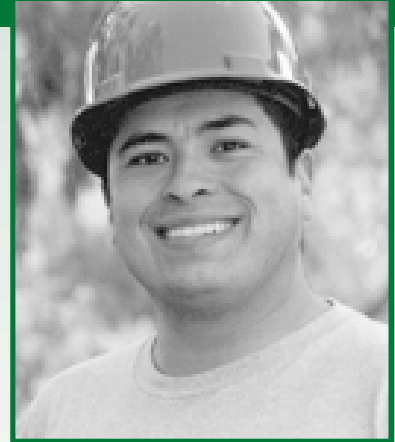


COMMUNITY INFORMATION REPORT



Our Mission... In partnership with the community, we provide services that support and protect adults, children, families and the elderly, and promote personal responsibility, independence and self-sufficiency.

we **Serve** a diverse county.

- We have over 995,000 residents living within 800 square miles, the ninth largest county in the state.
- There are 19 cities and 21 unincorporated areas located within three geographically distinct regions.
- Our diverse population is 65% Caucasian, 16% Hispanic, 9% African American, 10% Asian/Pacific Islanders and 1% American Indian.
- Median household income exceeds \$79,000. Our unemployment averages 5.2%, and 7.3% of our population has income below the poverty level.
- About 1,350 Employment & Human Services staff are located in 26 facilities throughout the county near the people we serve.
- Almost 10% of all county residents were directly served in the fiscal year 2002–2003 by the Employment & Human Services Department. [n](#)

we **Protect** abused and neglected children.

- Children & Family Services staff work to ensure the safety of children and to assist families in reaching their full potential. When children cannot be cared for by their birth families, we place them with families that will make a lifelong commitment to them.
- In fiscal year 2002–2003, we facilitated the adoptions for nearly 250 abused or neglected children into loving homes.
- Last year, we received over 20,000 calls reporting the suspected mistreatment of children in our county. Approximately 18% reported alleged physical abuse, 13% sexual abuse, 68% neglect, and 2% other types of abuse including emotional, exploitative and abandonment.



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Contra Costa County

Employment & Human Services

Workforce Services • Children & Family Services • Aging & Adult Services

- Each month, about 1,000 families receive in-home counseling services to help resolve problems of abuse and neglect.
- Emergency response workers are on duty 24 hours a day, 365 days a year to respond to calls about children suspected to be at risk.
- The Children's Interview Center is a child-friendly site where children are able to tell a specially-trained forensic interview specialist about alleged sexual molestation incidents. Interviews are observed by representatives from a variety of agencies. They are also videotaped to preserve evidence for future court proceedings.
- The Family Enhancement Collaborative provides in-home Family Preservation, Kinship Care and Shared Family Care. All three programs operate countywide. Kinship Care serves the relative caregivers of dependent children as well as non-dependents who are in danger of entering the child welfare system. Shared Family Care, is seen as a "whole family" placement where both parent and child move into a mentor's home for up to six months.
- The Family Preservation Program provides intensive case management to 120 families each year. Twenty participant families reside with 20 mentor families in Shared Family Care and receive supportive services after graduating from the program. More than 500 children and families participate in the Kinship Care program. They are offered nearly 1,000 hours of respite care and many other supportive services. Additionally, 24 support groups and 24 forums of interest are provided to youth and kin providers in the Kinship Care component.
- The majority of our work to protect children is completed within the intact family. Fewer than 10% of children reported in 2003 needed Foster Care placement for their long-term protection. n

we **Recruit** foster parents to share their lives with children in need.



- There are over 2,100 County children who are not currently able to live in their birth homes due to abuse, neglect or abandonment. Relative caregivers and foster parents are the primary for these children.
- We license and monitor nearly 450 foster homes which provide care for 39% of our children. Relative caregivers provide for 51% of our dependent children and 11% of the children require group home care.
- Our Heritage Program recruits and trains foster parents and relative caregivers to care for drug-exposed children, ages 0 to 5 years. Respite services are available when caring for these children. Prospective caregivers receive 36 hours of training. The training curriculum is given twice a year, at both Los Medanos College and Contra Costa College. In addition, we have added Early Intervention and Outreach Specialists to this program. These individuals help assist substance abusing parents to enter rehabilitative services.
- Approximately \$33 million is spent each year on the care of foster children. An average of 38% of all foster care funding is provided by the County, with federal and state sources providing the rest. n



We Prepare young adults for their departure from Foster Care.

