

CONTRA COSTA COUNTY EMPLOYMENT AND HUMAN SERVICES DEPARTMENT COUNTY PERFORMANCE REPORT TO ACCOMPANY THE FY 2021-22 RECOMMENDED BUDGET

I. DEPARTMENT MANDATE AND MISSION

The Employment and Human Services Department (EHSD), in partnership with the community, provides services that support and protect families, individuals, and children in need, and promotes personal responsibility, independence, and self-sufficiency. EHSD is the second largest department in Contra Costa County, and consists of the following Bureaus:

- Administrative Services Bureau/Office of the Director
- Aging & Adult Services Bureau
- Children & Family Services Bureau
- Community Services Bureau
- Workforce Development Board
- Workforce Services Bureau
- Alliance to End Abuse

EHSD is an important part of the safety net in Contra Costa, providing access to benefits and over 60 other programs and services to more than 250,000 of our most vulnerable residents in need of basic protection or support services each year. EHSD services touch the lives of approximately 25% of all Contra Costa County residents. The majority of the services the Department provides are to children and families; the elderly; persons with certain disabilities; those who are eligible for financial, medical, or food assistance; and to persons who are attempting to enter or advance in the workforce.

EHSD offers its programs at over 39 locations throughout the county. Approximately 94% of the Department's program funding comes from federal, state and state-funded local revenue sources. The remaining 6% is the net county cost covered with county general fund. The majority of the 6% county general fund is used as matching funds to meet requirements in the federal and state funding sources that cover EHSD's programs.

II. MAJOR PROGRAM DESCRIPTIONS

FY 2020-21 EHSD BUDGET: \$546,485,000

FY 2020-21 EHSD FTE: 1,872

Staff Profile by Function and Level 2020

| OCCUPATIONAL CATEGORY | FILLED POSITIONS |
|------------------------------|------------------|
| Officials and Administrators | 74 |
| Professionals | 601 |
| Technicians | 34 |
| Administrative Support | 994 |
| Service Maintenance | 11 |
| TOTAL | 1,714 |

EHSD Staff Profile by Race and Ethnicity, 2020

| EHSD Staff Profile by Race and Ethnicity, 2020 | | | | | | | |
|--|-------|-------|----------|-------|---------------------------------|------------------------------------|-------------------|
| | White | Black | Hispanic | Asian | American Indian / Alaska Native | Native Hawaiian / Pacific Islander | Two or More Races |
| Admin Support | 28.0% | 25.0% | 32.0% | 8.0% | 0.0% | 2.0% | 5.0% |
| Officials and Administrators | 52.0% | 22.0% | 15.0% | 2.0% | 2.0% | 0.0% | 7.0% |
| Professionals | 31.0% | 28.0% | 23.0% | 10.0% | 1.0% | 1.0% | 7.0% |
| Service Maintenance | 10.0% | 10.0% | 60.0% | 20.0% | 0.0% | 0.0% | 0.0% |
| Technicians | 43.0% | 17.0% | 6.0% | 14.0% | 0.0% | 3.0% | 17.0% |

Note: The above Equal Employment Opportunity (EEO) data represents regular full-time and part-time employees who worked at least one day in the year 2020. The data does not include temporary employees, employees who are on a leave of absence during the entire year, per diem employees, and department heads. This is the latest information available as of February, 2021.

A. ADMINISTRATIVE SERVICES BUREAU / OFFICE OF THE DIRECTOR

The Administrative Services Bureau provides administrative support services to all bureaus within EHSD. The major supportive services include:

1. **ADMINISTRATIVE SERVICES SUPPORT** – Provides central management of stored records, operates the mailroom and provides reception services for the EHSD administrative headquarters building, and manages the STARS communication system for the Department. Sets up payments through the California Work Opportunity and Responsibility to Kids Information Network (CalWIN) system for customers receiving child care, employment services and foster care.
2. **FACILITIES, SAFETY & EMERGENCY MANAGEMENT** – Plans for efficient use of department facilities including long-range facilities planning and obtaining approval for capital projects; coordinates safety and security at EHSD sites. Oversees emergency preparedness and disaster coordination planning, response, and training. Processes accounts payable, requisitions and purchases of supplies and materials. Oversees fleet operations.
3. **CALIFORNIA WORK OPPORTUNITY AND RESPONSIBILITY TO KIDS INFORMATION NETWORK (CALWIN) MANAGEMENT AND ADMINISTRATION** – Implements and provides systems administration and help desk support for the complex system used to administer benefits for local, state and federal assistance programs. Serves as the liaison between EHSD and the CalWIN Consortium, which consists of 17 other counties also using CalWIN. Administers EHSD's document imaging process to facilitate a paperless environment as well as ensuring documents are available to users across the department. This Division has also taken the leadership in the conversion to a single, state-wide automated system called the California Statewide Automated Welfare System (CalSAWS). For Contra Costa County, CalWIN will cease and CalSAWS will go live in October 2022.
4. **FISCAL SERVICES** – Develops and oversees EHSD's budget, financial claims and reports, auditing, fiscal compliance; processes contract payments and billings and requests for services payments; handles receipt and collections of client overpayments, collects data and compiles statistical and other reports for the various agencies providing funding.
5. **CONTRACTS** – Oversees EHSD's contracts and grants, works with vendors to ensure understanding of EHSD's needs, and issues Requests for Proposals (RFP) and Requests for Information (RFI) to procure services for EHSD.
6. **FRAUD AND APPEALS** – Receives information of suspected welfare fraud from the public and other sources; conducts early fraud investigations. Makes investigation and prosecution referrals to the District Attorney; computes fraud overpayments and takes collection action on welfare benefits overpayments; represents the department at state-level appeals hearings. Conducts evidentiary and grievance hearings; and conducts investigations of civil rights complaints from clients relating to public assistance programs.
7. **INFORMATION TECHNOLOGY SERVICES** – Works in partnership with program staff to support Department operations. Develops computer applications, acquires and maintains hardware and software; provides support and maintenance of hardware, software, and applications; analyzes

data and prepares special management reports; supports welfare assistance and program systems essential to line staff performance; operates a consolidated technology help desk for rapid response to assist staff with all technology related issues.

8. PERSONNEL – Supports hiring and retention of EHSD staff. Works in partnership with managers to maintain effective employee relations. Acts as the liaison with County Human Resources (HR) on activities overseen by HR, participates in union negotiations, processes grievances and works closely with management to ensure compliance with union Memoranda of Understanding (MOUs), provides payroll services, leave administration and develops internal personnel policies.
9. The Office of the Director provides additional administrative support under the direct supervision of EHSD Director Kathy Gallagher. The major supportive services include:
 - i. OMBUDSMAN SERVICES – Provides direct support to applicants/recipients of services who have difficulties in navigating the Department’s complex systems or have complaints that require investigation and resolution.
 - ii. POLICY AND PLANNING DIVISION – Provides leadership for the department in planning, data development, analysis and reporting, legislation tracking, policy development and grants; this division’s goal is to create a rich picture and a shared vision of who EHSD’s customers are, how EHSD is serving them and how EHSD continues to enhance services in the future.
 - iii. STAFF DEVELOPMENT – Builds capacity within EHSD by developing and delivering a variety of mandated and requested trainings, including supporting staff in implementing process and procedural changes in state and federal services programs, supervisory and management training and computer systems training. Supports the Eligibility Worker Training Program, which is the threshold training for new staff entering into service areas that directly benefit EHSD’s customers.
 - iv. COMMUNITY RELATIONS – Builds the EHSD capacity for communicating with staff, community partners, and the general public on services provided; the goal of Community Relations is to strengthen relationships within EHSD and throughout the community. Identifies key audiences, develops messaging, provides information & expertise, serve as a resource; communicates face-to-face, via print, internet, social media, TV, and radio to get the word out about EHSD programs and services.

The Alliance to End Abuse, included as a bureau in this report, also is part of the Office of the Director.

