



## FAMILY AND HUMAN SERVICES COMMITTEE

RECORD OF ACTION FOR  
OCTOBER 22, 2018

Supervisor Candace Andersen, Chair  
Supervisor John Gioia, Vice Chair

Present: Candace Andersen, Chair  
John Gioia, Vice Chair

Staff Present: Timothy Ewell, Chief Asst. County Administrator

Attendees: Julia Taylor, County Admin Office  
Kathy Gallagher, EHS Director  
Victoria Tolbert, EHSD  
Camilla Rand, EHSD  
Juliana Mondragon, EHSD  
Members, SEIU, Local 1021  
Members, Local 21

1. Introductions

*Chair Andersen convened the meeting at 10:35 a.m. and self-introductions were made around the room.*

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

*The Committee accepted public comment. Four Speakers: One regarding Local 21, and three regarding SEIU 1021, all addressed the issues of high health insurance costs for Contra Costa County employees and high caseloads.*

3. RECEIVE and APPROVE the draft Record of Action for the September 24, 2018 Family & Human Services Committee meeting.

*The Committee approved the Record of Action for the September 24, 2018 meeting as presented.*

AYE: Chair Candace Andersen, Vice Chair John Gioia  
Passed

4. RECOMMEND to the Board of Supervisors the appointment of Olga Jones to the At Large 5 seat on the Family and Children's Trust Committee to a new term that will expire on September 30, 2020.

*The Committee approved the appointment of Olga Jones to the At Large 5 seat on the Family and Children's Trust Committee to a term that will expire on September 30, 2020, and directed staff to forward the recommendation to the Board of Supervisors.*

AYE: Chair Candace Andersen, Vice Chair John Gioia  
Passed

5. RECOMMEND to the Board of Supervisors the appointment of Joan M. D'Onofrio to the At Large 3 seat and Lanita L. Mims to the At Large 4 seat on the Arts and Culture Commission of Contra Costa County (AC5), as recommended by AC5.

*The Committee approved the appointment of Joan M. D'Onofrio to the At Large 3 seat and Lanita L. Mims to the At Large 4 seat on the Arts and Culture Commission (AC5) to terms that will expire on June 30, 2021, and directed staff to forward the recommendation to the Board of Supervisors.*

AYE: Chair Candace Andersen, Vice Chair John Gioia  
Passed

6. ACCEPT the report from the Employment and Human Services Department on aging and adult services, including the progress made to address the issue of elder abuse in Contra Costa County.

*Employment and Human Services Department, Aging and Adult Services Director, Victoria Tolbert, presented the report. Ms. Tolbert reported that the two major challenges facing the aging population are housing insecurity and poverty. Ms. Tolbert explained that Aging and Adult Services offers a continuum of services that address a range of needs. Examples of services include putting safety features in the home, a Whole Person Care program for individuals with significant medical issues, adult protective services, and "no wrong door".*

*Supervisor Andersen asked what number people should call for support: It is 1-800-510-2020. Ms. Tolbert reported that awareness of this number has increased. Supervisor Andersen supported increasing awareness of this number.*

*An internal challenge to the Department that Ms. Tolbert reported on was the shortage of direct services staff, particularly social workers and in-home support services staff. She indicated that it is a priority with Kathy Gallagher, David Twa and Human Resources. Also, the Department is working on placing more energy into staff development to internally build the needed knowledge and skill sets.*

*Aging and Adult Services is working to identify non-licensed facilities and help them achieve licensing to increase supply. An option discussed was creating a County certification, so if they cannot obtain a state license, they come out of the*

*shadows and have some oversight.*

*Another issue discussed was hospital discharges lacking safe locations to which to discharge. Aging and Adult Services coordinates with discharge planners and hospitals to coordinate safe discharges. Possible legislation would ban hospital discharges to shelters without an available bed. Senior specific shelters would help to close the capacity gap.*

*The department made a final request for the Board of Supervisors to engage in supporting and spreading awareness about these services.*

AYE: Chair Candace Andersen, Vice Chair John Gioia

Passed

7. ACCEPT the report from the Employment and Human Services Department on the oversight and activities of the Community Services Bureau.

*Employment and Human Services Department, Community Services Bureau Director Camilla Rand presented the report. One item reported on was the closing of one Richmond child service facility and seeking relocation for the Central Kitchen. The Kitchen currently produces about 40,000 meals each month.*

*A positive legislative change discussed was the consolidation of childcare license to requiring one for ages 0 to 5.*

*An internal challenge to the Department that Victoria Tolbert reported on was the shortage of staff. One tactic for addressing the staff shortage is additional staff development through a Teacher Apprenticeship program.*

*Ms. Rand notified Supervisor Andersen that three reviews are expected this year, and they will want to interview the Board of Supervisors. The Board will need to be versed in programmatic details.*

AYE: Chair Candace Andersen, Vice Chair John Gioia

Passed

8. ACCEPT report from the Employment and Human Services Director on the Department's use of technology to support client services and staff efficiencies.

*Employment and Human Services Department, Administrative Services Director Michael Roetzer presented the report. Mr. Roetzer reported on 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.*

AYE: Chair Candace Andersen, Vice Chair John Gioia

Passed

9. The November 26, 2018 FHS Committee meeting is canceled due to schedule conflicts. The date for the final 2018 meeting is yet to be determined.

***The final FHS Committee meeting has been scheduled for Monday, December 3, 2018 at 9:00 a.m. in Room 101.***

10. Adjourn



# Contra Costa County Board of Supervisors

## Subcommittee Report

### FAMILY AND HUMAN SERVICES COMMITTEE

3.

**Meeting Date:** 10/22/2018

**Subject:** RECORD OF ACTION FOR THE SEPTEMBER 24, 2018 F&HS  
MEETING

**Submitted For:** David Twa, County Administrator

**Department:** County Administrator

**Referral No.:** N/A

**Referral Name:** N/A

**Presenter:** Timothy Ewell

**Contact:** Julie DiMaggio Enea (925)  
335-1077

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#### **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 draft Record of Action for the September 24, 2018 Family & Human Services Committee meeting.

#### **Recommendation(s)/Next Step(s):**

RECEIVE and APPROVE the draft Record of Action for the September 24, 2018 Family & Human Services Committee meeting.

#### **Fiscal Impact (if any):**

None.

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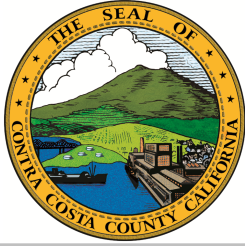
#### **Attachments**

DRAFT F&HS Record of Action 9-24-18

#### **Minutes Attachments**

*No file(s) attached.*

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## FAMILY AND HUMAN SERVICES COMMITTEE

RECORD OF ACTION FOR  
SEPTEMBER 24, 2018

Supervisor Candace Andersen, Chair  
Supervisor John Gioia, Vice Chair

Present: Chair Candace Andersen  
Vice Chair John Gioia

Staff Present: Julie DiMaggio Enea, Interim Committee Staff - Sr. Deputy CAO

Attendees: Jaimi Jenett; Mariana Moore; Kathi Kelly; Rebecca Darnell; Sarah Kennard; Joseph Mega, M.D.; Matt White; Warren Hayes; Joe Greaves; Rachael Birch; Valerie Sloven; Linae Young; Barbara Serwin; Jeff Shoji; Patience Ofodu; Donna Van Wert; Bhupen Amin; Mike McGill; Caitlin Sly; Wendy Therrian; Lisa Arnold; Douglas Holmes; Carly Finkle; Fran Biderman; Bill Jones; Sandra Wall; Jennifer Ostrander, RN PHN; Kathy Gallagher, EHS Director; Yolanda Vega; Oscar Dominguez; Jill Ray; Julia Taylor

### 1. Introductions

*Chair Andersen convened the meeting at 10:35 a.m. and self-introductions were made around the room.*

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

*None of the attendees requested to speak during the public comment period.*

### 3. RECEIVE and APPROVE the draft Record of Action for the July 23, 2018 Family & Human Services Committee meeting.

*The Committee approved the Record of Action for the July 23, 2018 meeting as presented.*

AYE: Chair Candace Andersen  
Vice Chair John Gioia

Passed

4. RECOMMEND to the Board of Supervisors the appointments of Joshua Aldrich to the Business #2 seat and Terry Curley to the Business #4 seat on the Workforce Development Board to complete the current terms ending on June 30, 2020, as recommended by the Employment and Human Services Department and approved by the Workforce Development Board Executive Committee.

***The Committee approved the appointment of Joshua Aldrich to the Business #2 seat and Terry Curley to the Business #4 seat on the Workforce Development Board to complete the current terms ending on June 30, 2020, and directed staff to forward the recommendation to the Board of Supervisors.***

AYE: Chair Candace Andersen

Vice Chair John Gioia

Passed

5. RECOMMEND to the Board of Supervisors the appointment of Dennis Yee to the Member At-large #14 seat and Brian O'Toole to the At-Large #16 seat to complete the unexpired terms ending on September 30, 2019, Kevin Donovan to the At-Large #17 seat to a term ending on September 30, 2020, and the re-appointment of the following individuals to terms expiring September 30, 2020: Shirley Krohn to At-Large #2 seat, Patricia Welty to At-Large #4 seat, Deborah Card to At-Large #5 seat, Summer Selleck to At-Large #7 seat, Nuru Neemuchwalla to At-Large #12 seat, Mary Rose to At-Large #13 seat, and Richard Nahm to At-Large #18 seat, to the Advisory Council on Aging as recommended by the Council.

***The Committee approved the appointment of Dennis Yee to the Member At-large #14 seat and Brian O'Toole to the At-Large #16 seat to complete the unexpired terms ending on September 30, 2019, Kevin Donovan to the At-Large #17 seat to a term ending on September 30, 2020, and the re-appointment of the following individuals to terms expiring September 30, 2020: Shirley Krohn to At-Large #2 seat, Patricia Welty to At-Large #4 seat, Deborah Card to At-Large #5 seat, Summer Selleck to At-Large #7 seat, Nuru Neemuchwalla to At-Large #12 seat, Mary Rose to At-Large #13 seat, and Richard Nahm to At-Large #18 seat, on the Advisory Council on Aging, and directed staff to forward the recommendation to the Board of Supervisors.***

AYE: Chair Candace Andersen

Vice Chair John Gioia

Passed

6. RECOMMEND to the Board of Supervisors the appointment of Lisa Johnson to a discipline specific, First 5 Commission seat, Karin Kauzer to a discipline specific, School Representative seat, and Mary Flott to the At Large 1 seat on the Family and Children's Trust Committee to terms that will expire on September 30, 2020.

*The Committee approved the appointment of Lisa Johnson to a First 5 Commission seat, Karin Kauzer to a School Representative seat, and Mary Flott to the At Large 1 seat on the Family and Children's Trust Committee to terms that will expire on September 30, 2020, and directed staff to forward the recommendation to the Board of Supervisors.*

AYE: Chair Candace Andersen  
Vice Chair John Gioia

Passed

7. ACCEPT the joint update report from Behavioral Health Services and the Mental Health Commission on the public mental health care system, child and teen psychiatric services, and Civil Grand Jury Report No. 1703.

