



CONTRA COSTA COUNTY  
EMPLOYMENT & HUMAN SERVICES

# EHSD Data Dashboard 2016 - 2019

# CalFresh Enrollment: Individuals



## CalFresh Individuals

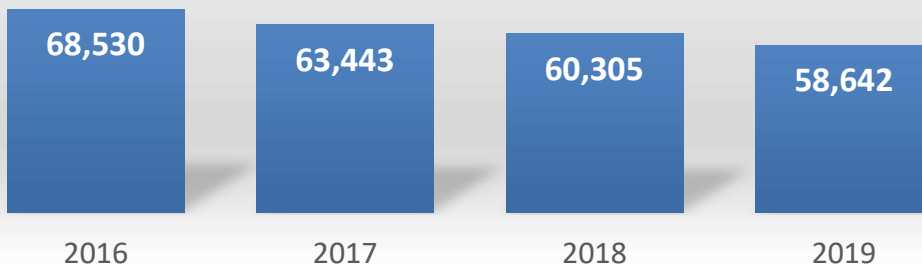
	2016	2017	2018	2019
Jan	71,012	64,137	62,501	57,325
Feb	70,526	63,776	62,046	56,355
Mar	70,643	63,527	61,433	56,043
Apr	70,265	62,996	60,930	55,468
May	69,600	63,055	60,701	55,157
June	69,099	63,267	60,332	56,456*
July	68,259	62,814	59,820	58,282*
Aug	67,846	63,479	60,023	60,579*
Sep	67,418	63,598	59,454	61,170*
Oct	66,348	63,958	59,248	62,136*
Nov	65,990	63,555	58,868	62,319*
Dec	65,347	63,152	58,300	62,410*
<b>Avg</b>	<b>68,530</b>	<b>63,443</b>	<b>60,305</b>	<b>58,642</b>
<b>% Change</b>	-	<b>-7%</b>	<b>-5%</b>	<b>-3%</b>

CalFresh food benefits stretch household budgets, allowing recipients to afford nutritious food, including more fruit, vegetables and other healthy options. The program helps to improve the health and well-being of qualified households and individuals by providing them a means to meet their nutritional needs.

In Contra Costa County, the number of individuals receiving CalFresh declined significantly in recent years, largely due to the improving economy. The average monthly individual enrollment declined more than 22% between January 2016 and May 2019.

\* On June 1, 2019, certain aged and disabled individuals who receive Supplemental Security Income (SSI) gained eligibility to receive CalFresh. Enrollment increased accordingly.

### Average Monthly CalFresh Enrollment by Year (Individuals)



**NOTE:** Starting with FY 16/17, the CF296 replaces the DFA296 (Food Stamp – FS) & DF296X (Expedited Food Stamp – EX) forms. The numbers from Jan 16’ – Jun 16’ are taken from line 45 of the DFA296 report. Line 80 on the CF296 is used for the individual counts starting for July 2016.

Data Source: CF296 cell 80  
Data current as of 02/27/2020

# CalFresh Enrollment: Cases



## CalFresh Cases

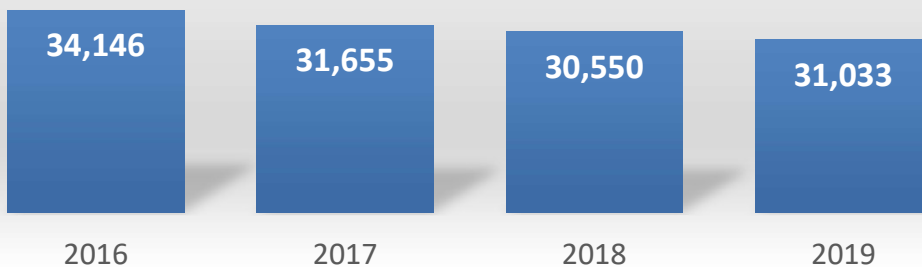
	2016	2017	2018	2019
Jan	35,152	31,833	31,341	29,244
Feb	35,049	31,697	31,201	28,840
Mar	35,112	31,633	30,960	28,719
Apr	34,993	31,451	30,751	28,464
May	34,741	31,496	30,748	28,438
June	34,492	31,563	30,647	29,676*
July	34,216	31,331	30,344	31,196*
Aug	33,967	31,729	30,513	32,877*
Sep	33,693	31,747	30,231	33,245*
Oct	33,053	31,945	30,166	33,764*
Nov	32,827	31,821	29,969	33,908*
Dec	32,461	31,612	29,729	34,025*
<b>Avg</b>	<b>34,146</b>	<b>31,655</b>	<b>30,550</b>	<b>31,033</b>
<b>% Change</b>	-	<b>-7%</b>	<b>-3%</b>	<b>+2%</b>

CalFresh “cases” refer to the number of households receiving CalFresh, which can include a single individual or several family members living together.

