



CONTRA COSTA COUNTY

EMPLOYMENT & HUMAN SERVICES

EHSD Data Dashboard 2019 - 2022

CalFresh Individuals



	2019	2020	2021	2022
Jan	57,325	62,051	74,781	86,751
Feb	56,355	62,037	75,766	86,975
Mar	56,043	61,867	76,987	87,759
Apr	55,468	67,539	76,427	88,344
May	55,157	72,789	76,394	86,112
June	56,456	76,946	75,440	87,462
July	58,282	76,090	80,721	88,079
Aug	60,579	77,362	82,007	89,204
Sep	61,170	77,563	83,134	89,907
Oct	62,136	74,654	85,204	90,999
Nov	62,319	73,144	86,092	91,733
Dec	62,410	73,312	86,698	92,656
Avg	58,642	71,280	79,971	88,832
% Change	-	+22%	+12%	+11%

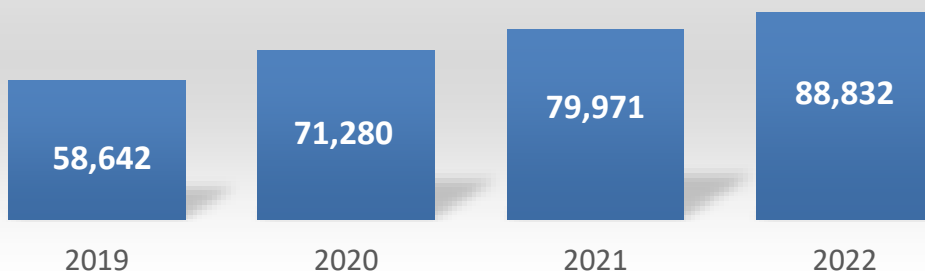
CalFresh food benefits stretch household budgets, allowing recipients to afford nutritious food, including more fruit, vegetables and other healthy options. The program helps to improve the health and well-being of qualified households and individuals by providing them a means to meet their nutritional 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 April 2020, with even further increases due to advertisement of CalFresh benefits by state and federal agencies.

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

Average Monthly CalFresh Individuals by Year



CalFresh Households

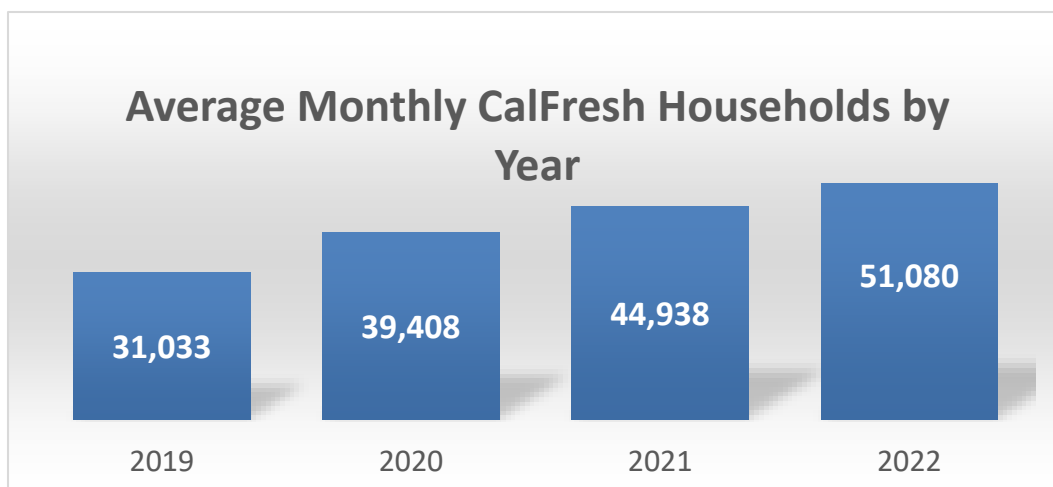


	2019	2020	2021	2022
Jan	29,244	33,903	41,584	49,552
Feb	28,840	34,109	42,258	49,657
Mar	28,719	34,134	43,063	50,236
Apr	28,464	37,184	42,780	50,484
May	28,438	40,197	42,652	49,324
June	29,676	42,729	41,983	50,142
July	31,196	42,386	45,241	50,606
Aug	32,877	42,921	46,049	51,418
Sep	33,245	43,069	46,865	51,909
Oct	33,764	41,279	48,310	52,692
Nov	33,908	40,417	48,971	53,160
Dec	34,025	40,570	49,500	53,784
Avg	31,033	39,408	44,938	51,080
% Change	-	+27%	+14%	+14%

Households receiving CalFresh can include a single individual or several family members living together.

