



Agenda

FAMILY & HUMAN SERVICES COMMITTEE

April 28, 2023
10:00 A.M.

Join in person:
1025 Escobar St, Room 110A
Martinez, CA 94553

Join from PC, Mac, Linux, iOS or Android:
<https://cccouny-us.zoom.us/j/83663561190?pwd=d2FvTjdXbXlySjQ4Yklyc0J0Qk9zQT09>

Join by telephone, dial:
USA 214-765-0478
USA 888-278-0254 (US Toll Free)
Conference code: 382517

Supervisor Candace Andersen, Chair
Supervisor Ken Carlson, Vice Chair

| | |
|----------------------|--|
| Agenda Items: | Items may be taken out of order based on the business of the day and preference of the Committee |
|----------------------|--|

1. Introductions
2. Public comment on any item under the jurisdiction of the Committee and not on this agenda (speakers may be limited to three minutes).
3. RECEIVE and APPROVE the Record of Action for the March 23, 2023 Family and Human Services Committee (FHS) meeting. *(Danielle Fokkema, FHS Staff)*
4. CONSIDER recommending to the Board of Supervisors the appointment of Marilyn Fowler to the City of Concord Local seat on the Contra Costa Advisory Council on Aging (ACOA) with a term expiring on September 30, 2023 and Mike Awadalla to the At-Large #7 seat, George Lee to the At-Large #8 seat, and Ramapriya Raju to the At-Large #13 seat on the Contra Costa Advisory Council on Aging (ACOA) with a terms expiring on September 30, 2024, as recommended by the Employment and Human Services Department. *(Ana Bagtas, ACOA Staff)*
5. CONSIDER accepting the report from the Behavioral Health Division addressing various mental health service updates and directing staff to FORWARD the report to the Board of Supervisors for their information, as recommended by the Health Services Director. *(Dr. Suzanne Tavano, Behavioral Health Director)*
6. CONSIDER accepting the Employment and Human Services Department's Technology Update and directing staff to FORWARD the report to the Board of Supervisors for their information, as recommended by the Employment and Human Services Department. *(Emilia Gabriele, Chief Deputy Director and Tracy Murray, Aging and Adult Services Director)*
7. CONSIDER accepting an update on the oversight and activities of the Community Services Bureau (Non-Head Start programs) and directing staff to FORWARD the report to the Board of Supervisors for their information, as recommended by the Employment and Human Services Department. *(Nicholas Bryant, Bureau Director)*
8. The next meeting is currently scheduled for May 22, 2023.

The Family & Human Services Committee will provide reasonable accommodations for persons with disabilities planning to attend Family & Human Services Committee meetings. Contact the staff person listed below at least 72 hours before the meeting.

Any disclosable public records related to an open session item on a regular meeting agenda and distributed by the County to a majority of members of the Family & Human Services Committee less than 96 hours prior to that meeting are available for public inspection at 1025 Escobar St., 4th Floor, Martinez, during normal business hours.

Public comment may be submitted via electronic mail on agenda items at least one full work day prior to the published meeting time.

For Additional Information Contact:

Danielle Fokkema, Committee Staff
Phone (925) 655-2047, Fax (925) 655-2066
Danielle.Fokkema@cao.cccounty.us



Contra Costa County Board of Supervisors

Subcommittee Report

FAMILY AND HUMAN SERVICES COMMITTEE - SPECIAL MEETING

3.

Meeting Date: 04/28/2023

Subject: Record of Action for the March 23, 2023 Meeting

Submitted For: FAMILY & HUMAN SERVICES COMMITTEE,

Department: County Administrator

Referral No.: N/A

Referral Name: N/A

Presenter: Danielle Fokkema, Sr. Deputy County Administrator

Contact: Danielle Fokkema, (925) 655-2047

Referral History:

County Ordinance requires that each County body keep a record of its meetings. Though the record need not be verbatim, it must accurately reflect the agenda and the decisions made in the meeting.

Referral Update:

Attached is the record of action for the March 23, 2023 Family and Human Services Committee meeting.

Recommendation(s)/Next Step(s):

RECEIVE and APPROVE the Record of Action for the March 23, 2023 Family and Human Services Committee meeting.

Fiscal Impact (if any):

There is no fiscal impact.

Attachments

3-23-23 Draft Record of Action

DRAFT



FAMILY AND HUMAN SERVICES COMMITTEE

RECORD OF ACTION FOR
March 23, 2023

Supervisor Candace Andersen, Chair
Supervisor Ken Carlson, Vice Chair

Present: Candace Andersen, Chair
Ken Carlson, Vice Chair

1. Introductions

Chair Andersen called the meeting to order at 10:30 a.m.

2. Public comment on any item under the jurisdiction of the Committee and not on this agenda (speakers may be limited to three minutes).

No one requested to speak during the general public comment period.

3. RECEIVE and APPROVE the Record of Action for the February 27, 2023 Family and Human Services Committee meeting.

The Committee approved the Record of Action for the February 27, 2023 meeting as presented.

AYE: Chair Candace Andersen
Vice Chair Ken Carlson

4. RECOMMEND to the Board of Supervisors the appointment of Delphine Smith to the Low Income Seat #1 with a term expiring on June 30, 2023 and the appointments of Pamela Henderson to the Alternate Private/Non Profit Seat #1 and Timothy Barrow to the Alternate Private/Non Profit Seat #2 with terms expiring on June 30, 2024 on the Contra Costa Economic Opportunity Council (EOC).

The Committee approved the appointments for Board of Supervisor approval as recommended.

AYE: Chair Candace Andersen
Vice Chair Ken Carlson

5. RECOMMEND to the Board of Supervisors the appointment of Benu Chhabra to the Childcare Provider 2 - Central/South County seat on the Local Planning and Advisory Council for Early Care and Education with a term expiring April 30, 2025.

The Committee approved the appointment for Board of Supervisor approval as recommended.

AYE: Chair Candace Andersen
Vice Chair Ken Carlson

6.
 1. APPROVE recommendations for FY 2023/24 Community Development Block Grant (CDBG) Public Service (PS) projects as recommended by staff and/or as amended by the Committee;
 2. APPROVE recommendations for FY 2023/24 Emergency Solutions Grant (ESG) projects as recommended by staff and/or as amended by the Committee; and
 3. DIRECT Department of Conservation and Development staff to prepare a staff report that includes the Committee's recommendations, and submit it with the funding recommendations report for all other CDBG categories, for the review and approval of the Board of Supervisors as a consent calendar item at their May 9, 2023 meeting.

Public comment was received by two callers.

The Committee accepted the report and approved staff forwarding it to the Board of Supervisors for their information.

AYE: Chair Candace Andersen
Vice Chair Ken Carlson

7. APPROVE the revised 2023 Family and Human Services Committee meeting schedule or provide direction to staff regarding any changes thereto.

The Committee approved the revised 2023 Family and Human Services Committee meeting schedule, referral workplan, and meeting format with one modification. The Committee cancelled the August 2023 meeting date.

AYE: Chair Candace Andersen
Vice Chair Ken Carlson

8. The next meeting is currently scheduled for Friday, April 28, 2023.
9. Adjourn

The meeting adjourned at 10:48 a.m.

For Additional Information Contact:

Danielle Fokkema, Committee Staff
Phone (925) 655-2047, Fax (925) 655-2066
Danielle.Fokkema@cao.cccounty.us



Contra Costa County Board of Supervisors

Subcommittee Report

FAMILY AND HUMAN SERVICES COMMITTEE - SPECIAL MEETING

4.

| | | |
|------------------------------|---|---|
| <u>Meeting Date:</u> | 04/28/2023 | |
| <u>Subject:</u> | Appointments to the Advisory Council on Aging | |
| <u>Submitted For:</u> | FAMILY & HUMAN SERVICES COMMITTEE, | |
| <u>Department:</u> | County Administrator | |
| <u>Referral No.:</u> | N/A | |
| <u>Referral Name:</u> | Appointments to Advisory Bodies | |
| <u>Presenter:</u> | N/A | <u>Contact:</u> Ana Bagtas, 925-655-0771 |

Referral History:

On January 7, 2020, the Board of Supervisors adopted Resolution No. 2020/1 adopting policy amendments governing appointments to boards, committees, and commissions that are advisory to the Board of Supervisors. Included in this resolution was a requirement that applications for at-large/countywide seats be reviewed by a Board of Supervisors committee.

The Advisory Council on Aging (ACOA) provides a means for county-wide planning, cooperation and coordination for individuals and groups interested in improving and developing services and opportunities for the older residents of this County. The Council provides leadership and advocacy on behalf of older persons and serves as a channel of communication and information on aging.

The Advisory Council on Aging consists of 40 members serving 2 year staggered terms, each ending on September 30. The Council consists of representatives of the target population and the general public, including older low-income and military persons; at least one-half of the membership must be made up of actual consumers of services under the Area Plan. The Council includes: 19 representatives recommended from each Local Committee on Aging, 1 representative from the Nutrition Project Council, 1 Retired Senior Volunteer Program, and 19 Members at-Large.

Pursuant to the ACOA Bylaws, the ACOA may recommend for appointment up to four (4) alternate Member-at-Large (MAL) members, who shall serve and vote in place of members (City or MAL) who are absent from, or who are disqualifying themselves from participating in a meeting of the ACOA.

The Area Agency on Aging, the ACOA and the Clerk of the Board, using Contra Costa TV (CCTV), assisted with recruitment. Area Agency on Aging staff has encouraged interested individuals including minorities to apply through announcements provided at the Senior Coalition meetings and at the regular monthly meetings of the ACOA. The Contra Costa County Employment and Human Services Department (EHSD) website contains dedicated web content where interested members of the public are encouraged to apply. The website provides access to the Board of Supervisors' official application with instructions on whom to contact for ACOA related inquiries, including application procedures.

Referral Update:

The Contra Costa Area Agency on Aging (AAA) recommends the following individual for appointment to the Contra Costa Advisory Council on Aging (ACOA) with a term expiring on September 30, 2023:

- City of Concord Local - Marilyn Fowler

Marilyn Fowler submitted an application for ACOA membership on January 20, 2023. The City of Concord recommended Marilyn Fowler to serve as the ACOA's City of Concord representative on January 24, 2023.

The Contra Costa Area Agency on Aging (AAA) recommends the following individual for appointment to the Contra Costa Advisory Council on Aging (ACOA) with a term expiring on September 30, 2024:

- At-Large #7 - Mike Awadalla

Mike Awadalla submitted an application for ACOA membership on April 20, 2021 and he was appointed to fill the Alternate

#1 seat. The Membership Committee nominated Mike Awadalla to vacate the Alternate #1 seat and fill the At-Large #7 seat. On December 7, 2022, the Executive Committee approved the nomination. On December 21, 2022, the ACOA members voted unanimously to approve Mike Awadalla's appointment.

- At-Large #8 - George Lee

George Lee submitted an application for ACOA membership on August 16, 2021 and appointed to fill the Alternate #2 seat on the ACOA on March 22, 2022. The Membership Committee nominated George Lee to vacate the Alternate #2 seat to fill the At-Large #8 seat. On December 7, 2022, the Executive Committee approved the nomination. On December 21, 2022, members of the ACOA voted unanimously to approve George Lee's appointment.

- At-Large #13 - Ramapriya Raju

Raju Ramapriya submitted an application for ACOA membership on March 3, 2022 and appointed to fill Alternate #3 seat on the ACOA on July 26, 2022. The Membership Committee nominated Ramapriya Raju to vacate the Alternate #3 seat and fill the MAL #13 seat. On December 7, 2022, the Executive Committee approved the nomination. On December 21, 2022, the ACOA members voted unanimously to approve Ramapriya Raju's appointment.

Recommendation(s)/Next Step(s):

RECOMMEND to the Board of Supervisors the appointment of the following individual to the Contra Costa Advisory Council on Aging (ACOA) with a term expiring on September 30, 2023:

- City of Concord Local - Marilyn Fowler

RECOMMEND to the Board of Supervisors the appointment of the following individuals to the Contra Costa Advisory Council on Aging (ACOA) with a term expiring on September 30, 2024:

- At-Large #7 - Mike Awadalla
- At-Large #8 - George Lee
- At-Large #13 - Ramapriya Raju

Fiscal Impact (if any):

There is no fiscal impact for this action.

Attachments

ACOA Roster

Application M. Fowler

Application M. Awadalla

Application G. Lee

Application R. Ramapriya

| Advisory Board | Seat Title | Term Expiration Date | Current Incumbent |
|---------------------------|----------------------------|----------------------|----------------------|
| Advisory Council on Aging | Nutrition Project Council | | Vacant |
| Advisory Council on Aging | At-Large 1 | | Vacant |
| Advisory Council on Aging | At-Large 2 | 9/30/2024 | Krohn, Shirley |
| Advisory Council on Aging | At-Large 3 | | Vacant |
| Advisory Council on Aging | At-Large 4 | 9/30/2024 | Shafiabady, Sara |
| Advisory Council on Aging | At-Large 5 | 9/30/2024 | Card, Deborah |
| Advisory Council on Aging | At-Large 6 | 9/30/2024 | Lipson, Steve |
| Advisory Council on Aging | At-Large 7 | Pending | Awadalla, Mike |
| Advisory Council on Aging | At-Large 8 | Pending | Lee, George |
| Advisory Council on Aging | At-Large 9 | | Vacant |
| Advisory Council on Aging | At-Large 10 | 9/30/2024 | Tobey, Terri |
| Advisory Council on Aging | At-Large 11 | 9/30/2023 | Bhambra, Jagjit |
| Advisory Council on Aging | At-Large 12 | 9/30/2024 | Neemuchwalla, Nuru |
| Advisory Council on Aging | At-Large 13 | Pending | Raju, Ramapriya |
| Advisory Council on Aging | At-Large 14 | 9/30/2023 | Yee, Dennis |
| Advisory Council on Aging | At-Large 15 | 9/30/2024 | Bruns, Mary |
| Advisory Council on Aging | At-Large 16 | 9/30/2023 | O'Toole, Brian |
| Advisory Council on Aging | At-Large 17 | 9/30/2024 | Donovan, Kevin D. |
| Advisory Council on Aging | At-Large 18 | 9/30/2024 | Wener, Michael |
| Advisory Council on Aging | At-Large 19 | 9/30/2023 | Kleiner, Jill |
| Advisory Council on Aging | At-Large 20 | 9/30/2024 | Sakai-Miller, Sharon |
| Advisory Council on Aging | Local Committee Antioch | 9/30/2024 | Fernandez, Rudy |
| Advisory Council on Aging | Local Committee Brentwood | | Vacant |
| Advisory Council on Aging | Local Committee Clayton | 9/30/2023 | Berman, Michelle |
| Advisory Council on Aging | Local Committee Concord | Pending | Fowler, Marilyn |
| Advisory Council on Aging | Local Committee Danville | 9/30/2023 | Donnelly, James |
| Advisory Council on Aging | Local Committee El Cerrito | 9/30/2024 | Kehoe, Carol |
| Advisory Council on Aging | Local Committee Hercules | 9/30/2024 | Doran, Jennifer |
| Advisory Council on Aging | Local Committee Lafayette | 9/30/2023 | Partridge, Erin |
| Advisory Council on Aging | Local Committee Martinez | 9/30/2023 | Iorns, Jody |
| Advisory Council on Aging | Local Committee Moraga | 9/30/2023 | Aufhauser, Martin |
| Advisory Council on Aging | Local Committee Oakley | 9/30/2023 | Rigsby, Michael |
| Advisory Council on Aging | Local Committee Orinda | 9/30/2023 | Evans, Candace |
| Advisory Council on Aging | Local Committee Pinole | | Vacant |

| Advisory Board | Seat Title | Term Expiration Date | Current Incumbent |
|---------------------------|-------------------------------|----------------------|----------------------|
| Advisory Council on Aging | Local Committee Pittsburg | 9/30/2023 | Carterelliott, Kacey |
| Advisory Council on Aging | Local Committee Pleasant Hill | 9/30/2023 | Van Ackeren, Lorna |
| Advisory Council on Aging | Local Committee Richmond | 9/30/2024 | Burkhart, Cate |
| Advisory Council on Aging | Local Committee San Pablo | | Vacant |
| Advisory Council on Aging | Local Committee San Ramon | 9/30/2023 | Bajpai, Swamini |
| Advisory Council on Aging | Local Committee Walnut Creek | 9/30/2023 | Freitag, Eric |
| Advisory Council on Aging | Alternate Member 1 | | Vacant |
| Advisory Council on Aging | Alternate Member 2 | | Vacant |
| Advisory Council on Aging | Alternate Member 3 | | Vacant |
| Advisory Council on Aging | Alternate Member 4 | 9/30/2023 | Lang, Thomas |

Term length: 24 months

| | |
|--|--------------------------|
| | Pending FHS/BOS Approval |
| | Vacant |



Contra
Costa
County

For Office Use Only
Date Received:

For Reviewers Use Only:
Accepted Rejected

BOARDS, COMMITTEES, AND COMMISSIONS APPLICATION

MAIL OR DELIVER TO:

Contra Costa County
CLERK OF THE BOARD
651 Pine Street, Rm. 106
Martinez, California 94553-1292

PLEASE TYPE OR PRINT IN INK
(Each Position Requires a Separate Application)

BOARD, COMMITTEE OR COMMISSION NAME AND SEAT TITLE YOU ARE APPLYING FOR:

Advisory Council on Aging
PRINT EXACT NAME OF BOARD, COMMITTEE, OR COMMISSION

Representative for the City of Concord
PRINT EXACT SEAT NAME (if applicable)

1. **Name:** Fowler Marilyn Miller
(Last Name) (First Name) (Middle Name)

2. **Address:** XXXX
(No.) (Street) (Apt.) (State) (Zip Code)

3. **Phones:** XXXXXXXX n/a (925) 451-4290
(Home No.) (Work No.) (Cell No.)

