

Employment and Human Services Department

2020 Report on Challenges Met and Those Ahead

REPORT TO
FAMILY AND HUMAN SERVICES COMMITTEE
OCTOBER 29, 2020

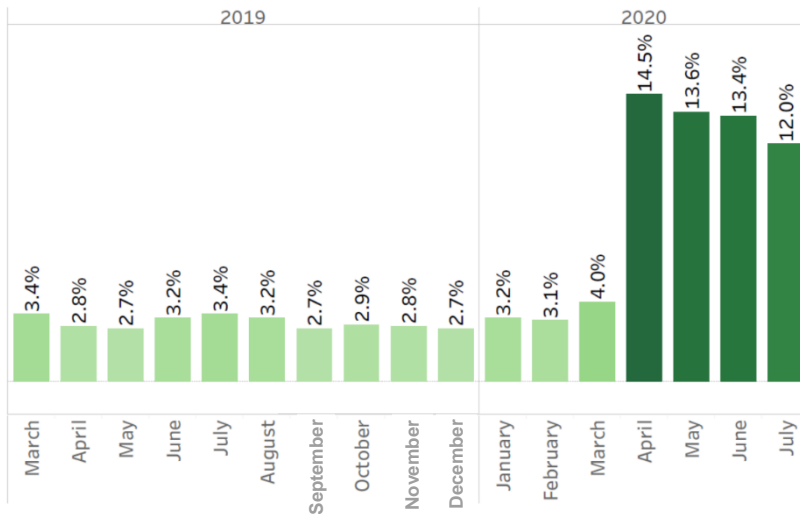


INCREASED DEMAND FOR SOCIAL SERVICES – IMPACTS OF COVID-19

1. RESPONDING & REBUILDING
2. THE CHALLENGES OF REMOTE WORK ON THE WORKFORCE AND CUSTOMERS/CONSUMERS
3. BECOMING A DATA DRIVEN ORGANIZATION
4. ADDRESSING RACIAL EQUITY, SOCIAL JUSTICE AND IMMIGRANT INCLUSION

Increased Demand

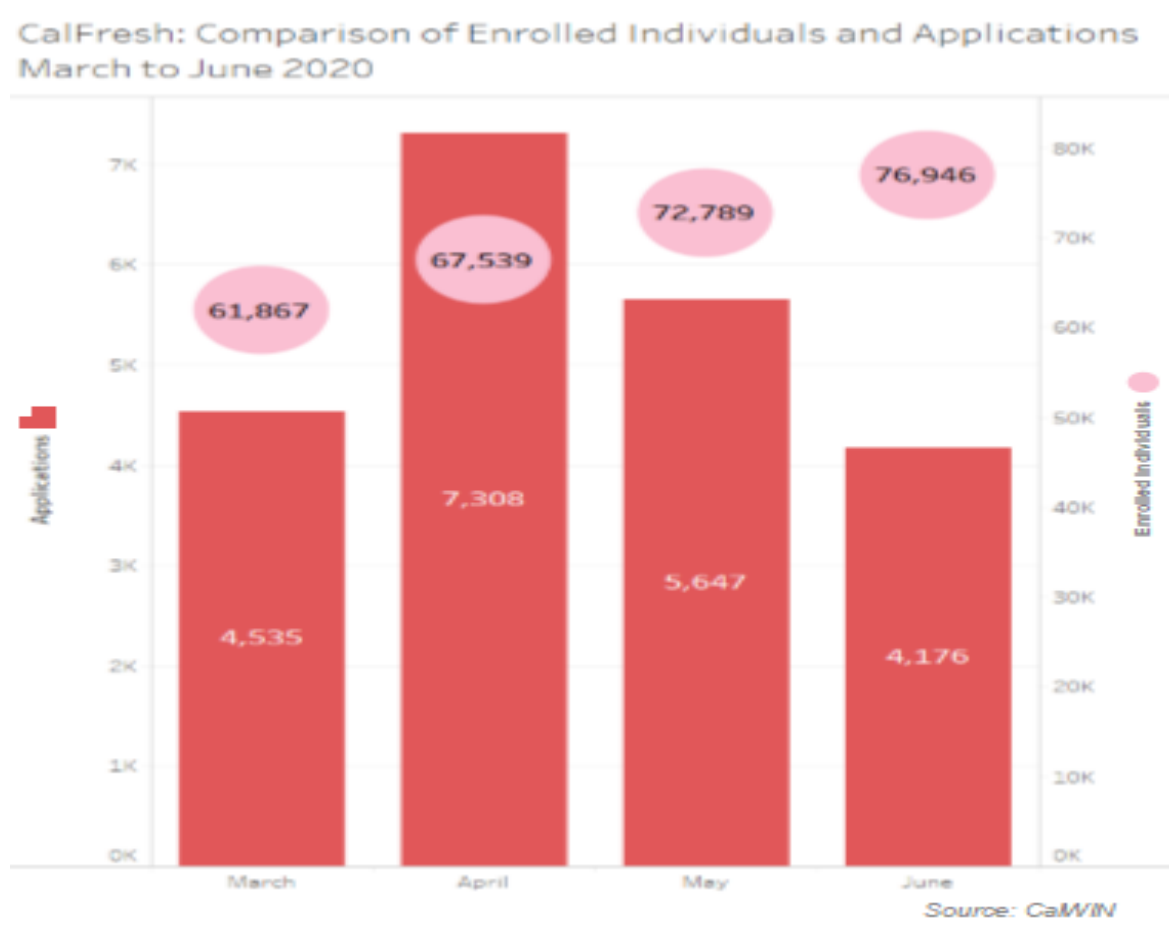
Unemployment Rate in Contra Costa County, California



Source: California Employment Development Department

- Unemployment peaked at 14.5% in April (from 4% in March)
- Unemployment rate remains high (**9% in September**) driving demand for EHSD services

Record-high CalFresh Enrollment and Benefits Distribution



RESPONDING & REBUILDING

- #BounceBackContraCosta
- Social Service Rapid Response Team
- Food and Nutrition Task Force
 - The Great Plates Program
- [EHSD Program Data Dashboard](#)
- [CC County COVID-19 Social Services Snapshot](#)
- [COVID-19 Emergency Child Care Response](#)

THE CHALLENGES OF REMOTE WORK ON THE WORKFORCE AND CUSTOMERS/CONSUMERS

- Pre-COVID Service Delivery System
- Workers
 - “Thought” Workers and “Output” Workers
 - Historically high caseloads
- Customers
 - Frustrated by long waits and slow response times
 - Enjoy online access for applications, emailing, and interviews
- **The Pathways Initiative**

BECOMING A DATA DRIVEN ORGANIZATION

- Data for record-keeping vs. data for customer service-driven decision-making
- Data systems are not integrated
- Most reports are done manually and data is not easily accessible
- **Department-wide goal: EHSD Will Become a Data-Driven Organization for Performance and Results**

ADDRESSING RACIAL EQUITY, SOCIAL JUSTICE AND IMMIGRANT INCLUSION

- Inconsistent collection of race and ethnicity data
- Immigrants estimated to be at least 25% of CCC Population
- Public Charge and fear to seek help or answer Census
- **EHSD Equity & Inclusion effort**