

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

In the matter of:

**Resolution No. 2021/21**

**Proclaiming the month of January 2021 "Eligibility Workers' Month" in Contra Costa County**

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 that the COVID-19 pandemic has presented for community members, Eligibility Workers are frontline staff members who 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 by which to determine eligibility as well as assist customers to receive benefits to which they may be entitled; and

WHEREAS, Eligibility Workers ensure the timely and efficient handling of caregiver paperwork and payments on behalf of foster children; and

WHEREAS, Eligibility Workers support the aged and severely impaired individuals to determine Medi-Cal and CalFresh 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.

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 that the COVID-19 pandemic has presented for community members, Eligibility Workers are frontline staff members who 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 by which to determine eligibility as well as assist customers to receive benefits to which they may be entitled; and WHEREAS, Eligibility Workers ensure the timely and efficient handling of caregiver paperwork and payments on behalf of foster children; and WHEREAS, Eligibility Workers support the aged and severely impaired individuals to determine Medi-Cal and CalFresh 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.

that the Board of Supervisors of Contra Costa County does hereby proclaim January 2021 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 this noble profession.

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**DIANE BURGIS**

Chair, District III Supervisor

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**JOHN GIOIA**

District I Supervisor

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**CANDACE ANDERSEN**

District II 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 5, 2021

Monica Nino,

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