*Behavioral Health Services Director Matthew White and Mental Health Commission Chair Barbara Serwin presented the jointly prepared report. Dr. White reported the addition of psychiatrist staff. Ms. Serwin acknowledged improved relations between Behavioral Health and the Commission, citing reforms including development of an information dashboard and proactive data reporting, regular leadership meetings, and collaborative problem solving, particularly on the issue of wait times. She mentioned an upcoming retreat as an example of this positive collaboration.*

*Supervisor Gioia asked that a large opening event be planned for the relocation to San Pablo anticipated in late 2019.*

*The Committee accepted the report, which staff will forward to the Board of Supervisors for their information.*

AYE: Chair Candace Andersen  
Vice Chair John Gioia

Passed

8.
  1. Accept this report from the Health Services Department; and
  2. Forward this report to the Board of Supervisors for acceptance; and,
  3. Direct Staff to continue to report on an annual basis to the FHS Committee regarding progress of the effort to end homelessness and the activities of Contra Costa Council on Homelessness; and the health status of the homeless population in Contra Costa County by the Health Care for the Homeless Program.

*Homeless Continuum of Care. Jaime Jenett, HSD Continuum of Care Planning and Policy Manager, presented a report on the Continuum of Care Plan for the Homeless. She handed out a data summary of the 2018 Point In Time Count of the homeless population. The count saw a 39% increase in the HUD homeless over the 2017 count, likely due to the doubling of CORE outreach teams that conducted the counting. Five Contra Costa cities participate on the CORE teams as well as the County Public Works Department for a creeks team. She reported that youth, families and undocumented are dramatically under-represented, and so a youth and*



*family count was conducted separately from HUD requirements and was administered partly via an online survey. Outside agencies were able to distribute a web link to their clients, opening up responses. She anticipates that these new statistics will be helpful in future grant applications.*

*Jaime described the Built for Zero Campaign targeting veterans and the chronically homeless. The goal is to establish a complete list identifying homeless individuals to start actively managing their cases and continue services. Coordinated Entry is name for this redesign concept. She reported that the county's current shelter capacity addresses only 30% of what is needed. The Program has increased capacity through the addition of "warming centers".*

*Supervisor Gioia opined that we are approaching state of emergency and we are not doing enough to provide permanent housing rather than shelters. He asked for a status of the Richmond housing site and expressed frustration over the lack of progress. He requested of staff that future statistical reports detail the number of people who actually received permanent housing.*

*Supervisor Andersen praised the work of staff and suggested the 211 resource as a way to connect the homeless to needed services. She also suggested having the Youth Action Council work on engaging more youth.*

*Public comment was offered by Lisa Arnold, who testified that she was in need of permanent housing. She said that calling 211 provided only a list of referrals and phone numbers. She reported that the shelters are filled to capacity.*

*Health Care for the Homeless. Joseph Mega, M.D, presented the staff report on health care services for the homeless, including opioid addiction treatment, and the number of clients and encounters with clients. The data showed that homeless Medi-Cal patients were more than twice as likely to have a chronic health condition and drastically more likely to visit hospital emergency than general Medi-Cal patients. Dr. Mega highlighted the gap in services for elderly people with conditions such as dementia, incontinence, and mental illness, citing that such conditions are often barriers to private board and care placement. He suggested that County-operated board and care might fill that gap and for less cost than long term County Hospital stays.*

*Supervisor Andersen asked Dr. Mega what research had been done on county-run skilled nursing programs and if the County would realistically take on that service within the Health Care budget? She suggested that it might be more cost effective to contract out for these services. She asked about what other counties might be doing in this area and what, if any, contractors they use and how they fund the program.*

*Dr. Mega commented that only preliminary discussions have occurred but he would work to develop a proposal.*

*A public health nurse spoke under public comment about the special challenges faced by seniors. She advised that for elderly patients, it is important to institute a place of routine and familiarity. She also stated that seniors on small fixed incomes often fall into the gap between self-sustainability and benefits eligibility.*

*An attendee from the city of Antioch commented that Antioch has property available for utilization and the biggest homeless population, and growing.*

*The Committee accepted the reports, which staff will forward to the Board of Supervisors for their information.*

AYE: Chair Candace Andersen

Vice Chair John Gioia

Passed

9. ACCEPT the report from the Employment and Human Services Department on the Workforce Development Board and Workforce Innovation and Opportunity Act updates and DIRECT staff to forward it to the Board of Supervisors for their information.

*ESHD Workforce Services Bureau Director Wendy Therrian introduced the item. Workforce Development Board Executive Director Donna Van Wert presented the staff report and highlighted the number of people serviced and the specialized programs and business partners. She advised that significant State funding would soon become available and that the WDB is updating the regional and local plan, which is due in March 2019.*

*WDB Chair Bhupen Amin commented that the new WDB is active and working cohesively. WDB Vice Chair Yolanda Vega thanked the board of supervisors for approving the Rubicon Program collaboration. The Workforce Collaborative through Rubicon was implemented because of a decrease in funding. Four sites have grown to ten, and are being well-received by patrons and the press. The Collaborative has streamlined services and made all assistance available in one location.*

*Donna advised that the budget decreased by a few hundred thousand from the prior year but by 30%-40% over four years.*

*Supervisor Gioia asked if the program tracks how many individuals placed in jobs. Donna advised that the program typically places 70-80% of participants.*

*The Committee accepted the report, which staff will forward to the Board of Supervisors for their information.*

AYE: Chair Candace Andersen

Vice Chair John Gioia

Passed

10. ACCEPT the report from the Employment and Human Services Department on the CalFresh program, formerly known as Food Stamps and federally known as the Supplemental Nutritional Assistance Program (SNAP), and DIRECT staff to forward the report to the Board of Supervisors for their information.

*Workforce Services Director Wendy Therrian presented the staff report for EHS Director Kathy Gallagher, who had to leave to attend another meeting.*

*Wendy reported that applications increased by 121% over a ten year period but that that CalFresh applications and disbursements decreased this year from last year likely due to higher employment. She highlighted her concern about the Federal Administration's forthcoming guidelines that will restrict eligibility for cash aid and permanent housing to permanent residents.*

*Supervisor Gioia observed that we are at nearly a 20% poverty level and that Deborah Levine has done work to apply what the definition of poverty level is for Contra Costa County. The Committee requested information on how this is affecting Contra Costa County specifically. Rebecca and Kathy are working on identifying the gap of people who will no longer qualify for cash benefits. An early indicator is that in August, 20% of people surveyed said they did not want to apply for CalFresh because of immigration concerns.*

*Supervisor Gioia ask about usage has decreased and what staff are doing to address different reasons (other than unemployment decreasing) for the decrease. He suggested greater outreach. Staff advised that they conduct cross-sector outreach through Meals on Wheels packets, for example, but are always battling stigma.*

*Lisa Arnold spoke during the public comment period about the need to close the gap between jail release and cash aid receipt, saying it can take as long as two weeks. She suggested that the Medi-Cal application be initiated while a person is still incarcerated so he/she does not come out desperate and the re-offend. Staff verified that they work with parolee entities and Rubicon center on this.. Supervisor Andersen suggested that staff network with the Office of Re-entry and Justice to obtain information about jail inmates who are preparing to emancipate.*

*Mariana Moore offered three recommendations from the CalFresh Partnership in pertinence to the long wait times experienced by clients in County offices and call centers, which she attributed to a lack of frontline staff in County offices:*

- 1. Lift the hiring freeze on the Workforce Services Bureau so they can hire more frontline CalFresh staff.*
- 2. Commit any augmented allocation this year to fund additional front line staff so that people can receive the customer service they need to navigate the benefits process.*
- 3. In reference to customer service, access to benefits, and fighting hunger, create transparency about where the resources for the CalFresh allocation are being used within the County to ensure that the best use of taxpayer dollars. To do so, engage an independent contractor to conduct an impartial analysis of how CalFresh and other public benefits administrative dollars are allocated, and share the results with the public.*

*The Committee requested that these recommendations be forwarded to Kathy*

***Gallagher for response and scheduled as the first item of discussion at the next FHS Committee meeting.***

AYE: Chair Candace Andersen

Vice Chair John Gioia

Passed

11. The next meeting is currently scheduled for October 22, 2018.
12. Adjourn

***Chair Andersen adjourned the meeting at 12:35 p.m.***

For Additional Information Contact:

Julie DiMaggio Enea, Interim Committee Staff  
Phone (925) 335-1077, Fax (925) 646-1353  
[julie.enea@cao.cccounty.us](mailto:julie.enea@cao.cccounty.us)

DRAFT



# Contra Costa County Board of Supervisors

## Subcommittee Report

### FAMILY AND HUMAN SERVICES COMMITTEE

4.

**Meeting Date:** 10/22/2018

**Subject:** Recommendation for Appointment to the Family and Children's Trust Committee

**Submitted For:** Kathy Gallagher, Employment & Human Services Director

**Department:** Employment & Human Services

**Referral No.:** N/A

**Referral Name:** APPOINTMENTS TO ADVISORY BODIES

**Presenter:** Juliana Mondragon, EHSD      **Contact:** Juliana Mondragon,  
925-608-4941

### **Referral History:**

On December 13, 2011, the Board of Supervisors (BOS) adopted Resolution No. 2011/497 adopting policy governing appointments to boards, committees, and commissions that are advisory to the BOS. Included in this resolution was a requirement that applications for at large/countywide seats be reviewed by a BOS committee.

The purpose of the Family and Children's Trust (FACT) Committee is to establish priorities and make funding recommendations to the BOS on the allocation of specific funds for the prevention/amelioration of child abuse and neglect, and the promotion of positive family functioning. These funds include: Child Abuse Prevention, Intervention, and Treatment funds (AB 1733), Birth Certificate revenue to the County Children's Trust (AB 2994), the Ann Adler Children's Trust funds, Community-Based Child Abuse Prevention funds, and other funds that may be subsequently directed by the Board of Supervisors. The FACT Committee also provides information and data to the Employment and Human Services Department (EHSD) on the effectiveness of current and proposed programs for families and children and on recent or pending legislation that would potentially impact family and children's services programs, clients, or funding mechanisms. FACT Committee is composed by 15 members from three different categories: Five At-Large seats, one representative from each of the five Supervisorial Districts, and Five discipline/sector specific seats.

### **Referral Update:**

There are currently 12 seats filled and there are three vacancies on FACT. The Committee has vacancies in the Seat 3-Local Planning Council, At-Large Seat 5, and District III seat. Seat 3, Local Planning Council was declared vacant due to committee member resignation on October 18, 2016. The FACT Committee is actively recruiting to fill Seat 3.