B. AGING AND ADULT SERVICES BUREAU

The Aging and Adult Services Bureau (AAS) provides protective and supportive services to disabled adults and seniors. Major service delivery programs provided by the Aging & Adult Services Bureau include:

1. ADULT PROTECTIVE SERVICES (APS) – Receives, screens and investigates reports of physical, emotional or sexual abuse, financial or material exploitation, neglect, isolation or abandonment of individuals 65+, and dependent adults age 18 or over who are unable to protect their own interests, have been harmed, or are threatened with harm. APS includes grants from the Office of Emergency Services that fund the provision of services in preventing elder financial abuse, implementation of an elder death protocol review, and supports a multidisciplinary team.
 - i. SUPPLEMENTAL SECURITY INCOME (SSI) ADVOCACY – Assists disabled individuals to apply for Supplemental Security Income/State Supplemental Program (SSI/SSP) public assistance benefits from the Social Security Administration. This program serves CalWORKs, GA, and Cash Assistance Payments for Immigrant (CAPI) recipients who have been identified as possessing permanent, long-term mental, physical and/or learning disabilities rendering them inappropriate for long-term, gainful employment.
 - ii. CALIFORNIA OFFICE OF EMERGENCY SERVICES (CAL-OES) GRANT – Provides two grants to improve elder abuse prevention and intervention services within our Adult Protective Services Program. Partner agencies have networked to provide community based case management and participate in the newly formed Multidisciplinary Team Meetings and Financial Abuse Strike Team.
 - iii. WHOLE PERSON CARE (WPC) – A statewide waiver pilot program for vulnerable Medi-Cal recipients to improve health outcomes and reduce utilization of high-cost services. The WPC, called CommunityConnect in Contra Costa County, strives to provide client-centered social services coordination and benefit counseling/assistance to high-risk Medi-Cal patients. Contra Costa County Health Services is one of 25 counties participating in the program.
 - iv. HOME SAFE PROGRAM – EHSD’s AAS Bureau, in partnership with Contra Costa Health Services, Health, Housing and Homelessness Division (H3), has been successfully awarded an allocation from the California Department of Social Services for the Adult Protective Services (APS) Home Safe Program. The program leverages existing resources within EHSD and H3’s Coordinated Entry System (CES) to provide short-term, time-limited housing supports to vulnerable older adults, and referrals to CES for homeless clients with longer term housing needs.
2. AREA AGENCY ON AGING – The Area Agency on Aging (AAA) supports senior independence and access to community-based services through service contracts and direct staff involvement. Planning and advocacy services are provided for county residents age 60 and over.
 - i. HEALTH INSURANCE COUNSELING AND ADVOCACY PROGRAM (HICAP) – Provides Medicare related health insurance counseling and community education services to seniors and adults with disabilities through a corps of trained volunteers.

- ii. INFORMATION AND ASSISTANCE (I&A) – A helpline for seniors aged 60 and older, adults with disabilities, and caregivers. Knowledgeable social workers provide information, referrals to appropriate services and support in problem solving.
 - iii. OLDER AMERICANS ACT GRANTS FOR COMMUNITY PROGRAMS ON AGING – These grants provide information and assistance, supportive social services, congregate meals, home delivered meals, family caregiver support, and elder abuse prevention services to seniors. Includes 18 grants for services ranging from senior nutrition (Meals on Wheels), friendly visiting, family career support, adult day health care and transportation.
- 3. GENERAL ASSISTANCE ELIGIBILITY – Determines the General Assistance (GA) eligibility for primarily single, unemployed adults who are not eligible for federal or state-funded cash assistance programs (e.g. CalWORKs). GA case managers also access other needs of GA applicants and make referrals to services, such as homeless shelters, food banks, Veteran’s services, mental health and substance use disorder services, Supplemental Security Income Advocacy services, and employment search services. GA staff also process requests for indigent internments.
 - i. HOUSING DISABILITY ADVOCACY PROGRAM (HDAP) – Provides outreach, benefits advocacy, housing subsidies, and case management to house homeless individuals who are assessed as having potential eligibility to any of the SSI/SSDI, veterans, or CAPI benefits. The housing assistance includes help with housing navigation, housing case management and housing subsidies throughout HDAP participation.
- 4. GENERAL ASSISTANCE CASH ASSISTANCE – Provides cash assistance to primarily single, unemployed adults who are not eligible for federal or state-funded cash assistance programs (e.g. CalWORKs), as mandated by the Welfare Institutions Code Sections 17000 through 17410, “County Aid and Relief to Indigents”.
- 5. INDIGENT INTERMENT – Authorizes payment for the interment of deceased County residents who do not have resources, or whose next of kin are unable to assume this responsibility.
- 6. IN-HOME SUPPORTIVE SERVICES – Provides administration of the In-Home Supportive Services (IHSS) program and determines eligibility for services, assesses the need for in-home services, and processes payments to those who provide services.
- 7. IN-HOME SUPPORTIVE SERVICES PAYMENTS – Funds the required county Maintenance of Effort (MOE) to support the wages and benefits for providers of In-Home Support Services.
- 8. IN-HOME SUPPORTIVE SERVICES PUBLIC AUTHORITY – Serves as the employer of record (for purposes of collective bargaining) for IHSS providers, provides staff support to the IHSS Advisory Committee and performs other Board-approved functions related to the delivery of In-Home Supportive Services.

C. CHILDREN AND FAMILY SERVICES BUREAU

The Children and Family Services Bureau (CFS) promotes the safety, permanency and well-being of children residing in Contra Costa County. Major service delivery programs provided by CFS include:

1. CHILD WELFARE SERVICES – Includes the core services components of Child Welfare.
 - i. EMERGENCY RESPONSE – Provides 24-hour, 365 days per year response to allegations of child abuse and neglect. Social Workers assess and determine the level of response. Assessments of potential safety risk to children are investigated and interventions are initiated as deemed necessary.
 - ii. FAMILY MAINTENANCE – Services are provided to maintain children in their homes while risk of abuse and neglect are addressed and issues that brought the family to the attention of Child Welfare services are addressed.
 - iii. FAMILY REUNIFICATION – When a child is removed from a parent's care due to abuse or neglect, Family Reunification (FR) services are provided to remedy the conditions that led to the removal.
 - iv. PERMANENCY PLANNING – Services assist children in establishing a permanent family with a relative caregiver, an adoptive family or guardian when reunification is not feasible.
 - v. EXTENDED FOSTER CARE (SUPPORTED TRANSITION) – Foster youth ages 18-21 years old can choose to be served through extended foster care. These young adults, referred to as Non-Minor Dependents, are provided transition-planning support, case management and foster care.
2. ADOPTION SERVICES – Provides services for abused and neglected children when the child is unable to return to the care of their guardian. The agency finds families that can best meet the specific needs of these children. The agency also provides post adoption support services to the families and children.
3. FOSTER CARE/ADOPTION ASSISTANCE – Provides administrative costs for eligibility determination for cash assistance for the care of children placed in foster, relative, guardianship or adoptive homes and institutions.
4. RESOURCE FAMILY APPROVAL – Supports approval and ongoing review and assessments for all types of out- of-home placements including relative and non-relative placements for children who are not able to remain in family-of-origin homes
5. ADOPTION ASSISTANCE PROGRAM – Provides payments to families in the adoption process or who have adoptive children in their care.
6. FOSTER CARE AND OUT-OF-HOME CARE PAYMENTS – Provides monthly financial compensation to Resource Family Homes and other placement facilities for children in their care.

- i. COUNTY BOARD AND CARE – Provides for children not eligible for federal or state foster care.
 - ii. KIN GUARDIANSHIP ASSISTANCE PAYMENT PROGRAM – Provides payments to relative caregivers who have established a guardianship through the Juvenile Dependency Court.
 - iii. FOSTER CARE PAYMENTS – Provides payments to Resource Family Homes and other placement facilities for children receiving Family Reunification and Permanency Planning services and to older youth in the extended Foster Care (Supported Transition) program.
 - iv. ADOPTIVE RELATIVE CAREGIVER FUNDING OPTION (ARC) – Supplements CalWORKs payments so that funding is equal to the basic foster care rate to an approved relative caregiver with whom a non-federally eligible child is placed.
 - v. EMERGENCY ASSISTANCE (EA) – Provides short term (12 months) of federally funded foster care aid to children entering foster care who do not qualify for other federally funded foster care programs.
7. CHILD ABUSE PREVENTION, INTERVENTION, AND TREATMENT – The State Office of Child Abuse Prevention (OCAP) administers federal grants, contracts, and state programs based on the Child Abuse Prevention and Treatment Act. Services are generally provided through contracts with Community Based Organizations.
8. FAMILY PRESERVATION PROGRAM PROMOTING SAFE AND STABLE FAMILIES (PSSF) – A federal program under Title IV-B, Subpart 2 of the Social Security Act, for states to operate coordinated child and family services. Services are generally provided through contracts with Community Based Organizations.
9. INDEPENDENT LIVING SKILLS PROGRAM – Provides individual and group support services for foster youth eligible for Federal foster care funds when transitioning out of the foster care system. This program assists participants to function as self-sufficient adults.

D. COMMUNITY SERVICES BUREAU

As the Community Action designee for Contra Costa County, the Community Services Bureau (CSB) offers comprehensive Head Start and State funded childcare programs for families and children ages 0-5, energy assistance and weatherization and CalWORKs childcare vouchers for Welfare-to-Work recipients. Major programs provided by CSB include:

1. **HEAD START** – Provides part-day and full-day educational and comprehensive services to income-eligible children three to five years old and their families. Comprehensive services includes assistance in accessing health services, support in accessing mental health or special education services, Nutritional support, and parent, family, and community engagement in program activities.
2. **COMPREHENSIVE FUNDING MODEL** – Combines Head Start, Early Head Start and Child Development Funds to provide year- round childcare (10.5 hours per day) and comprehensive services for children of low-income working parents.
3. **EARLY HEAD START** – Provides infant, toddler and family comprehensive services to eligible children and their families. CSB partners with Aspiranet to use Early Head Start’s home based model and to serve County CalWORKs participants.
4. **CHILD NUTRITION** – Prepares and delivers meals (breakfast, snacks, and lunch) to children enrolled in Head Start and Child Development childcare centers throughout the County.
5. **COMMUNITY ACTION PROGRAMS** – Provides assistance to low-income families and individuals to remove obstacles and solve problems that block the achievement of self-sufficiency. The programs are also used to support employment assistance, mental health access, food access, housing support, and the developmental needs of at-risk youth in low-income communities.
6. **HOUSING AND ENERGY** – Combines funding from the U.S. Department of Energy and the U.S. Health and Human Services Department to provide utility bill payment assistance, energy education and weatherization services to low-income households in the County.