- The Independent Living Skills Program (ILSP) serves over 980 current and former foster youth. Our goal is to assist them to prepare for and engage in the transition to independence as they leave the system. Youth aged 15½–21 are eligible.



- Youth participate in classes, workshops, retreats and individual services. Topics covered include life-skills, employability, college preparedness, financial aid, vocational alternatives, anger management, etiquette, sexual responsibility, housing, legal issues, communication, sensitivity, cultural awareness, money management and interpersonal skills.
- ILSP also allows for the development of community among the foster youth through holiday socials, cultural enrichment and specialized outings. n

We Help families become healthy, strong and self-sufficient.

- Promoting Safe and Stable Families programs provide information and referral, youth services, crisis intervention, family support, employment and community development services. More than 10,000 people in our County have been helped, preventing the need for more costly and crisis-driven services.
- The Service Integration Team (SIT) brings together workers from public assistance, employment services, child welfare, probation, alcohol and drug abuse, mental health and public health into a single collaborative service delivery model.
- The SIT sites, located in Bay Point and North Richmond, utilize a common case management approach. This provides early intervention, prevention and self-support services to help clients maintain stability and avoid crises.

- Family Maintenance and Reunification Services are provided within Children & Family Services to over 1,175 children. This program helps parents learn how to better care for their children.
- Our Child Care Block Grant Program helps families take important steps toward self-sufficiency by providing over 2,300 children with quality day care.
- We provide Medi-Cal services to more than 77,000 persons monthly. This ensures access to medical care and payment for essential health services for families, the disabled and the elderly.
- The Food Stamp Program was designed to raise the level of nutrition among low-income households. There are about 10,000 families receiving food stamps in our County.
- The Cal-Learn program helps pregnant and parenting teens who are receiving CalWORKs remain in and graduate from high school. About 150 teens are helped by this program yearly. Cal-Learn provides case management, child care and transportation to assist individuals in reaching their educational and employment goals. n



We Aid families in their search for employment and independence.

- CalWORKs (California Work Opportunity and Responsibility for Kids) gives cash aid and services to families with eligible, needy children who are deprived because of the absence, disability, or death of a parent or unemployment of the principle earner when both parents are in the home. Needy caretaker relatives of a child receiving either Foster Care on Supplemental Security Income/State Supplementary Payment Program benefits may also be eligible for cash aid.
- Diversion helps families who are CalWORKs eligible receive one-time only payments, enabling them to remain self-sufficient without long term dependency on public assistance.

- Approximately 7,700 families, which include 13,125 children, receive cash assistance in our County. A typical family receiving CalWORKs consists of a single mother and two children. Each month, they receive about \$645 in cash, if they have no other income and approximately \$187 in Food Stamps. They are also eligible for Medi-Cal.
- Welfare to Work services are included within the CalWORKs program. Participants are offered structured classes to help them address personal challenges such as parenting, stress management, time and money management, and decision making. Also offered are specific job-seeking skills such as completing applications, preparing for interviews, job retention, and career advancement. Thorough assessments of job skills and training needs are completed, culminating in an Employment Plan that outlines an individual's short- and long-term goals and the steps necessary (training, work experience, community service, subsidized employment, help with transportation and child care) to reach self-sufficiency.



- Those required to participate in the Welfare to Work Program must look for work, take a suitable job if offered to them, or go to school or attend training. If the participant fails to follow these rules, without a good reason, we may change the amount of benefits they get or stop their aid altogether. The Department currently has approximately 3,100 participants receiving Welfare to Work Services.
- Since July 1998, CalWORKs participants were placed in over 22,000 jobs. The earnings of our hardworking CalWORKs participants top \$1,200,000 each month. Nearly 28% of all CalWORKs families now report earnings, thus decreasing dependence on governmental programs. These earnings benefit the County in the form of taxes paid and goods and services purchased and lower welfare payments. About 214 CalWORKs participants are starting jobs each month.
- Six Career Centers are open in the County delivering employment and training services in collaboration with adult schools, community colleges, EDD, other private and public agencies that offer vocational counseling, job development, job retention and business services including customized training for employers. n

We Protect and care for the frail and the elderly.