4. **Email Address:** _____

5. **EDUCATION:** Check appropriate box if you possess one of the following:

High School Diploma G.E.D. Certificate California High School Proficiency Certificate

Give Highest Grade or Educational Level Achieved MA - Applied Psychology

| Names of colleges / universities attended | Course of Study / Major | Degree Awarded | Units Completed | | Degree Type | Date Degree Awarded |
|--|---------------------------------------|---|---|---------|-------------|---------------------|
| | | | Semester | Quarter | | |
| A) Russell Sage College | Soc. Sci./El. Ed. | Yes No <input checked="" type="checkbox"/> <input type="checkbox"/> | | | BS | 1969 |
| B) Golden Gate University | Applied Psychology | Yes No <input checked="" type="checkbox"/> <input type="checkbox"/> | | | MA | 1996 |
| C) | | Yes No <input type="checkbox"/> <input type="checkbox"/> | | | | |
| D) Other schools / training completed: Golden Gate University | Course Studied Conflict Resolution | Hours Completed | Certificate Awarded: Yes No <input checked="" type="checkbox"/> <input type="checkbox"/> | | | |

6. PLEASE FILL OUT THE FOLLOWING SECTION COMPLETELY. List experience that relates to the qualifications needed to serve on the local appointive body. Begin with your most recent experience. A resume or other supporting documentation may be attached but it may not be used as a substitute for completing this section.

| | | |
|--|---|--|
| <p>A) Dates (Month, Day, Year) <u>From</u> <u>To</u> 10/21 Present</p> <p>Total: <u>Yrs.</u> <u>Mos.</u> 1 2</p> <p>Hrs. per week <u>varies</u> . Volunteer <input checked="" type="checkbox"/></p> | <p>Title Commissioner</p> <hr/> <p>Employer's Name and Address City of Concord 1950 Parkside Drive Concord, CA 94519</p> | <p>Duties Performed I currently serve on the Commission on Aging. In that role, I have helped organize and implement a senior health fair and the Be A Santa to a Senior project. Also, I helped analyze the results of a survey of Concord's senior citizens. We plan to focus on transportation and housing concerns, based on the results.</p> |
| <p>B) Dates (Month, Day, Year) <u>From</u> <u>To</u> 1/97 Present</p> <p>Total: <u>Yrs.</u> <u>Mos.</u> 26</p> <p>Hrs. per week <u>varies</u> . Volunteer <input checked="" type="checkbox"/></p> | <p>Title Mediator</p> <hr/> <p>Employer's Name and Address Center for Human Development 901 Sunvalley Blvd. #220 Concord, CA 94520</p> | <p>Duties Performed I mediate disputes between community members. I specialize in mediating contested juvenile guardianship cases for the Probate Division of the Contra Costa Superior Court. My training and experience help me to recognize the problems caused by differences of opinion and to help others to work through issues.</p> |
| <p>C) Dates (Month, Day, Year) <u>From</u> <u>To</u> 1973 3/94</p> <p>Total: <u>Yrs.</u> <u>Mos.</u> 21</p> <p>Hrs. per week <u>40</u> . Volunteer <input type="checkbox"/></p> | <p>Title Varied - see Duties Performed</p> <hr/> <p>Employer's Name and Address Contra Costa County Probation Dept. 50 Douglas Drive Martinez, CA</p> | <p>Duties Performed I served in numerous roles during my career beginning with work as a Group Counselor in the Juvenile Hall. Additionally, I was a Supervisor in the Girls Treatment Center, and a Probation Officer in the Adult and Juvenile Divisions. I finished my career as a Supervisor in the Adult Division.</p> |
| <p>D) Dates (Month, Day, Year) <u>From</u> <u>To</u> 2009 2021</p> <p>Total: <u>Yrs.</u> <u>Mos.</u> 12</p> <p>Hrs. per week <u>varied</u> . Volunteer <input checked="" type="checkbox"/></p> | <p>Title Trustee</p> <hr/> <p>Employer's Name and Address Russell Sage College 65 First Street Troy, NY 12180</p> | <p>Duties Performed As a Trustee for my alma mater, I met with other Trustees three times a year to set policies and help steer the college as it moved from a single sex to co-ed institution. I served on a number of the board-level committees including Governance (chair), Audit, Academic Affairs and Human Resources (chair).</p> |

7. How did you learn about this vacancy?

CCC Homepage Walk-In Newspaper Advertisement District Supervisor Other Conc. Commission on Aqinc

8. Do you have a Familial or Financial Relationship with a member of the Board of Supervisors? (Please see Board Resolution no. 2011/55, attached): No Yes

If Yes, please identify the nature of the relationship: _____

I CERTIFY that the statements made by me in this application are true, complete, and correct to the best of my knowledge and belief, and are made in good faith. I acknowledge and understand that all information in this application is publically accessible. I understand and agree that misstatements / omissions of material fact may cause forfeiture of my rights to serve on a Board, Committee, or Commission in Contra Costa County.

Sign Name: _____ Date: January 20, 2023

Important Information

1. This application is a public document and is subject to the California Public Records Act (CA Gov. Code §6250-6270).
2. Send the completed paper application to the Office of the Clerk of the Board at: **651 Pine Street, Room 106, Martinez, CA 94553.**
3. A résumé or other relevant information may be submitted with this application.
4. All members are required to take the following training: 1) The Brown Act, 2) The Better Government Ordinance, and 3) Ethics Training.
5. Members of boards, commissions, and committees may be required to: 1) file a Statement of Economic Interest Form also known as a Form 700, and 2) complete the State Ethics Training Course as required by AB 1234.
6. Advisory body meetings may be held in various locations and some locations may not be accessible by public transportation.
7. Meeting dates and times are subject to change and may occur up to two days per month.
8. Some boards, committees, or commissions may assign members to subcommittees or work groups which may require an additional commitment of time.

**THE BOARD OF SUPERVISORS OF CONTRA COSTA COUNTY, CALIFORNIA and for
Special Districts, Agencies and Authorities Governed by the Board Adopted Resolution
no. 2011/55 on 2/08/2011 as follows:**

IN THE MATTER OF ADOPTING A POLICY MAKING FAMILY MEMBERS OF THE BOARD OF SUPERVISORS INELIGIBLE FOR APPOINTMENT TO BOARDS, COMMITTEES OR COMMISSIONS FOR WHICH THE BOARD OF SUPERVISORS IS THE APPOINTING AUTHORITY

WHEREAS the Board of Supervisors wishes to avoid the reality or appearance of improper influence or favoritism;

NOW, THEREFORE, BE IT RESOLVED THAT the following policy is hereby adopted:

- I. SCOPE: This policy applies to appointments to any seats on boards, committees or commissions for which the Contra Costa County Board of Supervisors is the appointing authority.
- II. POLICY: A person will not be eligible for appointment if he/she is related to a Board of Supervisors' Member in any of the following relationships:
1. Mother, father, son, and daughter;
 2. Brother, sister, grandmother, grandfather, grandson, and granddaughter;
 3. Great-grandfather, great-grandmother, aunt, uncle, nephew, niece, great-grandson, and great-granddaughter;
 4. First cousin;
 5. Husband, wife, father-in-law, mother-in-law, son-in-law, daughter-in-law, stepson, and stepdaughter;
 6. Sister-in-law (brother's spouse or spouse's sister), brother-in-law (sister's spouse or spouse's brother), spouse's grandmother, spouse's grandfather, spouse's granddaughter, and spouse's grandson;
 7. Registered domestic partner, pursuant to California Family Code section 297.
 8. The relatives, as defined in 5 and 6 above, for a registered domestic partner.
 9. Any person with whom a Board Member shares a financial interest as defined in the Political Reform Act (Gov't Code §87103, Financial Interest), such as a business partner or business associate.



Contra Costa County

Please return completed applications to:
Clerk of the Board of Supervisors
1025 Escobar Street, 1st Floor
Martinez, CA 94553
or email to: ClerkofTheBoard@cob.cccounty.us

BOARDS, COMMITTEES, AND COMMISSIONS APPLICATION

First Name

Mike

Last Name

Awadalla

Home Address - Street

[Redacted]

City

Walnut Creek

Zip Code

94598

Phone (best number to reach you)

[Redacted]

Email

[Redacted]

Resident of Supervisorial District:

2

EDUCATION

Check appropriate box if you possess one of the following:

[X] High School Diploma

[] CA High School Proficiency Certificate

[] G.E.D. Certificate

Colleges or Universities Attended

San Francisco State University

Course of Study/Major

Microbiology

Degree Awarded

[X] Yes [] No

[] Yes [] No

[] Yes [] No

Other Training Completed:

Certified Senior Advisor (CSA)

Board, Committee or Commission Name

ACOA

Seat Name

MAL seat #7

Have you ever attended a meeting of the advisory board for which you are applying?

[] No

[X] Yes If yes, how many?

over 20 times

Please explain why you would like to serve on this particular board, committee, or commission.

From my work experience for the last five years with CarePatrol, I have acquired knowledge about issues that affect the elderly. I am also trained as a senior care advisor.

Describe your qualifications for this appointment. (NOTE: you may also include a copy of your resume with this application)

I have a BS in Microbiology. I worked as a Microbiologist for about 5 years. My second career was a 20 years in the restaurant business. I owned three restaurants in San Francisco. I have sold all three in 2015 after my dad was diagnosed with the Alzheimer's disease. My dad's sickness is what got me in the senior care business. I served as a caregiver for my dad until he passed in 2018. Currently, I am the owner of CarePatrol of Walnut Creek.

I am including my resume with this application:

Please check one:

[] Yes

[X] No

I would like to be considered for appointment to other advisory bodies for which I may be qualified.

Please check one:

[X] Yes

[] No

Are you currently or have you ever been appointed to a Contra Costa County advisory board?

Please check one: Yes No

List any volunteer and community experience, including any boards on which you have served.

I am a member of SMAC, Senior Mobility Action Council, The ACOA housing group, the Health working group and Fall prevention working group.

Do you have a familial relationship with a member of the Board of Supervisors? (Please refer to the relationships listed below or Resolution no. 2011/55)

Please check one: Yes No

If Yes, please identify the nature of the relationship:

Do you have any financial relationships with the county, such as grants, contracts, or other economic relationships?

Please check one: Yes No

If Yes, please identify the nature of the relationship:

I CERTIFY that the statements made by me in this application are true, complete, and correct to the best of my knowledge and belief, and are made in good faith. I acknowledge and understand that all information in this application is publicly accessible. I understand and agree that misstatements and/or omissions of material fact may cause forfeiture of my rights to serve on a board, committee, or commission in Contra Costa County.

Signed: _____

Date: _____

01/06/2023

Submit this application to: ClerkofTheBoard@cob.cccounty.us OR Clerk of the Board of Supervisors
1025 Escobar Street, 1st Floor
Martinez, CA 94553

Questions about this application? Contact the Clerk of the Board at (925) 655-2000 or by email at ClerkofTheBoard@cob.cccounty.us

Important Information

1. This application and any attachments you provide to it is a public document and is subject to the California Public Records Act (CA Government Code §6250-6270).
2. All members of appointed bodies are required to take the advisory body training provided by Contra Costa County.
3. Members of certain boards, commissions, and committees may be required to: 1) file a Statement of Economic Interest Form also known as a Form 700, and 2) complete the State Ethics Training Course as required by AB 1234.
4. Meetings may be held in various locations and some locations may not be accessible by public transportation.
5. Meeting dates and times are subject to change and may occur up to two (2) days per month.
6. Some boards, committees, or commissions may assign members to subcommittees or work groups which may require an additional commitment of time.
7. As indicated in Board Resolution 2011/55, a person will not be eligible for appointment if he/she is related to a Board of Supervisors member in any of the following relationships: mother, father, son, daughter, brother, sister, grandmother, grandfather, grandson, granddaughter, great-grandfather, great-grandmother, aunt, uncle, nephew, niece, great-grandson, great-granddaughter, first-cousin, husband, wife, father-in-law, mother-in-law, daughter-in-law, stepson, stepdaughter, sister-in-law, brother-in-law, spouse's grandmother, spouse's grandfather, spouse's granddaughter, and spouses' grandson, registered domestic partner, relatives of a registered domestic partner as listed above.
8. A person will not be eligible to serve if the person shares a financial interest as defined in Government Code §87103 with a Board of Supervisors Member.



Contra Costa County

Please return completed applications to: Clerk of the Board of Supervisors 1025 Escobar Street, 1st Floor Martinez, CA 94553 or email to: ClerkofTheBoard@cob.cccounty.us

BOARDS, COMMITTEES, AND COMMISSIONS APPLICATION

First Name: George, Last Name: Lee, Home Address - Street: [blank], City: Pittsburg, Zip Code: 94565, Phone (best number to reach you): [blank], Email: [blank], Resident of Supervisorial District: 5

EDUCATION Check appropriate box if you possess one of the following: [checked] High School Diploma, [] CA High School Proficiency Certificate, [] G.E.D. Certificate

Table with 3 columns: Colleges or Universities Attended, Course of Study/Major, Degree Awarded. Row 1: Florida Intl Univ, BBA Business, [checked] Yes [] No

Other Training Completed: []

Board, Committee or Commission Name: Advisory Council on Aging, Seat Name: Member at Large Seat # 8

Have you ever attended a meeting of the advisory board for which you are applying? [] No [checked] Yes If yes, how many? 6

Please explain why you would like to serve on this particular board, committee, or commission. I am hoping to help Elderly and disabled in Contra Costa County to navigate the benefits and programs in place to ssast them. I also hope to have input on new needs, and legislation

Describe your qualifications for this appointment. (NOTE: you may also include a copy of your resume with this application) I have been involved in local businesses, including my own, for over 20 years. I am computer literate. My Family is raised and I am now retired, therefore I have time to offer the community

I am including my resume with this application: Please check one: [] Yes [checked] No

I would like to be considered for appointment to other advisory bodies for which I may be qualified. Please check one: [] Yes [checked] No

Are you currently or have you ever been appointed to a Contra Costa County advisory board?