Average monthly caseloads declined more than 19% between January 2016 and May 2019. This is slightly different from the percentage drop in the number of individuals because cases include varying numbers of individuals.

\* On June 1, 2019, certain aged and disabled individuals who receive Supplemental Security Income (SSI) gained eligibility to receive CalFresh. Enrollment increased accordingly.

## Average Monthly CalFresh Enrollment by Year (Cases)



**NOTE:** Starting with FY 16/17, the CF296 replaces the DFA296 (Food Stamp – FS) & DF296X (Expedited Food Stamp – EX) forms. The numbers from Jan 16’ – Jun 16’ are taken from the combined total of cells 43,44, 48, and 49 from the DFA296 report. Line 76 on the CF296 is used for the individual counts starting for July 2016.

Data Source: CF296 cell 76  
Data current as of 02/27/2020

# CalWORKs Enrollment: Individuals



## CalWORKs Individuals

	2016	2017	2018	2019
Jan	18,987	17,000	15,784	13,759
Feb	18,713	16,916	15,573	13,613
Mar	18,409	16,842	15,145	13,481
Apr	18,197	16,708	15,213	13,721
May	17,979	16,678	15,165	13,772
June	17,812	16,633	15,009	13,761
July	17,573	16,358	14,749	13,251
Aug	17,487	16,378	14,735	13,397
Sep	17,230	16,325	14,468	13,400
Oct	16,966	16,263	14,300	13,656
Nov	16,896	15,995	14,102	13,582
Dec	16,830	14,889	14,031	13,543
<b>Avg</b>	<b>17,757</b>	<b>16,415</b>	<b>14,856</b>	<b>13,578</b>
<b>% Change</b>	<b>-</b>	<b>-8%</b>	<b>-10%</b>	<b>-9%</b>

CalWORKs provides financial aid, employment services and other supportive services to families with children under 19, to help them succeed in the workforce and become self-sufficient. Recipients are required to work or participate in educational activities for at least 20 hours per week, unless granted a medical exemption. The majority of participants in Contra Costa County are single mothers, and the average grant amount is \$528 a month.

As the economy improved and the minimum wage increased in recent years, there was a steady decline in CalWORKs enrollment. The average number of monthly CalWORKs recipients decreased more than 28% between January 2016 and December 2019.



Data Source: CW 237 cells 77-81  
Data current as of 02/27/2020

# CalWORKs Enrollment: Cases

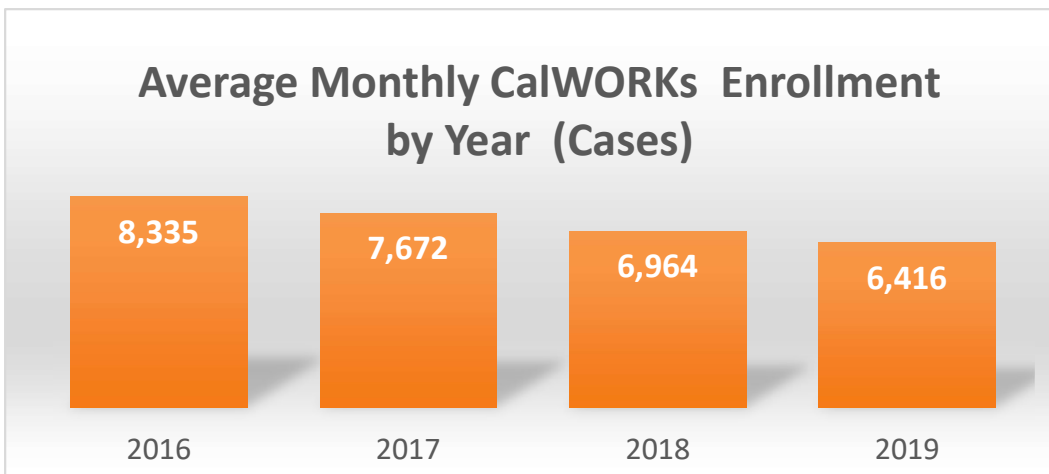


## CalWORKs Cases

	2016	2017	2018	2019
Jan	8,854	7,906	7,386	6,487
Feb	8,746	7,861	7,291	6,448
Mar	8,630	7,818	7,241	6,398
Apr	8,511	7,754	7,133	6,589
May	8,411	7,731	7,093	6,599
June	8,359	7,698	7,009	6,588
July	8,243	7,596	6,903	6,246
Aug	8,220	7,622	6,876	6,309
Sep	8,131	7,586	6,759	6,283
Oct	8,021	7,584	6,704	6,368
Nov	7,977	7,480	6,598	6,343
Dec	7,917	7,424	6,570	6,332
<b>Avg</b>	<b>8,335</b>	<b>7,672</b>	<b>6,964</b>	<b>6,416</b>
<b>% Change</b>	-	<b>-8%</b>	<b>-9%</b>	<b>-8%</b>

CalWORKs cases can include a single parent and their child/children or several family members living together. Similar to the number of individuals, the number of cases declined in recent years, due to the improved economy and an increase in the minimum wage. However, because the number of individuals in any given case may vary, the percentage declines across the years vary slightly.

