Launch" to begin the e-learning. You may take the e-learning more than once to gain better understanding. Type "Personnel Track-It" in the search bar and launch the E-learning.

*Thank you for helping us reach this significant event.*



# Summer Youth Employment Program Heats Up at EHSD

By LaTosha Stockholm, Workforce Services Specialist & CCWORKS Program Manager, WDB



Top, L-R: Rene Tucker, Angelina Munoz, Patrice Washington, Laura Davies, Cecilia Felan  
Bottom L-R: Dominga Apodaca, Selena, Erica Trujillo

This summer, the Workforce Development Board's (WDB) CCWORKS program launched its first ever Summer Youth Employment Program (SYEP) Pilot. A total of four students participated across county district offices, which included Port Chicago Highway, Delta Fair Boulevard, and Macdonald Avenue. The youth participants were 16 and 17 year olds from Contra Costa County. Each worksite utilized their unique strengths to give their youth a well-rounded experience in their office and program.

The Workforce Development Board lucked out with hosting a 10th grader at Concord High School named Sediqullah. **Verneda Clapp**, Workforce Services Specialist, says "He dove right in with redacting and uploading documents, updating manuals and binders, as well as sorting

and delivering mail throughout our suite." She knew Sediqullah was going to be a great fit when she saw that he was "eager and ready to start work immediately, and learning everything we sent his way". Although the WDB only had Sediqullah for a short period of time, they were able to teach him soft skills such as professionalism and confidence. Sediqullah left with his first complete resume in hand, and a letter of recommendation from staff for his future endeavors.



Sediqullah

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## Summer Youth Employment Program Heats Up at EHSD *Continued from previous page*

*“Helping a teenager with their first work/office experience was truly a delight for all of the WDB staff. I will absolutely advocate for the County to continue the program. It was a win-win for ALL!”*

–Verneda Clapp,  
Workforce Services Specialist, WDB

Meanwhile, Summer Youth Employment Program participant named Selena, a Pittsburg High School Senior, entered the building at 4545 Delta Fair to greet her Employment Placement Counselor (EPC) **Rene Tucker**, for her first day. She was admittedly feeling anxious, and wasn't really sure that she would even make it through her first day, but Supervisor **Erica Trujillo**, and her team did a fabulous job of making her feel at ease. At the end of each day the team would jokingly ask, “Are you coming back tomorrow?” She would smile, and shyly respond, “Yes.” Within only a week, Selena acclimated, building a rapport with her team. During her placement, she received soft skills training, and learned how to transfer cases, organize office materials, update application packets, and perform caseload cleanup actions. EPC Rene Tucker said, “Both Selena and I were impressed about the many things that she had done within a weeks' time to provide support to the eligibility and clerical staff.”



Selena

*“Selena was a great addition to our unit and we greatly appreciated the hard work.”*

–Erica Trujillo,  
Eligibility Work Supervisor, IHSS

Our Macdonald office also hosted two of our youth, Anjalic and Jeremiah. Take a look at the “Marina West Happenings” article to hear about their experience, see page 4.

Special thanks to the entire CCCWORKS team for making this SYEP Pilot a success! Without this hard-working team, this incredible opportunity for our youth could not have taken place. Kudos to our EPC's **Kassandra Knox**, **Michelle Graham**, and **Rene Tucker** and to our fabulous clerk, **Lauren Talbert**.

The CCWORKS team is currently evaluating the outcomes of the SYEP Pilot, and plans to roll the program out in an expanded scale in summer 2023. Look for more to come early next year.

### Setting the record straight

Correction to page 5 of September *Headlines*; *CSB Celebrates 2022 FDC Graduates!*

**Jennifer Kirby** job classification: Education **Site Supervisor III**



# WDB Lands Another Successful Hiring Event

The Workforce Development Board (WDB) pulled off another successful hiring event with nearly 300 jobseekers attending the East Contra Costa Hiring and Resources Fair on September 28th in Antioch.

Once again, about 30 Bay Area employers were scrambled to get a booth and opportunity to hire the sought after jobseekers. BART, the US Postal Service, Sutter Delta Health, Antioch Police Department, CalTrans, the Transportation Security Administration (TSA), H&R Block, the Iron Workers Union Local 378, Amazon, AC Transit and Chevron were just some of the employers there.

The WDB also invited Deer Valley high school students, who are in career education programs, to see the process. Chevron sponsored the free lunch from Panera Bread, for employers and jobseekers.



City of Antioch's Kwame P. Reed, Director of Economic Development, WDB's **Patience Ofodu**, Business Services Manager, and the Urban League of Greater San Francisco Bay Area's Kenneth E. Maxey II, President



WDB's **Patience Ofodu**, Business Services Manager, **Charles Brown III**, Business Services Representative, and Yolanda Vega, WDB Board Member



The Hiring Event was held at the Antioch Community Center at 4703 Lonetree Way.



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!