E. WORKFORCE DEVELOPMENT BOARD

The Workforce Development Board (WDB) is a 25-member, business-led body whose members are appointed by the Contra Costa County Board of Supervisors to shape and strengthen local and regional workforce development efforts. The Workforce Innovation and Opportunity Act (WIOA) is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy.

1. **ADULT PROGRAM** – Provides basic career services are universally accessible and must be made available to all individuals seeking employment and training services in at least one comprehensive AJCC per local area. Contra Costa County’s AJCC Comprehensive Site is located in Concord.
2. **DISLOCATED WORKER PROGRAM** – Provides the same services as the Adult Program except only serves recently unemployed participants identified as eligible “dislocated workers”, as defined in Federal and State regulations.
3. **YOUTH PROGRAM** – Provides services for low-income youth and young adults between the ages of 14-24 years old (in-school and out-of-school). Services include paid and unpaid work experience, occupational skills training, tutoring, study skills training, alternative secondary school services, mentoring and comprehensive guidance, career training, and counseling.
4. **GRANT-FUNDED PROGRAMS** – WDB administers grant-funded programs of varying duration and scope. Grant funds are often WIOA funds obtained through competitive processes for adult, dislocated worker and youth employment programs, and may include other federal, state, local, and private sources.
5. **BUSINESS SERVICES** – Helps businesses access resources to help with talent recruitment. Provides referrals to partners and financial assistance opportunities, subsidies for on-the-job employee training, layoff and outplacement services for businesses that are downsizing or closing, access to Unemployment Insurance Benefit and Disability Insurance information, access to labor market data, and links to other business resources.

F. WORKFORCE SERVICES BUREAU

The Workforce Services Bureau (WFS) assists eligible low-income families with employment assistance, health insurance, food, childcare and other financial support to promote health, safety, security and self-sufficiency.

1. CALIFORNIA WORK OPPORTUNITY AND RESPONSIBILITY TO KIDS (CALWORKS) PROGRAMS – Implements the Federal Temporary Assistance to Needy Families (TANF) program.
2. CALWORKS CASH ASSISTANCE – Provides cash assistance to eligible families based on income levels. CalWORKs services include:
 - i. CALWORKS ELIGIBILITY SERVICES – Provides eligibility determination and case management for CalWORKs cash aid to eligible low-income residents.
 - ii. HOME VISITING PROGRAM – Provides in-home services to pregnant and parenting women, families, infants and children born into poverty. This voluntary program matches eligible clients with trained professionals to support families with children under 24 months.
 - iii. CALWORKS EMPLOYMENT SERVICES – Provides case management for CalWORKs recipients required to participate in Welfare-to-Work (WTW). WTW activities help participants obtain and retain employment, and include supportive services such as housing, transportation, childcare, and behavioral health support.
 - iv. CALWORKS CAL-LEARN – Provides intensive case management, supportive services and financial incentives to encourage pregnant and parenting teens to graduate from high school, become independent, and form healthy families.
 - v. CALWORKS CHILDCARE – Provides subsidized full-time childcare for CalWORKs recipients until they stabilize and exit CalWORKs due to increased earnings.
 - vi. CALWORKS MENTAL HEALTH/SUBSTANCE ABUSE – Provides treatment services to CalWORKs recipients experiencing mental health or substance abuse barriers to employment.
 - vii. CALWORKS TRAFFICKING AND CRIME VICTIMS ASSISTANCE PROGRAM (TCVAP) – Provides non-citizen victims of trafficking, domestic violence, and other serious crimes with state-funded cash assistance, food benefits, employment and social services to assist in becoming self-sufficient.
 - viii. CALWORKS FAMILY STABILIZATION – Provides comprehensive evaluations, intensive case management, and wraparound services to Welfare-to-Work families who are experiencing destabilizing situations and/or crises.
 - ix. EXPANDED SUBSIDIZED EMPLOYMENT – Provides subsidized public, private and nonprofit work opportunities for a maximum of 12 months. The program targets participants with significant barriers to employment, including individuals with limited

English proficiency, veterans, domestic violence victims, disabled individuals, pregnant and parenting teens, and individuals with a criminal history.

- x. CALWORKS HOUSING SUPPORT — Assists eligible homeless CalWORKs families with housing location and rental subsidies for a maximum of 12 months. EHSD oversees the HousingWORKS! program in partnership with the Contra Costa Behavioral Health Services' Health, Housing and Homeless Services Division.
3. REFUGEE PROGRAMS CASH ASSISTANCE – Provides payments for the Refugee Cash Assistance.
- i. REFUGEE PROGRAMS ELIGIBILITY – Provides eligibility determination and case maintenance for the Refugee Cash Assistance (RCA) program and the Cash Assistance Program for Immigrants (CAPI). Refugee Cash Assistance provides cash aid to refugees and other qualified immigrants with time-limited cash assistance to assist the refugee in becoming self-sufficient.
4. CALFRESH (FORMERLY KNOWN AS FOOD STAMPS) – Provides food benefits to eligible families and single individuals based on income levels. CalFresh services include:
- i. CALFRESH ELIGIBILITY AND EMPLOYMENT TRAINING PROGRAM – Provides application processing, eligibility determination and ongoing case management for the CalFresh food assistance program for low-income families and individuals. The CalFresh Employment and Training (E&T) program provides support and training to increase CalFresh recipients' ability to obtain regular employment that leads to economic self-sufficiency.
 - ii. STANDARD UTILITY ASSISTANCE SUBSIDY (SUAS) AND WORK INCENTIVE NUTRITIONAL SUPPLEMENT (WINS) CASH ASSISTANCE – SUAS provides an annual \$20 utility assistance benefit to eligible CalFresh households. CalFresh benefits are paid directly by the State of California through a third-party vendor and not included in the EHSD budget. Cash assistance for the SUAS and WINS programs are paid directly from the Department budget.
5. MEDI-CAL – Provides medical assistance to eligible families based on income and resource levels.
- i. MEDI-CAL ELIGIBILITY – Provides application processing, eligibility determination and ongoing case management for more than 50 Medi-Cal programs.
 - ii. MEDI-CAL NAVIGATORS PROJECT – Provides Medi-Cal outreach to targeted populations including homeless individuals, immigrants, and families with mixed immigration status.
6. SERVICE INTEGRATION TEAM (SIT) / SPARKPOINT – SITs are a partnership with the Family Justice Centers (FJCs). SIT has staff co-located at the Richmond and Concord FJC locations. The staff provide intensive case management to eligible families to serve as a path forward in providing holistic wrap-around services to families. SparkPoint Contra Costa (SPCC) is a program that provides a partnership of public and private community based organizations to provide integrated services through a continuum of care, including public benefits.

G. ALLIANCE TO END ABUSE

Founded by the Board of Supervisors in 2001, the Alliance to End Abuse works to reduce interpersonal violence (domestic violence, sexual assault, stalking, and human trafficking) by linking the County and the community to foster the development and implementation of collaborative, coordinated, and integrated intervention and prevention services, policies and practices.

III. ACCOMPLISHMENTS

A. INCREASED COLLABORATION AND PARTNERSHIPS

ADMINISTRATIVE SERVICES

- Partnered with the American Red Cross, to train staff in Care and Shelter Operations, strengthening our ability to respond to a disaster requiring sheltering operations. We trained a number of staff as Functional Assessment Service Team (FAST) members to assist in sheltering operations for those with functional needs. In early 2020 and in response to the COVID-19 health crisis, and the need for social distancing in congregate shelters, EHSD partnered with the American Red Cross, cities and County Health Services to train staff on safe and socially distanced sheltering at the Concord Senior Center.

AGING AND ADULT SERVICES

- Sustained collaborative efforts with community partners in various program areas:
 - Continued support for the Elder Abuse Prevention Project, which supports elder abuse early identification and intervention, victim safety, provider coordination, and community awareness; successful management and implementation of the Elder Abuse Program, which resolves difficult cases of elder abuse, reduces duplication of efforts, and increases information sharing and referrals for victims; and collaborated for hosting 4 Elder Abuse Awareness events as part of the Elder Abuse Awareness Month.
 - Maintained successful collaboration with Contra Costa Public Health on the Housing Disability and Advocacy Program (HDAP), which assists General Assistance clients with obtaining housing and SSI benefits; HDAP allowed 39 individuals to be housed during FY 2020-21. SSI Advocacy staff also worked with the Long Term Care Ombudsman to distribute protective gear to elderly and disabled facilities.
 - Maintained successful collaboration with Contra Costa Health Services to implement the Whole Person Care (WPC) CommunityConnect pilot project, which assists vulnerable Medi-Cal recipients to improve health outcomes and reduce utilization of high-cost services; EHSD social workers served 1,666 patients during FY 2020-21 and were able to successfully re-instate Medi-Cal coverage for 37% of customers whose coverage lapsed.
 - Secured funding to successfully collaborate with partners to launch the Great Plates Restaurant Meals delivery program, which provided 3 meals a day to seniors who are unable to prepare food. The program serves 166 older adults.
 - Participated in negotiations which resulted in adoption of an agreement with SEIU 2015, which represents IHSS providers, and quickly developed online registration and training programs for IHSS providers.