The number of monthly CalWORKs cases declined more than 28% between January 2016 and December 2019.



Data Source: CW 237, cells 59-63  
Data current as of 02/27/2020

# Welfare-to-Work (WTW) Participation

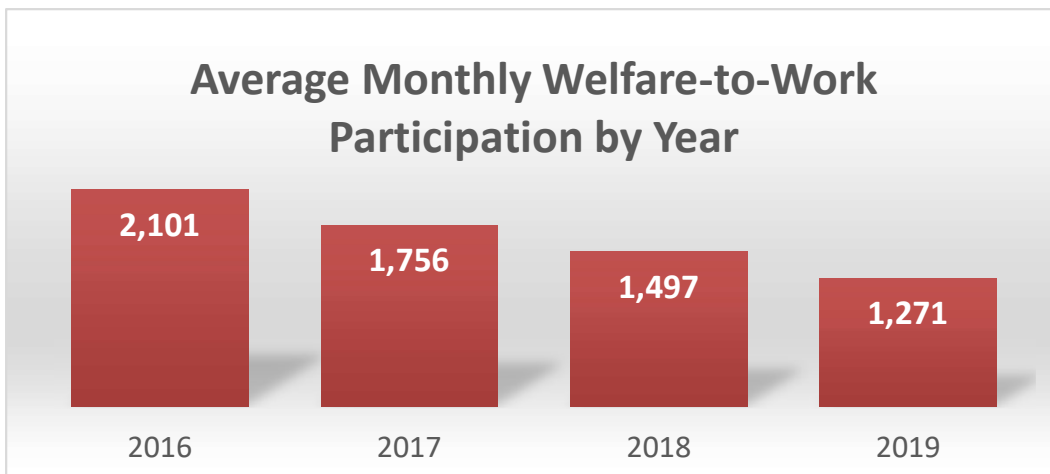


## WTW Enrollees

	2016	2017	2018	2019
Jan	2,416	1,877	1,609	1,301
Feb	2,346	1,880	1,622	1,277
Mar	2,269	1,881	1,582	1,251
Apr	2,195	1,818	1,568	1,224
May	2,142	1,777	1,549	1,235
June	2,055	1,739	1,471	1,219
July	2,028	1,677	1,466	1,192
Aug	2,032	1,699	1,486	1,270
Sep	1,980	1,752	1,458	1,335
Oct	1,951	1,708	1,425	1,346
Nov	1,934	1,653	1,373	1,313
Dec	1,861	1,611	1,349	1,291
<b>Avg</b>	<b>2,101</b>	<b>1,756</b>	<b>1,497</b>	<b>1,271</b>
<b>% Change</b>	-	<b>-16%</b>	<b>-15%</b>	<b>-15%</b>

The Welfare-to-Work (WTW) Program is a comprehensive Employment & Training program for CalWORKs recipients designed to promote self-sufficiency. All WTW participants receive an orientation and appraisal of their education and employment background, followed by the development of a WTW plan designed to assist individuals with obtaining employment. WTW participants may be eligible to receive supportive services such as child care and transportation services.

The improving economy and employment rate led to a steady reduction in the number of WTW enrollees in recent years, with a decline of more than 47% between January 2016 and December 2019.



Data Source: WTW25 and WTW 25-A Cell 1 for both combined  
Data current as of 02/27/2020

