

*The Board of Supervisors of  
Contra Costa County, California*

In the matter of:

**Resolution No. 2019/19**

**Eligibility Workers Month**

WHEREAS, Contra Costa County promotes a vision of a thriving community where all individuals and families can be healthy, safe, secure, and self-sufficient; and WHEREAS, the Eligibility Workers in Contra Costa County are experts in the primary benefit programs of CalFresh, CalWORKs, Welfare-to-Work, Medi-Cal, General Assistance, Foster Care, Adoption Assistance Program, and KinGAP; and WHEREAS, all programs have complex applications, and eligibility and case management processes; and WHEREAS, Eligibility Workers in Contra Costa County interview customers to obtain critical information, to determine eligibility, as well as assist customers to receive benefits to which they may be entitled; and WHEREAS, Eligibility Workers help ensure that children are placed in stable living environments with timely and efficient handling of caregiver paperwork; and WHEREAS, Eligibility Workers conduct home visits to aged and severely impaired individuals to determine Medi-Cal eligibility for In-Home Supportive Services (IHSS) applicants and recipients in Contra Costa County; and WHEREAS, on a daily basis, eligibility staff interact with and assist customers from various socio-economic, ethnic and cultural backgrounds, often under adverse conditions and in highly stressful situations; and WHEREAS, given the Department's "no wrong door" policy, Eligibility Workers in Contra Costa County are meeting the challenge of being multi-program workers; and WHEREAS, Eligibility Workers effectively fulfill the mission of the human services profession by enhancing the well-being of our residents struggling to obtain such basic needs as food, shelter, healthcare and transportation, as well as by identifying additional needs and referring customers to programs and services that support self-sufficiency; and WHEREAS, despite the enormous challenges of often being the first point of contact for individuals in need, Eligibility Workers continue to dedicate themselves to making a difference in the lives of our citizens through compassion, collaboration and the dissemination of information; and WHEREAS, Eligibility Workers in Contra Costa County provide assistance with humanity and sensitivity, upholding the Department's values of exceptional customer service, open communication, innovation, ethical behavior, and diversity.

NOW, THEREFORE, BE IT RESOLVED: that the Board of Supervisors of Contra Costa County does hereby proclaim January 2019 as Eligibility Workers Month in Contra Costa County, and calls upon citizens to recognize Eligibility Workers for the significant difference they make in the lives of needy families and individuals through their profession.

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**JOHN GIOIA**

Chair, District I Supervisor

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**CANDACE ANDERSEN**  
District II Supervisor

**DIANE BURGIS**  
District III Supervisor

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**KAREN MITCHOFF**  
District IV Supervisor

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**FEDERAL D. GLOVER**  
District V Supervisor

I hereby certify that this is a true and correct copy of an  
action taken  
and entered on the minutes of the Board of Supervisors on  
the date  
shown.

ATTESTED: January 22, 2019

David J. Twa,

By: \_\_\_\_\_, Deputy