Current FACT Committee seat members live or work in the following areas of the county: East

(1): Discipline Specific; Central/South (10): Two discipline specific, Five At-Large, Districts II, IV and V; West (1): District I. Candidates for appointment to the FACT Committee will serve a two-year term. The current term for the At Large 5 seat is set to expire on September 30, 2020. Attached is a memo from the Employment and Human Services Director transmitting her nomination of Ms. Olga Jones for appointment to the At Large 5 seat on the FACT Committee.

**Recommendation(s)/Next Step(s):**

RECOMMEND to the Board of Supervisors the appointment of Olga Jones to the At Large 5 seat on the Family and Children's Trust Committee to a new term that will expire on September 30, 2020.

**Fiscal Impact (if any):**

There is no fiscal impact.

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**Attachments**

EHSD Nomination Memo Olga Jones FACT At-Large 5 Seat

Candidate Application Olga Jones FACT Committee

**Minutes Attachments**

*No file(s) attached.*

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EMPLOYMENT & HUMAN SERVICES

MEMORANDUM

Kathy Gallagher, Director

40 Douglas Drive, Martinez, CA 94553 • (925) 608-5000 • Fax (925) 313-9748 • www.ehsd.org

To: Family and Human Services Committee
Supervisor Candace Andersen, District II, Chair
Supervisor John Gioia, District I, Vice-Chair
Date: October 22, 2018
CC:
From: Kathy Gallagher, EHSD Director
Juliana Mondragon, FACT Staff
Subject: Family and Children's Trust (FACT) Committee Seat Membership Recommendation

The Employment and Human Services Department Director, Kathy Gallagher, respectfully requests that the Family and Human Services Committee accepts this recommendation to appoint the following applicant to the At-Large seat 5 on the Family and Children's Trust (FACT) Committee.

Table with 3 columns: Name, Seat, Area. Row 1: Olga Jones, At-Large Seat 5, Central County

At-Large Seat 5 is vacant due to the term of the incumbent expiring. The incumbent chose not to renew. Ms. Jones previously served in the District III seat, however she moved out of District III in the summer of 2018.

PURPOSE OF COMMITTEE

The purpose of this Committee is to establish priorities and make funding recommendations to the Board of Supervisors on the allocation of specific funds for the prevention/amelioration of child abuse and neglect, and the promotion of positive family functioning. These funds include: Child Abuse Prevention, Intervention, and Treatment funds (CAPIT) funds, (AB 1733), Birth Certificate revenue to the County Children's Trust (AB2994), the Ann Adler Children's Trust funds, Community-Based Child Abuse Prevention funds (CBCAP) and other funds as may be subsequently directed by the Board of Supervisors.

The FACT Committee also provides information and data to the Employment and Human Services Department on the effectiveness of current and proposed programs for families and children and on recent or pending legislation that would potentially impact family and children's services programs, clients, or funding mechanisms.

SUMMARY OF RECRUITMENT EFFORTS/NOMINEES FOR MEMBERSHIP

The FACT Committee continues to make every effort to fill its vacant seats. These efforts include contacting each district Supervisor's office and releasing a public notice, inviting interested parties to consider membership and soliciting the support of current members to outreach to potential candidates for consideration for membership.

FACT Committee membership consists of the following:

- Five At-Large seats
- One representative from each of the five Supervisorial Districts
- Five discipline/sector specific seats

There are currently 12 seats filled and there are three vacancies on FACT. The Committee has vacancies in the discipline-specific Seat 3-Local Planning Council, the District III seat, and At-Large #5. Seat 3, Local Planning Council was declared vacant due to committee member resignation on October 18, 2016. The FACT Committee is actively recruiting to fill Seat 3.

Current FACT Committee seat members live or work in the following areas of the county:

- East (1): One discipline specific
- Central/South (10): Two discipline specific, Five At-Large, Districts II, IV and V
- West (1): District I

Candidates for appointment to the FACT Committee will serve a two-year term. At-Large Seat 5 is set to expire on September 30, 2020.

Ms. Jones has expressed a sincere interest in continuing to serve on the Committee and is dedicated to fulfilling the mission and goals as outlined in the Committees' policies and procedures.

Based on the above information, the Director of EHSD, on behalf of the FACT Committee, respectfully recommends that the FHS Committee appoint Ms. Jones to continued membership on the FACT Committee.

Enc. Board, Committees, and Commission Application for *Olga Jones*





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:

Family and Children's Trust (FACT)

At-large

PRINT EXACT NAME OF BOARD, COMMITTEE, OR COMMISSION

PRINT EXACT SEAT NAME (if applicable)

1. Name: Jones, Olga Rose  
(Last Name) (First Name) (Middle Name)

2. Address: [Redacted] [Redacted] [Redacted] [Redacted] [Redacted] [Redacted]  
(No.) (Street) (Apt.) (City) (State) (Zip Code)

3. Phones: [Redacted] [Redacted] [Redacted]  
(Home No.) (Work No.) (Cell No.)

4. Email Address: [Redacted]

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 13+

Names of colleges / universities attended	Course of Study / Major	Degree Awarded	Units Completed		Degree Type	Date Degree Awarded
			Semester	Quarter		
A) Oakland Junior College	General Ed	Yes No <input checked="" type="checkbox"/>	1961			
B) University of California Extension	Various classes	Yes No <input checked="" type="checkbox"/>	1965-66			
C) JFK - Orinda	Various classes	Yes No <input checked="" type="checkbox"/>	1970			
D) Other schools / training completed: Pacific Graduate Institute, Santa Barbara	Course Studied Psychology	Hours Completed various seminars	Certificate Awarded: Yes No <input checked="" 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>  <input type="text" value="9/12"/>    <input type="text" value="9/18"/>  Total: <u>Yrs.</u>    <u>Mos.</u>  <input type="text" value="6"/>    <input type="text"/>  Hrs. per week <input type="text"/> . Volunteer <input type="checkbox"/></p>	<p style="text-align: center;">Title</p> <input type="text" value="District III Seat"/> <hr/> <p style="text-align: center;">Employer's Name and Address</p> <input type="text" value="Family &amp; Children's Trust (FACT)"/>	<p style="text-align: center;">Duties Performed</p> <input type="text" value="Committee member"/>
<p>B) Dates (Month, Day, Year)  <u>From</u>      <u>To</u>  <input type="text" value="1/12"/>    <input type="text" value="9/13"/>  Total: <u>Yrs.</u>    <u>Mos.</u>  <input type="text" value="1"/>    <input type="text" value="6"/>  Hrs. per week <input type="text"/> . Volunteer <input type="checkbox"/></p>	<p style="text-align: center;">Title</p> <input type="text" value="Volunteer"/> <hr/> <p style="text-align: center;">Employer's Name and Address</p> <input type="text" value="Bay Area Crisis Nursery"/>	<p style="text-align: center;">Duties Performed</p> <input type="text" value="working with children birth to 5 years"/>
<p>C) Dates (Month, Day, Year)  <u>From</u>      <u>To</u>  <input type="text" value="2005"/>    <input type="text" value="2007"/>  Total: <u>Yrs.</u>    <u>Mos.</u>  <input type="text" value="2"/>    <input type="text"/>  Hrs. per week <input type="text"/> . Volunteer <input type="checkbox"/></p>	<p style="text-align: center;">Title</p> <input type="text" value="Member, Foreperson Grand Jury"/> <hr/> <p style="text-align: center;">Employer's Name and Address</p> <input type="text" value="Contra Costa County"/>	<p style="text-align: center;">Duties Performed</p> <input type="text" value="1st year member of 2005-2006 Grand Jury&lt;br/&gt;2nd year Foreperson of Grand Jury 2006-2007"/>
<p>D) Dates (Month, Day, Year)  <u>From</u>      <u>To</u>  <input type="text" value="1998-2001"/>    <input type="text" value="2007-2009"/>  Total: <u>Yrs.</u>    <u>Mos.</u>  <input type="text" value="7"/>    <input type="text"/>  Hrs. per week <input type="text"/> . Volunteer <input type="checkbox"/></p>	<p style="text-align: center;">Title</p> <input type="text" value="Board of Directors"/> <hr/> <p style="text-align: center;">Employer's Name and Address</p> <input type="text" value="Bethel Island Municipal Improvement District"/>	<p style="text-align: center;">Duties Performed</p> <input type="text" value="Served twice as a Board Member"/>

1992 - 2000  
8 years

Volunteer  
Court Appointed Special Advocate

worked with troubled youth  
4 cases

7. How did you learn about this vacancy?

CCC Homepage  Walk-In  Newspaper Advertisement  District Supervisor  Other

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:

9. Do you have any financial relationships with the County such as grants, contracts, or other economic relations? 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: Chia R Jones Date: 8/29/18

### 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 Board of Supervisors

## Subcommittee Report

### FAMILY AND HUMAN SERVICES COMMITTEE

5.

**Meeting Date:** 10/22/2018  
**Subject:** Appointments to the Arts and Culture Commission  
**Submitted For:** FAMILY & HUMAN SERVICES COMMITTEE,  
**Department:** County Administrator  
**Referral No.:** N/A  
**Referral Name:** APPOINTMENTS TO ADVISORY BODIES  
**Presenter:** Julia Taylor                      **Contact:** Julia Taylor, 925.335.1043

---

#### **Referral History:**

On December 6, 2011 the Board of Supervisors (BOS) adopted Resolution No. 2011/497 adopting policy governing appointments to boards, committees, and commissions that are advisory to the BOS. Included in this resolution was the requirement that applications for at large/countywide seats be reviewed by a Board of Supervisors committee.

#### **Referral Update:**

The Arts and Culture Commission advises the Board of Supervisors in matters and issues relevant to Arts and Culture, to advance the arts in a way that promotes communication, education, appreciation and collaboration throughout Contra Costa County; to preserve, celebrate, and share the arts and culture of the many diverse ethnic groups who live in Contra Costa County; to create partnerships with business and government; to increase communications and understanding between all citizens through art. Most importantly, the Commission will promote arts and culture as a vital element in the quality of life for all of the citizens of Contra Costa County. The Arts and Culture Commission (AC5) is composed by one representative from each of the five supervisorial districts, four at-large representatives and one alternate, for a total of ten seats. Appointments are for a four-year period with terms expiring on June 30 of alternating odd numbered years. The current roster is listed in the attached memo. There are currently three vacant seats. At their October meeting, AC5 voted to nominate Joan M. D'Onofrio and Lanita L. Mims to two of the three vacant seats.

#### **Recommendation(s)/Next Step(s):**

RECOMMEND to the Board of Supervisors the appointment of Joan M. D'Onofrio to the At Large 3 seat and Lanita L. Mims to the At Large 4 seat on the Arts and Culture Commission of Contra Costa County (AC5), as recommended by AC5.

#### **Fiscal Impact (if any):**

There is no fiscal impact.

