

The Board of Supervisors of Contra Costa County, California

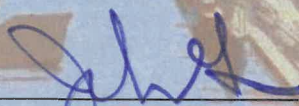
In the matter of declaring January 2019 Eligibility
Workers Month

Resolution No. 2019/19

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, 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, to determine eligibility, as well as assist customers to receive benefits to which they may be entitled; and
WHEREAS, Eligibility Workers help ensure that children are placed in stable living environments with timely and efficient handling of caregiver paperwork; 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 being multi-program workers; and
WHEREAS, Eligibility Workers effectively fulfill the mission of the human services profession by enhancing the well-being of our residents struggling to obtain such basic needs as food, shelter, healthcare and transportation, as well as by identifying additional needs and referring customers to programs and services that support self-sufficiency; and
WHEREAS, despite the enormous challenges of often being the first point of contact for individuals 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, 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 2019 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.

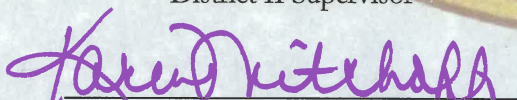
PASSED by a unanimous vote of the Board of Supervisors members present this 22nd day of January 2019.

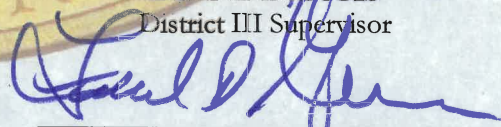

JOHN GIOIA

Chair,
District IV Supervisor


CANDACE ANDERSEN
District II Supervisor


DIANE BURGIS
District III Supervisor

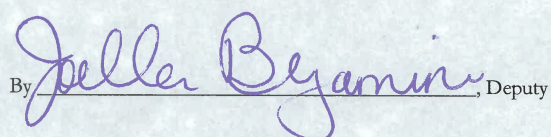

KAREN MITCHOFF
District IV Supervisor


FEDERAL D. GLOVER
District V Supervisor

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

ATTESTED: January 22, 2019

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

By , Deputy