- Aging & Adult Services consists of the Area Agency on Aging (AAA) and the Adult Social Services Programs. AAA programs serve the elderly residents of the county and are provided pursuant to the Federal Older Americans Act, the Older Californians Act and related State Legislation. Adult Services programs reach out to disabled or frail adults, who are at risk of institutionalization, abuse or neglect.
- The Senior Community Service Employment Program provides low-income adults, over the age of 55, with part-time community service jobs.



- Adult Protective Services serves over 400 fragile elderly and dependent adults at any given time who are alleged victims of abuse, neglect, or financial exploitation. More than 130 new calls are evaluated each month.
- In-Home Supportive Services (IHSS) assists over 6,000 low-income frail or disabled persons each month. IHSS provides domestic and personal care to allow these individuals to live safely at home, thus avoiding institutionalization.
- The Public Authority assists persons on IHSS to find home care providers. The Public Authority Registry keeps a listing of potential home care providers who have been interviewed and screened. When IHSS recipients request help, the Registry searches the information in the computer to produce a list of providers who match the service needs and preferences of the caller, then sends the list to the consumer, who interviews and hires the provider. The Registry is a no-cost service, and you may reach them at (800) 333-1081.
- Nearly 238,000 home-delivered meals were distributed and over 200,000 congregate meals were served to nearly 2,000 individuals, over the age of 60, in 2003. Free transportation is available to and from various meal sites in our County.

- Legal Services are provided on a countywide basis to seniors needing advice pertaining to legal issues. This can include negotiations and representation in court. nearly 6,000 legal service hours were given to over 5,600 seniors in 2003.
- Ombudsmen provided nearly 11,000 hours of complaint investigation and resolution services to 4,000 seniors at skilled nursing and residential care facilities in 2003.
- Information & Assistance (I&A) provides information, referral and supportive problem solving regarding the needs of the elderly and dependent adults. The program is staffed with highly skilled social workers that can provide a single entry point for a multitude of services. I&A also processes all referrals for Aging and Adult Services care management programs including IHSS and APS. In 2003 this program answered 23,000 calls. I&A's toll free number is (800) 510-2020.
- The primary objective of the Multipurpose Senior Services Program (MSSP) is to enable frail elders to continue independent living in the community and avoid or delay the transition into an institutional setting. MSSP serves seniors aged 65+ who are Medi-Cal beneficiaries and whose disabilities are severe enough to qualify them for nursing home care. MSSP achieves its objective by offering intensive long-term care management services, which are provided at a cost lower than that for nursing home placement.
- Linkages was established to prevent or delay the premature or inappropriate Institutionalization of Frail older persons and adults 18 years of age or older with disabilities. Linkages care managers provide ongoing care management services that will enhance quality of life and promote independence. The emphasis in Linkages is on locating, coordinating and monitoring service needs. Even those who may not be eligible for other comprehensive services may still be entitled to assistance from Linkages.
- Senior Peer Counseling is a collaboration between Aging & Adult Services and Mental Health Services. This program trains active older men and women to assist fellow seniors in coping with life's challenges through individual counseling. Currently there are nearly 50 trained counselors providing this service.
- Area Agency on Aging (AAA) is a member of Southeast Asian Senior Access Collaborative (SEASAC), which is designed to help Southeast Asian seniors overcome language, cultural, and isolation barriers to access quality health care and human services. SEASAC offers comprehensive, multilingual services including community outreach, needs assessment and case management, advocacy, health education, social and cultural activities, ESL classes, and information and referral services.
- AAA provides grass roots economic support to three senior citizen coalitions serving the East, West and Central County. The coalitions provide services specifically tailored to meet the needs and interests of their particular constituency.
- Our new InfoVan can go directly to your neighborhood to show you videos, distribute literature in many different languages and offer on-the-spot information and referral services. To invite the InfoVan to your community call (800) 510-2020.
- Adult Day Care is a social weekday program, which provides quality personal care and stimulating activities in a supervised, and protective setting for dependent adults aged 60 and older. Meals and snacks are provided and individualized plans of care are developed for each participant.
- At the Alzheimer's Day Care and Resource Center, adults with moderate to severe stages of Alzheimer's disease and other related dementia participate in daytime programs designed to improve or maintain levels of functioning. Caring professional staff provides supervision and care to participants, as well as respite, support, resources, and training to caregivers and family members.
- The Family Caregiver Provider Program addresses the specific needs of family members who provide care to an elderly relative. Through a network of agencies, family caregivers are provided with respite services, resource information, counseling, assistive living devices, and services to grandparents who are providing custodial care to a child.
- The Brown Bag Program serves approximately 2,000 low-income seniors aged 60 and older by providing bags of groceries twice a month. Each bag contains various items of surplus or donated foods. For ease of access 17 distribution sites have been established, which are located in East, West and Central County.
- Seniors and disabled people can receive free assistance with Medicare concerns, paperwork involving medical bills and claims, HMO's, Medicare Supplemental Insurance, nursing home insurance and legal appeals. HICAP provides individual counseling at convenient locations in Contra Costa County or at a senior's home. The counselors also help with problems related to denial of medical care and the denial of payments for care. HICAP is a program of the California Department of Aging and Contra Costa County. n