Average monthly households declined for several years prior to May 2019, largely due to an 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 April 2020, with even further increases due to advertisement of CalFresh benefits by state and federal agencies.



Data Source: CF296 cell 76
Data current as of 01/19/2023

CalWORKs Individuals



	2019	2020	2021	2022
Jan	13,759	13,668	13,244	13,315
Feb	13,613	13,598	13,229	13,479
Mar	13,481	13,503	13,193	13,660
Apr	13,721	13,766	13,017	13,710
May	13,772	14,235	12,918	13,861
June	13,761	14,412	12,901	14,219
July	13,251	14,199	12,745	14,297
Aug	13,397	13,980	12,653	14,591
Sep	13,400	13,656	12,608	14,676
Oct	13,656	13,251	12,846	14,764
Nov	13,582	12,869	12,884	14,725
Dec	13,543	12,559	13,182	14,813
Avg	13,578	13,641	12,952	14,176
% Change	-	0%	-5%	+9%

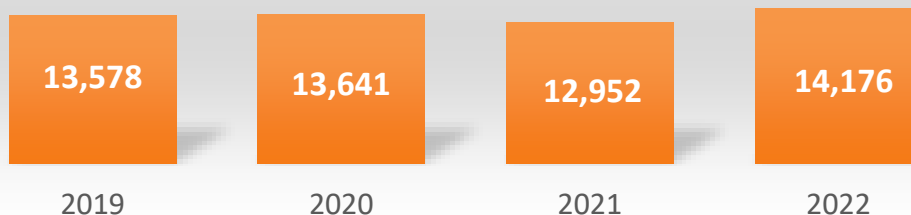
CalWORKs provides financial aid, employment services and other supportive services to families with children under 19, to help them succeed in the workforce and become self-sufficient. Recipients are required to work or participate in educational activities for at least 20 hours per week, unless granted a medical exemption. The majority of participants in Contra Costa County are single mothers, and the average grant amount is approximately \$780 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 declined between 2020-2021, likely as a result of the increase in Unemployment Benefits and other COVID assistance programs beginning April 2020. However, there has been a steady increase in enrollment since late 2021, which may be attributed to the federal enhanced unemployment benefits expiring in September 2021.

Previously, there was a steady decline in CalWORKs enrollment for several years through 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.

Average Monthly CalWORKs Individuals by Year



CalWORKs Households



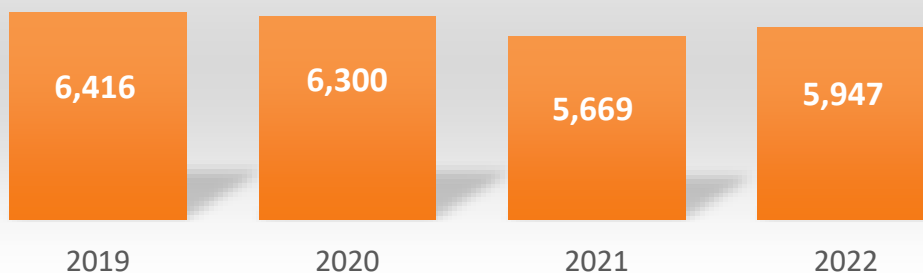
	2019	2020	2021	2022
Jan	6,487	6,379	5,852	5,750
Feb	6,448	6,367	5,815	5,806
Mar	6,398	6,306	5,800	5,875
Apr	6,589	6,397	5,705	5,898
May	6,599	6,534	5,664	5,931
June	6,588	6,559	5,644	5,975
July	6,246	6,432	5,585	5,944
Aug	6,309	6,347	5,526	6,031
Sep	6,283	6,263	5,520	6,022
Oct	6,368	6,121	5,616	6,045
Nov	6,343	5,988	5,599	6,035
Dec	6,332	5,904	5,697	6,053
Avg	6,416	6,300	5,669	5,947
% Change	-	-2%	-10%	+5%

CalWORKs households can include a single parent and their child/children or several family members living together. Because the number of individuals in any given household may vary, the number of households 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 declined between 2020-2021, likely as a result of the increase in Unemployment Benefits and other COVID assistance programs beginning April 2020. However, there has been a steady increase in enrollment since late 2021, which may be attributed to the federal enhanced unemployment benefits expiring in September 2021.

Previously, as the economy improved and the minimum wage increased, there was a steady decline in CalWORKs for several years through 2019.