# General Assistance Enrollment: Individuals

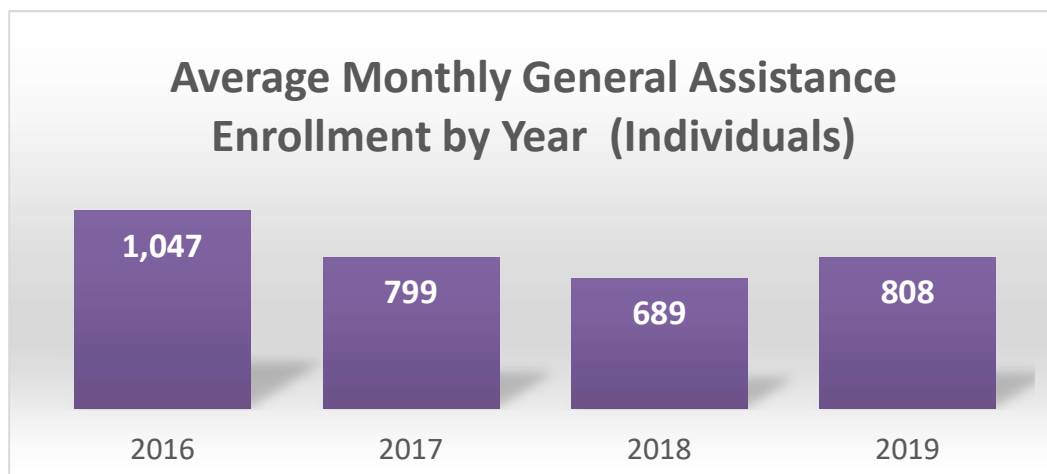


## General Assistance Cases

	2016	2017	2018	2019
Jan	1,121	887	721	752
Feb	1,113	868	730	761
Mar	1,110	849	692	796
Apr	1,152	819	692	809
May	1,129	827	626	825
June	1,059	802	622	805
July	1,042	766	626	839
Aug	1,038	797	683	852
Sep	988	793	705	831
Oct	949	754	708	817
Nov	930	711	714	786
Dec	932	712	749	822
<b>Avg</b>	<b>1,047</b>	<b>799</b>	<b>689</b>	<b>808</b>
<b>% Change</b>	<b>-</b>	<b>-24%</b>	<b>-14%</b>	<b>+17%</b>

The General Assistance program is designed to provide temporary relief and support to indigent adults who are not supported by their own means, other public funds or assistance programs. The maximum monthly stipend for General Assistance is \$375.

For General Assistance, the number of cases refers to the number of individuals receiving aid through Contra Costa County. With a strengthening economy, the average monthly number of individuals receiving General Assistance declined 27% between January 2016 and December 2019. However, within the 3-year time period, there was an increase in cases beginning September 2018. This is due to several program changes that were instituted to streamline the enrollment process.



Data Source: GR 237, cell 7  
Data current as of 02/27/2020

# Medi-Cal Enrollment: Individuals

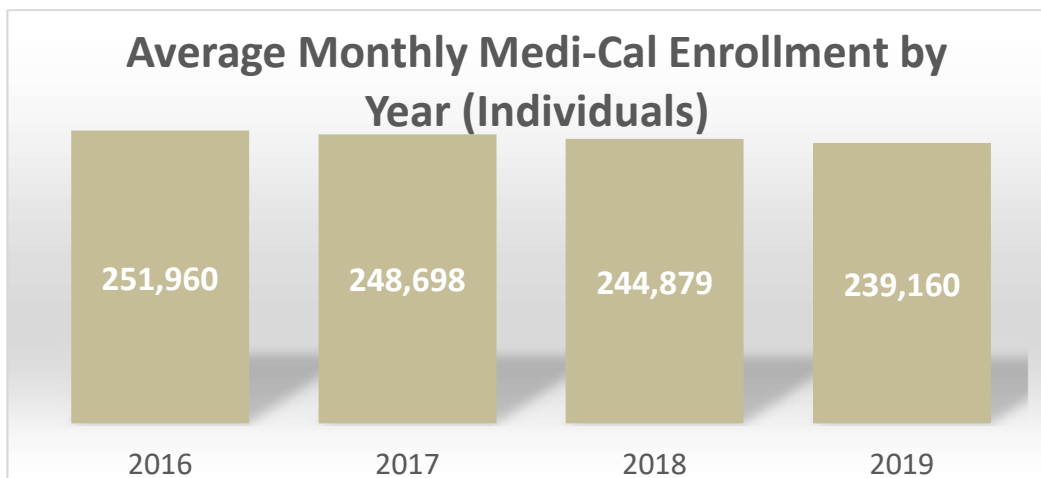


## Medi-Cal Individuals

	2016	2017	2018	2019
Jan		248,174	246,713	239,790
Feb		248,111	246,267	239,907
Mar		248,417	246,726	242,511
Apr		248,303	246,454	242,432
May		248,630	246,456	240,595
June		247,973	245,679	241,067
July		248,061	244,913	240,008
Aug		251,163	244,883	239,338
Sep		249,692	243,581	237,440
Oct		249,525	243,337	237,009
Nov		247,397	242,296	236,130
Dec	251,960	248,935	241,246	233,695
<b>Avg</b>	<b>251,960</b>	<b>248,698</b>	<b>244,879</b>	<b>239,160</b>
<b>% Change</b>	<b>-</b>	<b>-1%</b>	<b>-2%</b>	<b>-2%</b>

In Contra Costa County, nearly a quarter of a million low-income adults, children, pregnant women, seniors and people with disabilities receive health insurance coverage through Medi-Cal. This is almost 25% of the county's total population.