We Serve unemployed and disabled adults who have no other resources.

- Adults ineligible for state or federally funded assistance programs may be eligible for the County-funded General Assistance program. Contra Costa County currently has about 450 General Assistance recipients. Approximately 80% of General Assistance recipients are temporarily or permanently disabled.
- Employment services are mandatory for all employable General Assistance recipients. Recipients obtain work experience through County and private non-profit programs, performing recycling work, grounds maintenance, clerical and warehouse tasks and litter control.



- Clients who have physical or mental conditions that prevent them from working are offered treatment and assisted with the application process for permanent disability benefits. Advocacy Services are provided for General Assistance and CalWORKs adults who are applying for Supplemental Security Income (SSI). n

We Are Serious about fraud.

- In FY 2002–2003 the Early Fraud Investigation Unit completed nearly 1,919 reviews of potential fraud by persons applying for public assistance. These investigations resulted in 174 CalWORKs cases, 28 General Assistance cases, and a total of 269 Food Stamp cases being denied or discontinued for an estimated monthly savings of \$297,527.
- In calendar year 2003 the Welfare Fraud Investigations Overpayment Unit calculated and established claims for fraudulent overpayments in the amount of \$800,340 (\$536,274 CalWORKs, \$252,024 Food Stamps, \$12,042 General Assistance). EHSD collected a total of \$538,848 on fraud overpayments (419,330 CalWORKs, \$114,907 Food Stamps, \$4,611 General Assistance).
- Since 1999, the Department has been using a Statewide Automated Fingerprint Image System for CalWORKs, Food Stamps and General Assistance clients. Clients have their fingerprints scanned by Department personnel to allow the prints to be

compared to public assistance clients from other counties within the State. Subsequent fingerprint matches are investigated to prevent and detect clients from receiving multiple benefits unlawfully.

- The Department uses computer systems and other means of verification to identify unreported earnings, income and assets to prevent and detect duplicate aid, and to identify clients who may be ineligible to receive cash aid or food stamps as their shelter and nutrition needs were being met by another government program or private entity, this would include clients who are incarcerated in a local or state correctional facility. Federal, State, and local match reports are used to identify clients who are incarcerated or fleeing arrest or a detention for a felony offense, or a parole/probation violation and therefore ineligible to receive public assistance.
- The Department also uses computer systems to identify unreported earnings, duplicate aid, asset match, unreported accounts, and other resources that applicants for aid are required to report.
- Quality control reviews and administrative audits are conducted regularly to ensure high levels of program and fiscal accountability. n

We Administer volunteer programs that meet critical human needs.

- Vestia, Inc. (Volunteer and Emergency Services Team in Action) is a non-profit corporation. It raises money and obtains donated goods and services including food, shelter, holiday food baskets, toys, furniture, layettes, clothing, camperships, medical care, job assistance and back-to-school supplies.
- In 2003, over \$170,000 in cash was raised to help meet the unfunded needs of clients, as well as over \$815,000 in goods and services. Additionally, \$451,849 in Season of Sharing funds were used to aid county residents with housing assistance or critical needs. Volunteers donated 58,000 hours.
- The total value of the Volunteer Services Program for 2003 was in excess of \$2 million.
- Health Insurance Counseling and Advocacy Program (HICAP), coordinated through Aging & Adult Services, provides assistance to seniors and the disabled regarding Medicare, medical bills and claims, HMO's, Medicare Supplemental Insurance, nursing home insurance and legal appeals. Speakers are available on these topics.
- Last year, 2,500 seniors and disabled people received health insurance related counseling. Over 3,500 volunteer hours were donated and over \$640,000 was saved by county residents in recovery of medical claims and cancellation of duplicate health insurance. HICAP also provided educational forums about health insurance to 2,270 people. n

We Maintain partnerships with community organizations.