Average Monthly CalWORKs Households by Year



Data Source: CW 237, cells 59-63

Data current as of 01/19/2023

Welfare-to-Work (WTW) Parents



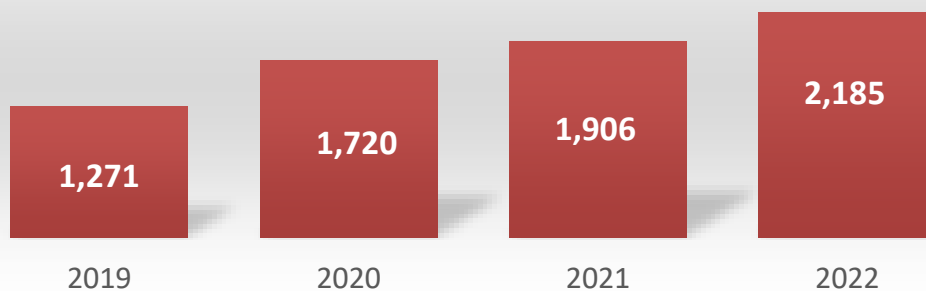
	2019	2020	2021	2022
Jan	1,301	1,355	1,934	1,939
Feb	1,277	1,342	1,963	2,001
Mar	1,251	1,333	1,979	2,018
Apr	1,224	1,508	1,937	1,983
May	1,235	1,732	1,956	2,006
June	1,219	1,852	1,938	2,113
July	1,192	1,901	1,906	2,255
Aug	1,270	1,920	1,863	2,403
Sep	1,335	1,958	1,809	2,432
Oct	1,346	1,923	1,828	2,451
Nov	1,313	1,906	1,847	2,471
Dec	1,291	1,913	1,912	2,146
Avg	1,271	1,720	1,906	2,185
% Change	-	+35%	+11%	+15%

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 parents for several years prior to 2020.

Average Monthly Welfare-to-Work Parents by Year



General Assistance Individuals

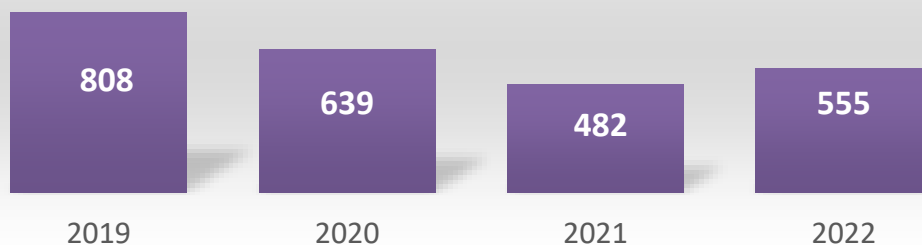


	2019	2020	2021	2022
Jan	752	825	476	520
Feb	761	832	479	520
Mar	796	828	485	554
Apr	809	760	481	543
May	825	725	458	554
June	805	625	432	575
July	839	579	457	560
Aug	852	533	492	585
Sep	831	508	469	585
Oct	817	489	508	590
Nov	786	478	518	548
Dec	822	480	532	531
Avg	808	639	482	555
% Change	-	-21%	-25%	+15%

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. Enrollment in GA remained below pre-pandemic levels during 2021, which may be partly due to applicants receiving other benefits through COVID-related programs. There has been a notable increase in the number of GA individuals receiving aid through Contra Costa County since the federal enhanced unemployment benefits expired in September 2021.