The number of individuals enrolled in Medi-Cal has remained fairly stable year-to-year.



Data Source: CalWIN extract MR0009E  
Data current as of 02/27/2020



# Medi-Cal Enrollment: Cases

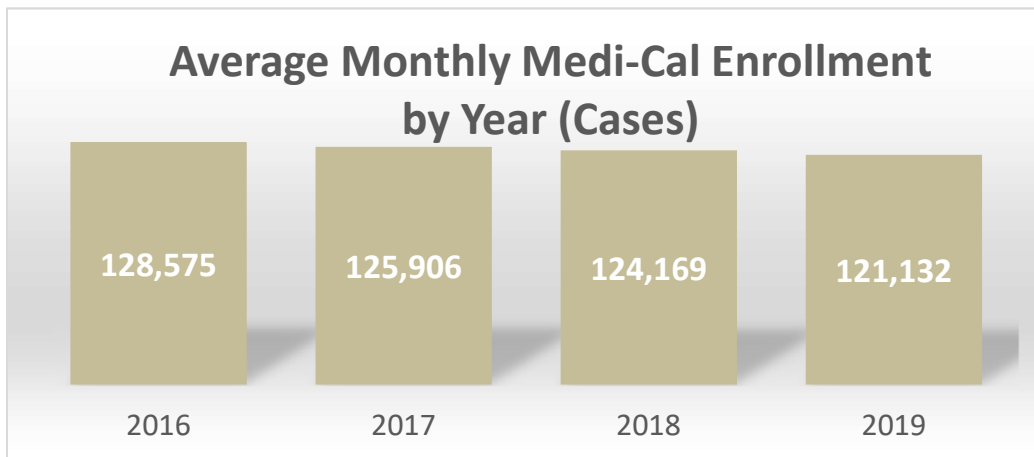


## Medi-Cal Cases

	2016	2017	2018	2019
Jan	127,523	126,055	124,733	121,664
Feb	127,362	125,964	124,743	121,539
Mar	129,227	126,470	124,970	121,585
Apr	128,989	126,056	125,391	121,985
May	129,529	126,401	124,740	122,628
June	129,519	126,155	124,413	122,210
July	128,754	125,635	124,306	121,573
Aug	129,536	125,925	124,336	121,155
Sep	129,301	125,951	123,991	120,755
Oct	128,738	126,026	123,681	120,598
Nov	128,500	125,502	123,055	119,601
Dec	125,925	124,733	121,672	118,288
<b>Avg</b>	<b>128,575</b>	<b>125,906</b>	<b>124,169</b>	<b>121,132</b>
<b>% Change</b>	-	<b>-2%</b>	<b>-1%</b>	<b>-2%</b>

Medi-Cal provides a core set of health benefits, including doctor visits and hospital care. It is a key support to those who do not receive health coverage through an employer, cannot afford health care, and families who rely on Long Term Care services, such as nursing homes, to help care for loved ones.

Many of our Medi-Cal recipients are working. The number of Medi-Cal cases has remained fairly stable year-to-year.