CHILDREN AND FAMILY SERVICES

- Continued and enhanced collaboration with Children's Behavioral Health to address needs

of children served by Children & Family Services who also require Intensive Care Coordination for Mental Health services. Decisions include levels of care for placement, service needs and care and support.

- Implemented the Family Urgent Response System (FURS), a new initiative mandated through AB 2043, which established a statewide hotline and mobile response system to provide immediate support for foster families and youth during times of crisis. The program utilizes cross agency collaboration between CFS, Probation, Behavioral Health, the Office of Education, and Regional Centers.

COMMUNITY SERVICES

- Collaborated with partners to provide Emergency Childcare for first responders and essential workers from April through the end of June 2020 (11 weeks), serving 40 children and their families. An additional 218 children of essential workers were placed in community childcare with State-funded vouchers.

WORKFORCE SERVICES

- Partnered with our Alliance to End Abuse, Health Services, Family Justice Center, the Crisis Center and STAND! to launch the Social Services Rapid Response Team (SSRRT). Our “4 Our Families” Navigators were equipped with a streamlined intake process to quickly assess the immediate needs of vulnerable community members and refer them to services as needed.
 - Since launching in March 2020, SSRRT has referred Contra Costa families to over 1,800 services. More than 20% of individuals and families served by the program have identified themselves as undocumented immigrant members of our community – a group that has fewer options for assistance than others.

WORKFORCE DEVELOPMENT BOARD

- Recruited for and seated 12 new Board members, and received three special grants totaling almost \$1.4 million to respond to COVID-impacted individuals and businesses.

ALLIANCE TO END ABUSE

- Continued efforts to build a network of trustworthy and healing systems across Contra Costa County:
 - Partnered with First 5 Contra Costa to apply for and receive an Adverse Childhood Experiences (ACES) Aware Network grant to provide trauma-informed care trainings, group learning experiences and capacity-building workshops with a focus on medical systems to medical providers across Contra Costa County; Applied for and received the Abuse in Later Life Program in partnership with our Aging and Adult Services Bureau, the Contra Costa Family Justice Center, and Senior Legal Services.
 - Added two new law enforcement jurisdictions to its Domestic Violence Lethality Assessment Program (LAP), for a total of five law enforcement jurisdictions (Concord,

Brentwood, Richmond, Walnut Creek and San Ramon). In October 2020, held the Lethality Assessment Protocol (LAP) Virtual Convening to highlight and showcase the work of the Lethality Assessment Program in Contra Costa County.

- Partnered with Contra Costa Public Health to co-lead the Call to Action (Violence Prevention Plan), a countywide initiative to promote safety and reduce interpersonal violence. Formally launched in February 2020, the Call to Action’s strategies currently in implementation include building the capacity of the Alliance’s Core Project Team (main partner agencies) to address racial equity, and launching a virtual intergenerational pilot project (Generations Connect) and engaging in a child abuse prevention campaign. In alignment with Call to Action goals, launched the Family Violence Prevention Task Force, focusing on responding to immediate needs related to interpersonal violence during the pandemic.
- Collaborated with Contra Costa Health Services, 211, Food Bank, White Pony Express, and Seneca Center to launch the Food++ program which provides food boxes to the homes of individuals who had become unemployed or were experiencing food insecurity for other reasons related to COVID-19. In June 2020, a priority emerged to provide food to individuals who had tested positive for COVID and were being asked to remain at home; collaborated with the same organizations to launch the Nutrition Task Force that supports Contra Costa residents dealing with food insecurity.
- Partnered with EHSD’s Navigators and Workforce Services Bureau to launch the Social Services Rapid Response Team connecting those most impacted by COVID-19 with CalFresh, Medi-Cal, cash assistance, food resources, child care resources, and more.

B. CONTINUED INNOVATION AND SERVICE DELIVERY IN THE FACE OF CHALLENGES

ADMINISTRATIVE SERVICES

- Continued to maintain the CalWIN benefits system and currently working on the implementation of CalSAWS, a new system that will replace CalWIN. EHSD will be one of the first counties to implement this new statewide benefits system which is expected to “go live” in October 2022.
- Continued to maximize the use and efficiency of our buildings. This past year, in response to the pandemic, space planning was focused on staff and client safety, and ensuring that staff performing similar functions are located close to each other. We partnered with Risk Management to assess the needs of our buildings to ensure work spaces meet the requirement of six feet of space for social distancing. In collaboration with Contra Costa County’s Risk Management and Public Works we installed Plexiglas in public areas in all of EHSD Buildings.
- Investigations of suspected fraud in the CalWORKs, CalFresh, General Assistance and Child Care programs have continued through the pandemic and social distancing constraints. With COVID-19 safety precautions in place, the investigators have been limited in the extent of contact they are able to make with the public. Investigators now conduct their investigations while limiting contacts, and conduct remote investigations when possible. The

Fraud Prevention Unit continues to assist eligibility staff during these difficult times with the priority to make sure that workers have all of the Information they require to help those in need, and to ensure program integrity.

- Collaborated with our County Human Resources Department to implement an online hiring test. This online testing process enabled EHSD Personnel to successfully test 1,000 candidates in our Eligibility Worker I and Social Worker Classifications. During the pandemic, this allowed staff and candidates to maintain social distancing without slowing down the hiring process.

AGING AND ADULT SERVICES

- Our General Assistance Program was able to maintain compliance rates of over 95% for cases processed timely and provided assistance with processing Medi-Cal and CalFresh during the onset of the pandemic.
- Our IHSS program went through a reorganization to bring on additional resources for the program, including analytical and quality assurance support staff; brought on an additional 10 social worker staff. Our compliance rates for yearly reassessments of IHSS clients have substantially improved.
- In response to COVID, our Area Agency on Aging was able to quickly transform its congregate meal program to provide home delivered meals or meals to be picked up at senior centers; Information and Assistance staff responded to more than 18,000 calls in FY 2020-21, assisted in developing intake forms and processes for the Great Plates Restaurant Meals delivery program, and provided information and counseling services to more than 6,200 people through the Health Insurance and Counseling Program.

CHILDREN AND FAMILY SERVICES

- Strengthened family engagement through Child and Family Team meetings, regularly scheduled meetings that include the family, CFS, Contra Costa Behavioral Health staff, and other stakeholders in the safety and well-being of the family. The outcome of the meeting informs case planning and placement decisions which are individualized to address specific needs of each child.
- Planned and prepared for the implementation of Child Adolescent Strength and Needs Assessment (CANS), a new assessment tool designed by the state to help guide families, CFS, and Behavioral Health in trauma-informed discussions.
- Strategic planning continues for more placements with relatives and extended non-related family members including upfront identification through enhanced family finding efforts and engagement during the investigation and case planning phase, streamlining the emergency placement process for relatives, ongoing training for staff and supervisors, addressing compelling reasons to place with relatives, Kinship and Foster Family Network Mentor programs, and increasing frequency of Placement Review Teams (PRT) which provides oversight and review of placements decisions.

- In alignment with Continuum of Care Reform, continued transition from ongoing congregate care in group home placements to Short Term Residential Therapeutic Programs (STRTPs) placements where children/youth receive specialty mental health and other supports for a limited time. While in STRTP placement, efforts continue to transition to home based care when feasible.

COMMUNITY SERVICES

- Over 1,000 children enrolled in Head Start, Early Head Start and State Child Development programs received distance-learning from March to the end of June 2020. Using a multi-layered approach, all families receive a monthly calendar of activities, detailed educational activities three times a week, regular calls and zoom meetings to maintain home-school connection, lessons and activities via CSB’s YouTube channel, and “grab & go” material packets.

WORKFORCE SERVICES

- Continued to build our capacity to meet the increased demand for our services by hiring and beginning training for 59 new Eligibility Workers. These workers will specialize in Medi-Cal and CalWORKs.

WORKFORCE DEVELOPMENT BOARD

- Transitioned to remote service delivery for Adult and Youth job seekers, including virtual internships and online learning platforms. Expanded collaborative relationships with other departments to place CCWORKS participants in subsidized employment. Set up hotline to provide information and referral to services.
- Transitioned to remote service delivery for businesses through our *Bounce Back Contra Costa* campaign, including webinars, social media, and newsletters. Set up hotline to provide information and referral, as well as offered no-cost HR hotline from California Employers Association.

ALLIANCE TO END ABUSE

- Our Domestic Violence Death Review Team (DVDRT) adjusted to the county-wide “shelter-in-place” order by shifting from in-person case reviews to virtual case reviews. With the support and technical assistance of the National Domestic Violence Fatality Review Initiative, DVDRT held its first virtual case review in July 2020. This is the first domestic violence death review case known to have been held virtually in the country.