- The Department partners with over 60 non-profit service providers and community-based organizations. We currently manage over \$30 million in contracts and agreements.
- Contract services include: individual therapy for children and adults, emergency care and shelter for children, family counseling, child abuse prevention, parenting classes, child care, preschool programs, respite for caregivers, drug and alcohol treatment, shelter, employment readiness and job placement and translation services.
- Seniors benefit from a Long-term Care Ombudsman, home visitation, legal assistance, in-home services registry, care management, congregate and home delivered meals.
- One-Stop Business and Career Centers are open to the public in Brentwood, Concord, Pittsburg, San Pablo and Richmond where CalWORKs staff are located. [n](#)



We Welcome input from the community.

- The Family and Children's Trust Committee (FACT) is composed of 16 community members. They make recommendations to the Board of Supervisors regarding distribution of public and private funds for prevention and early intervention services to reduce child abuse and neglect and to provide family support.
- Twenty members of the public volunteer their time to serve on the Family and Children's Services Advisory Committee (FACSAC). They provide consultation and advice to the Board of Supervisors and the Director of the Employment & Human Services Department on the problems and issues faced by families and children in our County, and the services being provided to assist them.
- The Advisory Council on Aging has up to 40 members who advise the Area Agency on Aging (AAA). They act as advocates for older people and review the funding of program operations for seniors.
- The Long-Term Care Planning Task Force is committed to the development and support of a coordinated and high quality home, community and institutional based long-term care system in Contra Costa County. This 27-member Task Force, working with six Design Teams, is a collaborative public/private initiative being led by the Employment & Human Services and Health Services departments.
- The Foster Caregivers Committee is made up of County relative caregivers and foster parents. They have been extremely valuable in offering advice on the Department's Out-of-Home Care Program, needed services, training and communications.
- The Family & Human Services Subcommittee of the Board of Supervisors conducts regular public meetings to review and discuss Employment & Human Services Department operations.
- Visit our website at www.ehsd.org. You may also call our general information number (925) 313-1500 or fax us at (925) 313-1575. [n](#)



we **Have an eye on the future.**

The evolution of primary service programs and changing federal and state policies, require that we re-examine our organizational design. Improving our ability to deliver services is our goal. Support actions to realign our administrative structure to better support family and

children's services, adult and senior services and workforce development services will result in greater attention and success in meeting service mandates and local objectives. n

we **Are the people** of the **Employment & Human Services Department.**

As a group, we're probably pretty much like you. We enjoy watching our families thrive, friendships grow deeper and communities become stronger. Our jobs are meaningful and provide us with the opportunity to offer the highest quality service to the residents of Contra Costa County. We strive to treat all people with respect, dignity and fairness. n



- Our staff is representative of the County: 53% are Caucasian, 24% African American, 14% Hispanic, 8% Asian/Pacific Islander and 1% American Indian/Alaskan.
- Bilingual staff provide services in Spanish, Vietnamese, Laotian, Cambodian, Farsi, Pastu, Dari, Cantonese, Tagalog and American Sign Language. Contract translators are available to communicate in other languages.
- The majority of our staff is represented by SEIU Local 535, AFSCME 2700 and 512 and Employees Association, Local #1.
- In fiscal year 2002–2003, each EHSD staff member participated in an average of nearly 25 hours of training to develop technical skills and knowledge for the Workforce Services, Children & Family Services, Adult & Aging Services bureaus. In addition, professional development classes provided staff with an increased ability to offer mission-focused services to the community.
- Our Department is responsible for a budget in excess of \$300 million; 10% is funded by the County and 90% from Federal and State revenues. We administer over 40 programs mandated by federal, state and local governments. n

Contra Costa County

Employment & Human Services

Workforce Services • Children & Family Services • Aging & Adult Services

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