Data Source: CalWIN extract MR0017E  
Data current as of 02/27/2020

# Medi-Cal Enrollment: Affordable Care Act Expansion

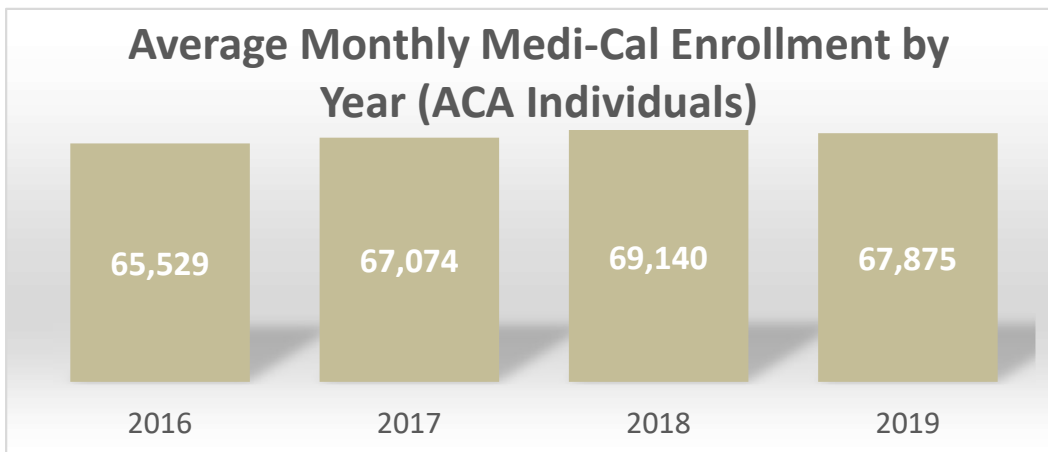


## Medi-Cal ACA Individuals

	2016	2017	2018	2019
Jan		64,064	69,187	67,917
Feb		64,481	69,159	67,917
Mar		65,204	69,271	68,723
Apr		65,522	69,260	68,688
May		65,911	69,582	68,349
June		65,752	69,152	68,459
July		66,634	69,189	68,216
Aug		68,877	69,286	67,842
Sep		69,116	69,079	67,637
Oct		69,698	69,379	67,670
Nov		69,685	68,999	67,014
Dec	65,529	69,947	68,132	66,073
<b>Avg</b>	<b>65,529</b>	<b>67,074</b>	<b>69,140</b>	<b>67,875</b>
<b>% Change</b>	<b>-</b>	<b>+2%</b>	<b>+3%</b>	<b>-2%</b>

Under the Affordable Care Act (ACA), “Expanded Medi-Cal” allowed more of Contra Costa’s low-income individuals to receive health coverage, some for the first time. Since 2014, adults aged 19-64 have been able to qualify for expanded Medi-Cal based on income and other eligibility requirements.

From the beginning, nearly 70,000 county residents have been enrolled for coverage through this program on a monthly basis. The number of residents covered by ACA Expanded Medi-Cal has remained fairly stable year-to-year.



Data Source: CalWIN extract MR0017E  
Data current as of 02/27/2020

# Adult Protective Services: Active Cases



## APS Cases

	2016	2017	2018	2019
Jan		543	543	551
Feb		598	475	491
Mar		630	513	530
Apr		536	470	544
May		591	512	615
June		629	545	615
July	474	549	542	575
Aug	475	555	553	624
Sep	506	448	573	616
Oct	507	424	573	665
Nov	523	439	492	664
Dec	494	463	533	742
<b>Avg</b>	<b>497</b>	<b>534</b>	<b>527</b>	<b>603</b>
<b>% Change</b>	<b>-</b>	<b>+7%</b>	<b>-2%</b>	<b>+14%</b>

Adult Protective Services (APS) receives, screens and investigates confidential reports from anyone who suspects that an elderly person or an adult with a disability is being abused, neglected, or is self-neglecting. This includes reports of physical, emotional or sexual abuse, financial or material exploitation, neglect, isolation and abandonment of individuals 65+ and dependent adults age 18 or over, who are unable to protect their own interests and have been harmed or are threatened with harm.

The average monthly number of active APS cases has remained fairly steady year-to-year between 2016 and mid-2019. An increase in monthly active cases during 2019 can be attributed to increased outreach efforts and grant resources; as well as some cases being kept open longer in order to meet new mandates.

