



CONTRA COSTA COUNTY  
EMPLOYMENT & HUMAN SERVICES

# EHSD Data Dashboard 2018 – 2021

# CalFresh Enrollment: Individuals



## CalFresh Individuals

	2018	2019	2020	2021
Jan	62,501	57,325	62,051	74,781
Feb	62,046	56,355	62,037	75,766
Mar	61,433	56,043	61,867	76,987
Apr	60,930	55,468	67,539	76,427
May	60,701	55,157	72,789	76,394
June	60,332	56,456	76,946	75,440
July	59,820	58,282	76,090	80,721
Aug	60,023	60,579	77,362	82,007
Sep	59,454	61,170	77,563	83,134
Oct	59,248	62,136	74,654	85,204
Nov	58,868	62,319	73,144	86,092
Dec	58,300	62,410	73,312	86,698
Avg	60,305	58,642	71,280	79,971
% Change	-	-3%	+22%	+12%

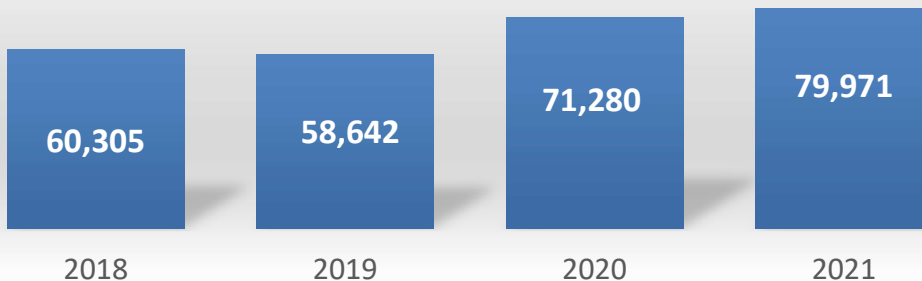
CalFresh food benefits stretch household budgets, allowing recipients to afford nutritious food, including more fruit, vegetables and other healthy options. The program helps to improve the health and well-being of qualified households and individuals by providing them a means to meet their nutritional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

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

On March 16, 2020, the Contra Costa County Health Officer issued a Shelter-in-Place Order in response to the Coronavirus pandemic. There was an immediate surge in demand for food assistance, which is reflected in the data. Enrollment has remained elevated since last April and has increased significantly in recent months due to advertisement of CalFresh benefits by state and federal agencies.

Previously, the number of individuals receiving CalFresh in Contra Costa County had declined in recent years, largely due to the improving economy.

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



Data Source: CF296 cell 80  
Data current as of 1/20/2022

# CalFresh Enrollment: Cases



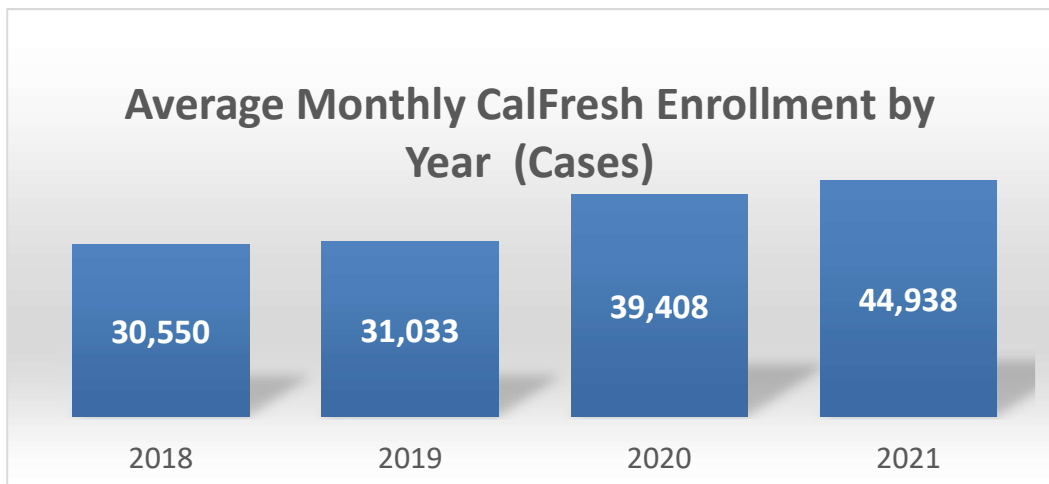
## CalFresh Cases

	2018	2019	2020	2021
Jan	31,341	29,244	33,903	41,584
Feb	31,201	28,840	34,109	42,258
Mar	30,960	28,719	34,134	43,063
Apr	30,751	28,464	37,184	42,780
May	30,748	28,438	40,197	42,652
June	30,647	29,676	42,729	41,983
July	30,344	31,196	42,386	45,241
Aug	30,513	32,877	42,921	46,049
Sep	30,231	33,245	43,069	46,865
Oct	30,166	33,764	41,279	48,310
Nov	29,969	33,908	40,417	48,971
Dec	29,729	34,025	40,570	49,500
Avg	30,550	31,033	39,408	44,938
% Change	-	+2%	+27%	+14%

