

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

In the matter of:  
Eligibility Workers Month

**Resolution No. 2020/15**

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, 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 being on the frontlines of assisting those 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.

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, Eligibility Workers in Contra Costa County interview customers to obtain critical information to determine eligibility as well as assist customers in receiving 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, Eligibility Workers in Contra Costa County provide assistance with humanity and sensitivity, upholding the Department's values of organizational excellence, 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 2020 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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**CANDACE ANDERSEN**  
Chair, District II Supervisor

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**JOHN GIOIA**  
Chair, District I Supervisor

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**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 21, 2020

David J. Twa,

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