### Average Monthly Active Adult Protective Services Cases by Year



Data Source: LEAPS  
Data current as of 02/27/2020

# In-Home Supportive Services: Eligible Recipients

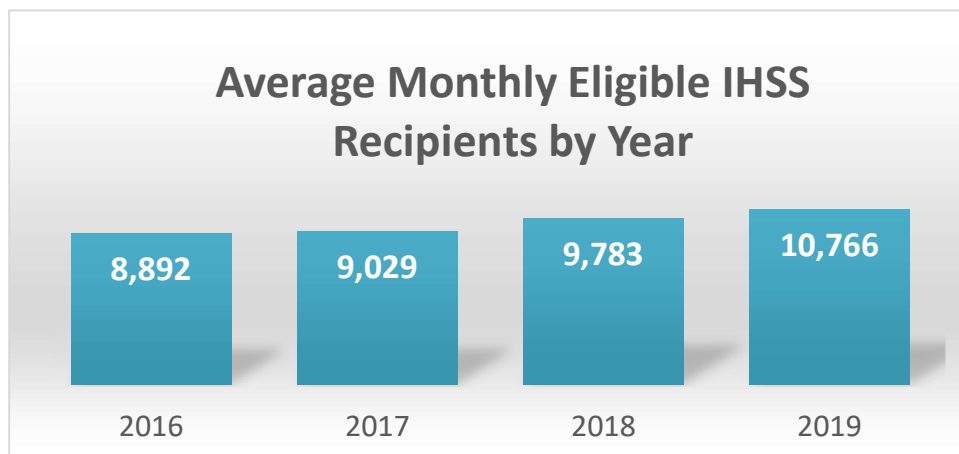


## Eligible IHSS Recipients

	2016	2017	2018	2019
Jan		8,759	9,323	10,299
Feb		8,702	9,391	10,358
Mar		8,687	9,437	10,440
Apr		8,788	9,533	10,556
May		8,948	9,591	10,668
June		9,146	9,757	10,756
July	8,793	9,200	9,796	10,813
Aug	8,855	9,214	9,940	10,910
Sep	8,982	9,205	9,988	10,963
Oct	8,944	9,191	10,105	11,096
Nov	8,910	9,203	10,212	11,149
Dec	8,869	9,304	10,324	11,183
<b>Avg</b>	<b>8,892</b>	<b>9,029</b>	<b>9,783</b>	<b>10,766</b>
<b>% Change</b>	<b>-</b>	<b>+2%</b>	<b>+8%</b>	<b>+10%</b>

In-Home Supportive Services (IHSS) is the largest publicly funded home care program in the United States. California is one of a number of states that participate in the program. IHSS helps to pay for services to eligible aged, blind and disabled individuals who are unable to remain safely in their own homes without assistance. Disabled children are also potentially eligible for IHSS. IHSS covers common activities of daily living needed by those with disabilities and serves as an alternative to out-of-home care such as skilled nursing facilities.

Due to increases in the aged and disabled populations, IHSS has been the fastest-growing program within the Employment & Human Services Department for the past several years. The number of IHSS recipients grew 27% between July 2016 and December 2019. Also, the rate of growth has been accelerating, as indicated by the year-over-year increases from 2017 to 2019.



Data Source: CMIPS II  
Data current as of 02/27/2020

# Child Protective Services: Referrals



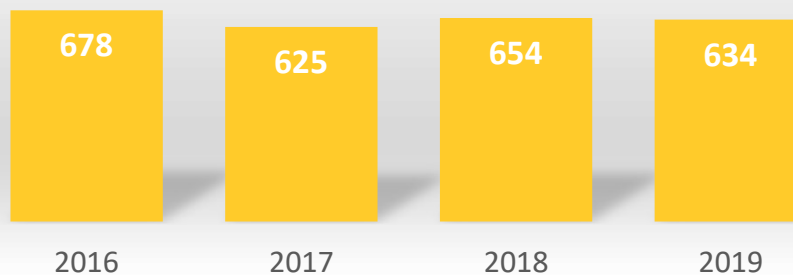
## CPS Referrals

	2016	2017	2018	2019
Jan		657	701	688
Feb		687	704	658
Mar		744	773	731
Apr		607	708	704
May		772	789	765
June		513	505	505
July		460	465	428
Aug		566	614	637
Sep	835	737	666	682
Oct	626	749	753	759
Nov	658	539	604	556
Dec	592	466	567	498
<b>Avg</b>	<b>678</b>	<b>625</b>	<b>654</b>	<b>634</b>
<b>% Change</b>	<b>-</b>	<b>-8%</b>	<b>+5%</b>	<b>-3%</b>

Child Protective Services (CPS) operates a 24-hour hotline for mandated reporters and community members to report suspected child abuse or neglect. Federal and State Regulations guide which calls result in referrals that allege a child is endangered by abuse, neglect or exploitation – and how the calls are handled. Children and Family Services Bureau has the responsibility to investigate reports of children at risk or in danger per criteria outlined in Welfare and Institutions Code 300.

The number of referrals in this dashboard may include multiple calls on the same child, as well as cases that were investigated but were not found to be instances of child abuse. The average monthly number of CPS referrals can vary based on such things as when school is in session or children are interacting with mandated reporters. Reporters are comprised of mandated, non-mandated or anonymous reporters.

### Average Monthly CPS Referrals by Year



Data Source: Safe Measures Referrals  
Data current as of 03/30/2020

# Child Protective Services: Placements



## CPS Placements

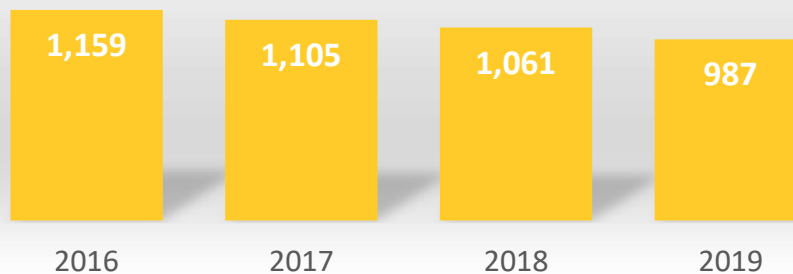
	2016	2017	2018	2019
Jan		1,114	1,095	1,006
Feb		1,106	1,091	1,000
Mar		1,088	1,088	989
Apr		1,092	1,077	984
May		1,098	1,086	991
June		1,104	1,065	998
July		1,107	1,053	977
Aug		1,117	1,065	992
Sep	1,181	1,112	1,024	1,004
Oct	1,179	1,103	1,032	999
Nov	1,154	1,106	1,038	959
Dec	1,123	1,109	1,018	941
<b>Avg</b>	<b>1,159</b>	<b>1,105</b>	<b>1,061</b>	<b>987</b>
<b>% Change</b>	<b>-</b>	<b>-5%</b>	<b>-4%</b>	<b>-7%</b>

Placements refer to instances when a child abuse referral was investigated and substantiated, and it was determined that the child could not remain safely in the home.