Please check one: Yes No

List any volunteer and community experience, including any boards on which you have served.

Do you have a familial relationship with a member of the Board of Supervisors? (Please refer to the relationships listed below or Resolution no. 2011/55)

Please check one: Yes No

If Yes, please identify the nature of the relationship:

Do you have any financial relationships with the county, such as grants, contracts, or other economic relationships?

Please check one: Yes No

If Yes, please identify the nature of the relationship:

I CERTIFY that the statements made by me in this application are true, complete, and correct to the best of my knowledge and belief, and are made in good faith. I acknowledge and understand that all information in this application is publicly accessible. I understand and agree that misstatements and/or omissions of material fact may cause forfeiture of my rights to serve on a board, committee, or commission in Contra Costa County.

Signed: George N Lee

Date: 01/04/2023

Submit this application to: ClerkofTheBoard@cob.cccounty.us OR Clerk of the Board of Supervisors
1025 Escobar Street, 1st Floor
Martinez, CA 94553

Questions about this application? Contact the Clerk of the Board at (925) 655-2000 or by email at ClerkofTheBoard@cob.cccounty.us

Important Information

1. This application and any attachments you provide to it is a public document and is subject to the California Public Records Act (CA Government Code §6250-6270).
2. All members of appointed bodies are required to take the advisory body training provided by Contra Costa County.
3. Members of certain boards, commissions, and committees may be required to: 1) file a Statement of Economic Interest Form also known as a Form 700, and 2) complete the State Ethics Training Course as required by AB 1234.
4. Meetings may be held in various locations and some locations may not be accessible by public transportation.
5. Meeting dates and times are subject to change and may occur up to two (2) days per month.
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8. A person will not be eligible to serve if the person shares a financial interest as defined in Government Code §87103 with a Board of Supervisors Member.

Application Form

Profile

Ramapriya _____ Raju _____
 First Name Middle Initial Last Name

693 Monte Verde Lane _____
 Home Address Suite or Apt

Brentwood _____ CA 94513
 City State Postal Code

Mobile: (664) 787-8411 _____
 Primary Phone

_____ _____
 Email Address

[District Locator Tool](#)

Resident of Supervisorial District:

None Selected

IBM _____ IT Manager _____
 Employer Job Title

Length of Employment

8 years

Do you work in Contra Costa County?

Yes No

If Yes, in which District do you work?

How long have you lived or worked in Contra Costa County?

1 year

Are you a veteran of the U.S. Armed Forces?

Yes No

Board and Interest

Which Boards would you like to apply for?

Advisory Council on Aging: Submitted

Seat Name

Have you ever attended a meeting of the advisory board for which you are applying?

Yes No

If Yes, how many meetings have you attended?

Education

Select the option that applies to your high school education *

High School Diploma

College/ University A

Name of College Attended

Madras Universtiy

Degree Type / Course of Study / Major

Bahelor of Science, Nutrition and Dietetics

Degree Awarded?

Yes No

College/ University B

Name of College Attended

Madras University

Degree Type / Course of Study / Major

Master of Social Work

Degree Awarded?

Yes No

College/ University C

Name of College Attended

SSI

Degree Type / Course of Study / Major

Diploma in Computer Applications

Ramapriya Raju

Degree Awarded?

Yes No

Other Trainings & Occupational Licenses

Other Training A

Duke Trained Health and Well-Being Coach

Certificate Awarded for Training?

Yes No

Other Training B

Certificate Awarded for Training?

Yes No

Occupational Licenses Completed:

Qualifications and Volunteer Experience

Please explain why you would like to serve on this particular board, committee, or commission.

I'm a Duke Trained Health and Well-Being Coach, in the process of being certified. My passion for Health and wellness has always driven me and I currently do Pro bono work for IACS, Seattle helping Health coach their seniors through. I'm passionate about women's health topics having seen through some tough health situations personally and that of my parents. I'm a Software professional with over 21 years of experience, having worked in multiple geographies. I have managed, led, and delivered along with large and small teams. I want to be able to put this to good use now toward the community and people. I strongly believe my diverse experience, patience, interpersonal skills, leadership skills from my professional experience can be put to good use for the needs of this organization.

Describe your qualifications for this appointment. (NOTE: you may also include a copy of your resume with this application)

I'm a natural communicator, motivated and keen to engage within the community

[Upload a Resume](#)

Would you like to be considered for appointment to other advisory bodies for which you may be qualified?

Yes No

Ramapriya Raju

Do you have any obligations that might affect your attendance at scheduled meetings?

Yes No

If Yes, please explain:

I Health Coach a large group of Seniors, and those schedules might conflict sometimes. As long as there is time to plan, I can work around schedules.

Are you currently or have you ever been appointed to a Contra Costa County advisory board?

Yes No

If Yes, please list the Contra Costa County advisory board(s) on which you are currently serving:

If Yes, please also list the Contra Costa County advisory board(s) on which you have previously served:

List any volunteer or community experience, including any advisory boards on which you have served.

I have volunteered in both of my children's Elementary, Middle and High school initiatives. Have led and taken multiple teams to Odyssey of the Mind competitions and Science Olympiads. Have volunteered within IBM as a Women mentor for over 8 years. Have Volunteered in the Indian community centers helping with women and senior needs.

Conflict of Interest and Certification

Do you have a familial or financial relationship with a member of the Board of Supervisors? (Please refer to the relationships listed under the "Important Information" section below or Resolution No. 2021/234)

Yes No

If Yes, please identify the nature of the relationship:

Do you have any financial relationships with the County such as grants, contracts, or other economic relationships?

Yes No

If Yes, please identify the nature of the relationship:

Please Agree with the Following Statement

I CERTIFY that the statements made by me in this application are true, complete, and correct to the best of my knowledge and belief, and are made in good faith. I acknowledge and understand that all information in this application is publicly accessible. I understand that misstatements and/or omissions of material fact may cause forfeiture of my rights to serve on a board, committee, or commission in Contra Costa County.

I Agree

Important Information

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7. As indicated in Board Resolution 2021/234, a person will not be eligible for appointment if he/she is related to a Board of Supervisors' member in any of the following relationships:
 - (1) Mother, father, son, and daughter;
 - (2) Brother, sister, grandmother, grandfather, grandson, and granddaughter;
 - (3) Husband, wife, father-in-law, mother-in-law, son-in-law, daughter-in-law, stepson, and stepdaughter;
 - (4) Registered domestic partner, pursuant to California Family Code section 297;
 - (5) The relatives, as defined in 1 and 2 above, for a registered domestic partner;
 - (6) Any person with whom a Board Member shares a financial interest as defined in the Political Reform Act (Gov't Code §87103, Financial Interest), such as a business partner or business associate.

Ramapriya Raju

Brentwood, California 94513

(864) 787-8419 • ramapriya.raju@gmail.com • <https://www.linkedin.com/in/ramapriya-raju-32a2901>

Software Engineering & Transformation Leader

Experienced Engineering professional skilled in Software Delivery, transformation, Agile @Scale, Contracts Negotiations/build/management, strategy, quality engineering and innovation known for successfully delivering complex software programs and projects.

Software Engineering and Transformation professional with 21+ years of experience in the information technology industry. Expert in client facing leadership with CXO level relationships and IBM Certified Client Advocate, Agile expert, large scale Agile Transformation, Contracts Management, New Proposals/Deal builds, Global portfolio management, innovation and strategy generating revenue in millions to Client, change/risk management experienced, and successful at Transformation through Innovation. Effective Senior manager known for successful project, client, staff, and complex program management. Innovative executive focused on providing exceptional results using Agile, DevOps, Shift-Left, Automation, CI/CD, Quality assurance, and process improvement. Excellent communicator with the ability to make complex technical issues understandable with frequent presentation engagements at industry conferences and seminars.

Core Competencies:

- Client Relationships at CXO layer
- Agile @Scale (Framework & Principle)
- Transformation & Innovation
- Agile/DevOps Certified
- Automation and Optimization
- ALM, JIRA, Java, C++, Selenium, Python
- CI/CT/CD
- Design Thinking Co-Creator
- Quality Assurance
- Cloud Technologies
- New Proposal/business opportunity builds
- Large contracts build/management
- Program/Portfolio/People Management
- Omni-Channels
- Client Advocacy
- Insurance Essentials
- Microsoft Office, Visio, & Project
- IBM Certified "Client Advocate"
- Banking Essentials
- Mergers/Acquisitions & Divestitures

Awards & Accreditations

Agile Certified

IBM Design Thinking Co-Creator

IBM Client Advocacy Practitioner

Cognitive Practitioner

IBM Insurance Insights & Solutions (Silver)

IBM Patent Submitted on Innovative Automation solution implemented in Largest FSS Client deployment

Continued...

Ramapriya Raju

Page Two

Industry Representations

- QUEST, 2018
<http://qaiquest.org/2018/sessions/stax-robust-selenium-test-automation-framework/>
- QAI 2019
<http://qaiquest.org/2019/webinar-detail-page-jan2018/>
- QUEST 2019
<http://qaiquest.org/2019/sessions/shift-left-test-automation-demystified/>
- Testing Mind - Test Automation & Digital QA Summit - Raleigh Durham 2019
<https://www.testingmind.com/event/test-automation-and-digital-qa-summit-raleigh-durham-2019/>
- TechWell Star East 2020
<https://stareast.techwell.com/program/concurrent-sessions/yes-devops-and-continuous-testing-are-possible-non-agile-environments-stareast-virtual-2020>
- NC State University, MBA Program – 2020 Innovative Women’s Conference
<https://sites.google.com/view/nc-state-jenkins-mba2020iwc/home>
- Test Automation & Digital QA Virtual Summit 2021, USA Season4
<https://www.testingmind.com/event/testautomationsummit21-usaseason5-virtual/agenda/>

Professional Experience

IBM, Brentwood, California

Global Quality Leader, Mergers, Divestitures & Acquisitions, Jan 2021-Present

Manage Global test for IBM largest Divestiture till date, Kyndryl

Manage North Americas HyperCare

Manage IT Operations as part of post Spin, Kyndryl

Raleigh-Durham, North Carolina

Engineering & Transformation Leader, October 2014 – Dec 2021

Lead and Manage Engineering, Innovation and Transformation focused on client requirements, strategic innovation, and client roadmap growth. Most recently handled content and strategy build for a large new business proposal for Global QA opportunity. Handled aggressive contractual obligations range \$60M+. Generated new business deals and opportunities through delivery metrics/Innovation and Transformation range \$3M+. Implement DevOps driven programs with active CI/CD implementations. Leading Agile @Scale transformation with scope of 150+ Client application migration to Cloud driven Agile methodologies. Led testing projects in a semi-federated environment and govern globally distributed IBM teams into a continuous delivery model, range 300+ members. Implement repeatable QA strategies bringing additional annual revenue range \$3M+. Primary Client liaison for IBM with a focus on innovation, emerging technology, 25+ tools strategy and implementations. Developed and Executed both short- and long-term strategies ensuring 50% improvement in QA response time and over 95% SLA/SLO achieves. Develop and Establish partnership with Business leaders and Clients to continuously bring in business opportunities/revenue generation. Implement automation/DevOps/shift-Left guidelines, best practices, and methods across global teams to improve time to market and reduce cost to client. Migrate Client from aging technologies into a Omni channel, Cloud driven environment. Strategized and built open source-based asset model for Client, thereby bringing in 85% cost reduction via automation and dependency minimisations.

Continued...

Ramapriya Raju

Page Three

Selected Projects & Achievements:

- Key stakeholder in managing and delivering aggressive contractual obligations to IBM clients in multiple development model including Agile
- Built a strong strategy and proposal content for multiple large global new business opportunity bids
- Implementing Agile @Scale with scope of 150+ application management
- Implementing Shift Left methods to improve IBM delivery to client from Application Development to QA into Production implementing Agile methodology
- Implemented a Continuous Integration/Continuous Development/Continuous Testing model as part of the Client DevOps strategy and reduced defect find rate in production by up to 90%
- Implemented a factorized delivery model into Application Development for cost effective solutions to clients
- Operationalized automation operations in direct relations to the company motto of "Everything cannot be automated, but everyone can automate". For example, successfully transformed client's independent automation center of operation into an semi federated, integral, viable, and scalable part of core delivery team. Transformed the operation from a stand-alone function with limited scalability potential into an integrated techno functional operation with integrated automation and acceleration performed for every BAU operation. Currently 65% of QA Organization transformed from Manual to Techno Functional (Automation enabled) skills
- Implemented a proprietary Automation framework for Client, enabling them to shift into Gartner Leader quadrant in the Test Automation space
- Represented IBM in May of 2018 at Quest QAI by presenting "STAX- Robust Selenium Test Automation Framework", a white paper. Presented in QAI Jan, 2019 Webinar on "Automation Tool Selection and Implementation Techniques". Selected to Present in Quest, 2019 on, "Shift-Left Automation, Demystified"
- Developed from strategy to implementation an open source-based automation framework that exceeded client's expectations which gained a client referral for IBM and was submitted for IBM Patent in September of 2017.
- Co-created multiple Design thinking workshops to aid client in identifying annual goals and achievement benchmarks

ChangeAgents, India

IT Consultant & Trainer, May 2012 – October 2013

Provided consulting and training for a wide range of clients on Software Delivery Methods, Organization assessments, Senior Manager risk-based testing approaches, Global Program Delivery methodologies, Distributed Team Setup and Operationalize

Ramapriya Raju

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Logica Pvt. Ltd, India (Currently CGI Group)

Delivery Head – Business Delivery, August 2008 – March 2012

Oversaw the Testing Services Unit in Chennai with 225+ employees including resource management, test center deliverables, staff and client management, and risk mitigation. Provided project management across verticals and multiple portfolios covering a wide range of domains and technologies. Acted as key location owner responsible for all client and customer visits alongside improvement of test business farming organization wide. Contributed to organizational and sector specific initiatives, interfaced with global operations and outsourcing services, supported many graduate initiatives, and performed parallel/stretch assignments as a Global Test Delivery/Competency Champion.

Selected Projects & Achievements:

- Built team in new location from baseline to skill level and built automation competency from beginning to end.
- Successfully delivered the HPTP CONNECT program for Logica India which consolidated the HP toolset and converted it into the Par per use model including transition of licenses and support from France to India.
- Managed the MRC, MeSH, UK program with functional, end-to-end, regression testing (manual and automation), and UAT support from the UK.
- Met key criteria and 100% compliance to regulatory norms by directing the NHS, UK testing delivery from offshore.

ANZ Information Technology,

Delivery Manager, February 2005 – February 2007

Managed delivery on testing services and built test team in Bangalore with more than 100 members. Grew offshore business, provided resource management and deliverables, and led staff all while mitigating risks when necessary. Facilitated identity and access management, testing, third-party code such as Computer Associates and Wipro, and collected and collated metrics for CMM Level 5 compliance expectations.

Selected Projects & Achievements:

- Directed the Vision+ Cards project which included feasibility analysis, automation framework design and implementation, and innovating the existing manual test cases.
- Testing Competency Champion responsible for procuring testing projects in Australia, New Zealand, and India while aiding delivery managers with marketing.

Additional experience

- *Feature Test Manager for Talisma Corp in India, 2004-2005*
- *System Test Lead for Norwich Union in the United Kingdom, 2001-2004*
- *Senior QA for Mercado Software in the United States, 2000-2001*
- *QA Engineer for Mercury Information System, 1997-1998*

Technical Proficiencies

Continued...