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 between January 2018 and May 2019, largely due to the improving economy. On June 1, 2019, certain aged and disabled individuals who receive Supplemental Security Income (SSI) gained eligibility to receive CalFresh. Enrollment increased accordingly.

On March 16, 2020, the Contra Costa County Health Officer issued a Shelter-in-Place Order in response to the Coronavirus pandemic. There was an immediate surge in demand for food assistance, which is reflected in the data. Enrollment has remained elevated since last April and has increased significantly in recent months due to advertisement of CalFresh benefits by state and federal agencies.



Data Source: CF296 cell 76  
Data current as of 1/20/2022

# CalWORKs Enrollment: Individuals



## CalWORKs Individuals

	2018	2019	2020	2021
Jan	15,784	13,759	13,668	13,244
Feb	15,573	13,613	13,598	13,229
Mar	15,145	13,481	13,503	13,193
Apr	15,213	13,721	13,766	13,017
May	15,165	13,772	14,235	12,918
June	15,009	13,761	14,412	12,901
July	14,749	13,251	14,199	12,745
Aug	14,735	13,397	13,980	12,653
Sep	14,468	13,400	13,656	12,608
Oct	14,300	13,656	13,251	12,846
Nov	14,102	13,582	12,869	12,884
Dec	14,031	13,543	12,559	13,182
<b>Avg</b>	<b>14,856</b>	<b>13,578</b>	<b>13,641</b>	<b>12,952</b>
<b>% Change</b>	-	<b>-9%</b>	<b>0%</b>	<b>-5%</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 \$758 a month.

On March 16, 2020, the Contra Costa County Health Officer issued a Shelter-in-Place Order in response to the Coronavirus pandemic. Enrollment in CalWORKs has been stable, likely as a result of the increase in Unemployment Benefits and other COVID assistance programs since last April.

Previously, there was a steady decline in CalWORKs enrollment between 2018 and 2019, as the economy improved and the minimum wage increased.

\*Note: Beginning 2021, additional case categories have been added to the number of CalWORKs Individuals included in the dashboard.



Data Source: CW 237 cells 77-81 (and 95-99\*)  
Data current as of 1/20/2022

# CalWORKs Enrollment: Cases



## CalWORKs Cases

	2018	2019	2020	2021
Jan	7,386	6,487	6,379	5,852
Feb	7,291	6,448	6,367	5,815
Mar	7,241	6,398	6,306	5,800
Apr	7,133	6,589	6,397	5,705
May	7,093	6,599	6,534	5,664
June	7,009	6,588	6,559	5,644
July	6,903	6,246	6,432	5,585
Aug	6,876	6,309	6,347	5,526
Sep	6,759	6,283	6,263	5,520
Oct	6,704	6,368	6,121	5,616
Nov	6,598	6,343	5,988	5,599
Dec	6,570	6,332	5,904	5,697
<b>Avg</b>	<b>6,964</b>	<b>6,416</b>	<b>6,300</b>	<b>5,669</b>
<b>% Change</b>	-	<b>-8%</b>	<b>-2%</b>	<b>-10%</b>

CalWORKs cases can include a single parent and their child/children or several family members living together. Because the number of individuals in any given case may vary, the number of cases does not equal the number of individuals enrolled.

On March 16, 2020, the Contra Costa County Health Officer issued a Shelter-in-Place Order in response to the Coronavirus pandemic. Enrollment in CalWORKs has been stable, likely as a result of the increase in Unemployment Benefits and other COVID assistance programs since last April.

Previously, as the economy improved and the minimum wage increased, there was a steady decline in CalWORKs cases between 2018 and 2019.