---

**Attachments**

AC5 Roster as of 10.16.18

J. D'Onofrio Application

M. Lanita Application

**Minutes Attachments**

*No file(s) attached.*

---

**ROSTER**  
**Arts and Culture Commission of Contra Costa County (AC5)**

<u>Seat Title</u>	<u>Representatives</u>	<u>Appointment Date</u>	<u>Term Expiration</u>	<u>Resignation Date</u>
District I	Silvia Ledezma	July 1, 2017	June 30, 2021	
District II	Marija Bleier	March 7, 2017	June 30, 2019	
District III	Petural Shelton	October 6, 2015	June 30, 2019	
District IV	Elizabeth Wood	June 16, 2015	June 30, 2019	
District V	Theresa Snook O'Riva		July 1, 2017*	*Reappointment to be considered at 10/23/18 Board of Supervisor's meeting
At-Large 1	Y'Anad Burrell	October 20, 2015	June 30, 2019	
At-Large 2	LaMar Anderson	November 7, 2017	June 30, 2021	
At-Large 3	VACANT	N/A	N/A	
At-Large 4	VACANT	N/A	N/A	
Alternate	VACANT		June 30, 2019	November 14, 2017

# Application Form

---

## Profile

### Which Boards would you like to apply for?

---

Arts & Culture Commission: Submitted

### At Large

Seat Name (if applicable)

### Describe why you are interested in serving on this advisory board/commission (please limit your response to one paragraph).

---

Art is all around us. It is virtually in every facet of society. Everything we see, touch, and feel was designed or conceived of by someone with an interest in and talent for art. Whether visually or digitally created, it starts with the ideas of the individual and is especially important for our children because that is where it all begins. I would like to be a part of promoting, developing, and encouraging our educators, students, and our citizens to understand the importance of art in their lives and know that someone created it and the Arts and Culture Commission of Contra Costa County supports it.

### This application is used for all boards and commissions

Joan

First Name

M

Middle Initial

D'Onofrio

Last Name

[Redacted]

Email Address

[Redacted]

Home Address

Suite or Apt

[Redacted]

City

[Redacted]

State

[Redacted]

Postal Code

[Redacted]

Primary Phone

Michelangelo D'Onofrio Arts Foundation

Employer

President & Founder

Job Title

Occupation



**Do you, or a business in which you have a financial interest, have a contract with Contra Costa Co.?**

Yes  No

**Is a member of your family (or step-family) employed by Contra Costa Co.?**

Yes  No

---

## Education History

**Select the highest level of education you have received:**

Other

**Bachelor of Fine Arts**

If "Other" was Selected Give Highest Grade or Educational Level Achieved

---

## College/ University A

**Pratt Institute**

Name of College Attended

**Art and Design**

Course of Study / Major

Units Completed

---

## Type of Units Completed

None Selected

---

## Degree Awarded?

Yes  No

**Bachelor of Fine Arts**

Degree Type

**1960**

Date Degree Awarded

---

## College/ University B

New York University

Name of College Attended

Publishing

Course of Study / Major

Units Completed

## Type of Units Completed

Semester

## Degree Awarded?

Yes  No

Associate Degree in Publishing

Degree Type

1989

Date Degree Awarded

---

## College/ University C

Name of College Attended

Course of Study / Major

Units Completed

## Type of Units Completed

None Selected

## Degree Awarded?

Yes  No

---

Degree Type

---

Date Degree Awarded

---

## Other schools / training completed:

---

Course Studied

---

Hours Completed

## Certificate Awarded?

Yes  No

---

## Work History

Please provide information on your last three positions, including your current one if you are working.

### 1st (Most Recent)

2002 to present

---

Dates (Month, Day, Year) From - To

35

---

Hours per Week Worked?

### Volunteer Work?

Yes  No

Marketing & Customer Service

---

Position Title

### Employer's Name and Address

---

H&R Block Inc 3390 Mt Diablo Blvd Lafayette CA 94549

## Duties Performed

---

Service clients in accordance with company guidelines, ensure seamless client satisfaction, coordinate tax preparers skill-levels with clients needs, assist marketing manager with program preparations and train new hires.

---

## 2nd

1992-2002

---

Dates (Month, Day, Year) From - To

salaried

---

Hours per Week Worked?

## Volunteer Work?

---

Yes  No

Art Director/Production Manager

---

Position Title

## Employer's Name and Address

---

EMC Publishing St Paul, MN

## Duties Performed

---

Implemented and executed the creative process of all printed materials and ancillary products; managed in-house staff; supervised free-lance designers; contracted with off-site design services that specialized in educational books and electronic packaging products; coordinated and produced design advertising with sales and marketing departments.

---

## 3rd

1973-1989

---

Dates (Month, Day, Year) From - To

salaried

---

Hours per Week Worked?

## Volunteer Work?

---

Yes  No

Production Manager/Editorial  
Director/Art Director

Position Title

## Employer's Name and Address

Oceana Publication Inc. Division of Oxford University Press 75 Main St Dobbs Ferry NY

## Duties Performed

Responsible for all aspects of legal text publishing; managed the editorial, art, production, and marketing departments; developed budgets; founded and implemented student internship programs; produced NY University's Annual Law Review publications; and organized conventions and seminars in London, Rome, and Beijing.

[RESUME\\_OF.docx](#)

Upload a Resume

## Final Questions

### How did you learn about this vacancy?

Other

Silvia Ledezma, Commissioner

If "Other" was selected please explain

### . Do you have a Familial or Financial Relationship with a member of the Board of Supervisors?

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 relations?

Yes  No

If Yes, please identify the nature of the relationship:

## JOAN D'ONOFRIO

### EXPERIENCE & HISTORY

2012 – to present

**Founder & President**

**MICHELANGELO D'ONOFRIO ARTS FOUNDATION** Concord, CA

*Established a 501 c3 nonprofit charitable foundation devoted exclusively to presenting awards to students in local public schools who demonstrate outstanding talent in the visual and digital arts, present scholarships to seniors who have applied to and been accepted by a college/university to earn a bachelor's degree and pursue careers in the visual arts*

2009 – to present

**Office Marketing Ambassador / Customer Service Professional / 2009 – to present**

**H&R BLOCK, INC.** Walnut Creek, Lafayette, Clayton, Pleasant Hill, CA

*Service clients in accordance with company guidelines and policies, ensure seamless client satisfaction, coordinate tax preparers' skill-levels with client needs, assist marketing manager with program preparations, implement local marketing programs, and train new hires*

2016 – 2018

**Juror**

**SUPERIOR COURT OF THE STATE OF CALIFORNIA**

*Served as a Civil Grand Juror for Contra Costa County 2016 - 2018 term*

2002 – 2008

**Franchise Owner**

**CURVES FOR WOMEN** Piedmont, Walnut Creek, Alamo, Danville, CA

*Owned four Curves fitness clubs; trained and managed over 35 staff hires; managed day-to-day operations; conducted classes on fitness, nutrition, and diet; worked one-on-one with members that ranged in age from 18 to 87; published a book of club member anecdotes; grew membership from 200 to 6,000; created all marketing and advertising promotions; and served on the East Bay Curves' Co-op Board*

1992 – 2002

**Art Director / Production Manager / Marketing Design Coordinator 1991 - 2002**

**EMC PUBLISHING, INC.** St Paul, MN

*Implemented and executed the creative process of all printed materials and ancillary products; managed in-house staff; supervised free-lance designers; contracted with off-site design services that specialized in educational books and electronic packaging products; coordinated and produced design products with sales and marketing departments*

1989 – 1992

**Production Manager / Art Director / Purchasing Agent**

**PARADIGM PUBLISHING, INC.** Minneapolis, MN

*Responsible for all aspects of purchasing, production, personnel supervision and graphic design of printed materials including business training and basic skills publications*

1973 – 1989

**Vice President / Production Manager / Editorial Director / Purchasing Agent / Art Director / International Project Coordinator / Technical Writer**

**OCEANA PUBLICATIONS, INC. (Oxford University Press)** New York, NY

*Responsible for all aspects of legal text publishing; managed the editorial, art, production, and marketing departments; developed departmental budgets; founded and implemented student internship programs; headed team-driven employee incentive programs; produced New York University's Annual Law Review publication; organized conventions and seminars in London, Rome, and Beijing*

### EDUCATION

**THE PRATT INSTITUTE** BFA, Brooklyn, NY

**NEW YORK UNIVERSITY** Publication Certification, New York, NY

**COMMUNITY &  
CORPORATE  
SERVICES**

**COMMUNITY AND CORPORATE VOLUNTEER PARTICIPATION [Partial list]**

ROTARY CLUB OF CLAYTON VALLEY Board Member & Newsletter Editor,: Clayton, CA  
CWC [California Writers Club] Published Author and Member: Pleasant Hill, CA  
ALAMO MERCHANTS ASSOCIATION Member of the Board and Newsletter Editor: Alamo, CA  
JOHN MUIR HOSPITAL Volunteer: Walnut Creek, CA  
BRIGHTON SHORES CONDO Board Member, Secretary and Newsletter Publisher, MN  
BROADWAY VILLAGE Board Member and Treasurer, Yonkers, NY  
AIA [American Institute of Architects] Speakers Bureau Chairman: New York, NY  
NY UNIVERSITY SCHOOL OF LAW Annual Law Review Consultant: New York, NY  
AMERICAN WOODWIND ORCHESTRA Student Housing Chairman: New York, NY  
INTERNSHIP PROGRAM DEVELOPER Business & Neighborhood Community Colleges  
Coordinator: New York, NY

**REFERENCES**

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

# Application Form

## Profile

### Which Boards would you like to apply for?

Arts & Culture Commission: Submitted

District 3

Seat Name (if applicable)

### Describe why you are interested in serving on this advisory board/commission (please limit your response to one paragraph).

I am interested because I would like to get involved with the education of the musical arts as well as be able to support the African American community

### This application is used for all boards and commissions

Lanita

First Name

L.

Middle Initial

Mims

Last Name

[Redacted]

Email Address

[Redacted]

Home Address

Suite or Apt

[Redacted]

City

[Redacted]

State

[Redacted]

Postal Code

[Redacted]

Primary Phone

Owner

Employer

Tub-A-Roo Entertainment & Events

Job Title

Event Planner

Occupation

### Do you, or a business in which you have a financial interest, have a contract with Contra Costa Co.?

Yes  No



Is a member of your family (or step-family) employed by Contra Costa Co.?

Yes  No

---

## Education History

Select the highest level of education you have received:

Other

2 years of college

If "Other" was Selected Give Highest Grade or Educational Level Achieved

---

## College/ University A

College of Alameda

Name of College Attended

Business

Course of Study / Major

18

Units Completed

---

## Type of Units Completed

Semester

---

## Degree Awarded?

Yes  No

Degree Type

Date Degree Awarded

---

## College/ University B

---

Name of College Attended

---

Course of Study / Major

---

Units Completed

### Type of Units Completed

---

None Selected

### Degree Awarded?

---

Yes  No

---

Degree Type

---

Date Degree Awarded

---

## College/ University C

---

Name of College Attended

---

Course of Study / Major

---

Units Completed

### Type of Units Completed

---

None Selected

### Degree Awarded?

---

Yes  No

---

Degree Type

---

Date Degree Awarded

---

### Other schools / training completed:

Meeting and Event Planning

---

Course Studied

56

---

Hours Completed

### Certificate Awarded?

---

Yes  No

---

---

## Work History

Please provide information on your last three positions, including your current one if you are working.