Foster placements can include family members, foster homes or residential facilities. All types of placements must meet State identified standards of approval.

The average monthly number of children in Placement has been declining in recent years, which mirrors the multi-year State trend. This is due to evolving Child Welfare practices that approach referrals and removals with a sharper focus on Prevention and Safety/Risk Assessments.

### Average Monthly CPS Placements by Year



Data Source: Safe Measures Time in Placement Setting  
Data current as of 03/30/2020

# Program Glossary



**CalFresh**, federally known as the Supplemental Nutrition Assistance Program (SNAP), can add to your food budget to put healthy and nutritious food on the table. The program issues monthly electronic benefits (commonly called EBT cards) that can be used to buy most foods such as bread, cereal, fruits, vegetables, meat and fish at many markets and grocery stores. The CalFresh program helps to improve the health and well-being of qualified households and individuals by providing them a means to meet their nutritional needs. Cases refer to the number of households receiving CalFresh, which can include a single individual or several family members living together. Individuals refers to an unduplicated count of all people receiving CalFresh in Contra Costa County.

California Work Opportunity and Responsibility for Kids (**CalWORKs**), federally known as Temporary Assistance for Needy Families (TANF), provides financial aid, employment services and other supportive services to families with children under 19, to help them succeed in the workplace and become self-sufficient. Cases refer to the number of families participating in CalWORKs, which can include a single parent and their child or several family members living together. Individuals refers to an unduplicated count of all people receiving CalWORKs in Contra Costa County.

# Program Glossary



The **General Assistance** Program is designed to provide temporary relief and support to indigent adults who are not supported by their own means, other public funds, or assistance programs. The cases refer to the total number of people receiving aid through Contra Costa County.

**Adult Protective Services (APS)** responds to confidential reports from anyone who suspects that an elderly person or an adult with a disability (dependent adult) who lives in Contra Costa County is being abused or neglected or is self-neglecting. Our 24-hour hotline is staffed by social workers who respond to these calls and will walk the caller through a series of questions to determine if a situation requires APS intervention. When a case is opened in APS, an APS social worker will be assigned to the case and will go out to the home of the alleged victim to determine what services, if any, are needed. The active cases displayed in this dashboard refers to older adults receiving intervention through Contra Costa County.

**In-Home Supportive Services (IHSS)** is the largest publicly funded home care program in the United States. California is one of a number of states that participate in the program. IHSS helps to pay for services to eligible aged, blind and disabled individuals who are unable to remain safely in their own homes without assistance. Disabled children are also potentially eligible for IHSS. IHSS is an alternative to out-of-home care such as skilled nursing facilities, assisted living or board and care facilities. This dashboard provides the total number of people receiving IHSS home care in Contra Costa County.



# Program Glossary



**Child Protective Services (CPS)** operates a 24-hour hotline for mandated reporters and community members to report suspected child abuse or neglect. Federal and State Regulations guide which calls result in **referrals** that allege a child is endangered by abuse, neglect, or exploitation – and how the calls are handled. In addition, the Children & Family Services Bureau has the responsibility to investigate reports of children at risk or in danger per criteria outlined in Welfare and Institutions Code 300. The number of referrals in the dashboard may include multiple calls on the same child, as well as cases that were investigated but were not found to be instances of child abuse. Reporters are comprised of mandated, non-mandated or anonymous reporters.

**Placements** refer to instances when a child abuse referral was investigated, substantiated, and it was determined that the child could not remain safely in the home. Foster placements can include family members, foster homes, or residential facilities. All types of placements must meet State identified standards of approval.

The **Welfare-to-Work (WTW)** Program is a comprehensive Employment and Training Program designed to promote self-sufficiency. CalWORKs recipients are assessed to determine the best course of action, whether it is immediate placement into a job, placement into an education or training program, or both. All Welfare-to-Work participants receive an orientation to the program and appraisal of their education and employment background, followed by the development of a WTW plan designed to assist individuals with obtaining employment. WTW participants may be eligible to supportive services such as child care and transportation services.