Data Source: CW 237, cells 59-63  
Data current as of 1/20/2022

# Welfare-to-Work (WTW) Participation



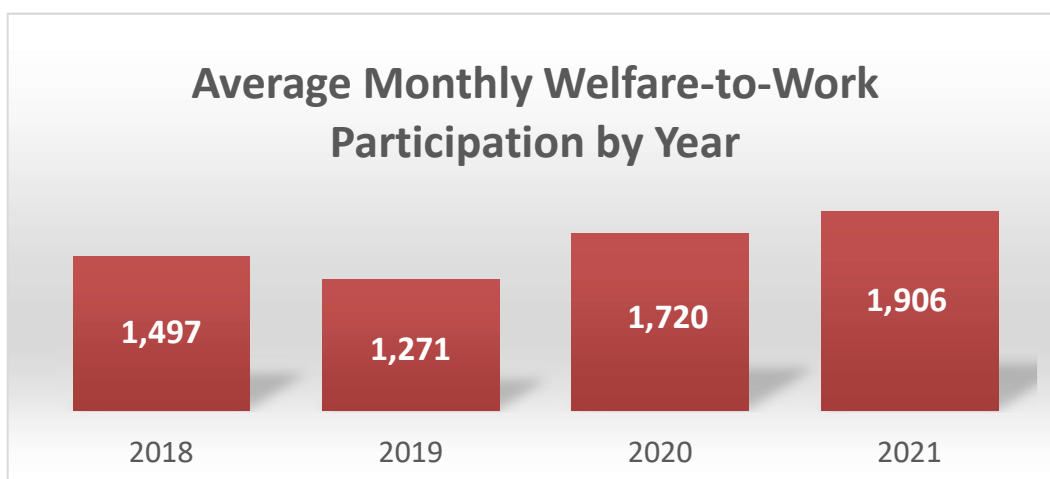
## WTW Enrollees

	2018	2019	2020	2021
Jan	1,609	1,301	1,355	1,934
Feb	1,622	1,277	1,342	1,963
Mar	1,582	1,251	1,333	1,979
Apr	1,568	1,224	1,508	1,937
May	1,549	1,235	1,732	1,956
June	1,471	1,219	1,852	1,938
July	1,466	1,192	1,901	1,906
Aug	1,486	1,270	1,920	1,863
Sep	1,458	1,335	1,958	1,809
Oct	1,425	1,346	1,923	1,828
Nov	1,373	1,313	1,906	1,847
Dec	1,349	1,291	1,913	1,912
<b>Avg</b>	<b>1,497</b>	<b>1,271</b>	<b>1,720</b>	<b>1,906</b>
<b>% Change</b>	-	<b>-15%</b>	<b>+35%</b>	<b>+11%</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.

On March 16, 2020, the Contra Costa County Health Officer issued a Shelter-in-Place Order in response to the Coronavirus pandemic. Enrollment in Welfare-to-Work has increased significantly since that time.

Previously, the improving economy and employment rate led to a steady reduction in the number of WTW enrollees, with a decline of nearly 20% between January 2018 and December 2019.



Data Source: WTW25 and WTW 25-A Cell 1 for both combined  
Data current as of 1/20/2022

# General Assistance Enrollment: Individuals



## General Assistance Cases

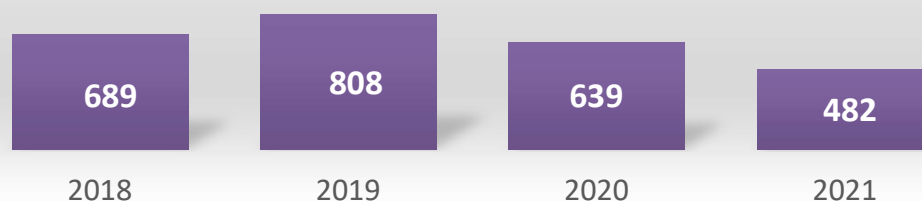
	2018	2019	2020	2021
Jan	721	752	825	476
Feb	730	761	832	479
Mar	692	796	828	485
Apr	692	809	760	481
May	626	825	725	458
June	622	805	625	432
July	626	839	579	457
Aug	683	852	533	492
Sep	705	831	508	469
Oct	708	817	489	508
Nov	714	786	478	518
Dec	749	822	480	532
<b>Avg</b>	<b>689</b>	<b>808</b>	<b>639</b>	<b>482</b>
<b>% Change</b>	-	<b>+17%</b>	<b>-21%</b>	<b>-25%</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.

On March 16, 2020, the Contra Costa County Health Officer issued a Shelter-in-Place Order in response to the Coronavirus pandemic. The GA case decline since April 2020 may be partly due to applicants receiving other benefits through COVID-related programming.

For General Assistance, the number of cases refers to the number of individuals receiving aid through Contra Costa County.