Ramapriya Raju

Page Three

| | |
|-------------------------|---|
| Business Skills | Contract Management, Contract Negotiations, Client interfacing at CXO layer, Global/Distributed Team Management, Generating Business Opportunities, Team Leadership, Project Planning, Analysis, Design, Testing, Test Management, Project Management, Training, Support Management, Program Management, Delivery, Transformation |
| Technical Skills | Selenium, Java, .NET, Microfocus Quality Center, UFT, WinRunner, QTP, Windows Performance Monitor, MS-Office Suite, MS Project, MS Visio, Rational Tool Suite, Java, DHTML, HTML, CRM Tool Testing, Visual SourceSafe, Siebel CRM, Agile Frameworks |
| Spoken Languages | English (Fluent), Tamil (Fluent), Hindi (Basic), French (Basic), Telugu (Basic) |

Education

Master, Business Administration
Annamalai University, TamilNadu

Master, Personnel Management
Madras University, Madras, India

Bachelor, Science
Madras University, Madras, India

Post Graduate Diploma, Computer Applications
Software Solutions India LTD, India

Certifications

Certificate in Software Testing - Information Systems Examinations Board (ISEB) Foundation, UK

Certificate in Organizational Behavior - Edinburgh Business School, UK

Certificate in Organizational Marketing - Edinburgh Business School, UK



Contra Costa County Board of Supervisors

Subcommittee Report

FAMILY AND HUMAN SERVICES COMMITTEE - SPECIAL MEETING

5.

Meeting Date: 04/28/2023
Subject: County Mental Health System of Care
Submitted For: Anna Roth, Health Services Director
Department: Health Services
Referral No.: 115/116
Referral Name: Child and Adolescent Mental Health Services / Public Mental Health System of Care
Presenter: Dr. Suzanne Tavano, Behavioral Health Director **Contact:** Enid Mendoza, (925) 655-2051

Referral History:

On April 26, 2016, the Board of Supervisors (BOS) referred to the Family and Human Services Committee (FHS) the topic of child and teen psychiatric services and the utilization planning of the Contra Costa Regional Medical Center's 4-D Unit. This became FHS Referral No. 115, Child and Teen Psychiatric Services.

On September 13, 2016, the BOS referred to the FHS the issues brought forward by the Mental Health Commission (MHC) on the County's public mental health care system and the clarifications provided by the Behavioral Health Division of the Health Services Department. This became FHS Referral No. 116, Mental Health Care System.

On June 13, 2017, the BOS received Civil Grand Jury Report No. 1703, entitled "Mental Health Services for At-Risk Children in Contra Costa County", and forwarded the report to the County Administrator for response with input from the FHS. On July 31, 2017, the FHS received a draft response to this grand jury report, made revisions, and requested that staff add final revisions to include patient to therapist ratios, clinical staff workload distribution data, processes for verifying network providers' and community based organizations' therapist availability, contractual requirements of network providers and community based organizations to update their availability for appointments, and data regarding mental health treatment wait times.

On August 15, 2017, the BOS approved the revised response to the grand jury report at their meeting and referred any necessary follow up actions to the FHS.

On August 28, 2017 and October 30, 2017, the FHS received updates from the Behavioral Health Division of the Health Services Department on the pending actions, as responded to in the grand jury report, as well as an update on the timeline of the of the new West County mental health services building options. At these meetings, all topics were combined into one report due to the overlap of pending issues and questions stemming from the Mental Health Commission's White Paper and Behavioral Health's clarifications, the topic of child and teen psychiatric services and the utilization planning of the 4-D Unit, and the pending updates related to the response to Civil Grand Jury Report No. 1703, entitled "Mental Health Services for At-Risk Children in Contra Costa County".

On November 23, 2020 and July 26, 2021, the FHS received a report from the Behavioral Health Division on Referral No. 116 Mental Health Care System and Referral No. 115 Child and Adolescent Mental Health Services, respectively.

Referral Update:

Please see the attached report from the Health Services Department Behavioral Health Division for updates on both Referral No. 115 Child and Adolescent Mental Health Services and Referral No. 116 Mental Health Care System.

Recommendation(s)/Next Step(s):

ACCEPT the Health Services Department Behavioral Health Division report addressing various mental health service updates and DIRECT staff to forward the report, as presented or with amendments as recommended by the Committee, to the Board of Supervisors for their information.

Fiscal Impact (if any):

There is no fiscal impact; the report is informational only.

Attachments

Behavioral Health Staff Reports to FHS

Behavioral Health Presentation

Staff Report from Behavioral Health Services to Update the FHS Committee on Referrals Nos. 115 and 116

This report of Contra Costa Behavioral Health Services (CCBHS) provides an update on identified areas of opportunity to provide improved and expanded behavioral health services in Contra Costa County (CCC).

Background

Since the Grand Jury Report 1703 issued in 2017 and the Mental Health Commission (MHC) White Paper published in 2017, the public behavioral health system has been undergoing structural change and expansion pursuant to the statewide initiative titled “California Advancing and Innovating Medi-Cal (CalAIM).”

Essential components of CalAIM include reduction in barriers to care, more timely access to services, and promotion of a client-centered whole person approach with increased coordination between physical health and behavioral health providers. CalAIM goals are to maximize health outcomes and improve the quality of life of Medi-Cal beneficiaries.

System Improvements Since the last Updates to the FHS Committee Regarding Referral Nos. 115 and 116

Upgrading the Current West County Childrens Clinic

The West County Children's clinic located on 303 41st Street in Richmond has been vacated. The clinic was re-located in 2019 to a new building on 13585 San Pablo Avenue First Floor, San Pablo.

See Attachment A- West County Children's Clinic

Acquiring a New Location for First Hope

The First Hope program was re-located in 2018 to new premises on 391 Taylor Boulevard, Suite 100, Pleasant Hill. The new clinic was designed to support the multitude of services provided to program participants and their caregivers.

See Attachment B- First Hope

Addressing the Shortage of Psychiatrists

The shortage in psychiatrists to serve youth and adults in the public behavioral health system was exacerbated by COVID. However, BHS has addressed the need by filling vacancies with county and contracted psychiatrists, providing loan repayment assistance as a hiring incentive, and reducing administrative burden to support increased client care capacity. In addition to securing required number of psychiatrists, BHS has added seven Psychiatric-Mental Health Nurse Practitioner's (MHNPs)

Filling Vacant Position of Medical Director

Dr. Stephen Field was hired on August 1, 2021, to serve as the Medical Director for Behavioral Health Services

Relief to Impacted Psychiatric Emergency Services (PES): PES Internal Adjustments

The census on PES has been declining since 2019:10,300; 2020: 8558; 2021: 8148; 2022: 7421.

BHS continues to staff a Substance Use Disorder (SUD) Counselor in PES to better support persons experiencing use disorders, and two Community Support Workers to assist clients with transition back to the community. Provisions of a new law, AB 2275, have been implemented in PES to further protect patient rights and ensure fair hearing for continued detainment in PES. The opening of the new youth CSU further will reduce census in PES. Contra Costa Regional Medical Center (CCRMC) currently is evaluating the need for physical structural changes in PES to better support clients. This planning is just commencing.

Addressing the Relief to Impacted Psychiatric Emergency Services (PES): Addressing Children’s Needs for the Facility

BHS Applied for and was granted a California Health Facilities Financing Authority (CHFFA) capital improvements grant to establish a free-standing CSU for youth under the age 18. The new site is at 25 Allen Street in Martinez, adjacent to the Miller Wellness Center. The grand opening is scheduled for July 2023. The program will have capacity to serve 8-9 youth at any given time.

See Attachment C- Youth Crisis Stabilization Unit (CSU)

Addressing the Relief to Impacted Psychiatric Emergency Services (PES): Expanded Mobile Relief Services

Starting in 2020, CCHS conducted an extensive community planning process to design a more comprehensive community-based crisis response system. The A3: Anyone, Anywhere, Anytime model emerged and now is being implemented.

The A3 Miles Hall Campus Call Center and Mobile Response Teams now operate seven days a week from 8:00 am to 12:30 am, daily. The crisis line phone number is 844-844-5544. Clinicians responding to calls provide screening, telephonic support, referrals to outpatient resources, triage for mobile crisis responses, and dispatch mobile teams. Contra Costa residents can call this line for assistance with adults and youth in crisis, but currently care-givers also can call Seneca’s youth crisis line 24/7. The goal is to integrate the Seneca Crisis line and dispatch of Mobile Teams with A3 during Fiscal Year 23-24.

See Attachment D- A3 Design

See Attachment E- A3 and Seneca Crisis Call and Mobile Response Data

See Attachment F- Oak Grove Campus

Unclear Staffing Needs of the Children’s Division

BHS continues to meet Network Adequacy standards for all levels of care but continues efforts at recruitment and retention of staff to expand service capacity. Nationwide shortage of behavioral health professionals was exacerbated during COVID and rebound is slow. A recent staff survey identified the need for increased salaries to be competitive with the private sector and with other public service delivery systems. Also identified was the need for better work-life balance. BHS just implemented a pilot project supporting one work from home day or a flexed 9-80 schedule for clinicians providing the required level of direct client services.

Determination of Wait Times for County and Contracted Providers

CCBHP met timeliness standards for first visit to a provider (non-psychiatrist) within ten business days 82.8% to 100% of the time.

CCBHP met timeliness standards for first visit with a psychiatrist within fifteen business days 57.1% to 100% of the time.

The above utilizes data reported to DHCS for Fiscal Quarter 4 of FY 2021-2022

See Attachment G- Timeliness Report FY 2021-22 Fiscal Quarter 4

Continued Need for Children’s Resident Treatment Center

CCBHP has contracted with seven residential treatment centers for youth within Contra Costa County. The total bed capacity is 28-30.

Housing

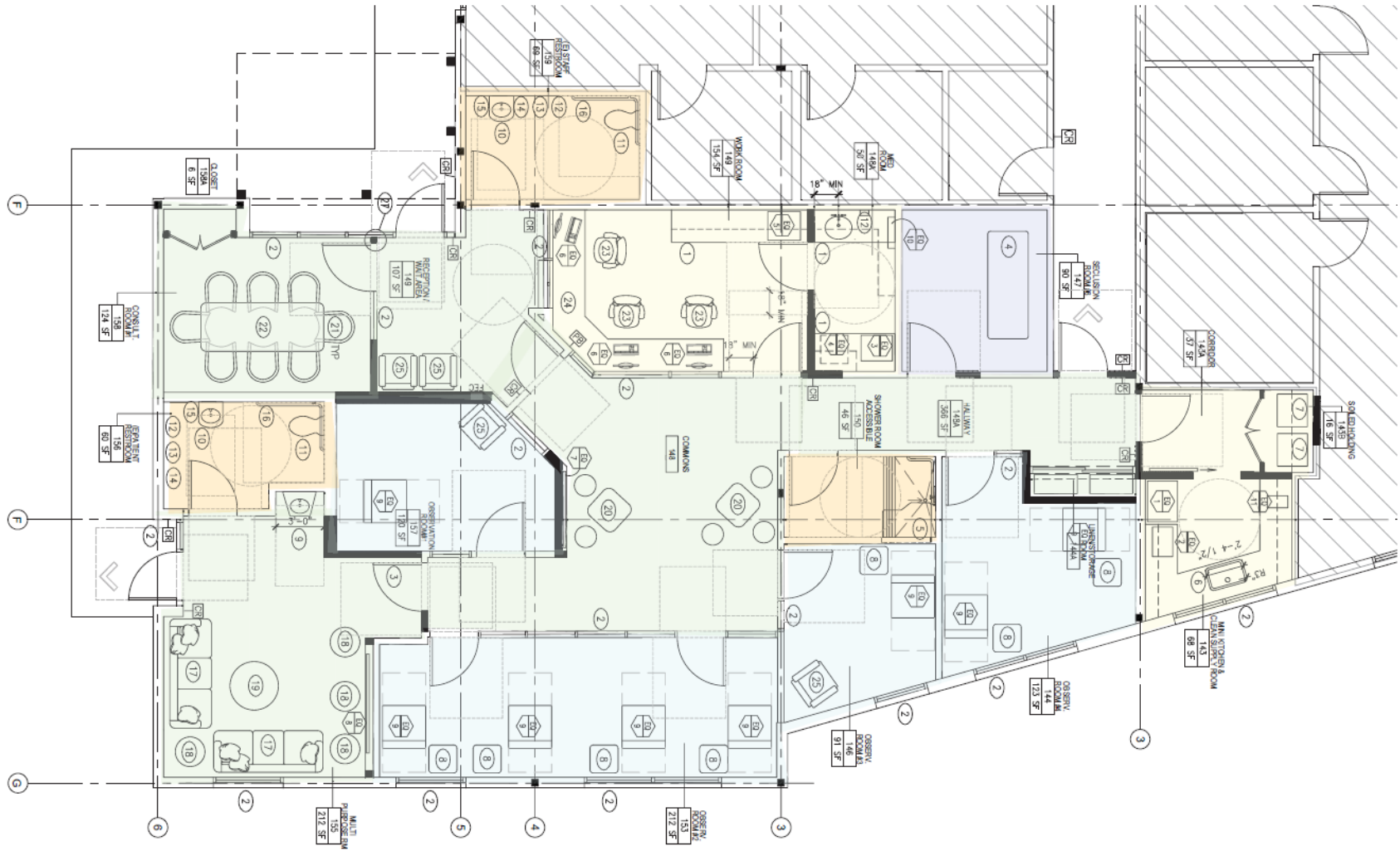
CCBHP has increased funding for housing to the current total of nineteen million dollars. This includes Master Leasing, rent subsidies, large Board and Care facilities, small local Board and Care homes, and Recovery Residences.

See Attachment H- Housing Summary





Crisis Stabilization Unit (CSU) Floor Plan





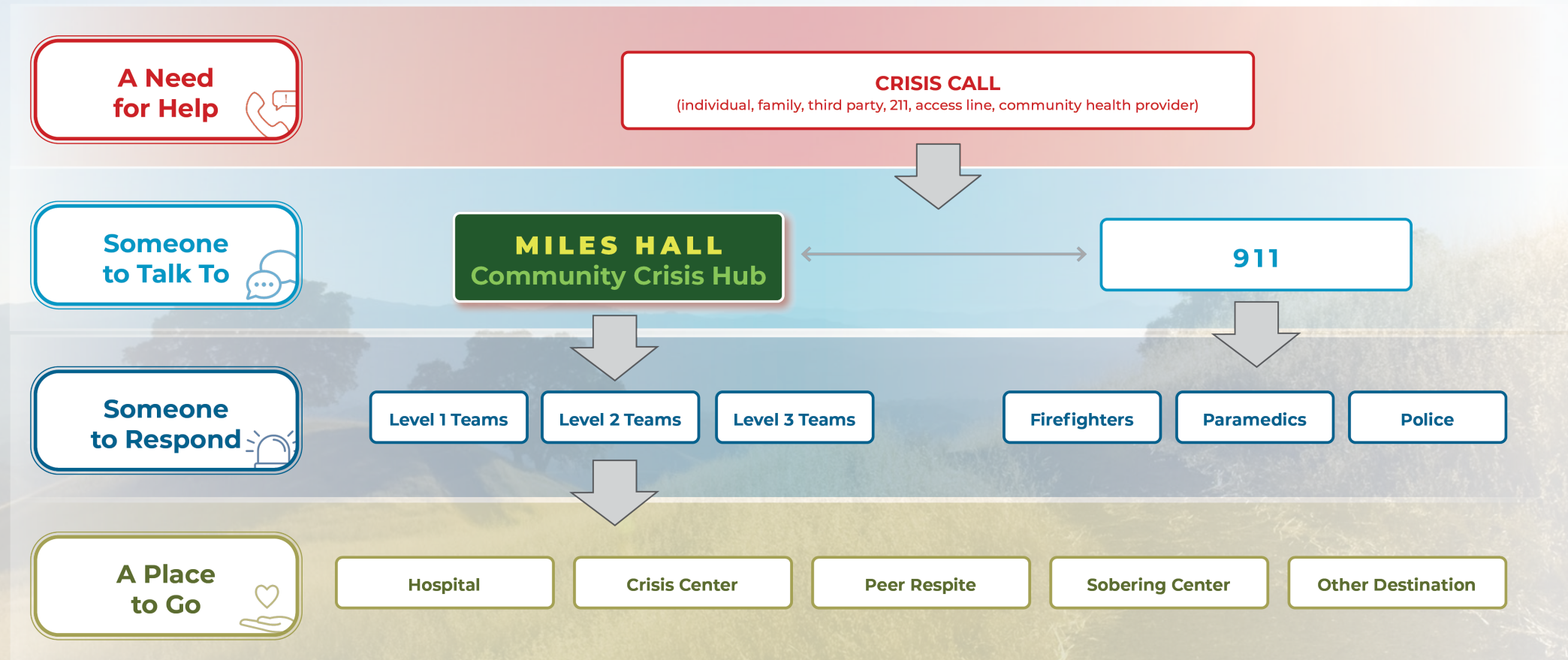
A3 Mobile Crisis Model: Anyone, Anywhere, Anytime

Attachment D

CONTRA COSTA

A³ Model

anyone, anywhere, anytime



A3: Anyone, Anywhere, Anytime

Attachment E

A3 is composed of county-operated services for adults in need of mobile crisis services and contracted services for children in need of mobile crisis response

15 Adult teams in operation; 11 youth teams in operation

Current Miles Hall Crisis Call Center and Mobile Crisis Services are operating from 8:00am to 12:30 am 7 days/week. Planned 24/7 by July 1, 2023.