C. SUSTAINED TECHNOLOGY INVESTMENTS

ADMINISTRATIVE SERVICES

- Upgraded the technology infrastructure in response to the pandemic. In January 2020, EHSD

was supporting about 75 employees working remotely. With the onset of the pandemic and in compliance with state and county health orders, we were required and able to support over 1,500 staff simultaneously working remotely. As part of the effort to support remote workers, we deployed over 600 PCs, laptops and iPads and 700 iPhones. Additionally, a successful pilot extended our network to a worker's home securely, eliminating the need for a worker to access a PC at the office. This "telework" effort is now being rolled out to other staff who will work full time from their home.

- Implemented electronic signatures for contracts using Adobe Sign. Using Adobe Sign, we obtain customer and third party approvals for a given contract, improving staff efficiencies, speeding the contracting process, and increasing safety for our vendors.
- Continued implementation of electronic records management whenever possible. We completed electronic document imaging of our IHSS documents and personnel records, which reduces the need to travel to review records and the need for workers to carry paper documents as they do field visits. We continue to focus on improving our paperless environment and are currently reviewing a proposal to include both staff and client initiated document submittal by cell phone.

COMMUNITY SERVICES

- Piloted touchless QR scan code for use in our Child Care Centers for families to safely drop off and pick up their child. An automated Interactive Voice Messaging system was developed within CLOUDS allowing clients to call a dedicated line and request essential items (such as diapers and formula). Staff responded to a total of 272 calls between March 18, 2020 and June 30, 2020. The use of text messaging and emails via CSB CLOUDS database also allowed for over 10,000 messages to be distributed to all families to inform them of emergency updates, provide activities to enhance their time at home and provide community resources.
- Head Start and Early Head Start programs shifted in person parent meetings to a virtual platform. Monthly Policy Council and Site Parent meetings are now held via Zoom to allow safe access to all families. This virtual service model has helped retain our high level of parent, family and community engagement.
- CSB's administration office located in Concord modified the service delivery for the Low Income Home Energy Assistance Program (LIHEAP) and Alternative Payment Program by sending applications via Adobe Sign and providing applications available outside of the office. Clients are now able to submit their applications via drop box located outside the office. More recently, virtual meetings with clients and staff are taking place.

WORKFORCE SERVICES

- Implemented and used technology in partnership with Information Technology to improve customer service and customer experience. This includes implementation and use of telephonic access to intake services, Adobe Sign, expanded use of telephonic signature, and expanded use of video conferencing.

IV. CHALLENGES

A. MEETING SHIFTING DEMAND FOR SERVICES

ADMINISTRATIVE SERVICES

- Resources and staffing were evaluated as we managed the implementation of new system changes, maintenance and operations of CalWIN, as well as CalSAWS planning, requirements, design and migration activities for both CalWIN and ancillary systems. Adequate resources and staffing will be critical to success as the CalSAWS activities ramp up and more activities are planned as we get closer to CalSAWS go-live.

AGING AND ADULT SERVICES

- Our In-Home Supportive Services program faced an increasing caseload, with a 7% increase in the number of clients over the past Fiscal Year. The increase in caseload was not commensurate with the increase in funding; our IHSS Maintenance of Effort (MOE) funding is based on the previous year's budget, and does not reflect the amount of staffing needed to address the current caseload.
- Our Area Agency on Aging faced increased service demands while funding remains stagnant.
- Our Adult Protective Services program experienced reduced reports of abuse at the onset of the pandemic as shelter-in-place orders led to reduced opportunities for mandated reporters to spot and refer cases of suspected elder abuse.
- Our Whole Person Care (WPC) CommunityConnect project experienced challenges in system integration, data sharing capacity, and monitoring data-sharing agreements. These were also challenges experienced by WPC programs statewide. Additionally, WPC also experienced challenges in the implementation of client consent processes to increase the amount of data sharing.

CHILDREN AND FAMILY SERVICES

- Approximately 8% of children under the jurisdiction of CFS are placed in high level placement facilities such as Short Term Residential Therapeutic Programs (STRTPs), Group Homes and Regional Center Homes. Limited availability of placements and placement options for children with high needs that require mental health services as well as educational, social, and physical health support present challenges in finding appropriate placements. Additionally, for the most difficult placements, STRTP facilities are rejecting placements or giving 14-day notices to end placements for children and youth in their care. Significant staff time and financial resources are required to address these issues as they arise.

COMMUNITY SERVICES

- Continued to experience staffing shortages, especially for associate level teachers and

teachers in our infant and toddler programs. This can be attributed to the nationwide shortage for teachers in these classifications and to the high cost of living in the Bay Area. On 1/19/2021, the Board of Supervisors voted to increase the salaries, following a salary survey, of multiple positions in Community Services Bureau including Infant Toddler Associate Teachers (+3.3%) and Teacher Assistant Trainee (+20.4%).

WORKFORCE SERVICES

- The pandemic resulted in a sharp up-tick of CalFresh applications. This has led to compliance struggles regarding the timely processing of applications and Expedited Services continued through June 2020. Between 2019 and 2020, the number of County residents receiving CalFresh has increased by 22 percent, which exceeds the peak 1-year increase during the Great Recession. Absent corresponding increases to eligibility staff, timely processing of ongoing case maintenance workload suffered.
- The pandemic resulted in a sharp up-tick of Medi-Cal applications. Due to the prioritization of the CalFresh program for SSI Expansion compounded by a lack of staffing resources, the WFS Bureau faced a significant backlog in Medi-Cal recertifications and related renewal processing. Since the onset of the pandemic, the number of County residents receiving Medi-Cal has increased by 14 percent.

WORKFORCE DEVELOPMENT BOARD

- Events such as conferences, trainings, job fairs, and employer events had to be cancelled or moved online as a result of the pandemic. Even with virtual services available, job seekers faced a tight job market. WDB received fewer referrals, fewer conversions to enrollments, and fewer individuals completing programs, resulting in difficulty in spending down WDB's Workforce Innovation and Opportunity Act (WIOA) formula funding and special grants.

B. CHANGING SERVICE DELIVERY IN RESPONSE TO THE PANDEMIC

ADMINISTRATIVE SERVICES

- In response to the pandemic, our Executive Team and Information Technology (IT) Team quickly mobilized an effort to prioritize equipment distribution to allow staff to work from home. Our efforts last year to convert to tiny personal computers simplified the transition for staff and IT, but it still required each piece of equipment to be built specific to the user and programs they work in. This effort resulted in increased workload and costs for the department.
- The shelter-in-place orders required an evaluation of almost all of our 18 buildings to ensure that all staff are socially distanced, capacity limits were upheld, new health order signs were posted, and sanitation and personal protective equipment were available at our sites. All EHSD public areas are now fitted with Plexiglass to protect customers and staff. These efforts resulted in increased workload and costs for the department.

AGING AND ADULT SERVICES

- Our Adult Protective Services program faced restrictions to face-to-face visits because of the pandemic, challenging the ability of our staff to screen and investigate reports.
- Our General Assistance program experienced a decrease in applications during the pandemic period. Restrictions on face-to-face visits made it difficult to assess needs and provide supplies (sleeping bags, coats, and food) to our recipients.
- Our State Supplemental Income (SSI) Advocacy program experienced delays in the process of assisting individuals with their SSI applications due to state office closures.
- Our Area Agency on Aging had to immediately suspend group and congregate programs due to the shelter-in-place orders.
- Our In-Home Supportive Services (IHSS) Public Authority experienced challenges in interacting with providers due to lack of in-person access. Limited outreach options also impacted our ability to expand our IHSS provider participation registry.

CHILDREN AND FAMILY SERVICES

- California Children & Family Services implemented waivers for face to face contact at various times during the past year based on severity of impact of the pandemic, which impacted the capacity of CFS to conduct in-person visits and conferences. To continue the necessary work to keep children safe, video conferencing was approved and staff were supported in mobilizing a response that utilized zoom meetings to a great extent to continue home visits and investigations virtually and to conduct team meetings.
- The initial call to sheltering restricted the access to service providers and services offered by providers including health care. The shift to virtual contacts and conversations via video conferencing made many services more accessible, though certain services remain limited. CFS continues to seek alternative ways to assure support and services are available to families, children and Substitute Care Providers.

COMMUNITY SERVICES

- To comply with the shelter-in-place orders and Community Care Licensing, the Community Services Bureau and its childcare partners were limited to serving 48% of enrolled children in-class while the remaining children received distance learning services.

WORKFORCE SERVICES

- Continued implementation of CalFresh Expansion to recipients of State Supplemental Income (SSI) was a challenge for the Workforce Services Bureau. We continue to explore ongoing outreach with the assistance of community based organizations to enroll all seniors “eligible but not participating” in the CalFresh program.

WORKFORCE DEVELOPMENT BOARD

- As businesses closed and tens of thousands of Contra Costa residents lost jobs and filed for unemployment benefits due to the shelter-in-place orders, our local Workforce Development Board (WDB) was overwhelmed with inquiries from people who could not get timely help. To address this, we quickly refocused our staff's efforts towards answering phone calls and voice mails from residents and business owners. This led to an increased workload for all WDB staff.