### Average Monthly General Assistance Enrollment by Year (Individuals)



# Medi-Cal Enrollment: Individuals



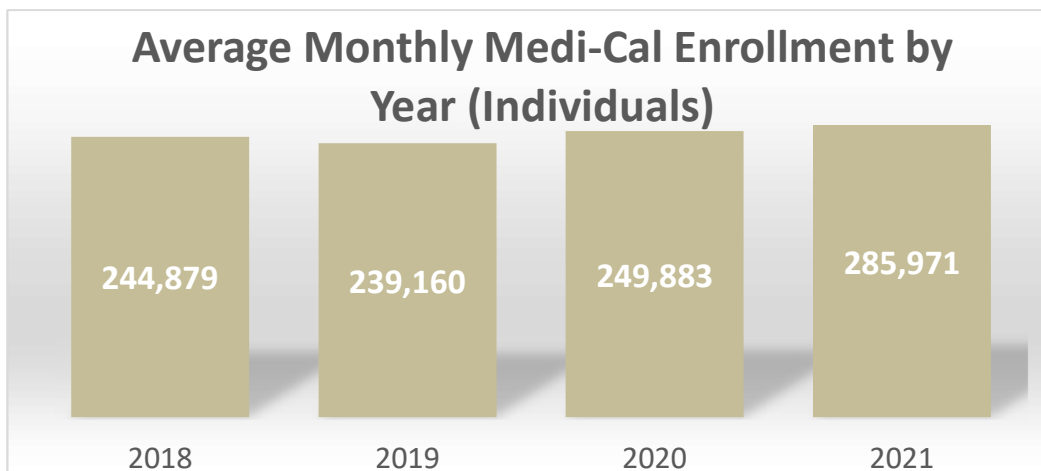
## Medi-Cal Individuals

	2018	2019	2020	2021
Jan	246,713	239,790	232,358	271,363
Feb	246,267	239,907	233,463	274,483
Mar	246,726	242,511	234,852	277,931
Apr	246,454	242,432	238,769	280,458
May	246,456	240,595	243,215	282,940
June	245,679	241,067	247,555	285,042
July	244,913	240,008	252,222	287,541
Aug	244,883	239,338	257,369	290,012
Sep	243,581	237,440	261,003	291,982
Oct	243,337	237,009	263,646	294,476
Nov	242,296	236,130	266,004	296,516
Dec	241,246	233,695	268,140	298,902
<b>Avg</b>	<b>244,879</b>	<b>239,160</b>	<b>249,883</b>	<b>285,971</b>
<b>% Change</b>	<b>-</b>	<b>-2%</b>	<b>+5%</b>	<b>+14.4%</b>

In Contra Costa County, more than 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.

On March 16, 2020, the Contra Costa County Health Officer issued a Shelter-in-Place Order in response to the Coronavirus pandemic. The number of individuals enrolled in Medi-Cal has increased approximately 27% since that time. The increase is due to a combination of new enrollees and the continuous coverage requirement related to the COVID-19 Public Health Emergency. Under continuous coverage, individuals remain enrolled, except in the case of death, loss of California residency or client request.

Previously, the number of individuals enrolled in Medi-Cal remained fairly stable year-to-year.