New Medi-Cal benefit starts July 1 to more robustly support mobile crisis services

FY21-22:

Calls: Adult Mobile Response – 3097/ Child – 1060

Dispatches: Adult Mobile Response – 854/ Child – 278

| City | Total # Calls |
|---------------|---------------|
| Concord | 647 |
| Antioch | 380 |
| Richmond | 375 |
| Walnut Creek | 240 |
| Pittsburg | 162 |
| Pleasant Hill | 161 |
| Martinez | 153 |
| San Pablo | 97 |
| San Ramon | 89 |
| Oakley | 70 |



- Clinical Timeliness:** The number of business days from initial request to offered appointment that are considered **ROUTINE**, and the percentage of offered appointments that meet the State standard of 10 business days. Data source comprised of all CSI Timeliness data submitted to DHCS with first contact date during the fourth fiscal quarter (April-June) of Fiscal Year 2021-22.

| | | # Of Business Days from First Contact to First Offered Assessment | | | | | Clinical Timeliness 10-day Std Met? | |
|---|-------------------|---|------|---------|---------|-------|--|---------|
| | | # Of Requests | Mean | Minimum | Maximum | Range | No | Yes |
| | | | | | | | Row N % | Row N % |
| By Age | Child | 331 | 6 | 0 | 63 | 63 | 6.0% | 94.0% |
| | Adult | 515 | 5 | 0 | 12 | 12 | 0.6% | 99.4% |
| | Older Adult | 56 | 5 | 1 | 10 | 9 | 0.0% | 100.0% |
| | All Ages | 902 | 5 | 0 | 63 | 63 | 2.5% | 97.5% |
| By Service Group | Adult Clinics | 566 | 5 | 0 | 12 | 12 | 0.5% | 99.5% |
| | CBO | 58 | 7 | 0 | 63 | 63 | 17.2% | 82.8% |
| | Children's Clinic | 278 | 6 | 0 | 38 | 38 | 3.6% | 96.4% |
| | All Services | 902 | 5 | 0 | 63 | 63 | 2.5% | 97.5% |
| By Foster Care Status at Acuity Screening | Yes | 48 | 5 | 0 | 22 | 22 | 8.3% | 91.7% |
| | Previously | 36 | 6 | 0 | 38 | 38 | 5.6% | 94.4% |
| | No | 818 | 5 | 0 | 63 | 63 | 2.1% | 97.9% |
| | | 902 | 5 | 0 | 63 | 63 | 2.5% | 97.5% |

Timeliness Report, FY 2021-22, Fiscal Quarter 4 (April-June)

2. **Psychiatry Timeliness:** The number of business days from psychiatry referral to offered appointment for a **PSYCHIATRIST**, and the percentage of offered appointments that meet the State standard of 15 business days. Dataset comprised of all CSI eligible assessment streams with a first contact date during fiscal quarter four (April-June) of FY21-22 that have a Psychiatry Referral order date in ccLINK that is after the first contact date, but before a subsequent first contact date in cases where a client was reopened after initial closure:

| | | # Of Business Days from Psych Referral Order to First Offered Psychiatry | | | | | Psychiatry Timeliness 15-day Std Met? | |
|---|-------------------|--|------|---------|---------|-------|--|---------|
| | | # Of Psych Referrals | Mean | Minimum | Maximum | Range | No | Yes |
| | | | | | | | Row N % | Row N % |
| By Age | Child | 63 | 13 | 3 | 62 | 59 | 12.7% | 87.3% |
| | Adult | 164 | 22 | 0 | 58 | 58 | 42.9% | 57.1% |
| | Older Adult | 16 | 19 | 3 | 52 | 49 | 31.3% | 68.8% |
| | All Ages | 243 | 19 | 0 | 62 | 62 | 34.3% | 65.7% |
| By Service Group | Adult Clinics | 177 | 22 | 0 | 58 | 58 | 42.0% | 58.0% |
| | Children's Clinic | 66 | 13 | 3 | 62 | 59 | 13.6% | 86.4% |
| | CBO | 0 | | | | | | |
| | All Services | 243 | 19 | 0 | 62 | 62 | 34.3% | 65.7% |
| By Foster Care Status at Acuity Screening | Yes | 6 | 11 | 4 | 18 | 14 | 16.7% | 83.3% |
| | Previously | 8 | 7 | 2 | 13 | 11 | 0.0% | 100.0% |
| | No | 229 | 20 | 0 | 62 | 62 | 36.0% | 64.0% |
| | | 243 | 19 | 0 | 62 | 62 | 34.3% | 65.7% |

Timeliness Report, FY 2021-22, Fiscal Quarter 4 (April-June)

3. **Urgent Timeliness:** The number of business days from initial request to offered appointment that are considered **URGENT**, and the percentage of offered appointments that meet the State standard of 2 business days. Data source comprises of all CSI Timeliness data submitted to DHCS with first contact date during the third fiscal quarter (Jan-Mar) of Fiscal Year 2021-22:

| | | # Of Business Days from First Contact to First Offered Assessment | | | | | Urgent Timeliness 2-day Std Met? | |
|---------------------|-------------------|---|------|---------|---------|-------|-------------------------------------|---------|
| | | # Of Urgent Requests | Mean | Minimum | Maximum | Range | No | Yes |
| | | | | | | | Row N % | Row N % |
| By Age | Child | 3 | 3 | 2 | 5 | 3 | 33.3% | 66.7% |
| | Adult | 10 | 1 | 0 | 2 | 2 | 0.0% | 100.0% |
| | Older Adult | 2 | 2 | 1 | 2 | 1 | 0.0% | 100.0% |
| | Total | 15 | 2 | 0 | 5 | 5 | 6.7% | 93.3% |
| By Service Group | Adult Clinics | 12 | 1 | 0 | 2 | 2 | 0.0% | 100.0% |
| | Children's Clinic | 3 | 3 | 2 | 5 | 3 | 33.3% | 66.7% |
| | Total | 15 | 2 | 0 | 5 | 5 | 6.7% | 93.3% |
| | | | | | | | | |
| By Foster Care | Yes | 0 | . | . | . | . | | |
| | Previously | 1 | 2 | 2 | 2 | 0 | 0.0% | 100.0% |
| | No | 14 | 2 | 0 | 5 | 5 | 7.1% | 92.9% |
| | Total | 15 | 2 | 0 | 5 | 5 | 6.7% | 93.3% |

| Community Housing Summary | Census | FY 22-23 Actual Cost | Funding Source | Proposed FY 23-34 increases |
|-------------------------------------|--------|----------------------|----------------------|-----------------------------|
| Large Board and Care | 199 | \$ 9,479,781.00 | Realignment/MHSA | \$ 839,500.00 |
| Small Board and Care | 93 | \$ 1,551,645.00 | Realignment/MHSA | 663,761.80 |
| Adult Transitional- Pathway | 16 | \$ 1,257,235.00 | Realignment/MHSA/FFP | \$ - |
| Crisis Residential- Hope House | 16 | \$ 2,338,279.00 | MHSA | \$ 70,149.00 |
| Master Lease | 87 | \$ 2,456,732.00 | MHSA | \$ 406,403.20 |
| FSP/AOT Units | 23 | \$ 700,000.00 | MHSA | \$ - |
| MHSA Housing (one time investments) | 51 | No annual cost | MHSA | \$ - |
| | 485 | \$ 17,783,672.00 | | \$ 1,979,814.00 |

* Annual costs based on contracts and/or portion of contract budgeted to program.

**FSP census count for MHS only- other programs provide housing supports as needed

***MHSA Housing- In-Kind Supportive Housing Care Management provided; includes 10 units of NPLH

Additional Client Support

| | | | | |
|----------------------------|--|---------------|------|---------------|
| Emergency Care Funds (ECF) | | \$ 395,000.00 | MHSA | \$ 60,000.00 |
| Housing Flex Funds | | \$ - | MHSA | \$ 50,000.00 |
| | | \$ 395,000.00 | | \$ 110,000.00 |

Additional 10 beds at A&A

Increases small b and c daily rate to \$30 per day, increase small b and c beds (12), address ARFs housing older adults, increases family courtyard rate

only at board and cares for clients who have no income and are pending SSI review. Once SSI is awarded the money paid out is returned

Flexible account to pay for moving and/or unexpected expenses and emergencies distributed with Housing Staff approval.

Family and Human Services Committee

Public Behavioral Health Services

Suzanne Tavano, PHN, PhD

Contra Costa Health Services Behavioral Health Director

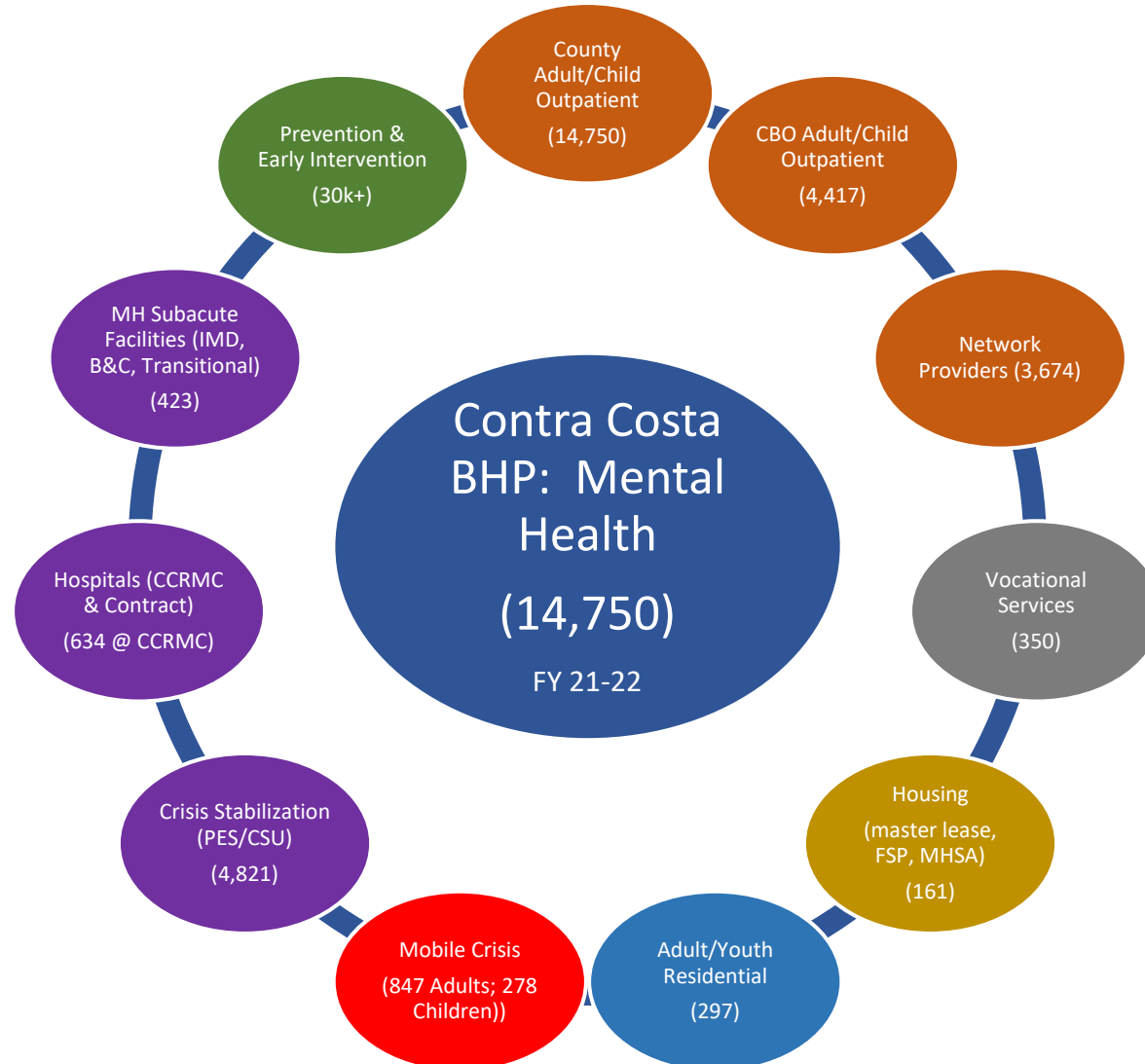
April 28, 2023



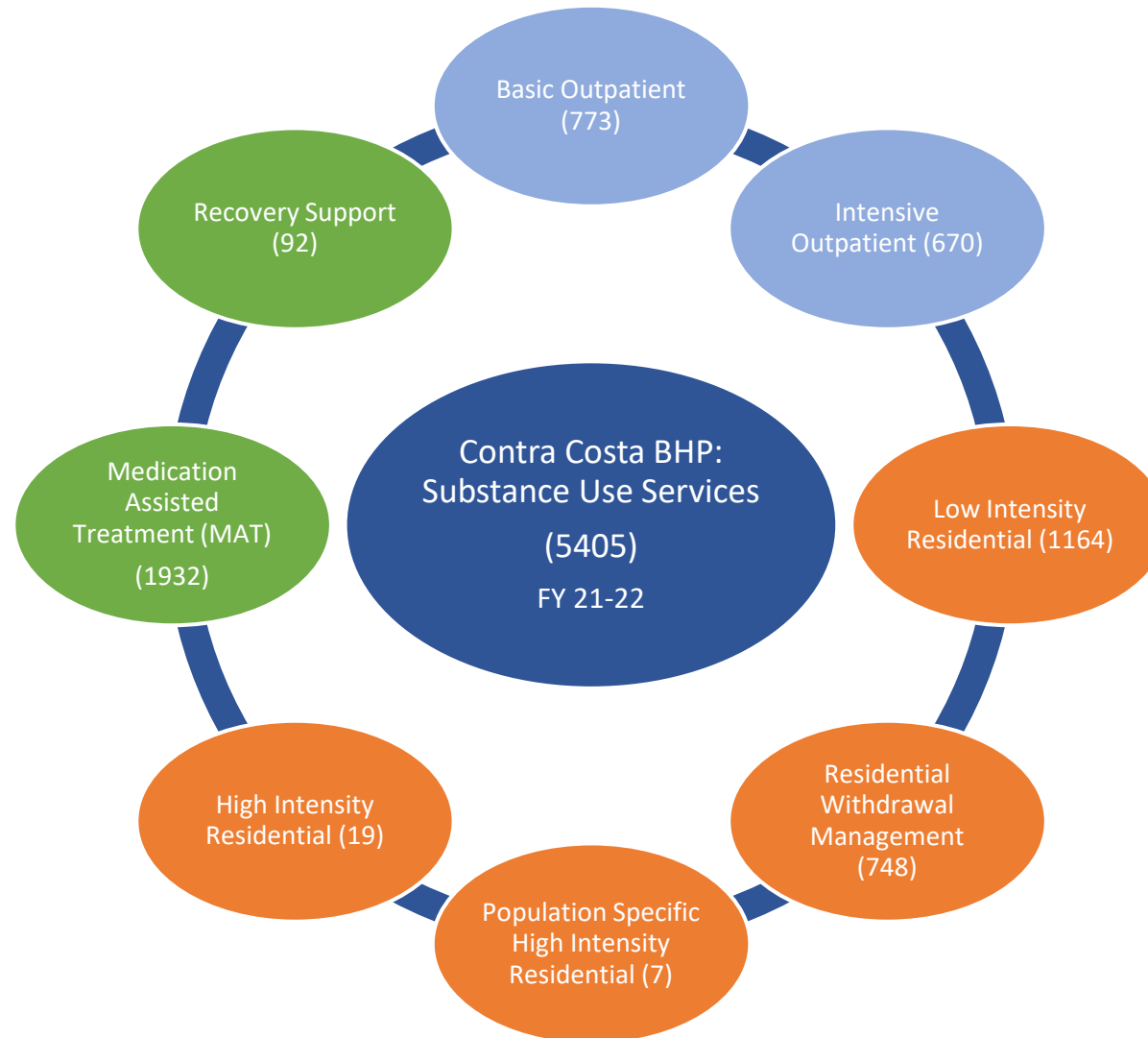
Contra Costa Behavioral Health Plan (CCBHP): Managed Care Services



Contra Costa Behavioral Health Plan: Mental Health Services



Contra Costa Behavioral Health Plan: Substance Use Disorder Services



West County
Children's
Mental
Health New
Building –
Opened 2019



First Hope



Psychiatry Services



We continue to meet Network Adequacy, in ***all age groups***.