Average Monthly General Assistance Individuals by Year



Medi-Cal Individuals

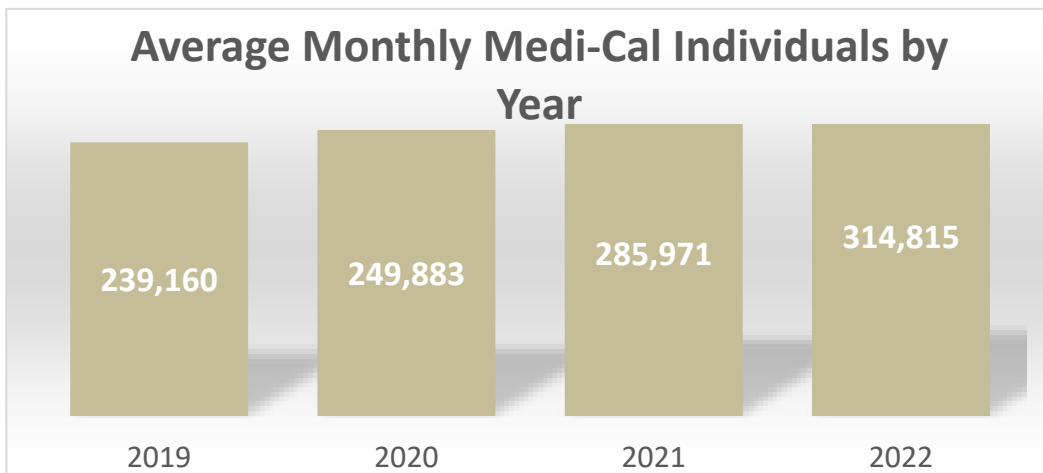


	2019	2020	2021	2022
Jan	239,790	232,358	271,363	301,359
Feb	239,907	233,463	274,483	303,795
Mar	242,511	234,852	277,931	307,049
Apr	242,432	238,769	280,458	309,377
May	240,595	243,215	282,940	311,771
June	241,067	247,555	285,042	314,305
July	240,008	252,222	287,541	316,492
Aug	239,338	257,369	290,012	318,876
Sep	237,440	261,003	291,982	320,793
Oct	237,009	263,646	294,476	322,617
Nov	236,130	266,004	296,516	324,545
Dec	233,695	268,140	298,902	326,805
Avg	239,160	249,883	285,971	314,815
% Change	-	+5%	+14.4%	+10%

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 more than 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 39% 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.



Medi-Cal Households



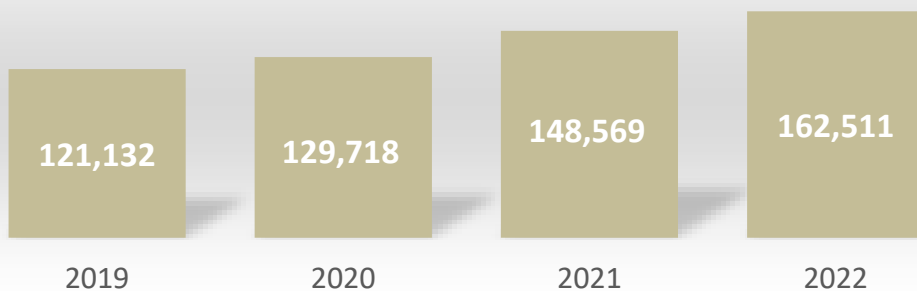
	2019	2020	2021	2022
Jan	121,664	118,644	141,450	155,247
Feb	121,539	119,349	143,076	156,273
Mar	121,585	121,771	145,219	157,971
Apr	121,985	124,520	146,578	159,290
May	122,628	126,607	147,524	160,826
June	122,210	128,908	148,584	162,153
July	121,573	131,338	149,561	163,349
Aug	121,155	133,725	150,052	164,547
Sep	120,755	135,787	151,182	165,923
Oct	120,598	137,448	152,157	167,003
Nov	119,601	138,606	153,090	168,246
Dec	118,288	139,907	154,356	169,303
Avg	121,132	129,718	148,569	162,511
% Change	-	+7%	+14.5%	+9.4%

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 households has increased approximately 39%. 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 households remained fairly stable year-to-year.

Average Monthly Medi-Cal Households by Year



Individuals Served by Adult Protective Services



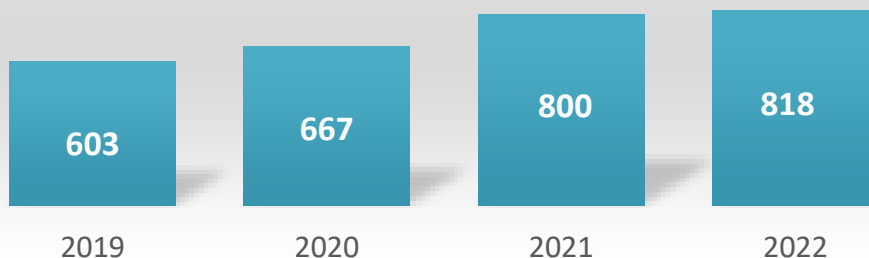
	2019	2020	2021	2022
Jan	551	855	650	752
Feb	491	770	699	796
Mar	530	712	808	826
Apr	544	675	795	735
May	615	602	769	788
June	615	579	864	876
July	575	631	898	866
Aug	624	579	879	888
Sep	616	672	914	895
Oct	665	700	838	753
Nov	664	607	736	772
Dec	742	627	752	864
Avg	603	667	800	818
% Change	-	+10%	+20%	+2%

Adult Protective Services (APS) receives, screens and investigates confidential reports of concern from anyone who suspects that an elderly person or a dependent adult 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 age 60+ 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, we have seen an increase in reports. This is a trend that continues.