### 1st (Most Recent)

11/28/2015 - Current

---

Dates (Month, Day, Year) From - To

25 hours a week

---

Hours per Week Worked?

### Volunteer Work?

---

Yes  No

Training Coordinator

---

Position Title

### Employer's Name and Address

---

Family Builders by Adoption [REDACTED]

### Duties Performed

---

Training, curriculum development

---

**2nd**

01/18/1986 - Current

Dates (Month, Day, Year) From - To

40

Hours per Week Worked?

**Volunteer Work?**

Yes  No

Owner

Position Title

**Employer's Name and Address**

Tub-A-Roo Entertainment & Events

**Duties Performed**

Meeting & Event Planning, fundraising, board development, trainings, conferences and workshops and non-profit development

---

**3rd**

Dates (Month, Day, Year) From - To

Hours per Week Worked?

**Volunteer Work?**

Yes  No

Position Title

**Employer's Name and Address**

## Duties Performed

---

[lanita\\_s\\_res\\_2\\_updated\\_3\\_2018\\_pages](#)

Upload a Resume

---

## Final Questions

How did you learn about this vacancy?

---

Contra Costa County Homepage

\_\_\_\_\_  
If "Other" was selected please explain

**. Do you have a Familial or Financial Relationship with a member of the Board of Supervisors?**

---

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 relations?**

---

Yes  No

If Yes, please identify the nature of the relationship:

---



# Lanita L. Mims

---

## Accomplishments

25 years - small business ownership doing special events, developing leaders, leadership training, coaching, designing curriculum & professional development programs

18 years - lead planner of a special events company specializing in theme and special occasion

15 years - board participation, Oakland Parents Together

18 years- Program management, Site Coordination & Site Management

12 years – Volunteer at Wardrobe for Opportunity

8 years - Program / Site management for youth and young adult programs

10 years – Board President, Oakland Parents Together - Past President 2017

7 years – CA Wraparound Advisory Council – State of California

5 years – Committee member of the Parent Partner Advisor Council UC Davis

## Professional Experience

### **Training Coordinator- Family Builders By Adoption**

November 2016 - Current. (Part-Time - 20 hours a week)

Duties: develop a training curriculum, find venues to host training, point person for facilities and caterers, make sure audio and visuals equipment is present and working, plan and schedule RFA and other specialized participant training, arrange first aid / CPR Training for participants

### **Tub-A-Roo Entertainment –Owner / Lead Event Planner**

January 2003–Current

Tub-A-Roo Entertainment provides upscale service for special events, consulting, planning, training and implementation to and with many companies and non-profit organizations.

Day of event services such as; running events, monitoring events, set-up and break down of events.

Manage day-to-day operations of the program to ensure compliance

Assure safety and supervision of the students

HR procedures and practices for site

Coach, supervise, trained and provide professional development for site staff

### **Fund developer / Program Manager - Independent Study for Black Family Life & Culture**

August 2015 - November 2016 (Contract)

Duties: Developing staff, managing three of the organizations programs, hosting programs on site, Board Of Director Training & development, leading, planning and organizing fundraising and activities, designing organization fundraising plans, Assistant to the Board of Directors

### **UC Davis – Instructor**

September 2012 - Current

Hosting / Facilitate county wide & state wide trainings for the State of CA.

Curriculum development, advertising and supporting the training department with the training demands



# Contra Costa County Board of Supervisors

## Subcommittee Report

### FAMILY AND HUMAN SERVICES COMMITTEE

6.

**Meeting Date:** 10/22/2018

**Subject:** Adult Protective Services and Challenges for Aged & Disabled Populations

**Submitted For:** Kathy Gallagher, Employment & Human Services Director

**Department:** Employment & Human Services

**Referral No.:** FHS #45

**Referral Name:** Adult Protective Services and Challenges for Aged & Disabled Populations/Elder Abuse

**Presenter:** Victoria Tolbert, Aging and Adult Services Director

**Contact:** Victoria Tolbert (925) 608-4805

---

### **Referral History:**

On May 23, 2000, the Board of Supervisors referred to the Family and Human Services Committee an annual report on the progress made on the issue of elder abuse in Contra Costa County. Between 2000 and 2015, Committee has received an annual status report from the Employment and Human Services Department.

On December 14, 2015, the Family and Human Services Committee received a report from the Employment and Human Services Department on this referral. At the time of the report, the new Aging and Adult Services Director was a recent hire, having only been with the department a couple of months. Since the new director had identified various strategies to address some pending issues, such as staffing and crisis response times, and program changes were in transition, the Family and Human Services Committee agreed to postpone the annual report until such time as the department would be prepared to discuss a timeline addressing the program and operational challenges discussed. The most recent status update was provided to the Board of Supervisors on February 7, 2017.

### **Referral Update:**

Please see the attached report.

### **Recommendation(s)/Next Step(s):**

ACCEPT the report from the Employment and Human Services Department on aging and adult services, including the progress made to address the issue of elder abuse in Contra Costa County.

### **Fiscal Impact (if any):**

No fiscal impact.

---

**Attachments**

2018 Aging and Adult Services Bureau Report

**Minutes Attachments**

*No file(s) attached.*

---





# Aging and Adult Services

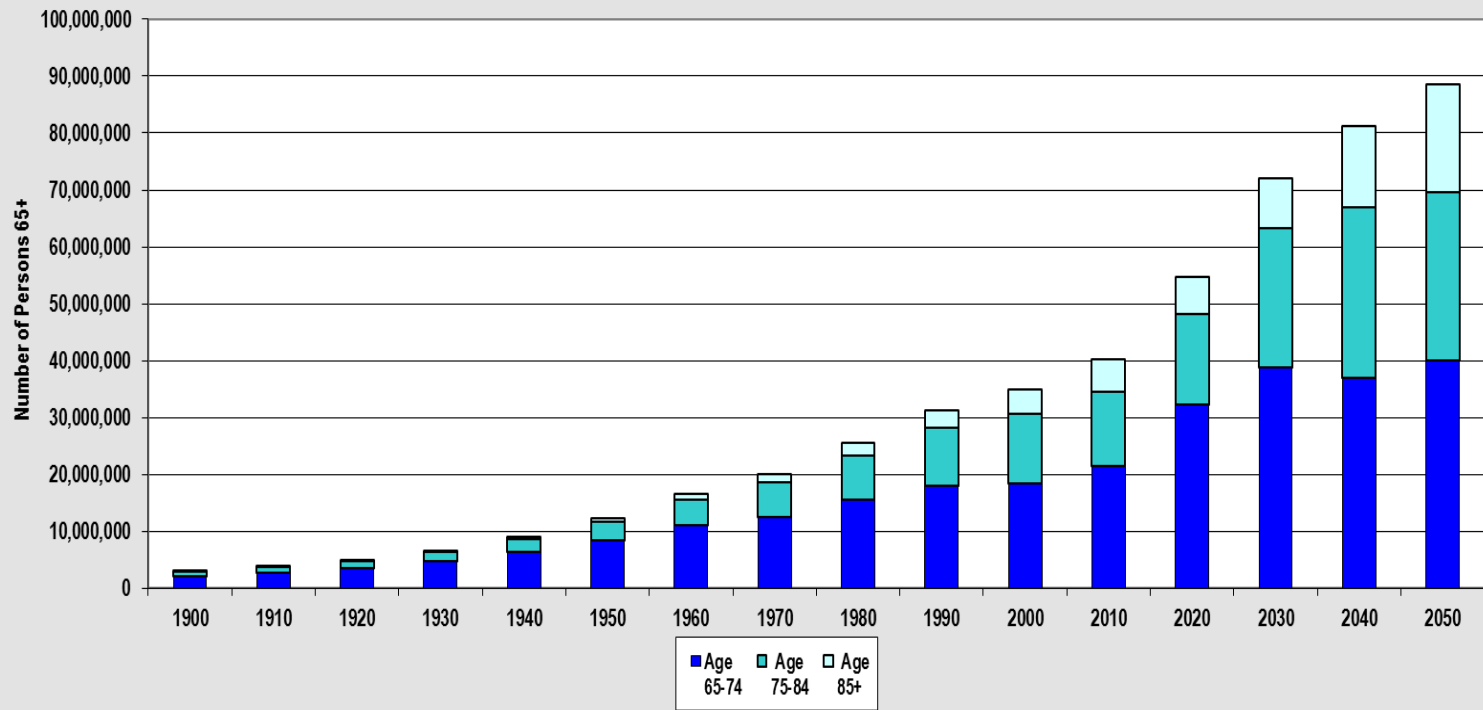
GROWTH AND CHALLENGES

VICTORIA TOLBERT, AGING & ADULT SERVICES DIRECTOR  
EMPLOYMENT AND HUMAN SERVICES DEPARTMENT

10/4/18

# Population 65+ by Age: 1900-2050

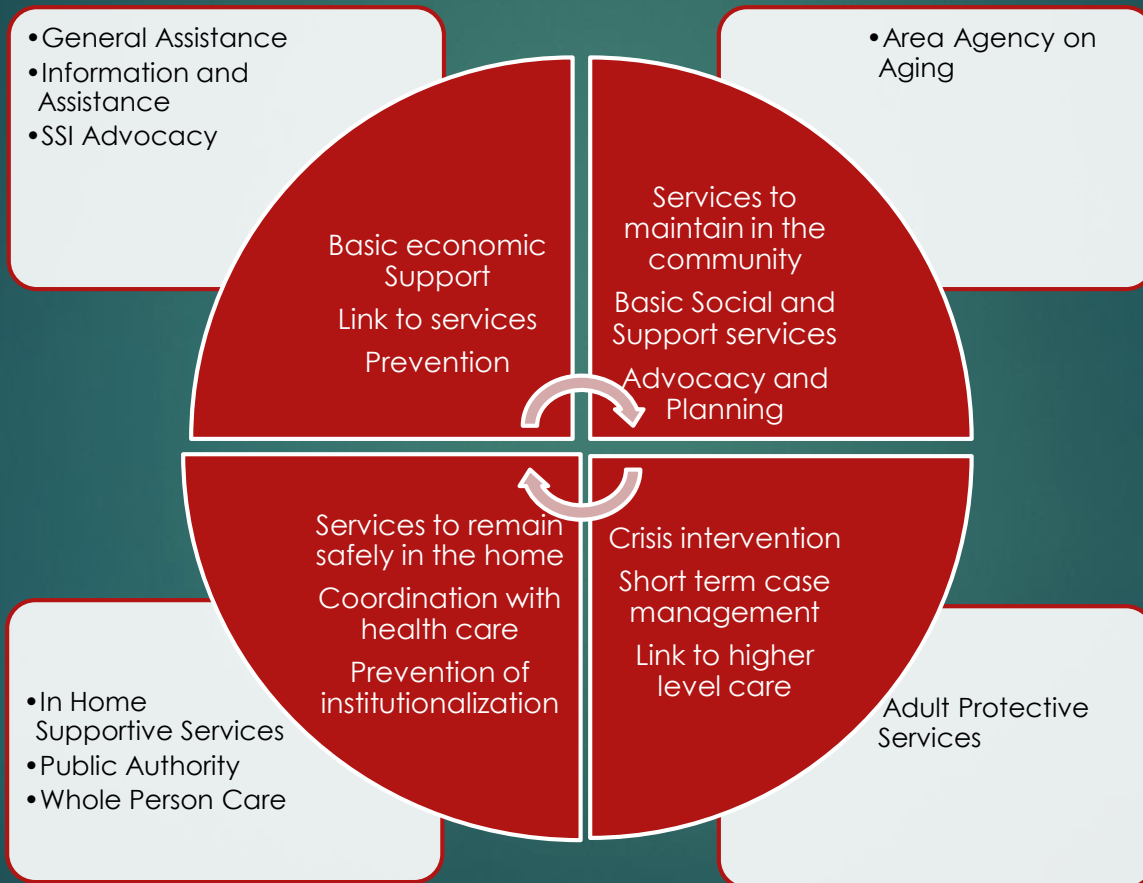
Source: U.S. Bureau of the Census



# Federal Poverty Guideline \$11,880



# Continuum of Care



# Coordination Goals



- ▶ No Wrong Door
- ▶ Reduced duplication
- ▶ Coordination between Health Care, Long Term Care, Community based services and Behavioral Health
- ▶ Reduced premature institutionalization
- ▶ Reduced hospitalization
- ▶ Improved health outcomes