Data Source: CalWIN extract MR0009E  
Data current as of 1/20/2022



# Medi-Cal Enrollment: Cases



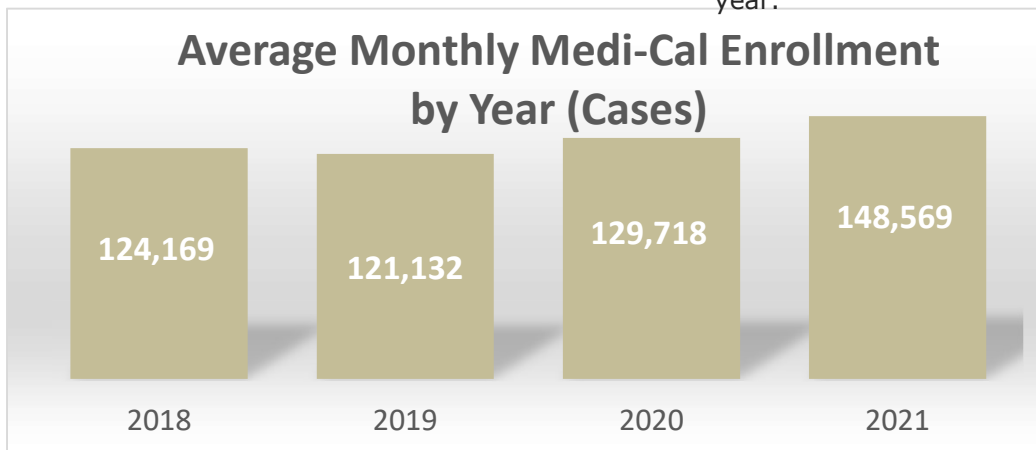
## Medi-Cal Cases

	2018	2019	2020	2021
Jan	124,733	121,664	118,644	141,450
Feb	124,743	121,539	119,349	143,076
Mar	124,970	121,585	121,771	145,219
Apr	125,391	121,985	124,520	146,578
May	124,740	122,628	126,607	147,524
June	124,413	122,210	128,908	148,584
July	124,306	121,573	131,338	149,561
Aug	124,336	121,155	133,725	150,052
Sep	123,991	120,755	135,787	151,182
Oct	123,681	120,598	137,448	152,157
Nov	123,055	119,601	138,606	153,090
Dec	121,672	118,288	139,907	154,356
<b>Avg</b>	<b>124,169</b>	<b>121,132</b>	<b>129,718</b>	<b>148,569</b>
<b>% Change</b>	<b>-</b>	<b>-2%</b>	<b>+7%</b>	<b>+14.5%</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.

On March 16, 2020, the Contra Costa County Health Officer issued a Shelter-in-Place Order in response to the Coronavirus pandemic. Since that time, the number of Medi-Cal cases has increased almost 27%. The increase is due to a combination of new enrollees and the continuous coverage requirement related to the COVID-19 Public Health Emergency. Under continuous coverage, individuals remain enrolled, except in the case of death, loss of California residency or client request.

Many of our Medi-Cal recipients are working. Prior to the COVID pandemic, the number of Medi-Cal cases remained fairly stable year-to-year.



Data Source: CalWIN BI Dashboard Report – Program Counts and Status -> Point in Time  
Data current as of 1/20/2022

# Medi-Cal Enrollment: Affordable Care Act Expansion



## Medi-Cal ACA Individuals

	2018	2019	2020	2021
Jan	69,187	67,917	66,020	83,754
Feb	69,159	67,917	66,500	85,103
Mar	69,271	68,723	66,985	86,899
Apr	69,260	68,688	68,549	88,057
May	69,582	68,349	70,432	89,050
June	69,152	68,459	72,375	89,682
July	69,189	68,216	74,454	90,437
Aug	69,286	67,842	76,743	91,157
Sep	69,079	67,637	78,501	91,464
Oct	69,379	67,670	79,933	92,332
Nov	68,999	67,014	81,077	93,055
Dec	68,132	66,073	82,100	93,733
<b>Avg</b>	<b>69,140</b>	<b>67,875</b>	<b>73,639</b>	<b>89,560</b>
<b>% Change</b>	<b>-</b>	<b>-2%</b>	<b>+8%</b>	<b>+21.6%</b>

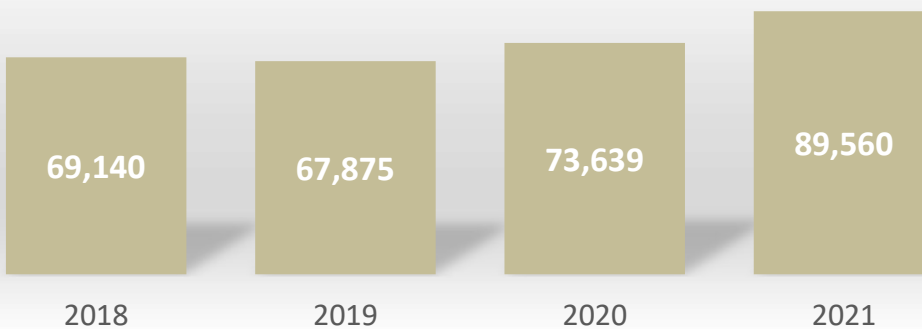
Under the Affordable Care Act (ACA), "Expanded Medi-Cal" allowed more of Contra Costa's low-income individuals to receive health coverage, some for the first time. Since 2014, adults aged 19-64 have been able to qualify for expanded Medi-Cal based on income and other eligibility requirements.

On March 16, 2020, the Contra Costa County Health Officer issued a Shelter-in-Place Order in response to the Coronavirus pandemic. Since that time, enrollment in this Medi-Cal category has increased almost 40%. The increase is due to a combination of new enrollees and the continuous coverage requirement related to the COVID-19 Public Health Emergency. Under continuous coverage, individuals remain enrolled, except in the case of death, loss of California residency or client request.

Prior to the COVID pandemic, the number of residents covered by ACA Expanded Medi-Cal remained fairly stable year-to-year.