BHS Medical Director - hired 7/30/21



Current Licensed Psychiatrists by FTE:
37.23

Increased from last month by 0.65 and expected to increase by 1-3 FTE in the next 2 months (actively hiring)



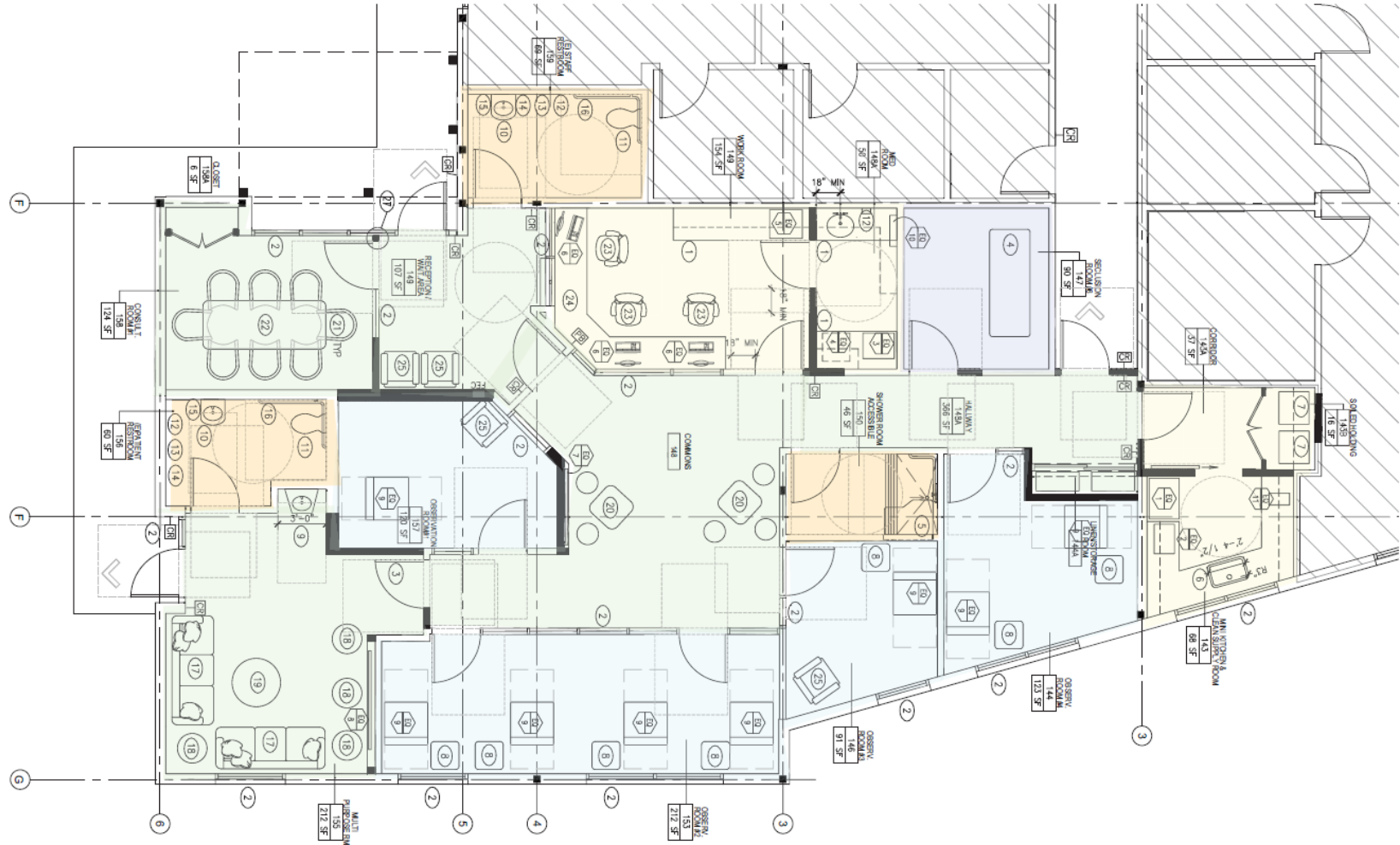
Current Licensed NPs with Psych
training/certification by FTE: 6.79

Increased from last month by 1.0 and expected to increase by 2-4 FTE in the next 2 months (actively hiring)

Psychiatry Timeliness

| | | # Of Business Days from Psych Referral Order to First Offered Psychiatry | | | | | Psychiatry Timeliness 15-day Std Met? | |
|---|-------------------|--|------|---------|---------|-------|--|---------|
| | | # Of Psych Referrals | Mean | Minimum | Maximum | Range | No | Yes |
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| | | | | | | | | |
| By Service Group | Adult Clinics | 177 | 22 | 0 | 58 | 58 | 42.0% | 58.0% |
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| | No | 229 | 20 | 0 | 62 | 62 | 36.0% | 64.0% |
| | | 243 | 19 | 0 | 62 | 62 | 34.3% | 65.7% |

New Crisis Stabilization Unit (CSU) Location: Opening July, 2023

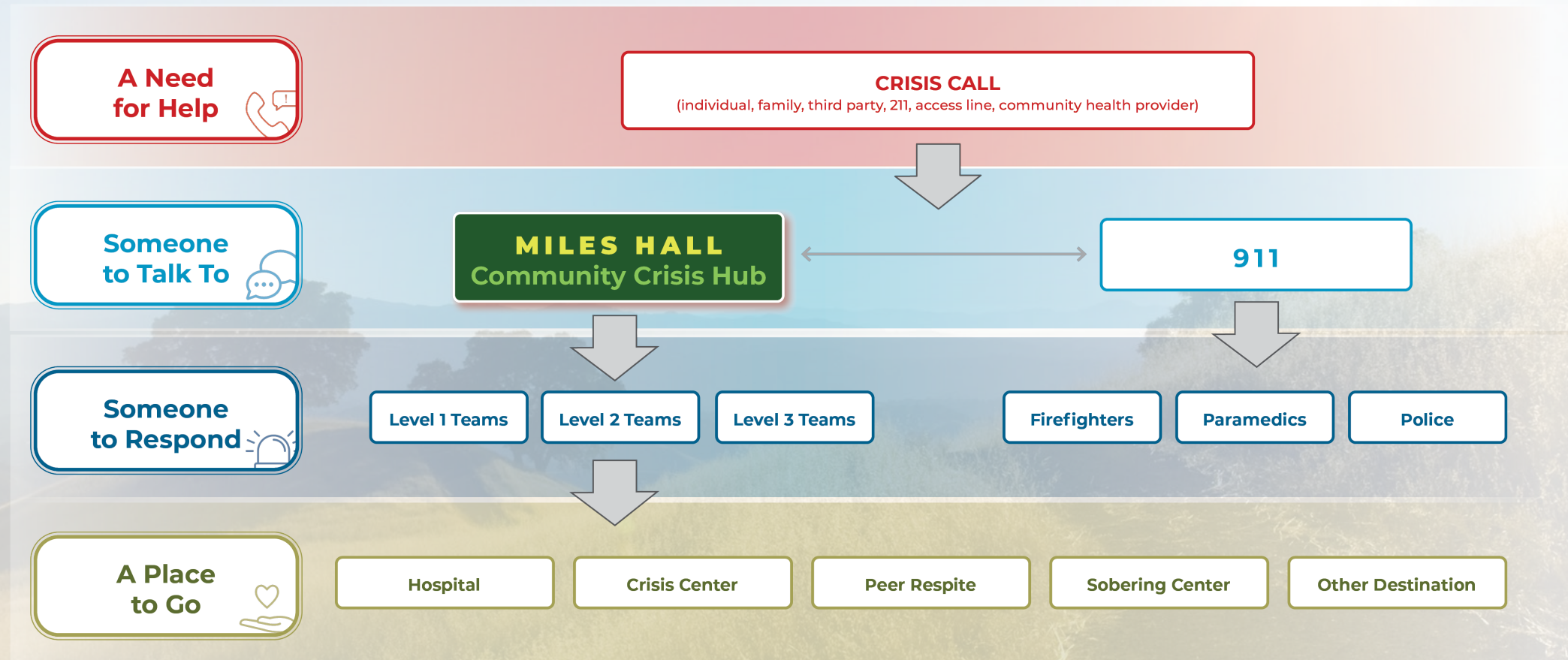


A3 Mobile Crisis Model: Anyone, Anywhere, Anytime

CONTRA COSTA

A³ Model

anyone, anywhere, anytime



A3: Anyone, Anywhere, Anytime

A3 is composed of county-operated services for adults in need of mobile crisis services and contracted services for children in need of mobile crisis response

15 Adult teams in operation; 11 youth teams in operation

Current Miles Hall Crisis Call Center and Mobile Crisis Services are operating from 8:00am to 12:30 am 7 days/week. Planned 24/7 by July 1, 2023.

New Medi-Cal benefit starts July 1 to more robustly support mobile crisis services

FY21-22:

Calls: Adult Mobile Response – 3097/ Child – 1060

Dispatches: Adult Mobile Response – 854/ Child – 278

Phone:

844-844-5544

| City | Total # Calls |
|---------------|---------------|
| Concord | 647 |
| Antioch | 380 |
| Richmond | 375 |
| Walnut Creek | 240 |
| Pittsburg | 162 |
| Pleasant Hill | 161 |
| Martinez | 153 |
| San Pablo | 97 |
| San Ramon | 89 |
| Oakley | 70 |

Oak Grove Campus



CalAIM - California Advancing and Innovating Medi-Cal

GOAL: Transform and strengthen Medi-Cal, offer the people we serve a more equitable, coordinated, and person-centered approach to Behavioral Health care. The goal of CalAIM is to maximize health outcomes and improve the quality of life of Medi-Cal beneficiaries

THREE MAJOR AREAS OF CHANGE:

- Reducing barriers to care and improving timely access to services
- Coordination of care through improved data exchange
- Payment Reform

Reducing barriers to care and improving timely access to services

Beneficiaries can receive timely services without delay regardless of where they seek care. There is no wrong door.

Practitioners can provide and claim for clinically appropriate treatment without prohibition of “correct” delivery system (MHP vs MCP)

Complex conditions (co-occurring mental health and substance use conditions) can be addressed where the client seeks care

Clients can receive mental health services from both the MCP and the MHP if treatment is coordinated and non-duplicative

Clients concurrently can receive mental health and substance use disorder treatment services

CalAIM Implementation Schedule

| Policy | Go-Live Date |
|--|--------------|
| Criteria for Specialty Mental Health Services | January 2022 |
| Drug Medi-Cal Organized Delivery System 2022-2026 | January 2022 |
| Drug Medi-Cal ASAM Level of Care Determination | January 2022 |
| Updated Annual Review Protocol and Reasons for Recoupment FY 2021-2022 | January 2022 |
| Documentation Redesign for Substance Use Disorder & Specialty Mental Health Services | July 2022 |
| Co-Occurring Treatment | July 2022 |
| No Wrong Door | July 2022 |
| Updated Annual Review Protocol and Reasons for Recoupment FY 2022-2023 | October 2022 |
| Standardized Screening & Transition Tools | January 2023 |
| Behavioral Health CPT Coding Transition | July 2023 |
| County Behavioral Health Plans Transition to Fee-for-Service and Intergovernmental Transfers | July 2023 |
| Administrative Behavioral Health Integration | January 2027 |

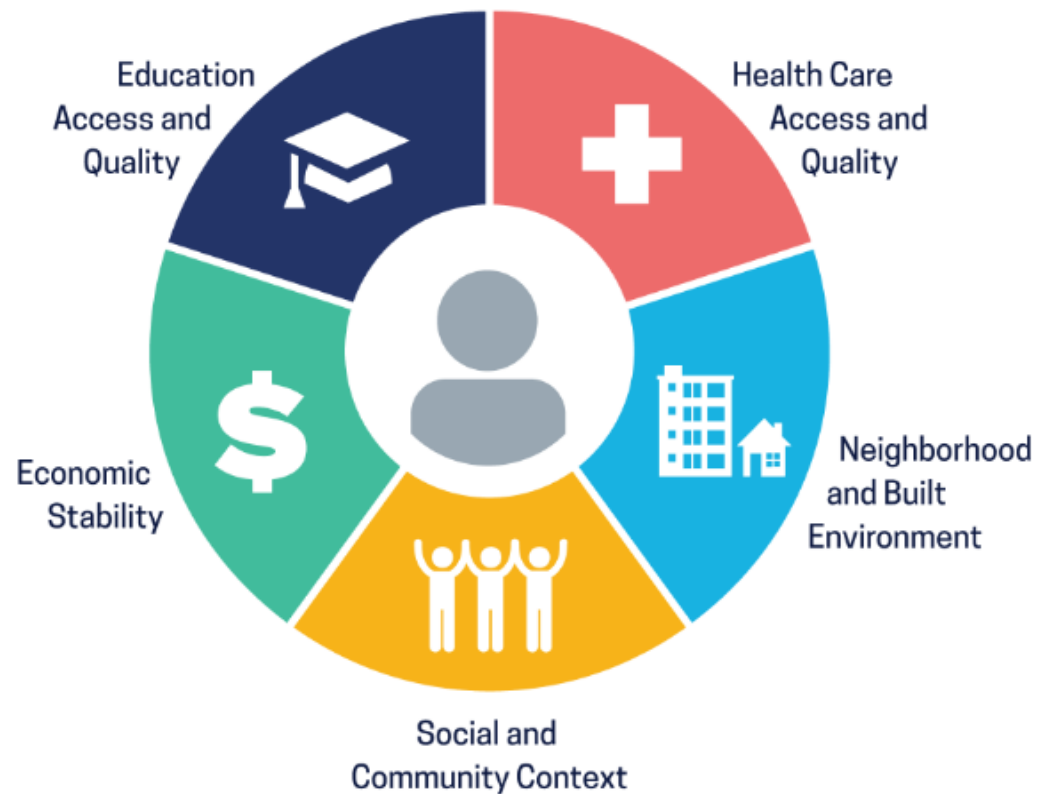
Payment Reform

- Payment reform will transition counties from cost-based reimbursement funded via Certified Public Expenditures (CPEs) to fee-for-service reimbursement funded via Intergovernmental Transfers (IGTs), eliminating the need for reconciliation to actual costs.
- Specialty mental health and SUD services will transition from existing Healthcare Common Procedure Coding System (HCPCS) Level II coding to Level I coding, known as Current Procedural Terminology (CPT) coding, when possible.
- DHCS sets the rates for services rendered by each county. Each county has a different set of rates.
- Rates depend on provider type and service type



Behavioral Health System: Psycho-social Rehabilitation Model that Addresses SDOH

Social Determinants of Health



Social Determinants Contribute to 70% of Health Outcomes: Healthy People 2030, U.S. Department of Health and Human Services, Office of Disease Prevention and Health Promotion. <https://health.gov/healthypeople/objectives-and-data/social-determinants-health>



Enhanced Care Management – Whole-person Care Approach

- Target populations include:
 - High utilizers -- frequent hospital or emergency room visits/admissions;
 - Individuals at risk for institutionalization with SMI, children with SED, or SUD with co-occurring chronic health conditions;
 - Individuals transitioning from incarceration; and
 - Individuals experiencing chronic homelessness or at risk of becoming homeless.