# Program highlights

## **IHSS**

9,940 Clients

(Elderly, adults with disabilities, disabled children)

Payroll 8,910 Providers

## **AAA**

12,000 I&A Calls

3,139 HICAP clients

331,250 Home Delivered Meals

175,000 Congregate Meals

Ombudsman, Minor home  
modification, falls prevention, case  
management, etc.

## **APS**

4,484 abuse  
reports

# Challenges



## Critical Staffing Issues

- Shortage of direct service staff
- Recruitment challenges



## Planning and Coordination

- Need to focus on new mandates and the development of innovative and effective projects
- Homelessness
- Unlicensed board and care
- Discharge planning



## Achieving Program Mandates

- IHSS Assessment and Re-Assessment
- APS Response

# Contributing Factors

- ▶ Growth of the aging population without commensurate growth in funding
- ▶ 2008 Recession Impacts
  - ▶ Eliminating county overmatch
  - ▶ Withdrawal from community partnerships and erosion of mandated elder abuse reporting and investigation system
  - ▶ Recruitment and retention of staff





# APS Critical Issues

Adult Protective Services (APS) is designed to investigate and mitigate abuse, neglect or exploitation of elder adults (65 years and older) and dependent adults (18-64 who are disabled)

APS also provides information and referral to other agencies and educates the public about reporting requirements and responsibilities under the Elder and Dependent Adult Abuse Reporting Laws.


- ▶ 34% increase in abuse reports over the past year.
- ▶ Increased awareness
- ▶ Complexity of cases

# IHSS Critical Issues -

The IHSS Program will help pay for services provided to assist seniors and persons with disabilities to remain safely in their own home. IHSS is considered an alternative to out-of-home care, such as nursing homes or board and care facilities.

- ✓ Delayed intake assessments
- ✓ Ongoing reassessments –Quality Improvement Action Plan
- ✓ Workforce stability
- ✓ Professional development

# New services New Opportunities



**The bigger the challenge**

**The bigger the opportunity**

# Cal OES Grant Forensic Center

Elder abuse forensic centers are a new model of multidisciplinary collaboration on elder abuse cases.

- ▶ APS, law enforcement and LTC Ombudsman and community based partners join forces for the purpose of:
  - ▶ conducting evaluations,
  - ▶ lessening the burden of multiple interviews for alleged abuse victims,
  - ▶ establishing integrated care plans, and
  - ▶ gathering evidence for victims compensation or prosecution.

**\$400,000**

# Rebuilding Partnerships

- ▶ Contra Costa County Office of the Sheriff
- ▶ Family Justice Center
- ▶ Contra Costa Health Services Conservatorship/Guardianship Program
- ▶ Contra Costa Regional Medical Center Mental Health/Psychiatry
- ▶ Contra Costa Behavioral Health Services Older Adult Mental Health Services
- ▶ Ombudsman Services of Contra Costa
- ▶ Contra Costa Alliance to End Abuse  
(Zero Tolerance for Domestic Violence Initiative)
- ▶ Office of the District Attorney Contra Costa County
- ▶ Meals on Wheels
- ▶ Senior Legal Services



# 2<sup>nd</sup> Cal OES Grant – Elder Financial Abuse

- ▶ **Direct Services** include:
  - ▶ Immediate Health and Safety
  - ▶ Mental Health Assistance
  - ▶ Assistance with Participation in Criminal Justice Proceedings
  - ▶ Forensic Examinations
  - ▶ Restorative Justice
  - ▶ Skills Training for Staff
  - ▶ Outreach

\$957,000

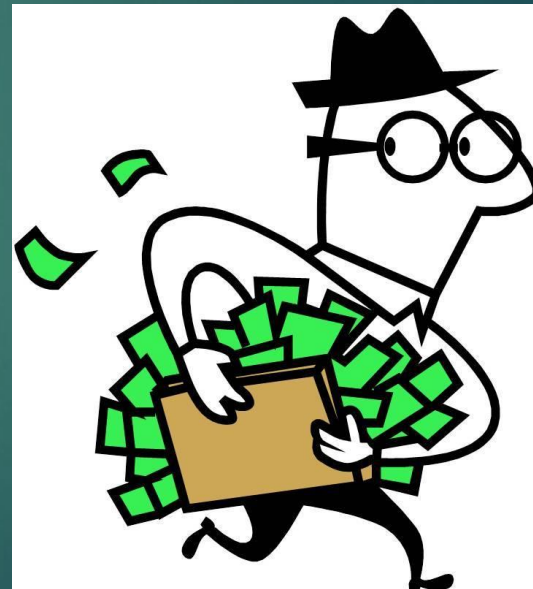
# Multidisciplinary team

- ▶ Ombudsman
- ▶ Community Partners
- ▶ Law Enforcement
- ▶ Health Services
- ▶ Older Adult Mental Health



# Financial Abuse

- ▶ Financial Institutions
- ▶ Law Enforcement
- ▶ Anti-Fraud Education
- ▶ Partnership with Area Agency on Aging
- ▶ Evidence





# Elder Death Review

- ▶ To examine the circumstances of an elders death to identify gaps in services or in the system of care and make recommendations for correction:
  - ▶ Coroners Office
  - ▶ Law Enforcement
  - ▶ Public Guardian
  - ▶ Ombudsman
  - ▶ Community Based Organizations

# The end of a life.....

IHSS,APS, Law Enforcement, Hospital, Nursing Home, Family.....

Husband diagnosed with Alzheimer's. Life insurance policies cashed out.

Shows signs of dementia at time of husband's death.

Son finds home in disrepair, filthy. Discovers credit cards charged up in suspicious purchases. Car is missing.

Son calls IHSS for help but application lost due to a clerical error.

County investigates suspected fraud due to errors on IHSS application. None found.

Placed in a nursing home. Research on violations show a pretty clean slate...

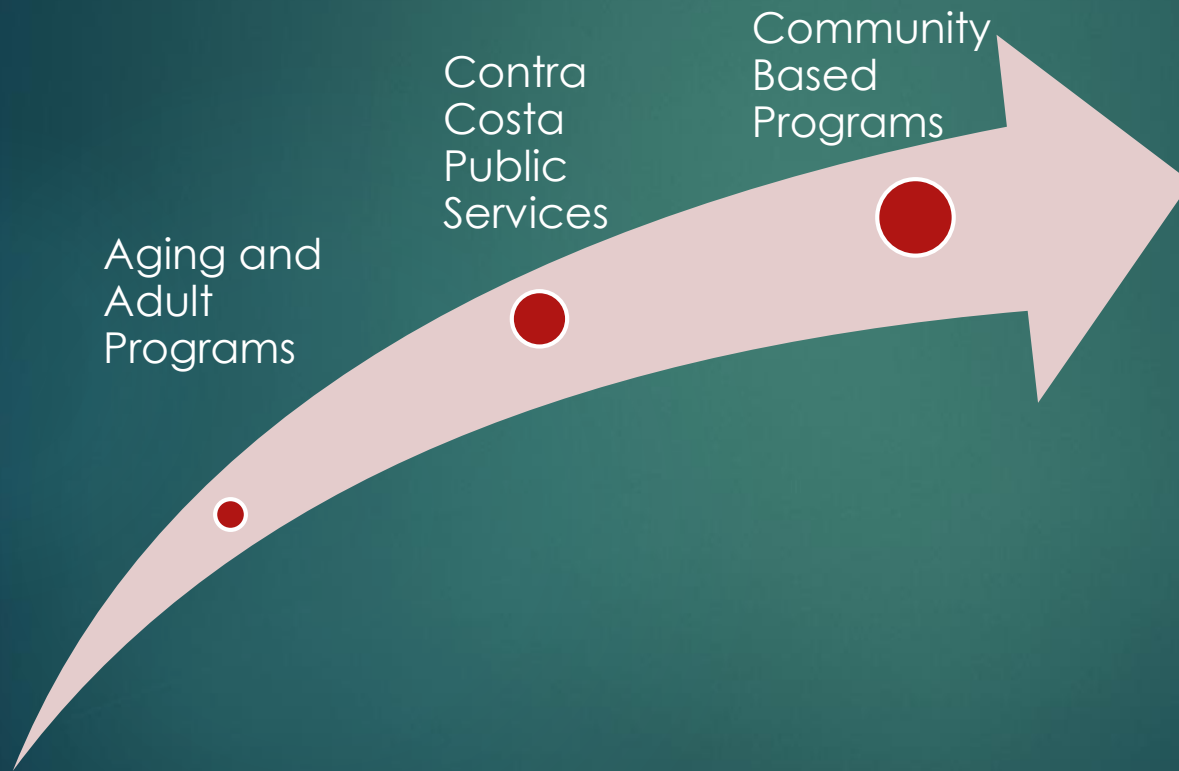
Abuse/neglect in nursing home led to death.

Death certificate cause of death... heart failure.

# AAS Goals

- ▶ Develop data strategies to assure regulatory compliance
- ▶ Re-establish community partnerships and strengthen the network of services
- ▶ Prepare AAS for new mandates through staff and community training
- ▶ Improve customer service through program integration
- ▶ Maximize existing revenue streams to leverage innovative programs
- ▶ Explore strategies for creating an aging-friendly county.
- ▶ Facilitate the development of age friendly practices in all Contra Costa County departments and programs.