**Note:** The number of ACA Individuals is included in the total number of Medi-Cal Individuals.

### Average Monthly Medi-Cal Enrollment by Year (ACA Individuals)



Data Source: CalWIN extract MR0017E  
Data current as of 1/20/2022

# Adult Protective Services: Active Cases



## APS Cases

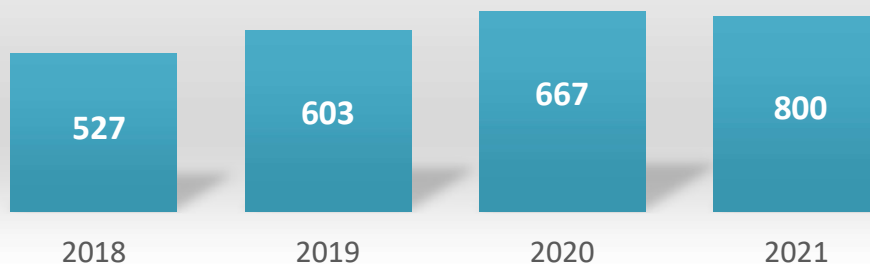
	2018	2019	2020	2021
Jan	543	551	855	650
Feb	475	491	770	699
Mar	513	530	712	808
Apr	470	544	675	795
May	512	615	602	769
June	545	615	579	864
July	542	575	631	898
Aug	553	624	579	879
Sep	573	616	672	914
Oct	573	665	700	838
Nov	492	664	607	736
Dec	533	742	627	752
<b>Avg</b>	<b>527</b>	<b>603</b>	<b>667</b>	<b>800</b>
<b>% Change</b>	-	<b>+14%</b>	<b>+10%</b>	<b>+20%</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.

On March 16, 2020, the Contra Costa County Health Officer issued a Shelter-in-Place Order in response to the Coronavirus pandemic. During the early months of the pandemic, APS saw a decline in referrals. However, since the County began to reopen and moved into the Orange Tier for some time, we have seen an increase in reports.

APS reports are received from community members, community organizations, the medical community and financial institutions. Each case requires an investigation by an APS Social Worker.

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



Data Source: SOC 242, cell 15  
Data current as of 1/20/2022

# In-Home Supportive Services: Eligible Recipients



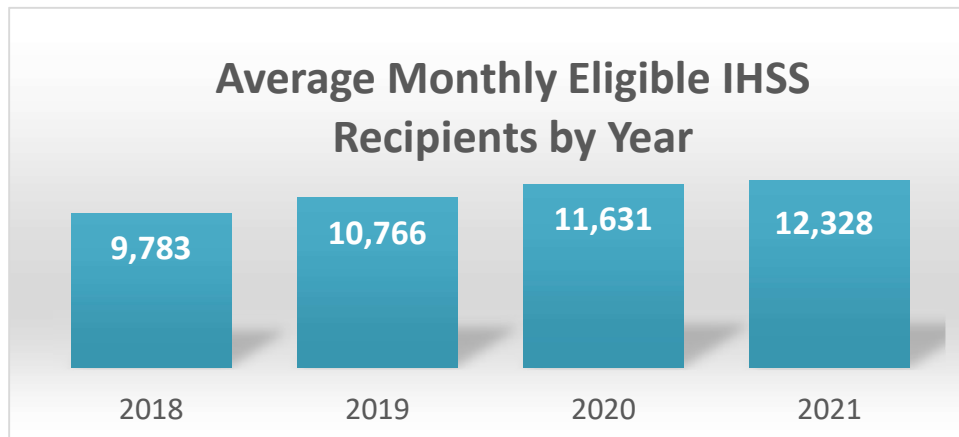
## Eligible IHSS Recipients

	2018	2019	2020	2021
Jan	9,323	10,299	11,267	11,748
Feb	9,391	10,358	11,286	11,906
Mar	9,437	10,440	11,312	12,095
Apr	9,533	10,556	11,446	12,118
May	9,591	10,668	11,528	12,149
June	9,757	10,756	11,606	12,143
July	9,796	10,813	11,617	12,154
Aug	9,940	10,910	11,854	12,282
Sep	9,988	10,963	11,930	12,576
Oct	10,105	11,096	11,931	12,805
Nov	10,212	11,149	11,918	12,935
Dec	10,324	11,183	11,880	13,026
<b>Avg</b>	<b>9,783</b>	<b>10,766</b>	<b>11,631</b>	<b>12,328</b>
<b>% Change</b>	-	<b>+10%</b>	<b>+8%</b>	<b>+6%</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 among the fastest-growing programs within the Employment & Human Services Department for the past several years.

On March 16, 2020, the Contra Costa County Health Officer issued a Shelter-in-Place Order in response to the Coronavirus pandemic. IHSS enrollment has continued to grow at a steady pace during the COVID-19 pandemic.