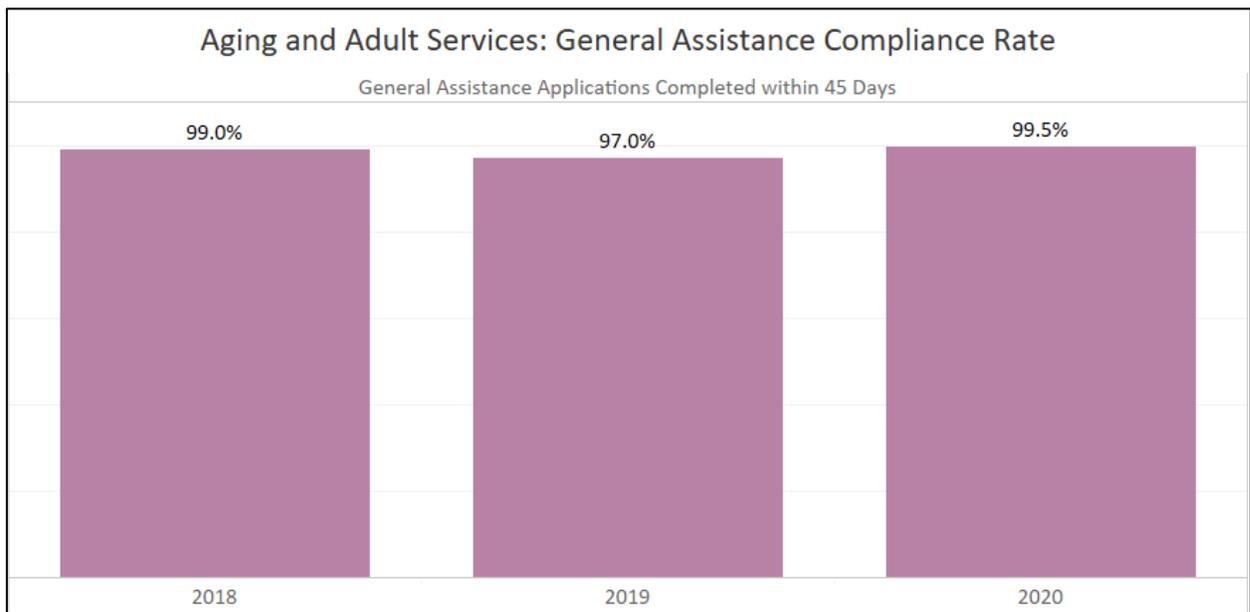
ALLIANCE TO END ABUSE

- The pandemic and shelter-in-place restrictions have slowed down our work with the Brady Campaign to Prevent Gun Violence. The Alliance looks forward to revisiting this work in the coming months to sustain the growing momentum towards violence prevention in Contra Costa County.

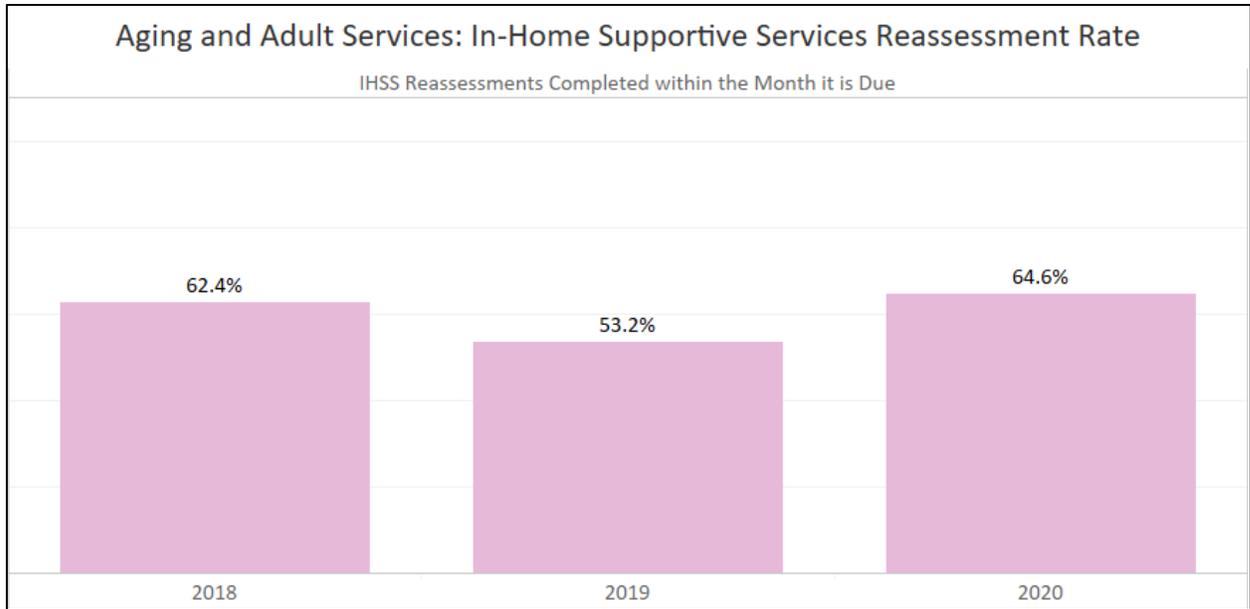
V. PERFORMANCE INDICATORS

A. AGING AND ADULT SERVICES

State guidelines provide mandates for reassessment processing timelines in the General Assistance (GA) and In-Home Supportive Services (IHSS) programs. GA applications must be processed within 30 days. The following chart shows average monthly General Assistance compliance rates for each of the last three fiscal years:

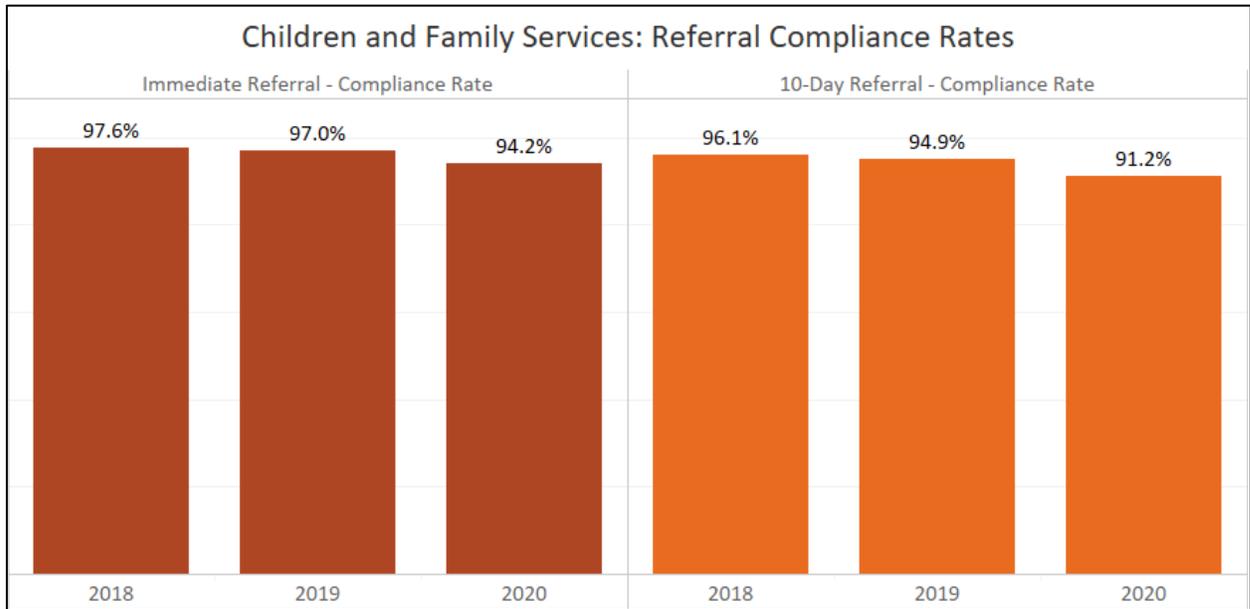


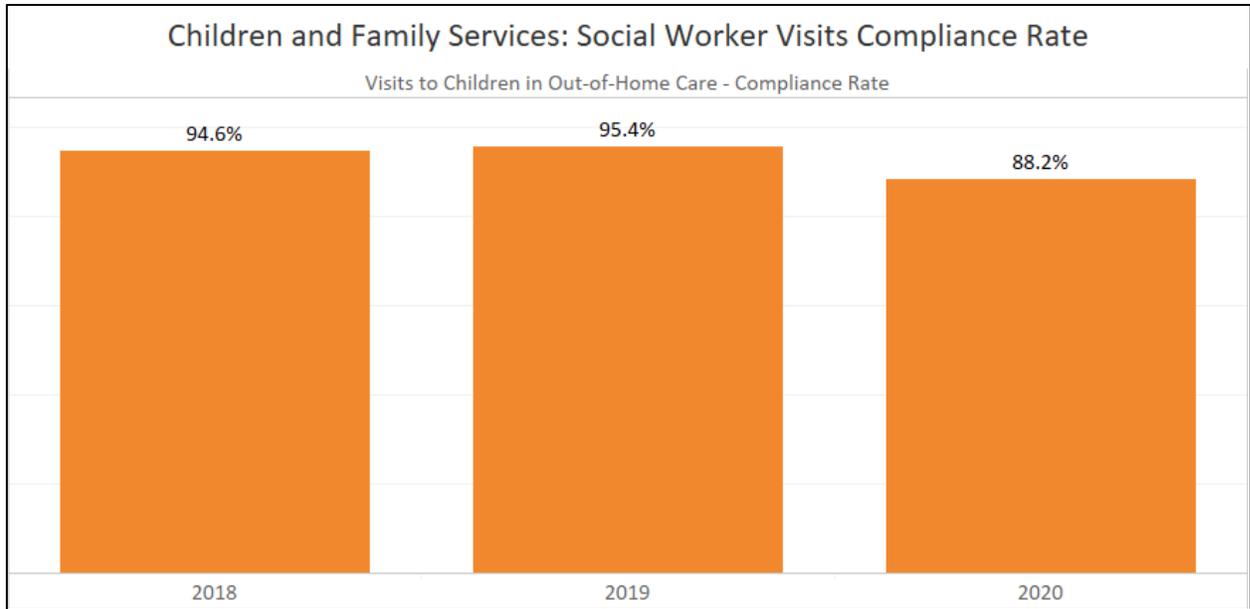
IHSS reassessments must be processed within the month it is due. The following chart shows the monthly average IHSS reassessment rates for each of the last three calendar years:



B. CHILDREN AND FAMILY SERVICES

The State Department of Social Services sets a compliance standard of 90% for timely investigated referrals and 95% for monthly visits of children in placement. The following charts show annual average performance rates as calculated for the Quarterly Children and Family Services Review (CFSR) reports:



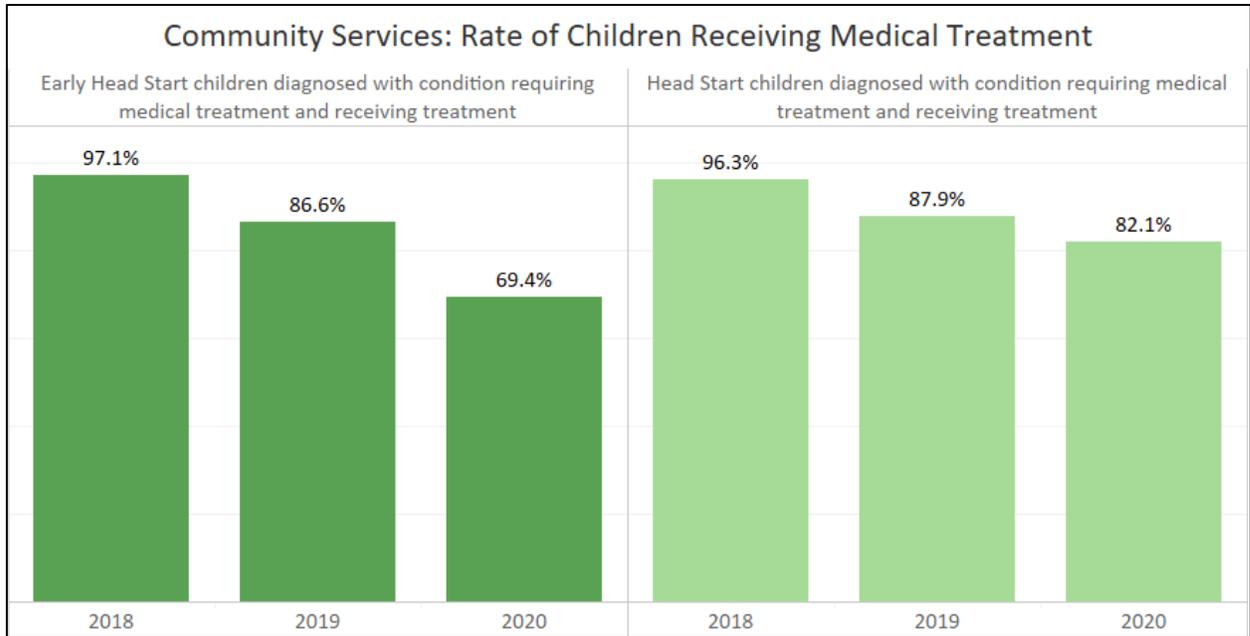


Prior to the pandemic, monthly visits with children required a face to face contact. In response to the California State of Emergency and statewide stay at home order, Social Workers began working from home and caregivers/parents were unwilling to make children in their care available for face to face visits. Though Social Workers continued to stay in contact with children via phone and other non-in-person methods, these visits did not meet compliance standards.

On March 21, 2020, California Department of Social Services authorized a waiver for Face to Face contact that approved contacts via video conferencing to meet compliance standards. CFS worked quickly to provide technical support and training on video conferencing for Social Workers while the statewide children’s services system was updated to include video conferencing as a compliant contact type. Therefore, compliance rates for periods that include March and April of 2020 are lower. It should be noted that State average compliance rates for this period also dropped and are well below Contra Costa rates.

C. COMMUNITY SERVICES

A goal of Community Services is to ensure that children it serves are benefiting from high quality services, are healthy, and able to learn. The following chart shows the percentage of children in Early Head Start and Head start that are diagnosed with a condition and received medical treatment in the last three fiscal years:

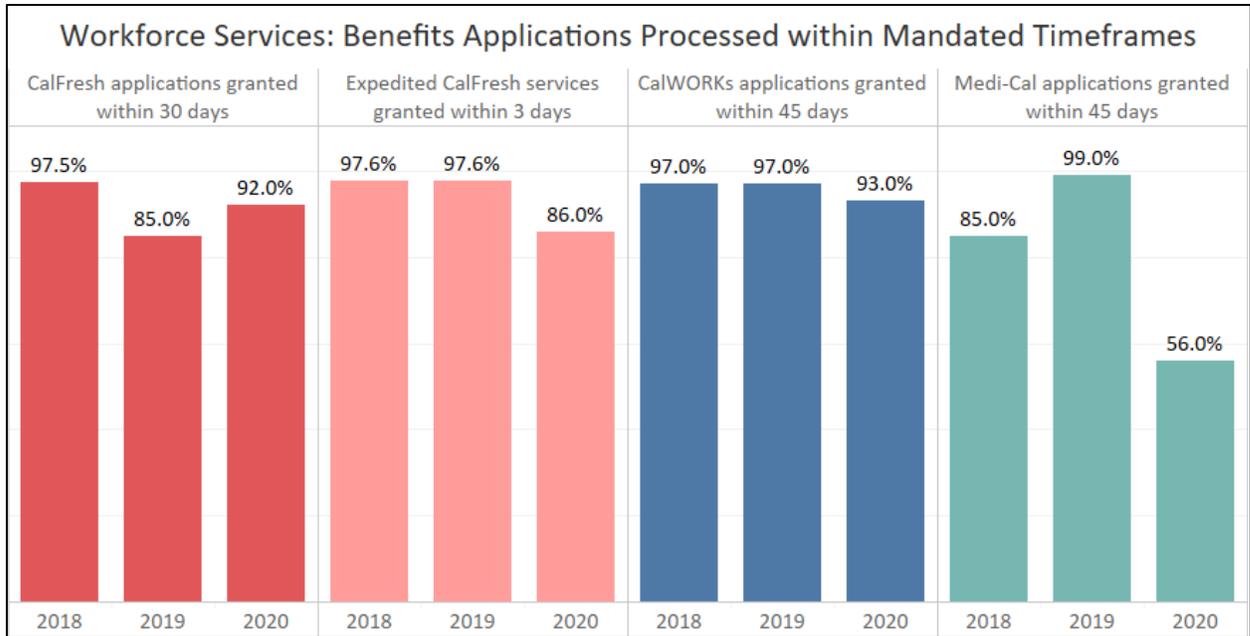


In 2019, CSB saw a decline in the percentage of children accessing medical treatment for a diagnosed condition, as our immigrant families feared public charge, and avoided many county related services including health services. In addition, a decline in air quality in 2019 contributed to a higher percentage of children being diagnosed with asthma in our County.

In 2020, we experienced a decrease in the number of children able to receive medical treatment for a diagnosed condition. This is primarily due to COVID-19 and the subsequent shelter-in-place orders, which created challenges for our families who needed access to medical care. Our Comprehensive Services staff are working diligently to help remove barriers to these necessary services and ensure that families are able to regain access to care.

D. WORKFORCE SERVICES

Workforce Services prioritizes timely and accurate benefit issuances to participants in its programs. The following data points show application processing compliance rates for each of its main benefits programs for the last three calendar years:



The COVID pandemic and subsequent shelter-in-place orders in the past year resulted in a sharp uptick in benefits program applications received by our Workforce Services (WFS) Bureau. We experienced a 25% increase in CalFresh enrollment between March and August 2020, and a 14% increase in Medi-Cal enrollment between March and December 2020.