# County Wide Planning for Age Friendly/ Intergenerational



# Age Friendly Domains



- ▶ Communication and Information
- ▶ Community Support and Health Services
- ▶ Employment and Civic Participation
- ▶ Outdoor Spaces and Buildings
- ▶ Respect and Social Inclusion
- ▶ Social Participation
- ▶ Transportation
- ▶ Housing

# Steps to an Age Friendly Contra Costa County

- ▶ Assess
  - ▶ Listening Sessions
  - ▶ Key Informant Surveys
  - ▶ Senior Survey
  - ▶ Data Sharing
- ▶ Planning
  - ▶ Domain Workgroups
  - ▶ Advisory Council on Aging
- ▶ Implementation
- ▶ Evaluation

# Our Cities

- ▶ Choice in Aging
  - ▶ City by city resolution
  - ▶ Listening sessions
  - ▶ Multi-Generational Approach



Community Garden



Multigenerational  
Playground

## And much more

Contact:

Debbie Toth

**CHOICE IN AGING**

490 Golf Club Road

Pleasant Hill, CA 94523

Phone: (925) 682-6330

# An invitation

Age Friendly/Intergenerational Planning  
Homelessness and Housing  
Contra Costa County Area Plan

A picture paints a thousand words...





# Questions?





# Contra Costa County Board of Supervisors

## Subcommittee Report

### FAMILY AND HUMAN SERVICES COMMITTEE

7.

**Meeting Date:** 10/22/2018

**Subject:** Community Services Bureau/Head Start Oversight

**Submitted For:** Kathy Gallagher, Employment & Human Services Director

**Department:** Employment & Human Services

**Referral No.:** FHS #78

**Referral Name:** Community Services Bureau/Head Start Oversight

**Presenter:** Camilla Rand, Community Services  
Director

**Contact:** Camilla Rand (925)  
681-6300

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#### **Referral History:**

Oversight of the Community Services Bureau and Head Start programs was originally referred to the Family and Human Services Committee on March 1, 2005. Since that time the program has provided the Committee with annual updates on the programs and services provided. The last report was received by the FHS Committee on October 30, 2017.

#### **Referral Update:**

Please see the attached report from the Employment and Human Services Department Community Services Bureau regarding its program accomplishments, special initiatives and anticipated challenges.

#### **Recommendation(s)/Next Step(s):**

ACCEPT the report from the Employment and Human Services Department on the oversight and activities of the Community Services Bureau.

#### **Fiscal Impact (if any):**

There is no fiscal impact.

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#### **Attachments**

Community Services Bureau Report

#### **Minutes Attachments**

*No file(s) attached.*

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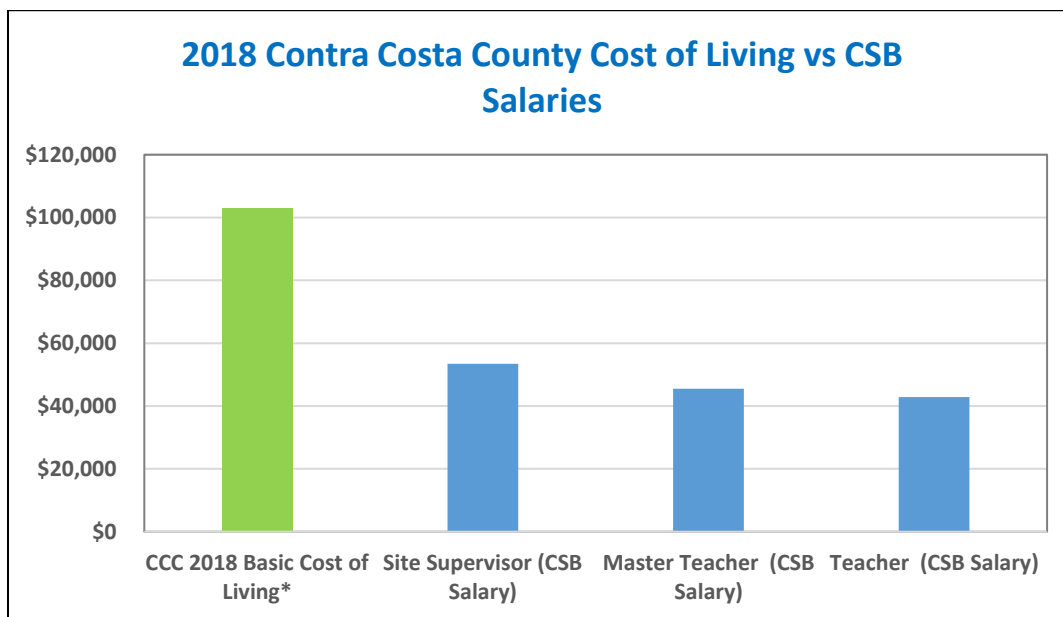


### III. Key 2018 Legislation Impacting the Bureau:

- **AB 605** – Signed by the Governor. Allows for one childcare license for center-based programs rather than multiple licenses by age of children served.
- **AB 2370** – Signed by Governor. Expands mandatory lead testing of water to childcare centers.
- **AB 2626** – Signed by the Governor. Increases eligibility, streamlines processes and allows for 2 staff development days per year.
- **Budget trailer language** – Signed by the Governor. Allows LEAs serving preschool children to be exempt from licensing standards
- **Proposed Changes to Public Charge** – early to determine, but our families are recipients of programs being included in the proposal

### IV. Ongoing Challenges:

- **Replacing CSB’s central kitchen:** We have identified a space on 23<sup>rd</sup> Street in Richmond which is the current Veteran’s Building. CSB is working with Public Works to negotiate space needed for the kitchen and possibly Las Deltas replacement.
- **Teaching staffing shortage:** CSB continues to hover at a 10% shortage in our Associate Teacher and Teacher positions, primarily in positions working with infants and toddlers. There are three key reasons for the shortage:
  - High cost of living in the Bay Area. Many of our staff struggle to make ends meet.



\* Source: Family of four includes two parents and a preschooler and school-aged child. Based on Self Sufficiency Standard, Center for Women’s Welfare

- Staff migration: Our greatest staffing shortage is in West County. Staff are moving out of the county or farther east.

SB Staff Residence	Percentage
WEST COUNTY	31%
EAST/ CENTRAL	58%
OTHER COUNTY	11%

- Transitional Kindergarten and other subsidized programs in the area.
  - Nation-wide shortage: programs throughout the state/ nation are experiencing staffing shortages.
- **Changing demographics of families:** Just as our staff are moving east, our families are also moving and with the high cost of living in the Bay Area, many families who stay do not qualify for our program.

- **Enrolled Families:**

Location	Total	Percentage
WEST COUNTY	851	44%
EAST/ CENTRAL COUNTY	1110	56%

- **Waitlisted Families:**

Location	Total	Percentage
WEST COUNTY	2292	32%
EAST/CENTRAL COUNTY	4924	68%

**2018 POVERTY GUIDELINES FOR  
THE 48 CONTIGUOUS STATES  
AND THE DISTRICT OF  
COLUMBIA**

Persons in family/household	Poverty guideline
3	\$20,780
4	\$25,100
5	\$29,420

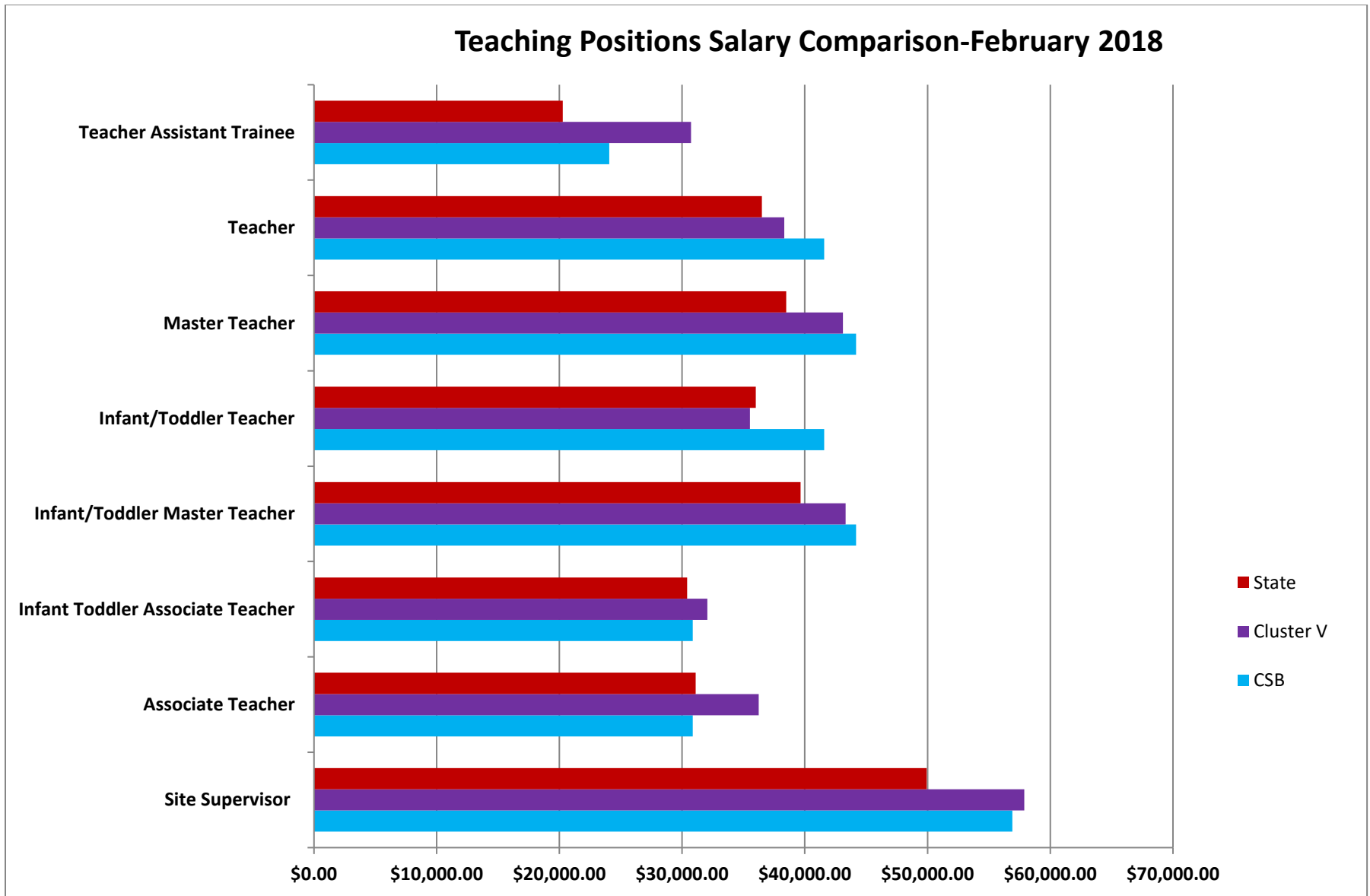
- **Funding to support facility needs:** we have been fortunate to receive Program Improvement grants this year to address health and safety needs which are approximately \$600,000-\$800,000 per year. The Las Deltas Center in North Richmond will most likely be closing over the coming year as the Housing Authority is selling the property and an alternate location will need to be

determined. Several of our buildings and modulars are aging, and needing multiple repairs such as roofing, painting and playground replacements.