Data Source: CMIPS II  
Data current as of 1/23/2022

# Child Protective Services: Referrals



## CPS Referrals

	2018	2019	2020	2021
Jan	701	688	713	517
Feb	704	658	747	549
Mar	773	731	652	647
Apr	708	704	378	614
May	789	771	475	606
June	505	506	413	539
July	465	427	468	449
Aug	614	637	516	584
Sep	666	682	630	747
Oct	753	759	611	658
Nov	604	603	501	463
Dec	567	562	507	468
<b>Avg</b>	<b>654</b>	<b>644</b>	<b>551</b>	<b>570</b>
<b>% Change</b>	<b>-</b>	<b>-2%</b>	<b>-14%</b>	<b>+3%</b>

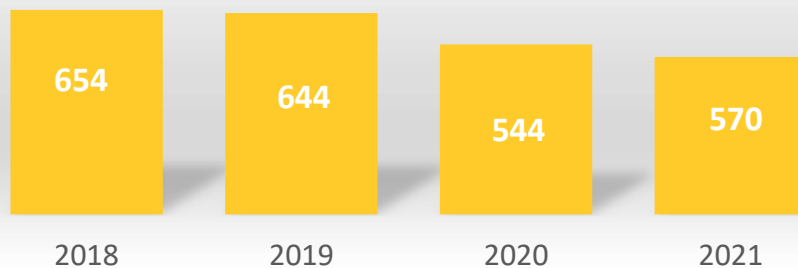
Child Protective Services (CPS) operates a 24-hour hotline for mandated reporters and community members to report suspected child abuse or neglect. Federal and State Regulations guide which calls result in Referrals that allege a child is endangered by abuse, neglect or exploitation – and how the calls 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 assessed and/or investigated but were not found to be instances of child maltreatment. 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.

On March 16, 2020, the Contra Costa County Health Officer issued a Shelter-in-Place Order in response to the Coronavirus pandemic. Counts of Referrals in April, May and June of 2020 declined as children had less interaction with mandated reporters. As children’s activities were restored via in-person or virtual contacts, referral counts have increased.

Note: 2021 monthly Referrals refreshed to reflect data file updates.

### Average Monthly CPS Referrals by Year



Data Source: Safe Measures Referrals  
Data current as of 2/09/2022

# Child Protective Services: Placements



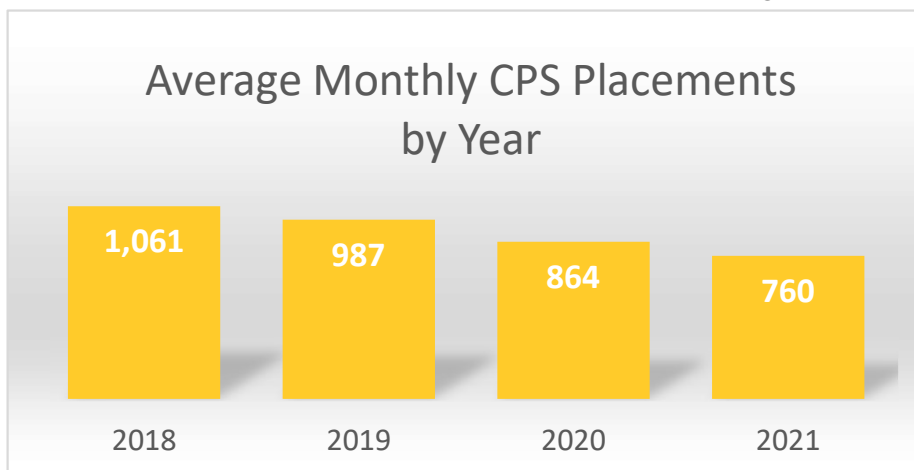
## CPS Placements

	2018	2019	2020	2021
Jan	1,095	1,006	942	796
Feb	1,091	1,000	905	779
Mar	1,088	989	895	777
Apr	1,077	984	867	773
May	1,086	991	878	777
June	1,065	998	877	789
July	1,053	977	869	789
Aug	1,065	992	841	764
Sep	1,024	1,005	834	734
Oct	1,032	1,001	829	716
Nov	1,038	961	825	708
Dec	1,018	945	806	720
<b>Avg</b>	<b>1,061</b>	<b>987</b>	<b>864</b>	<b>760</b>
<b>% Change</b>	-	<b>-7%</b>	<b>-12%</b>	<b>-12%</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 Care placements can be with relatives, foster homes or residential facilities. All types of placement homes and facilities 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.

