

The Board of Supervisors of Contra Costa County, California

In the matter of Eligibility Worker Month

Resolution No. 2017/9

WHEREAS, Contra Costa County promotes a vision of a thriving community where all individuals and families can be healthy, safe, secure, and self-sufficient; and

WHEREAS, Eligibility Workers at the Employment & Human Services Department support Contra Costa County residents struggling to obtain such basic needs as food, shelter, healthcare and transportation; and

WHEREAS, despite the enormous challenges of being on the frontlines of assisting those in need, Eligibility Workers continue to dedicate themselves to making a difference in the lives of our citizens through compassion, collaboration and the dissemination of information; and

WHEREAS, the Eligibility Workers in Contra Costa County are experts in the primary benefit programs of CalFresh, CalWORKS, Welfare-to-Work, Medi-Cal, General Assistance, Foster Care, Adoption Assistance Program, and KinGAP; and

WHEREAS, all programs have complex applications, and eligibility and case management processes; and

WHEREAS, Eligibility Workers in Contra Costa County interview customers to obtain critical information by which to determine eligibility as well as assist customers to receive benefits to which they may be entitled; and

WHEREAS, Eligibility Workers conduct home visits to aged and severely impaired individuals to determine Medi-Cal eligibility for In-Home Supportive Services (IHSS) applicants and recipients in Contra Costa County; and

WHEREAS, on a daily basis, eligibility staff interact with and assist customers from various socio-economic, ethnic and cultural backgrounds, often under adverse conditions and in highly stressful situations; and

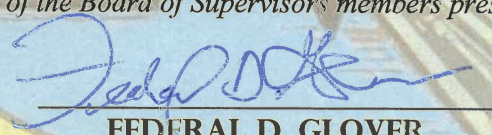
WHEREAS, given the Department's "no wrong door" policy, Eligibility Workers in Contra Costa County are meeting the challenge of becoming multi-program workers; and

WHEREAS, Eligibility Workers effectively fulfill the mission of the human services profession by enhancing the wellbeing of our residents with the provision of basic needs, as well as by identifying additional needs and referring customers to programs and services that support self-sufficiency; and

WHEREAS, Eligibility Workers in Contra Costa County provide assistance with humanity and sensitivity, upholding the Department's values of exceptional customer service, open communication, innovation, ethical behavior, and diversity.

NOW, THEREFORE, BE IT RESOLVED that the Board of Supervisors of Contra Costa County does hereby proclaim January, 2017 as Eligibility Workers Month in Contra Costa County, and calls upon citizens to recognize Eligibility Workers for the significant difference they make in the lives of needy families and individuals through their profession.

PASSED by a unanimous vote of the Board of Supervisors members present this 17th day of January, 2017.



FEDERAL D. GLOVER
Chair,
District V Supervisor



JOHN GIOIA
District I Supervisor



CANDACE ANDERSEN
District II Supervisor



DIANE BURGIS
District III Supervisor



KAREN MITCHOFF
District IV Supervisor



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

ATTESTED: January 17, 2017

DAVID TWA, Clerk of the Board of Supervisors and County Administrator

By Stephanie Mello, Deputy