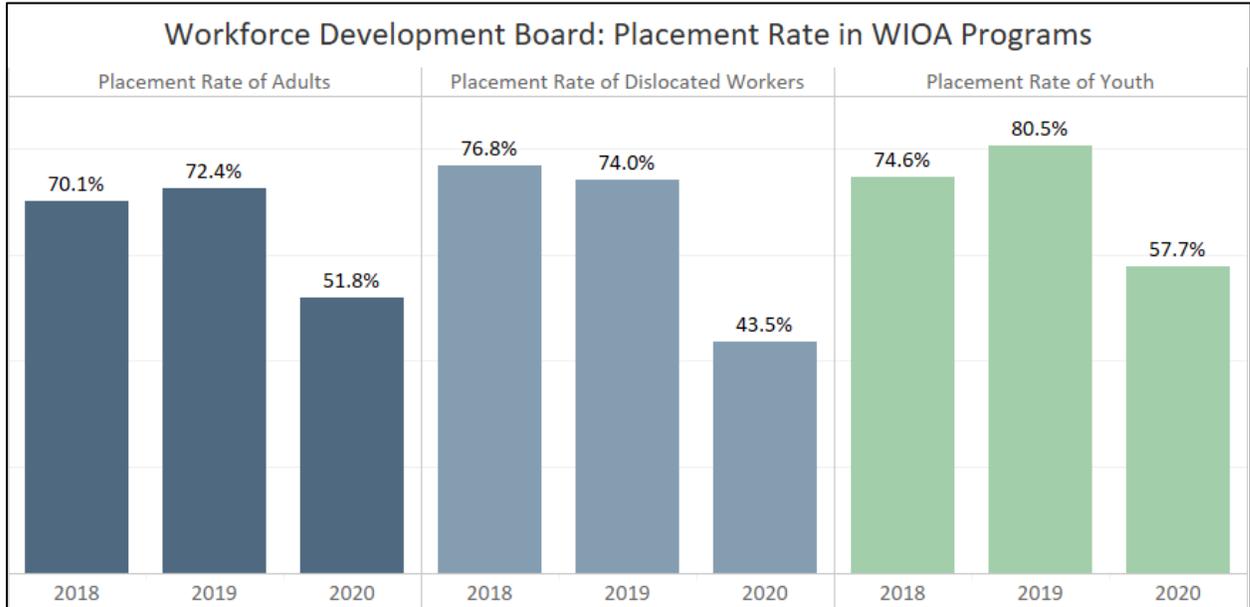
In the face of high application volume, combined with staffing resource challenges, CalFresh applications and urgent Medi-Cal applications were prioritized, in order to assure the most critical needs were addressed. This resulted in a significant backlog in Medi-Cal applications and lower compliance rates.

We anticipate elevated caseload and application levels for benefits programs may continue for some time into 2021. We remain committed to building our capacity through business process reengineering and efforts to recruit, hire, and train new Eligibility Workers to serve the needs of our community.

E. WORKFORCE DEVELOPMENT BOARD

The Workforce Development Board (WDB) of Contra Costa exceeded both service-level and performance targets for services to job seekers and businesses, continuing to be a “High Performing Board” certified by the California Workforce Development Board (CWDB). The following shows placement rates of participants in Workforce Investment and Opportunity Act (WIOA) activities for

the past three fiscal years.



Due to COVID and the subsequent shelter-in-place orders, events such as conferences, trainings, job fairs, and employer events had to be cancelled or moved online. Even with virtual services available, job seekers faced a tight job market. WDB received fewer referrals, fewer conversions to enrollments, and fewer individuals completing programs, resulting in difficulty in spending down WDB’s Workforce Innovation and Opportunity Act (WIOA) formula funding and special grants.

F. EQUITY AND INCLUSION

EHSD is committed to efforts to increase equity and inclusion in Contra Costa County. The following are highlights of our efforts in 2020:

- Since the onset of the pandemic, engaged and participated in historically marginalized communities meetings led by Contra Costa County Health Services, which resulted in resource guides specifically targeted for African American, Latinx, Asian and Pacific Islander, LGBTQ, and undocumented immigrant communities, and available in multiple languages.
- In July 2020, initiated a Race and Ethnic Equity Action Planning process for the department.
- Gathered program race and ethnicity data from systems for use in our *June – July 2020 COVID Data Snapshot* and in response to a Board of Supervisors data request.
- Continued to track, monitor, and distribute communications related to the Public Charge Rule.

EHSD remains committed to these efforts in 2021. We aim to achieve the goal of increasing racial equity and inclusion in Contra Costa County through the following efforts in the upcoming year:

1. ENGAGE STAFF ON RACIAL AND EQUITY ISSUES

For 2021, EHSD has set a goal of engaging its staff on racial equity and social justice issues. We

will know we have met this goal when:

- Two surveys will have been administered to customers and/or staff to solicit input.
- The Equity and Inclusion Core Team, formed and led by staff from various racial, ethnic, and cultural backgrounds, has submitted recommendations which have been incorporated into EHSD policy and practice.
- A strategy will have been developed to improve fairness in hiring and promotions and to ensure professional development by providing opportunities and support for staff who are interested in promoting, including mock interviews and trainings led by Staff Development and the Equity and Inclusion Core Team.
- Two trainings on racial equity and social justice have been offered to all staff and 50% have passed a post-training quiz.

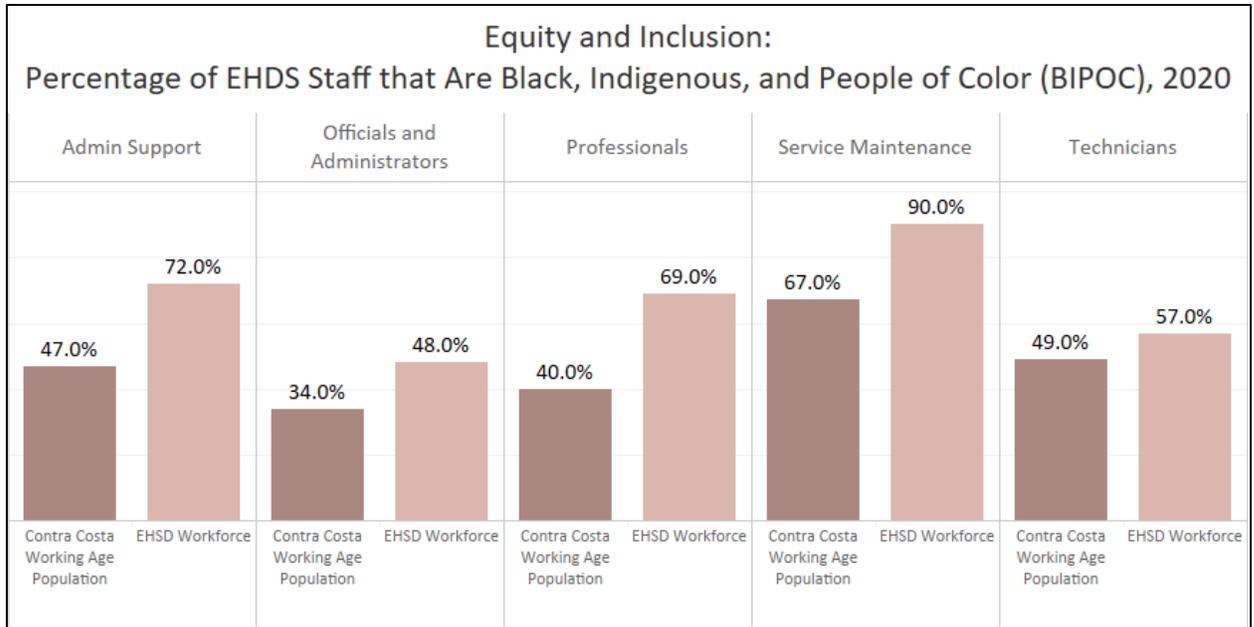
2. ENGAGE IN GATEWAYS FOR GROWTH (G4G) AWARD ACTIVITIES

EHSD will partner with Health Services to co-coordinate activities related to the Gateways For Growth (G4G) Award activities in support of the County’s proposed plan to integrate racial equity and immigrant inclusion work. Contra Costa County’s planning process will both seek out language minority and immigrant communities, and bring in more small community-based and faith-based organizations. EHSD aims to commit 30 hours per week to the Gateways for Growth program for 2021.

3. STRENGTHEN DATA GATHERING AND REPORTING OF EHSD CUSTOMER DEMOGRAPHICS

EHSD will develop a plan for improving the consistency of data gathering and reporting of EHSD customer demographics. This plan will include a strategy for improving data gathering and reporting across EHSD programs, including race, ethnicity, sexual orientation, languages spoken by customers, percentage of customers speaking English less than “very well”.

The following chart shows the percentage of EHSD staff identified as Black, Indigenous, and People of Color (BIPOC) based on the latest data available from the Contra Costa County Equal Employment and Opportunity (EEO) Office.



The following charts show race and ethnicity percentage breakdowns for households participating in major EHSD benefit programs, compared to the Contra Costa County population. These were featured in EHSD's *June – July 2020 COVID Data Snapshot*.

