

2020 Contra Costa County **Annual Report**

EMPLOYMENT & HUMAN SERVICES DEPARTMENT (EHSD)
POLICY & PLANNING DIVISION
ALLIANCE TO END ABUSE



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What We Do: Policy & Planning

Introduction

The Policy & Planning (P&P) Division provides leadership for the Contra Costa County Employment & Human Services Department (EHSD) in government affairs, research & evaluation, and strategic planning. Our goal is to create a rich picture and a shared vision of who our customers are, how we are serving them and how we can enhance our services in the future.

Government Affairs: we analyze federal and state legislative policy, develop *County Platform* priorities, and support local policy changes that help our clients thrive.

Research & Evaluation: we transform data into action and take a data-driven approach to communications with community partners and policy makers.

Strategic Planning: we track and develop processes to prepare for economic, political, and social changes over time and pursue funding opportunities to build program innovation.

As a division of the Office of the Director, the Policy & Planning Unit works collaboratively with EHSD Director Kathy Gallagher, Bureau Directors, Community Relations, Program, Contracts and Fiscal staff in addition to

numerous County agency partners, community-based organizations, elected officials, community advocates and other stakeholders to inform a diverse range of programs and services EHSD delivers that benefit more than 250,000 people annually.



State and Federal Policy and Legislation

Overview

2020 was a historic year for human services in light of the global COVID-19 pandemic. Of the 2,203 state bills introduced with impacts on safety net, workforce, health, housing and homeless services, most were vetoed or left unsigned by Governor Newsom.

During the 2020 legislative session, Policy & Planning monitored over 400 state & federal bills and recommended the County Board of Supervisors take positions on at least 20 bills, budget requests, and resolutions in partnership with the County Administrator's Office, federal and state lobbyists, Board Legislative Committee, Contra Costa Health Services (CCHS), and other County agencies.

As of September 30, 2020, over 35 Human Services bills tracked have been chaptered and will take effect on January 1, 2021.

In addition, P&P provided analysis on the Governor's preliminary 2020-21 State Budget, May revise and final enacted budget and its impacts to human services. In coordination with Assemblymember Tim Grayson, our state lobbyist, and Aging & Adult Services Bureau, EHSD introduced *AB 2387 IHSS (In-Home Supportive Services) Telephonic Reassessments* to allow the option for telephonic assessments with enrolled IHSS program participants.

Policy and Planning acknowledges the efforts of the Executive Team and bureau staff who helped identify key policy areas, advanced actions on state bills to support, and provided input on draft letters. We look forward to continuing this successful partnership as we begin planning for the upcoming two-year California legislative session.



Division Activities

COVID-19 Response

- Tracked, summarized and analyzed *federal legislation* (Families First Act; CARES Act; HEROES House Bill) and *federal and state waivers and flexibilities* related to programs administered by EHSD.
- Launched the *Season of Sharing (SOS) COVID Emergency Relief Fund* managed by Volunteer & Emergency Services (VES).
- Coordinated snack packs and hygiene kits for unsheltered homeless in partnership with CC Health, Housing & Homelessness.
- Awarded Travis Credit Union \$20,000 donation through VESTIA to fund COVID relief activities supporting EHSD clients.
- Collaborated closely with Community Relations to update dedicated COVID-19 section of EHSD website (ehsd.org).
- Produced new Fact Sheets, resource documents and other informational materials.
- Supported the *Social Services Rapid Response Team* by coordinating COVID relief efforts by CCHS and nonprofits.
- Coordination of Food ++ with CCHS and nonprofit partners, providing food to residents who are quarantined.
- Created a database of *COVID-19 Relief Funds* and reviewing options with CCHS including Direct Cash Assistance models.
- Maintained *COVID Program Guidance & Administrative Relief Log* in partnership with bureau directors and staff.



COVID Taskforces

- Established and co-lead Coordinating Body with CCHS and community partners to align emergency operations in the County & ensure ongoing coordination on emerging issues and unaddressed community needs for COVID response.
- Co-led Contra Costa County *Emergency Child Care Task Force*.
- Provided coordination and administrative support for *Senior Nutrition Task Force*. Continues to provide planning and goal-setting support to the broader *Food & Nutrition Task Force*.
- Assisted in establishing & providing support to the *Equitable Economic Recovery Task Force*, co-led by WDB, EHSD and the Contra Costa Economic Partnership, with the goal of identifying and supporting equitable opportunities to rebuild the economy damaged by the pandemic and its effects.