## Angela Shakesnider

By Julie Peck, EHSD Ombudsperson

**Angela Shakesnider** goes “above and beyond” the call of duty. She recently expedited a Medi-Cal application for a customer who had a serious stroke, was hospitalized, went to rehab and came home and in need of In-home Support Services (IHSS). But the client did not have Medi-Cal, which is a prerequisite for IHSS. The client’s family member, authorized to act on his behalf, was stressed while caring for the customer and was unable to understand and comply with the Medi-Cal process.



On the Friday before Labor Day weekend, Angela was on top of this case. She followed up on all requested verifications so she could process the Medi-Cal application ASAP. Considering the heavy workload of eligibility workers, Angela took the time to call and e-mail the customer. Once she had the required verifications, she processed Medi-Cal within 24 hours, which allowed family members to get the IHSS process started. Angela took the time to communicate updates and her follow-through on expediting this Medi-Cal application was impeccable. The family of this customer truly appreciated all her efforts.

“Angela always serves our customers in a friendly and efficient way,” explains **Tim Stiles**, EW Supervisor in Workforce Services. “She always makes sure she has done all she can do to help, whether that includes granting cases quickly, making referrals to other services a customer might be entitled to, or staying up to date on program or operational changes. She is clearly deserving of the Customer Service Champion recognition.”

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](http://ehsdhome/Community-Relations/Documents/WeCareThatYouCare%20Guidelines_FINAL.pdf)

**Nomination Form:** [http://ehsdhome/Community-Relations/Documents/WeCareThatYouCare%20Nomination%20Form\\_FINAL.pdf](http://ehsdhome/Community-Relations/Documents/WeCareThatYouCare%20Nomination%20Form_FINAL.pdf)

## The Contra Costa County Elections Division Needs YOU!

### Poll Worker Program for County Employees November 8, 2022 Statewide General Election

The Elections Division is seeking individuals who want to serve their communities and play an important part in the voting process by being a poll worker on Election Day. We are in need of poll workers throughout the county, but have particular needs in:

**East County – Antioch, Bethel Island, Discovery Bay, Knightsen, Pittsburg, Oakley**

**West County – El Cerrito, Hercules, Pinole, Richmond, Rodeo, San Pablo**

As a poll worker, you will draw your regular County pay (for an eight-hour day), along with a stipend of \$125. Lead poll workers (Inspectors) will receive a stipend of \$230. We encourage bilingual individuals to participate and receive an additional \$10 stipend for speaking Spanish, Chinese, Korean, Vietnamese, Tagalog, or Hindi.

#### To participate, you must:

- Be a permanent Contra Costa County employee.
- Be a registered voter in any California county or legal permanent resident who would otherwise be eligible to vote.
- Be available to work from 6 a.m. to 9 p.m. anywhere in the county.
- Attend a one-hour online training class and a one-hour in-person training class.
- Receive approval from your Department head or their designee.
- Wear a mask and abide by all COVID protocols when attending training and serving on Election Day.



## We Need You!

Be a Poll Worker on Election Day

Tuesday November 8, 2022 6 am-9 pm

Apply at <https://www.cocoteam.us/ElectionCountyWorkerApplication.aspx>

If you have previously been a poll worker and would like to work again, please log in to your account at: [www.cocoteam.us](http://www.cocoteam.us) to indicate your availability.

For help logging into your account or for any questions, contact the Election Day Operations Team at Contra Costa County Elections at (925) 335-7800 or [eo@vote.cccounty.us](mailto:eo@vote.cccounty.us).



## SERVICE AWARDS | NEW EMPLOYEES | RETIREES

### SERVICE AWARDS

#### 25 YEARS

Cheksha Jackson, Clerk-Specialist Level, WFS  
Gabriela Perez, Medical Program Assistant, WFS  
Jessie Sabino-Rojas, Social Worker III, CFS

#### 20 YEARS

Yolanda Patterson, Public Auth. Benefits Clerk Sup, AAS

#### 15 YEARS

Mercedes P. Ibarra, Comprehensive Svcs. Asst. Mgr.-Pr., CSB  
Nelly Ige, Administrative Svcs. Asst. III, CSB  
Haydee Ilan, Accountant III, CSB  
Ritche Martija, Business Systems Analyst, CSB  
Tiffany Mullner, Senior Clerk-Project, CSB  
Gloria Untalan, Clerk-Specialist Level, WFS  
Corrie Velasquez, Clerk-Specialist Level, WFS

#### 10 YEARS

Noemi Bermudez, Clerk-Specialist Level, WFS  
Laura D Rossini, Eligibility Worker III, WFS  
Beatriz Salgado, PA Registry/Training Specialist, AAS