**V. Moving Forward:**

- **Overall Funding:**
  - \$200 million increase for federal Head Start and Early Head Start – COLA and Early Head Start expansion in 2019.
  - Securing funding to support the central kitchen.
  - Advocating for more State funding to surpass the 2006-07 level (still \$250 million lower in California) to include quality funds.
  
- **Investing in our staff:**
  - Growing our own through Teacher Apprentice and LINKED programs in partnership with Contra Costa and Diablo Valley Colleges.
  - Wage surveys
  - Advocating for national, state and local investment in the workforce.
  - Marketing and advertising in new and innovative ways
  - Retention strategies that focus on staff competencies, trauma informed practice, staff wellness, reflective supervision and practice and recognition programs.
  
- Revisiting program delivery of services county-wide.
- Review year: We expect a Federal Focus Area One review and a State triennial review before June 2019.
- We continue to be the largest and high quality childcare provider in the county.

Teaching Positions Salary Comparison – February 2018



February 2018  
Prepared using California Head Start Association 2017 Salary Survey Data

# QUALITY CHILD CARE MATTERS



IMPROVING EARLY LEARNING IN CONTRA COSTA



**Kids who attend quality programs do better in life.**



## Community Services Centers Are High Quality

Fourteen Contra Costa County Community Services Bureau child care centers participate in Contra Costa's Quality Matters Program (QM), which helps child care programs offer the best care possible. Centers are rated on their level of quality and receive training, incentives, coaching and support to raise their ratings.

### HIGHLIGHTS:

- ◆ Every center received the highest ratings possible.
- ◆ CSB Centers received over \$250,000 in grants in the 2017–2018 school year for the enhancement of classrooms to maintain quality.
- ◆ This year, over 800 preschoolers will leave CSB, ready for kindergarten, with the benefits of high-quality preschool.
- ◆ Ratings are based on elements such as child observation, developmental and health screenings, lead teachers' qualifications, effective teacher-child interactions (CLASS assessments), and program environment rating scale (ERS) assessment.

### RATINGS:

3 = Implementing Quality Standards | 4 = Mastering High-Quality Standards | 5 = Exceeding High-Quality Standards

CENTERS	RATING
Ambrose, Bay Point	4
Balboa, Richmond	5
Bayo Vista, Rodeo	4
Contra Costa College, San Pablo	4
Crescent Park, Richmond	4
George Miller Center, Concord	4
George Miller III, Richmond	5

CENTERS	RATING
Las Deltas, Richmond	4
Lavonia Allen, Bay Point	4
Los Arboles, Oakley	5
Los Nogales, Brentwood	4
Marsh Creek, Brentwood	5
Riverview, Bay Point	4
Verde, Richmond	4





THE HEAD START

# Teacher Apprenticeship Program

In Partnership with: Contra Costa County Community Services Bureau, YMCA of the East Bay and Contra Costa College



## SESSION 1:

August — December 2018

ECHD 220: Child, Family, and  
Community

&

ECHD 150: Infant Toddler Development

## SESSION 2:

January—May 2019

ECHD 121: Child Growth, and  
Development

&

ECHD 123: Creative Activities

*Sessions will be held at Balboa  
Children's Center **Tuesdays &  
Thursdays from 4:30 –7:40 PM***

## PROGRAM PARTICIPANTS WILL RECEIVE:

- 12 TRANSFERRABLE UNITS IN EARLY CHILDHOOD EDUCATION
- A CHILD DEVELOPMENT ASSOCIATE TEACHER PERMIT UPON COMPLETION
- EDUCATIONAL SUPPORT AND TUTORING TO MEET INDIVIDUAL NEEDS
- FREE TUITION WITH LAPTOPS AND TEXTBOOKS AVAILABLE

## Contact us to learn more:

Monica De Vera,  
Program Coordinator

925-681-6333

[mdevera@ehsd.cccounty.us](mailto:mdevera@ehsd.cccounty.us)



# Contra Costa County Board of Supervisors

## Subcommittee Report

### FAMILY AND HUMAN SERVICES COMMITTEE

8.

**Meeting Date:** 10/22/2018

**Subject:** Maximizing Technology for Customer Service & Administrative Efficiency

**Submitted For:** Kathy Gallagher, Employment & Human Services Director

**Department:** Employment & Human Services

**Referral No.:** FHS #114

**Referral Name:** Maximizing Technology for Customer Service & Administrative Efficiency

**Presenter:** Kathy Gallagher

**Contact:** Mike Roetzer 925-608-4810

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### **Referral History:**

On June 7, 2016, the Board of Supervisors approved the Employment and Human Services Director's recommendation to refer oversight on the impacts of technology on access to public benefits to the Family and Human Services Committee (FHS), due to the department's reworking of its business processes and development of technologies to make remote access of public benefits more common for its clients. This became FHS Referral No. 114.

This is the third report to FHS on this referral. The last report was made in November 2017.

### **Referral Update:**

Please see the attached report from the Employment and Human Services Department with an update on the Department's use of technology to support client services and staff efficiencies.

### **Recommendation(s)/Next Step(s):**

ACCEPT report from the Employment and Human Services Director on the Department's use of technology to support client services and staff efficiencies.

### **Fiscal Impact (if any):**

There is no fiscal impact, the report is informational.

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### **Attachments**

2018 EHSD Administrative Services Bureau Report

### **Minutes Attachments**

*No file(s) attached.*

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EMPLOYMENT &  
HUMAN SERVICES

## MEMORANDUM

Kathy Gallagher, Director

40 Douglas Drive, Martinez, CA 94553 • 925.608.5000 • Fax (925) 313-9748 • [www.ehds.org](http://www.ehds.org)

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To: Family and Human Services Committee Date: October 22, 2018  
From: Kathy Gallagher, EHSD Director  
Subject: #114 Maximizing Technology for Customer Service and Administrative Efficiency

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The Employment and Human Services Department (EHSD) remains committed to using technology to support our customers and to allow our staff to deliver an exemplary customer experience. This goal is in our Values, our strategic plan and our culture. We continue to seek out best practices in using technology to enhance service delivery. At the same time, this year saw decrease in funding allocated by the State that previously allowed EHSD to be on the leading edge of technology. EHSD staff has also been active in working with the State on significant changes in the major technology programs we use to manage our social services programs. We have to deal with the impact of significant changes as the State upgrades and modernizes mature systems that impact our service delivery. Even in the face of declining revenue and competing priorities, we remain committed to implementing process and technology improvements for our customers.

We implemented a number of improvements and changes highlighted below:

- Workers that support our In-Home Supportive Services (IHSS) Program are mobile and work in remote locations to support our IHSS recipients. Having case records available on mobile devices greatly enhances their ability to serve our customers. At the same time, not carrying paper records greatly enhances the security of customer information. We have provided our workers with mobile technology and we put all our IHSS case records into electronic files that can be accessed from any location. This puts all the information the worker needs at their fingertips and when the customer interaction is completed, to obtain an electronic signature if needed.
- We know that over 95% of our customers receiving services in our District Offices have smart devices. As a customer service and to ensure we can connect with them, we have provided cell phone charging stations at all of our District Offices. These charging stations allow several phones to be charged at the same time.

- We recently completed implementation of a video conferencing solution to support customers that communicate via American Sign Language (ASL). In the past, we had to arrange for on-site ASL interpreters which had the potential to delay scheduling a customer visit. This video conferencing solution is fast and provides a “personal” touch by allowing the customer and the ASL interpreter to see each other. This process was recognized by the State and shared with other counties.
- We continue to work to bridge the digital divide for our social services customers. Our continuing efforts in working with a nonprofit organization, we provided over 100 personal computers (PC) to our customers via our PC Donation Project. This is a partnership between the nonprofit, Tech Exchange, and EHSD and has been in operation for several years.
- We opened four Navigation Centers and have Navigators in place to provide information and services to our customers. EHSD implemented a software tool to support worker interviews with customers, assess their needs, and provide a list of services that the customer may be eligible to receive.
- Designed and implemented an outbound call capability for CalWORKs to ensure a one-stop capability to interact with the customer by phone, obtain the information needed and obtain an audio recording of the customer’s signature, simplifying the process for our workers and the customer.
- While not directly supporting Contra Costa residents, EHSD staff deployed to support residents of Sonoma County during the recent fires. These deployments were in support of requests from the State as well as the American Red Cross. We have been able to use the information from these deployments to learn lessons that will greatly benefit staff and customers when an emergency calls for us to provide services to the residents of Contra Costa County.
- Redesigned [www.ehsd.org](http://www.ehsd.org) to better promote the various programs, including home page promotion of EHSD services and county hotlines. The services include HICAP, Energy Assistance, VESTIA, Violence Prevention and the Workforce Development Board.
- Implemented an auto-callback feature for our Medi-Cal CalFresh Service Center. This permits customers to avoid waiting on hold for the next available agent if lengthy wait times are projected. Customers leave their callback number and are called back when their turn comes up.

- Publication 13 (Pub13), Your Rights Under California Welfare Programs, must be available in all customer waiting and reception areas and must be distributed and explained to all applicants and recipients at initial intake and reinvestigation of eligibility. Pub 13 must be available in a large number of languages. The requirement to provide this information to our customers is part of the State's Civil Rights Program and includes information on what customers can do if they have a complaint. EHSD implemented an on-line tool for effective and timely delivery of this information. This eliminated the search for recorders and equipment to play the audio recordings provided by the state. This process was in use during a recent Civil Rights evaluation of EHSD facilities and the California Department of Social Services (CDSS) is recommending other counties follow Contra Costa's lead.

EHSD is facing a number of challenges as it moves forward including:

- Declining revenue due to state cuts in program allocations.
- The need to reallocate technology staff to work on significant changes to state systems.
- The need to adjust business processes and models to changes in caseloads. With the decline in State revenue, EHSD will need to adjust how we deliver services. We must focus on the use of technology to better engage our customers.
- Many of our customers are "tech savvy" and we are pursuing opportunities to gather information on how we can enhance their ability to interact with us.

EHSD is planning or implementing technology initiatives that will continue to add value to our ongoing effort to provide exceptional customer service and maximize the use to technology. Some of these initiatives are:

- Enhancing two way communications between workers and customers using text and email messages.
- Expanding the use of video conferencing. As previously reported we are using video conferencing for CalWORKs customers but we are exploring the use of this tool for other programs and to allow customers to video conference from any location using smart devices.
- Expanding the use of telephonic signatures for easier recertification of benefits.
- Implement outbound calls for CalWORKs customers using auto-scheduling and auto-call back to more quickly process customer applications.
- Work with our translation service to offer video conferencing for non-English speaking customers. This will ensure that we have a resource available at all times during business hours in all the languages supported by the contractor.
- We will continue to work with new and existing customers to encourage the use of My Benefits CalWIN (MyBCW), an online portal that is available 24/7 and allows for the completion of new applications, recertification, and checking on case status.