Other Key Issue Areas

Technology

- In partnership with the *California Emerging Technology Fund (CETF)*, developed and launched an outreach campaign to distribute information about affordable internet and computer offers for low-income Contra Costa residents. Information texted to approximately 35,000 active Medi-Cal, CalFresh and CalWORKs recipients.
- Developed messaging for EHSD Director's communications to all staff and approximately 600 community and county partners. More information is available on our *Get Connected, Contra Costa* page on EHSD.org. Social media campaign will be ongoing.
- Re-forming the EHSD PC Donation program, as additional technology support for low-income residents. Developing a strategy to continue the program after disengagement by prior partner, Tech Exchange.

Health Care

- Engaged with CCHS and community partners in planning to address covering the uninsured in Contra Costa County.
- Ongoing updates to EHSD's ACA brochure and online information.

Housing & Homelessness

- Created reports and various materials related to *Evictions and Tenant Protections* for the Contra Costa County Board of Supervisors and other audiences. This information will provide a foundation for ongoing discussions about how the county may address housing-related risks going forward.
- Participation on County Welfare Directors Association (CWDA) *Homeless Services Committee* and Contra Costa County's *Council on Homelessness* to advise on key policy, funding and legislative actions related to homelessness and housing.

Departmental Goals & Objectives

- Played lead role in the development of EHSD 2020-21 annual goals and objectives, in collaboration with EHSD Director and Executive Team.
- Leading the further development of performance measures and metrics.
- Coordinating the 2020-21 *County Budget and Performance Report* process for this upcoming fiscal year, incorporating improvements requested by CAO and coordinating a new approach for writing the Performance Report.

Research, Data and Evaluation

Initiatives and Projects

- EHSD Program Data Dashboard reports generated monthly to report on key indicators at the program level.
- EHSD COVID-19 Snapshots are being generated every two-to-three months to report out on COVID-19-related data points and programs.
- Data-driven decision-making has been prioritized by upper management as a department-wide goal for 2020-2021: EHSD will become a data-driven organization for performance & results.
- New data tools are being experimented with and implemented (i.e. Tableau, Exemplar).
- COVID-19 Task Forces have been formed to gather government, business, nonprofit, and community stakeholders for the purpose of defining and implementing COVID-19 response and recovery plans. The four taskforces include Equitable Economic Recovery, Food & Nutrition, Family Violence Prevention, and Children’s Well-Being. Evaluation plans are in progress to track the impact of the taskforces.
- Contra Costa County Emergency Child Care Task Force *COVID-19 Emergency Child Care Response* report was published in June 2020.

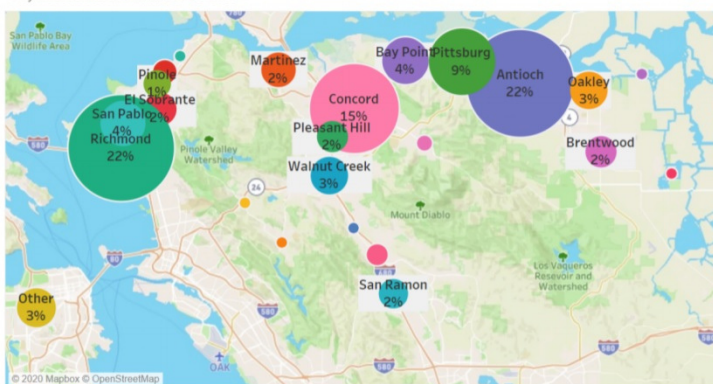
Social Services Rapid Response Team (SSRRT)

In response to COVID-19, the Employment & Human Services Department (EHSD) mobilized its “4-Our-Families” Navigators and equipped them with a streamlined intake process to assess the immediate needs of vulnerable community members quickly. Targeted needs include: housing; food; finances; legal support; children’s needs; medical; immigration assistance; transportation and more.



More than 20 percent of the individuals and families served by the program have identified themselves as undocumented immigrant members of our community – a group that has fewer options for assistance than others.

City Residence of Families Assisted



CalFresh: Comparison of Enrolled Individuals and Applications March to June 2020



Racial Equity and Immigrant Inclusion

Immigration

Policy & Planning led the county's annual Refugee Resettlement process, in response to federal government requirements for Public Charge: updated training, products and EHS website to support final implementation on February 24, 2020.

In addition, P&P led efforts to engage the CA Department of Health Care Services (DHCS) in awarding a Contra Costa community-based provider with the *Medi-Cal Navigators Project* grant. The *Promotoras* program will provide over 3,000 immigrants, children and families of mixed immigration status with Medi-Cal insurance over the next 18 months.

P&P has also created numerous COVID-related resource materials for undocumented immigrants in the county and involved in ongoing participation on task forces that address key issues for immigrants in Contra Costa County.

Equity & Inclusion

P&P has co-led efforts on the departmental equity & inclusion action plan, developed, distributed and analyzed a staff survey, and currently coordinating next steps with other bureau leaders and representatives.