THANK YOU



CONTRA COSTA
HEALTH SERVICES



Contra Costa County Board of Supervisors

Subcommittee Report

FAMILY AND HUMAN SERVICES COMMITTEE - SPECIAL MEETING

6.

Meeting Date: 04/28/2023
Subject: EHSD Technology Update
Submitted For: FAMILY & HUMAN SERVICES COMMITTEE,
Department: County Administrator
Referral No.: 114
Referral Name: EHSD Technology
Presenter: Emilia Gabriele **Contact:** Emilia Gabriele, (925) 608-4810

Referral History:

On June 7, 2016, the Board of Supervisors referred to the Family and Human Services (FHS) Committee oversight of the impacts of technology on access to public benefits, due to EHSD's reworking of its business processes and development of technologies to make remote access of public benefits more common for its clients. EHSD reported to the FHS Committee on October 22, 2018 regarding some of the technological advancements EHSD has made, including: video conferencing for American Sign Language customers, redesigning the website, expanding video conferencing in lieu of in-person or over the phone for increased efficiency and effectiveness, using electronic signatures on certain forms, getting mobile devices to more in-home supportive services staff, and encouraging clients to use My Benefits in CalWIN for case updates. The FHS Committee forwarded this information to the BOS on December 4, 2018

Referral Update:

Attached is a presentation on EHSD's use of technology to serve their clients.

Recommendation(s)/Next Step(s):

ACCEPT the Employment and Human Services Department's Technology Update and DIRECT staff to forward the report to the Board of Supervisors for their information.

Fiscal Impact (if any):

There is no fiscal impact; the report is informational only.

Attachments

EHSD Technology Update

CONTRA COSTA COUNTY

EMPLOYMENT & HUMAN SERVICES

Building Brighter Futures Together

EHSD Technology

April 28, 2023

Emilia Gabriele, Chief Deputy Director

Tracy Murray, Aging and Adult Service Director and Workforce Services Interim Director

info@ehsd.cccounty.us | 925-608-4800

Outline

- Overview
- CalSAWS Transition
- EHSD Technology

Building Brighter Futures Together

Overview

CONTRA COSTA COUNTY

EMPLOYMENT & HUMAN SERVICES

Technology In All That We Do



EHSD uses technology for everything we do to serve our customers:

- Deliver services
- Administer programs and manage cases
- Monitor and manage performance

CalSAWS Transition

CONTRA COSTA COUNTY

EMPLOYMENT & HUMAN SERVICES

CalSAWS Background



CalSAWS Data Points

Migrated from CalWIN

- **642,465** active cases migrated
- **1,067,707** active individual data migrated
- **42 million** documents
- **2,145** instructor-led trainings
- **1,073** EHSD users
- **108** users from Other County Departments and Community Partners

Applications & Imaging

- **9,958** program applications received in March 2023
- **24,309** documents imaged into the CalSAWS system in March 2023

BenefitsCal

Welcome to BenefitsCal.

Here you can apply for Medi-Cal, CalFresh and CalWORKs. ▶

Ready? Let's do this.

[Learn more about BenefitsCal](#) ⓘ

Apply Now

See If You Qualify



Customers can learn more at:
<https://info.benefitscal.com>

CONTRA COSTA COUNTY

EMPLOYMENT & HUMAN SERVICES

EHSD Technology

CONTRA COSTA COUNTY

EMPLOYMENT & HUMAN SERVICES

Serving the Public Through Technology

CalSAWS

**Business
Systems and
Applications**

**Infrastructure
and Support**

State Systems Drive Business Operations

Serving the Public Through Technology

CalSAWs (18 FTEs)

- California Statewide Automated Welfare System.
- Business process re-engineering, organizational change, management, training, and implementation and conversion support.

Business Systems and Applications (10 FTEs)

- Overall systems development life cycle of a system and application from planning to maintenance for 17 applications.
- Liaisons between EHSD and the State, vendors, and other departments and agencies.
- Provide technical and business support to the various users of the State, County systems and in-house applications within EHSD.
- Respond to user and agency inquiries related to the systems, including troubleshooting systems, writing systems instructions, administrating systems, and developing reports.
- Implement systems and enhancements to the systems and applications.
- Manage data transmission for cross system impacts in compliance with State and County policies.

IT Infrastructure and Support (36 FTEs)

- 25 in-house software applications, including development, modification, testing, and implementation.
- Deploy/maintain over 125 off the shelf software applications.
- Helpdesk service for over 23K tickets annually.
- Support call center.
- Support over 20,000 deployed assets in 39 locations throughout the county and handle over 2,500 help desk tickets per month.
- Procure software, hardware and personal devices.
- Manage inventory.
- Partner with DoIT
- Administer network of over 250+ servers, 3,000 Desktops and 60+ applications.
- Manage EHSD.ORG website.
- Deploy, manage and optimize over 200 databases

EHSD Technology Vision

- **Remote work technology**
- **Productivity enhancements**
- **Pursuing innovation for internal and external customer services**
- **Customer facing technology**
- **Customer support technology**

CONTRA COSTA COUNTY

EMPLOYMENT & HUMAN SERVICES

Building Brighter Futures Together

Discussion

EHSD Technology Presentation, April 28, 2023

Emilia Gabriele, Chief Deputy Director

Tracy Murray, Aging and Adult Service Director and Workforce Services Interim Director

info@ehsd.cccounty.us | 925-608-4800



Contra Costa County Board of Supervisors

Subcommittee Report

FAMILY AND HUMAN SERVICES COMMITTEE - SPECIAL MEETING

7.

Meeting Date: 04/28/2023
Subject: Community Services Bureau Update (Non-Head Start programs)
Department: County Administrator
Referral No.: 78
Referral Name: Community Services Bureau
Presenter: Nicholas Bryant **Contact:** Nicholas Bryant, (925) 681-6301

Referral History:

Oversight of the Community Services Bureau and Head Start programs was originally referred to the Family and Human Services Committee (FHS) on March 1, 2005. Since that time the program has provided the Committee with annual updates on the programs and services provided. The last annual report was received by the FHS on September 26, 2022.

As a result of a Quality Improvement Plan for Head Start, the Employment and Human Services Department began making monthly Head Start reports to the full Board of Supervisors on October 18, 2022.

This report provides an update of the Community Services Bureau excluding Head Start programs.

Referral Update:

Please see the attached presentation providing an update on the Community Services Bureau (Non-Head Start programs).

Recommendation(s)/Next Step(s):

CONSIDER accepting an update on the oversight and activities of the Community Services Bureau (Non-Head Start programs) and directing staff to FORWARD the report to the Board of Supervisors for their information.

Fiscal Impact (if any):

There is no fiscal impact.

Attachments

CSB Report

CONTRA COSTA COUNTY

EMPLOYMENT & HUMAN SERVICES

Building Brighter Futures Together

Community Services Bureau

April 28, 2023

Nic Bryant

Community Services Bureau Director
info@ehsd.cccounty.us | 925-608-4800

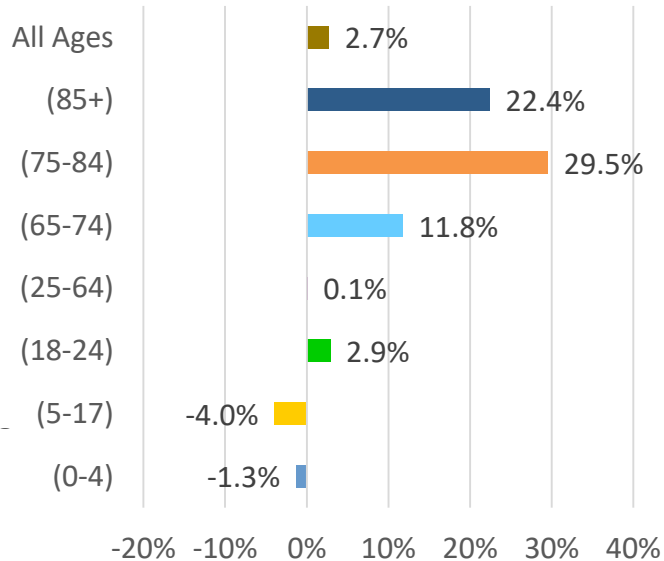
Table of Contents

- Child Care Centers
- Child Care Assistance
- Community Action
- Energy, Water & Weatherization Assistance

Building Brighter Futures Together

Contra Costa Children Population

California 2022-2027 Population
Growth Rate by Age Group



64,333

Number of Age <5 Individuals in Contra Costa
County, per 2020 Census estimates

215,162

Number of unduplicated age <14 Contra
Costa county, per 2020 Census estimates

Source:

Census 5-Year Estimates Table S0101

Community Services



Child Care Centers

CONTRA COSTA COUNTY

EMPLOYMENT & HUMAN SERVICES

Child Care Centers

Social Community Services
Resources to needs expressed by families

Nutrition
Prepared and delivered meals (breakfast, snacks, and lunch)

Health
Immunizations, dental, medical, and mental health

Education
Intellectually, socially, and emotionally

Child Care Centers Committee

POLICY COUNCIL
EXECUTIVE COMMITTEE
2022-2023



Jasmine Cisneros
Policy Council
Chair



Juan de Dios Batiz
Policy Council
Vice Chair



Tuliisa Miller
Policy Council
Parliamentarian



Karen Medrano
Policy Council
Secretary



CONTRA COSTA COUNTY
COMMUNITY SERVICES
BUREAU

Child Care Centers At A Glance

47

Number of centers in
Fiscal Year (FY) 2021-22

318,647

Meals served in
FY 2021-22

147

Number of classrooms
in FY 2021-22

4,982

Number of children on the
waiting list for our Child Care
Centers

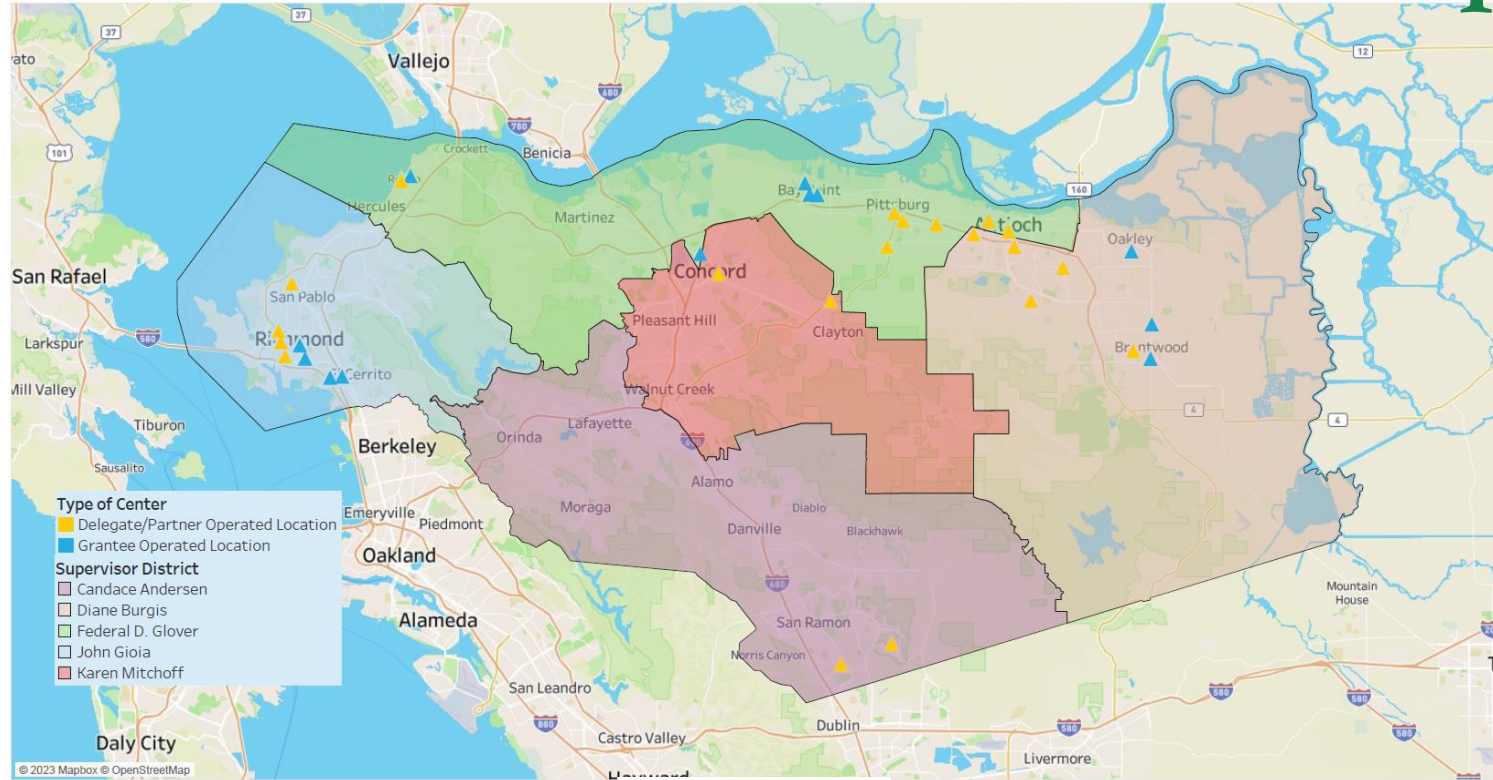
1,859

Number of children enrolled
Fiscal Year (FY) 2021-22

364

Children transitioned to
Kindergarten in 2022

Child Care Centers on the Map



Child Care Assistance

CONTRA COSTA COUNTY

EMPLOYMENT & HUMAN SERVICES

Child Care Assistance At A Glance

5,660

Number of payments made in Fiscal Year (FY) 2021-22

\$9,829,113

Amount paid in Fiscal Year (FY) 2021-22

296

Number of providers paid in FY 2021-22

0

No Waitlist for CalWORKs Stage 2 eligible families. For the Alternative Payment Program, uses same waitlist as our child care centers