On March 16, 2020, the Contra Costa County Health Officer issued a Shelter-in-Place Order in response to the Coronavirus pandemic. Accompanying the decrease in Referrals, Foster Care Placements have continued to decline as well.



Data Source: Safe Measures Time in Placement Setting  
Data current as of 1/20/2022

# Unemployment Rate



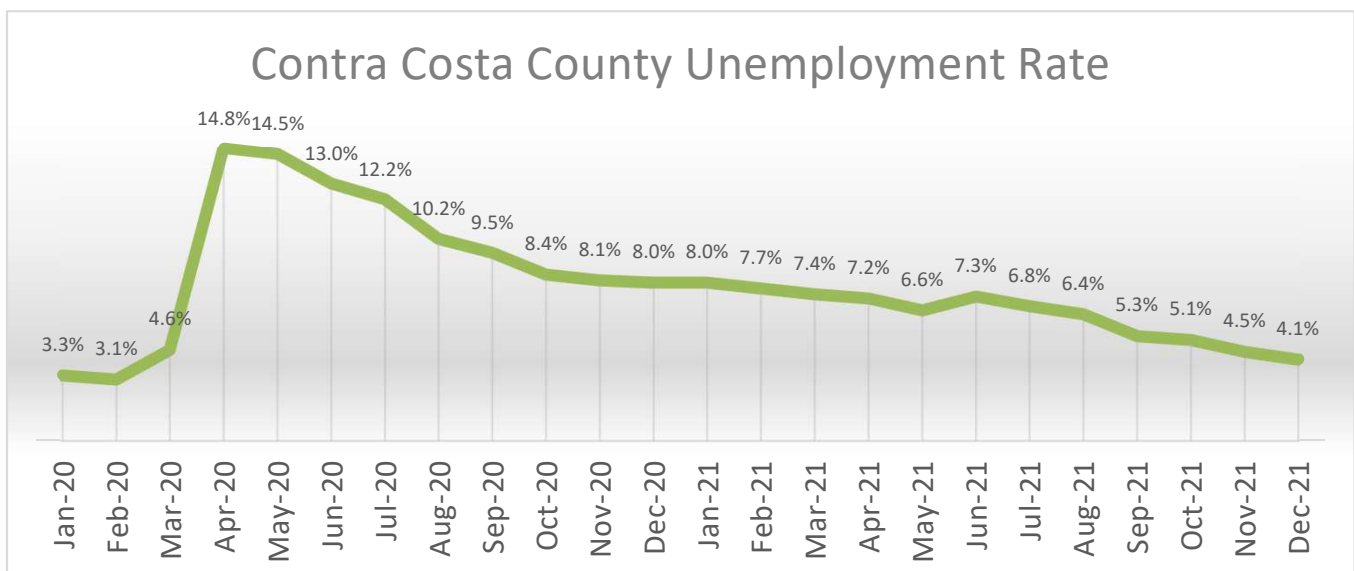
## Contra Costa County 2020-2021 Unemployment Rate

	2020	2021
Jan	3.3%	8.0%
Feb	3.1%	7.7%
Mar	4.6%	7.4%
Apr	14.8%	7.2%
May	14.5%	6.6%
June	13.0%	7.3%
July	12.2%	6.8%
Aug	10.2%	6.4%
Sep	9.5%	5.3%
Oct	8.4%	5.1%
Nov	8.1%	4.5%
Dec	8.0%	4.1%

As indicated in the preceding dashboards, EHSD program enrollment has been significantly impacted by the effects of COVID-19. Severe job losses early in the pandemic quickly led to increased demand for food assistance, medical insurance and other social services.

The most vulnerable members of our community were disproportionately affected by the virus's adverse health, economic, and social impacts. We were also able to help people who had never before experienced the need for such support. Our long-established benefit and service programs, such as CalFresh and Medi-Cal, were readily available to fill many of the critical needs that emerged. Enrollment in Medi-Cal and CalFresh remains high.

After hitting a peak of 14.8% in April 2020, the Unemployment Rate in Contra Costa County fell fairly consistently month-over-month through December 2021. The Unemployment Rate had dropped to 4.1% at that time; however, some sectors were recovering more quickly than others.



Data Source: EDD Contra Costa Unemployment Rate Data  
Data current as of 01/20/2023 (Includes revisions from EDD data tables.)

# 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.

**Medi-Cal**, federally known as Medicaid, is a federal and state insurance program that helps with medical costs for some people with limited income and resources. For those who are eligible, it also offers benefits not normally offered by Medi-Care, including nursing home care and personal care services.

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.