### NEW EMPLOYEES

Fadia Abu Okab, Eligibility Worker I, WFS  
Chanay Baber, Eligibility Worker I, WFS  
Larena Baldazo, Web Producer, Admin  
John Bonnar, Eligibility Worker I, WFS  
Yukio Booker, Eligibility Worker I, WFS  
Katherine Bowen, Eligibility Worker I, WFS  
Simone Braxton, Eligibility Worker I, WFS  
Gina Brindley, Eligibility Worker I, WFS  
Nicholas Bryant, Community Service Director, CSB  
Eduard Castro, Student Intern II, CSB  
Nicole Charles, Eligibility Worker I, WFS  
Jalene, Collins, Eligibility Worker I, WFS  
Breana Davis, Eligibility Worker I, WFS  
Shafica Davis, Social Work Supervisor II, CFS  
Ashley Dixon, Clerk Experienced Level, WFS  
Francisco Espinoza Contreras, Eligibility Work Supervisor, WFS  
Shamiika Flemming, Eligibility Worker I, WFS  
Grecia Giovannetta, Eligibility Worker I, WFS  
Michelle Greeson, Eligibility Worker I, WFS  
Jasmine Hood, Eligibility Worker I, WFS

Jimmie Jackson, Eligibility Worker I, WFS  
Lisa James, Eligibility Worker I, WFS  
Pherlawanna Leslie, Eligibility Worker I, WFS  
Paige Lewis-Villa, Exec. Secretary, Admin  
Charlene Lopez, Eligibility Worker I, WFS  
Katrin Macias, Eligibility Worker I, WFS  
Gay Montgomery, Clerk-Experienced Level, WFS  
Erika Mumphrey, Eligibility Worker I, WFS  
Jasmine Murrillo, Eligibility Worker I, WFS  
Marylin Ojoi, Eligibility Worker I, WFS  
Clarence O'Niel, Eligibility Worker I, WFS  
Gemma Payumo, Eligibility Worker I, WFS  
Maria Raymundo, Eligibility Worker I, WFS  
Nhorilee Sausa, Eligibility Worker I, WFS  
Elisabeth Shapiro, Eligibility Worker I, WFS  
Sophia Ulloa, Eligibility Worker I, WFS  
Srisudha Vishnibhotla, Eligibility Worker I, WFS  
Sarah Williams, Eligibility Worker I, WFS  
Shante Young, Intermediate Clerk-Project, CSB

### RETIREES

Elaine Adkinson, Contracts Administrator, Admin  
Brenda Lee, Account Clerk-Adv. Level, AAS

Brigid Johnson, Eligibility Worker III, WFS

Are you planning a retirement celebration for a staff member and would like to present them with a retirement certificate?

If so, please contact Deb Johnson at [djohnson@ehsd.cccounty.us](mailto:djohnson@ehsd.cccounty.us) or (925) 608-4904.

# SPREAD THE WORD

## October 2022

- HEAD START AWARENESS MONTH
- NATIONAL DOMESTIC VIOLENCE AWARENESS MONTH
- COMBINED CHARITIES (October 1-31)
- OCTOBER 4-5 – Yom Kippur
- OCTOBER 7 – Ageism Awareness Day
- OCTOBER 10 – Indigenous People Day
- OCTOBER 10 – World Mental Health Day
- OCTOBER 12 – Understanding Substance Misuse webinar (see p. 13)
- OCTOBER 16 – National Boss’s Day
- OCTOBER 17 – International Day for the Eradication of Poverty
- OCTOBER 24 – United Nations Day
- OCTOBER 31 – Halloween

## November 2022

- ADOPTION AWARENESS MONTH
- NATIONAL FAMILY CAREGIVERS MONTH
- NOVEMBER 6 – Daylight Saving Time Ends
- NOVEMBER 8 – Elections Day
- NOVEMBER 11 – Veterans Day (Holiday)
- NOVEMBER 21 – Holiday Food Fight Kick off
- NOVEMBER 24 – Thanksgiving Day (Holiday)
- NOVEMBER 25 – Day after Thanksgiving (Holiday)



Is there room in your home for one more?

Make a change in a child's life and become a Resource Parent/ Family for a foster child. Contra Costa County needs your support to provide care for children 0-18 years of age. Please join us for a virtual orientation and learn more about becoming a caregiver.

### FREE VIRTUAL ORIENTATIONS

October 6 or 20 • 4 to 6 p.m.  
 November 3 or 17 • 4 to 6 p.m.  
 December 1 or 15 • 4 to 6 p.m.

For more information about becoming a Resource Parent visit us at [www.ehsd.org](http://www.ehsd.org).

To register for a class, please call (925) 655-4230, toll-free at 1 (866) 313-7788, or email [ResourceFamilies@ehsd.cccounty.us](mailto:ResourceFamilies@ehsd.cccounty.us)

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

## Want to know what else we're doing at EHSD?

Follow us on Twitter @ContraCostaEHSD  
 Follow us on Instagram @HumanaCosta  
 Like us on Facebook



The next issue of *Headlines* will publish in early November. Contact us at our EHSD *Headlines* email, [headlines@ehsd.cccounty.us](mailto:headlines@ehsd.cccounty.us), by **October 18th** if you have an upcoming event, article, or idea you would like to submit.