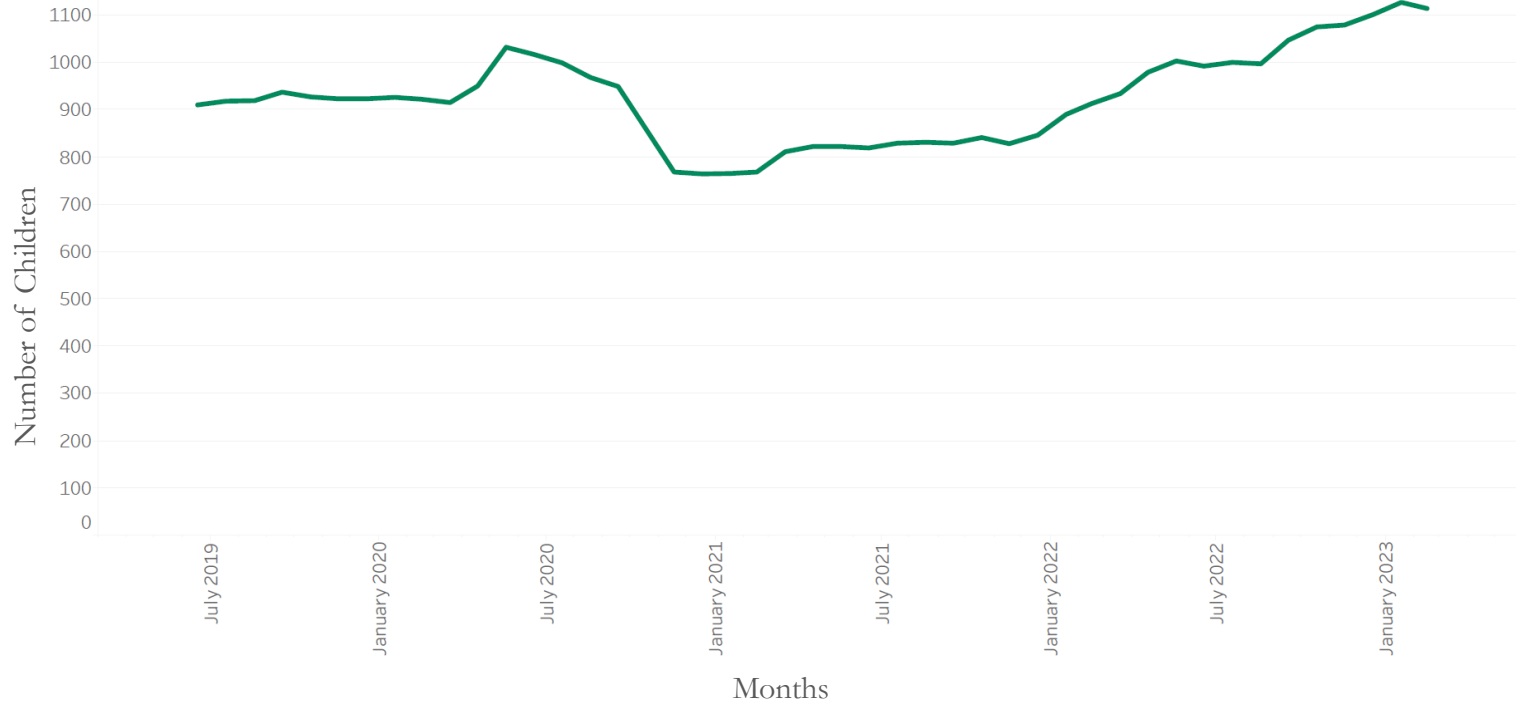
1,362

Number of children receiving funding Fiscal Year (FY) 2021-22

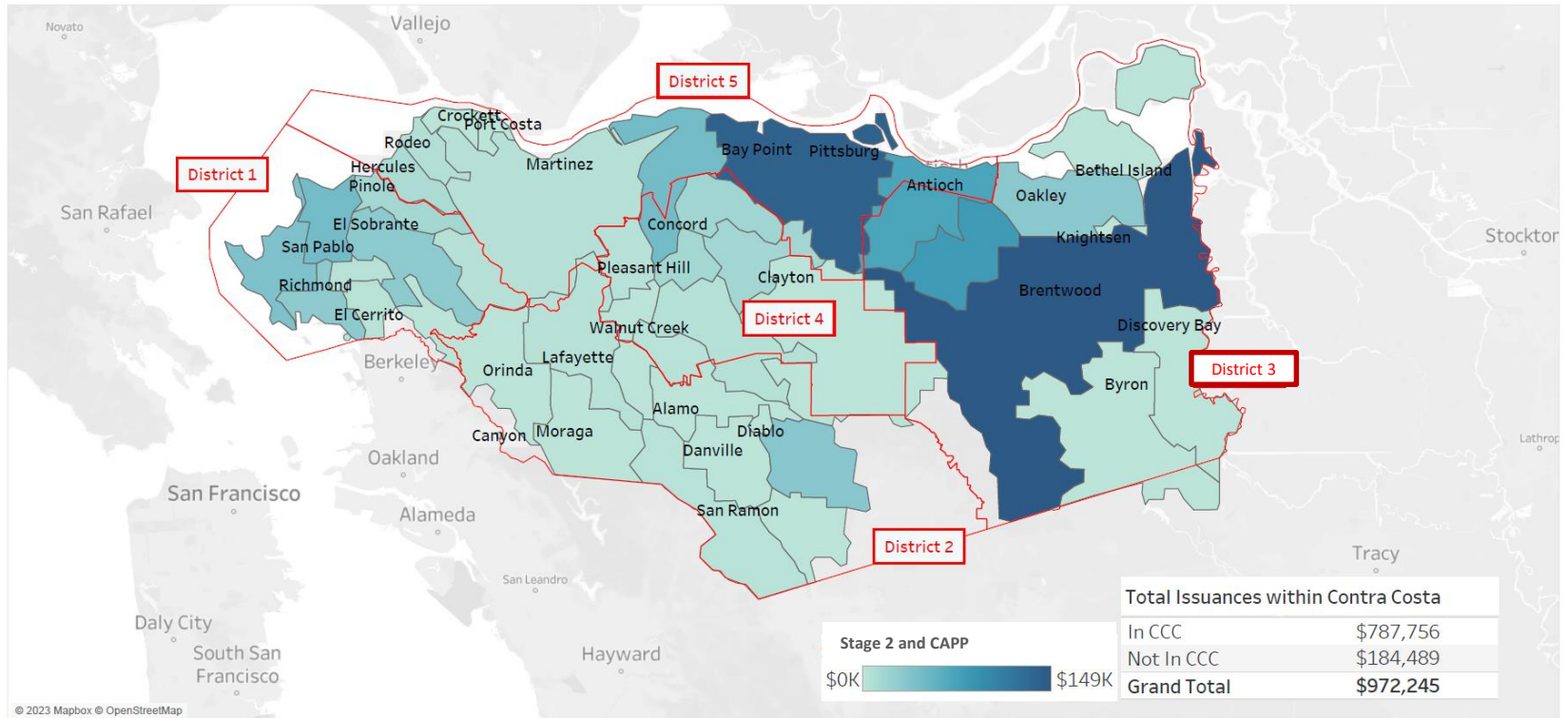
\$1,690

Average Childcare Payment per month in Fiscal Year (FY) 2021-2022

Child Care Assistance Trend



FY 21-22 Child Care Payments Map



Community Action

CONTRA COSTA COUNTY

EMPLOYMENT & HUMAN SERVICES

Community Action Committee

ECONOMIC OPPORTUNITY COUNCIL
EXECUTIVE COMMITTEE
2022-2023



Renee Zeimer
Economic Opportunity
Council
Chair



Desire Medlen
Economic Opportunity
Council
Secretary



Devlyn Sewell
Economic Opportunity
Council
Vice Chair



Community Action At A Glance

13

Number of
Subcontractors

\$396,393

In CARES Act Funding
in FY 22

12,181

Number of individuals
assisted in
FY 2021-22

Sources: 2022 CSBG Annual Reports
EHSD Contract Agreements

Partnerships and Accomplishments

| Partner | Goal and Result |
|--|--|
| Bay Area Community Resources, Inc. (BACR) | Goal: Provide a violence prevention program for seven (7) youth, aged 14-17, who are at risk of engagement in violence and crime. Provide weekly case management, paid internships for 60 hours, 40 hours of workshops, academic engagement activities, and career coaching. Results: Achieved. |
| Bay Area Legal Aid (BALA) | Goal: Provide legal assistance to 45 low income residents that are facing eviction, hold four outreach events, and provide housing law clinic assistance. Results: Achieved. |
| Greater Richmond Interfaith Program (GRIP) | Goal: Operate a 90 bed emergency shelter, provide 20 individuals with employment skills training monthly, provide 20 youth/families with wellness and case management monthly, and provide over 5,000 meals monthly. Results: Achieved. |
| STAND! For Families Free of Violence | Goal: Provide emergency shelter and residential services to 20 clients affected by domestic violence. Provide 18-24 months of transitional housing for 5 clients. Provide hotel vouchers to 6 clients, job readiness skills to two clients, and ensure that 35 clients obtain emergency food assistance. Results: Achieved. |
| White Pony Express (WPE) | Goal: Provide fresh high quality food daily to 70 nonprofit and service organizations by reclaiming food at no cost from farmers, restaurants, stores, and residential gardens. Results: Achieved. |

Sources: EHSD Contract Agreements
CSBG 2022 Monitoring Reports

Partnerships and Accomplishments

| Partner | Goal and Result |
|---|---|
| Contra Costa Interfaith Transitional housing, Inc. Dba Hope Solutions | Goal: Provide case management and eviction prevention services to at least 60 unduplicated households, ensuring that they maintain safe and affordable housing, and access basic needs such as food, health care, and transportation. Result: Achieved. |
| The Contra Costa Clubhouse, Inc. | Goal: Provide peer and vocational training such that at least 40 participants are recently employed and at least 75 participants are continuously employed 90 days or more. Provide at least 200 nutritious meals daily and provide rental assistance, mental health, and food assistance. Result: Achieved. |
| Lao Family Community Development, Inc. | Goal: Operate a food pantry and serve 9310 meals daily at each of their four dining rooms and 20,000 meals to Trinity Center and Opportunity Junction. Provide daily groceries during pandemic. Result: Achieved. |
| Loaves and Fishes of Contra Costa | Goal: Operate a food pantry and serve 9310 meals daily at each of their four dining rooms and 20,000 meals to Trinity Center and Opportunity Junction. Provide daily groceries during pandemic. Result: Achieved. |
| Rising Sun Center for Opportunity | Goal: Operate the Opportunity Build apprentice readiness training program to at least 8 low income residents across two cohorts, including one all-women cohort. Provide them with case management, career planning, job placement, test preparation support, and interview skills. Result: Achieved. |

Sources: EHSD Contract Agreements
CSBG 2022 Monitoring Reports

Partnerships and Accomplishments

| Partner | Goal and Result |
|---|--|
| Monument Crisis Center | <p>Goal: Provide 80-100 families with nutrition food three (3) times a week and one Saturday a month. Provide basic support services to assist clients with applications, appointments, and unemployment application assistance. Provide rental assistance and housing referrals. Provide internships, wellness resources, adult education workshops and education presentations for youth. Provide water debt relief and rental assistance.</p> <p>Results: Achieved.</p> |
| Opportunity Junction, Inc. | <p>Goal: Provide job training and placement for 54 low income residents, including case management, therapeutic services, computer skills, business English, business math, and life skills training. Ensure that 33 clients attain at least one Microsoft Office certification.</p> <p>Results: Achieved.</p> |
| District Council of Contra Costa County, Society of St. Vincent de Paul | <p>Goal: Operate a transitional employment and training program to 25 eligible residents that includes 2-3 pre employment sessions, 24-26 weeks of work experience, weekly case management, mentors, and referrals to additional services as necessary.</p> <p>Results: Achieved.</p> |

Sources: EHSD Contract Agreements
CSBG 2022 Monitoring Reports

Energy, Water & Weatherization Assistance

CONTRA COSTA COUNTY

EMPLOYMENT & HUMAN SERVICES

Energy, Water & Weatherization Assistance At A Glance

4,561

Number of clients served
In Energy Assistance
Fiscal Year (FY) 2021-22

171

Number of clients served
In Weatherization
Fiscal Year (FY) 2021-22

6

Number of clients served
in Water Assistance
Fiscal Year (FY) 2021-22

5,364

Total Number of Applications
Received in Fiscal Year (FY)
2021-2022

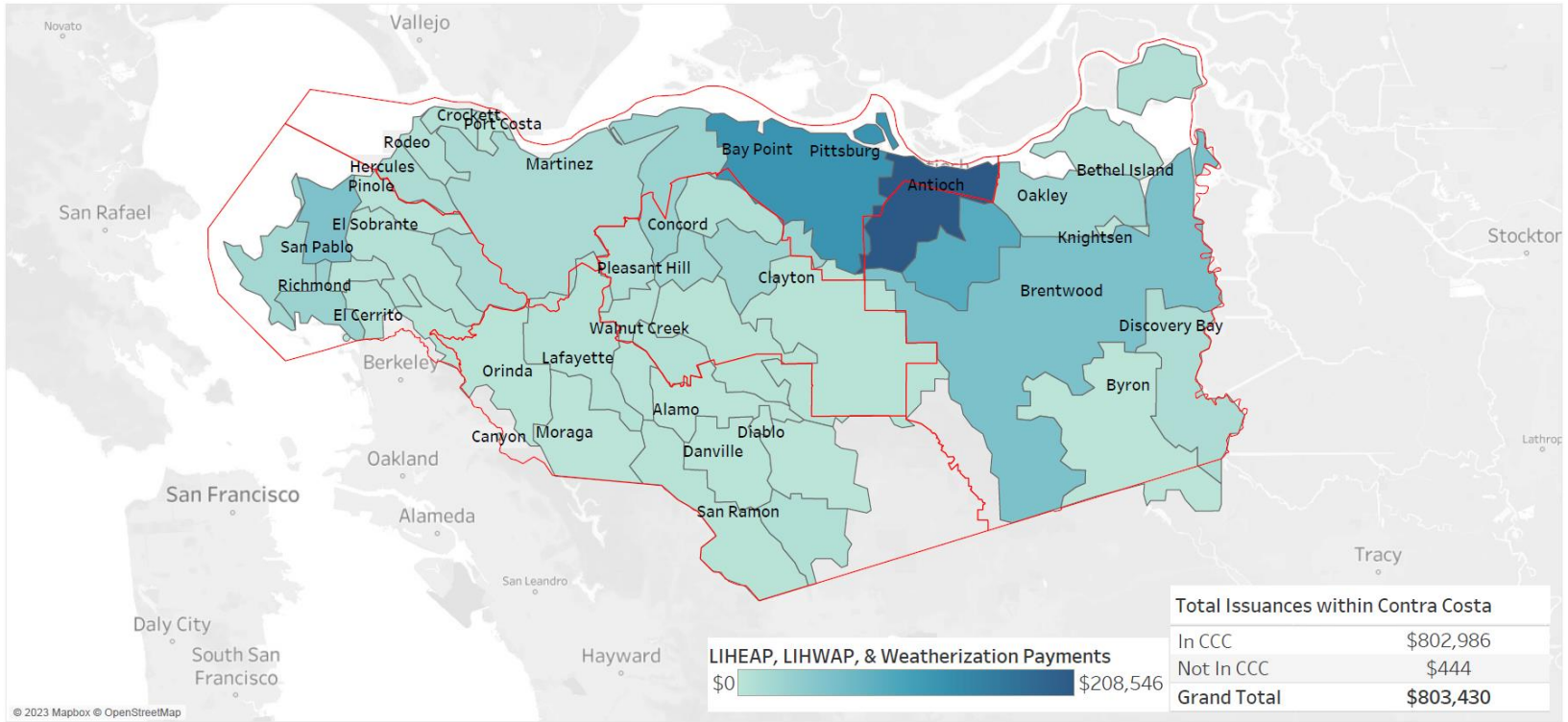
\$4,745,489

Amount paid in Fiscal Year
(FY) 2021-22

\$991

Average Bill Amount for
Energy
Fiscal Year (FY) 2021-2022

FY 21-22 Energy Assistance Payment Map



CONTRA COSTA COUNTY

EMPLOYMENT & HUMAN SERVICES
Building Brighter Futures Together

Thank You

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