Furthermore, P&P supported planning & discussions to establish a County Office of Racial Equity & Social Justice; and developed a presentation entitled "*Contra Costa County Racial & Ethnic Disparity: EHS Overview and Program Data*".

The P&P team is building additional racial and ethnic data points for various EHS analyses, materials and reports. P&P is also participating in the *Historically Marginalized Communities Engagement* (HMCE) unit and its African American, Asian Pacific Islander (API), Latino/Latinx, Youth and Older Adults workgroups led by Contra Costa Health Services and Healthy Richmond. Current outreach work includes the development and dissemination of COVID testing, prevention and other informational flyers to a diverse group of immigrant serving community-based organizations, health advocates and community partners.

Alliance to End Abuse

Train the Trainer Program

The Alliance continues to schedule ongoing Trauma 101s and Human Trafficking 101s across the County in order to spread awareness and improve the response of providers. Trainers from the 2019 Train the Trainer cohort have been co-leading these trainings, improving their fluency in the subjects and building their capacity to train. Trauma 101 was translated into Spanish and a pilot version of Trauma 101 in Spanish was piloted in Fall 2019. In early 2020, Trauma 101 and Human Trafficking 101 were adapted to be given online via virtual platforms and were further updated to include relevant information on how COVID-19 and systemic racism contribute to, and affect, trauma and trafficking. Furthermore, both Trauma 101 and Human Trafficking 101 have now been embedded on the Alliance's website as virtual self-paced learning modules.

DV Lethality Assessment Program (LAP)

Five law enforcement jurisdictions (Concord, Brentwood, Richmond, Walnut Creek and San Ramon) and STAND! for

Families Free of Violence currently implement the LAP. The Lethality Assessment Protocol is a nationally recognized best practice that allows law enforcement officers responding to a domestic violence incident to assess for lethality, or risk that the victim will be killed, utilizing a quick screening tool. If the victim is screened in at high risk, they are immediately connected with the STAND! for Families Free of Violence crisis line and provided services.

In the Fall of 2020, the Alliance will be holding a virtual convening to showcase the work and outcomes from LAP implementation. This convening will highlight the improved response of these jurisdictions to assess potentially lethal domestic violence situations, and connect victims with services. In 2021 the Alliance will support expansion of the LAP program to new law enforcement jurisdictions.

Human Trafficking Task Force & Human Trafficking Coalition

The Alliance and the District Attorney's Office continue to co-lead the *Contra Costa Human Trafficking Task Force*. The Task Force works to increase coordination among all law enforcement jurisdictions in

Alliance to End Abuse (cont.)

investigations of human trafficking and strengthen linkages to services for victims. The Task Force Core Team continues to meet to finalize structure and create comprehensive protocols among all partner agencies. The Alliance continues to facilitate the *Human Trafficking Coalition*. As a collaboration of agencies, the Coalition's goals include conducting public awareness activities; providing training, technical assistance and a forum to share best practices; establishing policies and protocols; and creating a coordinated system of care. Coalition meetings occur quarterly and include a training component, highlighting the work of one partner agency and sharing of resources and networking.

Contra Costa County's Violence Prevention Call to Action

The Alliance to End Abuse and the Contra Costa County Department of Public Health continue to co-lead a countywide initiative to promote safety and reduce interpersonal violence. The *Call To Action (Violence Prevention Plan)* is now finalized and a few targeted prevention strategies have been initiated through a *Family Violence Prevention Task Force* launched in Spring 2020. Some of these

strategies include building the capacity of the Alliance's Core Project Team (main partner agencies) to address racial equity; launching a virtual intergenerational pilot project and engaging in a child abuse prevention campaign.

OVW Enhanced Training and Services to End Abuse in Later Life Program

The Alliance, in partnership with the Aging & Adult Services Bureau, was awarded a three-year \$400,000 federal grant for supporting a comprehensive approach to addressing abuse in later life, including domestic violence, dating violence, sexual assault, stalking, neglect, and exploitation committed against victims who are 50 years of age or older.



Fund Development & Grants

P&P and the Alliance secured **9** grant awards this year and more than **20** grants worth over **\$12M** since 2015 for Contra Costa County Employment & Human Services Department.

5.9 M

TOTAL REVENUE

In grants & allocations awarded to EHSD bureaus from federal and state agencies and private foundations.

30+

OPPORTUNITIES VETTED

Research & grant vetting of Request for Proposals (RFPs) for all EHSD bureaus: WFS, CFS, AAS, CSB, WDB and the Alliance to End Abuse.

12

GRANT APPLICATIONS

Submitted in response to competitive funding opportunities in 2020 year-to-date.

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