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

Average Monthly Individuals Served by Adult Protective Services by Year



Data Source: SOC 242, cell 15
Data current as of 01/19/2023

In-Home Supportive Services Individuals



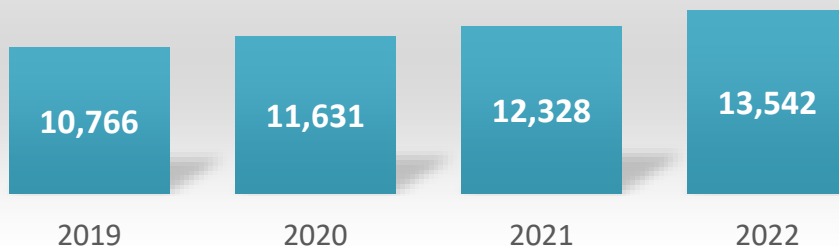
	2019	2020	2021	2022
Jan	10,299	11,267	11,748	13,049
Feb	10,358	11,286	11,906	13,138
Mar	10,440	11,312	12,095	13,242
Apr	10,556	11,446	12,118	13,327
May	10,668	11,528	12,149	13,380
June	10,756	11,606	12,143	13,474
July	10,813	11,617	12,154	13,569
Aug	10,910	11,854	12,282	13,698
Sep	10,963	11,930	12,576	13,767
Oct	11,096	11,931	12,805	13,878
Nov	11,149	11,918	12,935	13,968
Dec	11,183	11,880	13,026	14,019
Avg	10,766	11,631	12,328	13,542
% Change	-	+8%	+6%	+10%

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.

Average Monthly Eligible IHSS Individuals by Year



Child Protective Services: Referrals



	2019	2020	2021	2022
Jan	688	713	517	571
Feb	658	747	549	693
Mar	731	652	648	836
Apr	704	378	614	691
May	771	475	608	676
June	506	413	549	485
July	427	468	456	390
Aug	637	516	593	555
Sep	682	630	776	647
Oct	759	611	779	617
Nov	603	501	642	512
Dec	562	507	615	525
Avg	644	551	612	600
% Change	-	-14%	+11%	-2%

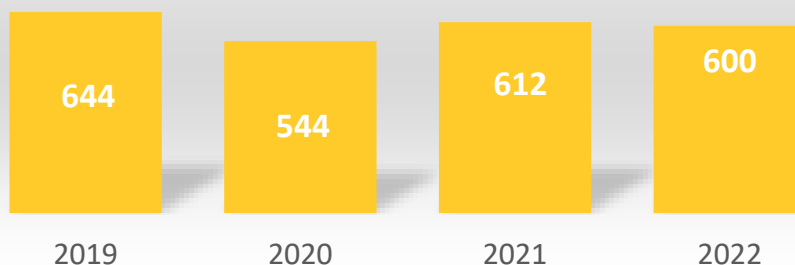
Child Protective Services (CPS) operates a 24-hour hotline for mandated reporters and community members to report suspected child abuse or neglect. Federal and State Regulations guide which calls result in Referrals that allege a child is endangered by abuse, neglect or exploitation – and how the calls 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 increased.

NOTE: Prior monthly referrals and year-to-year percent change may be amended due to data entry updates.

Average Monthly CPS Referrals by Year



Child Protective Services: Placements

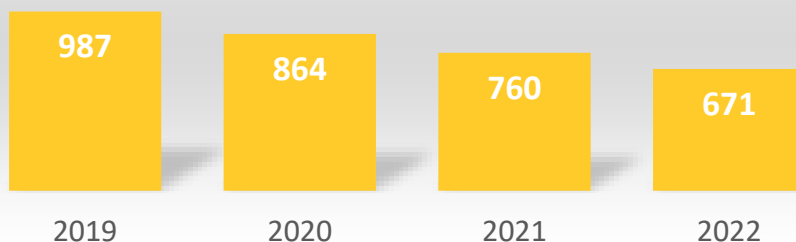


	2019	2020	2021	2022
Jan	1,006	942	796	628
Feb	1,000	905	779	622
Mar	989	895	777	691
Apr	984	867	773	698
May	991	878	777	701
June	998	877	789	688
July	977	869	789	684
Aug	992	841	764	679
Sep	1,005	834	734	668
Oct	1,001	829	716	661
Nov	961	825	708	668
Dec	945	806	720	668
Avg	987	864	760	671
% Change	-	-12%	-12%	-12%

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. Placements include dependent children placed in relative or non-relative foster care or in residential placements, and non-dependent children in guardianship. All dependency placement homes and facilities must meet State identified standards and 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. In addition, increased services support families to resolve safety concerns and sustain permanency while children remain in family homes.

Average Monthly CPS Placements
by Year



Data Source: Safe Measures Time in Placement Setting
Data current as of 01/22/2023

Unemployment Rate



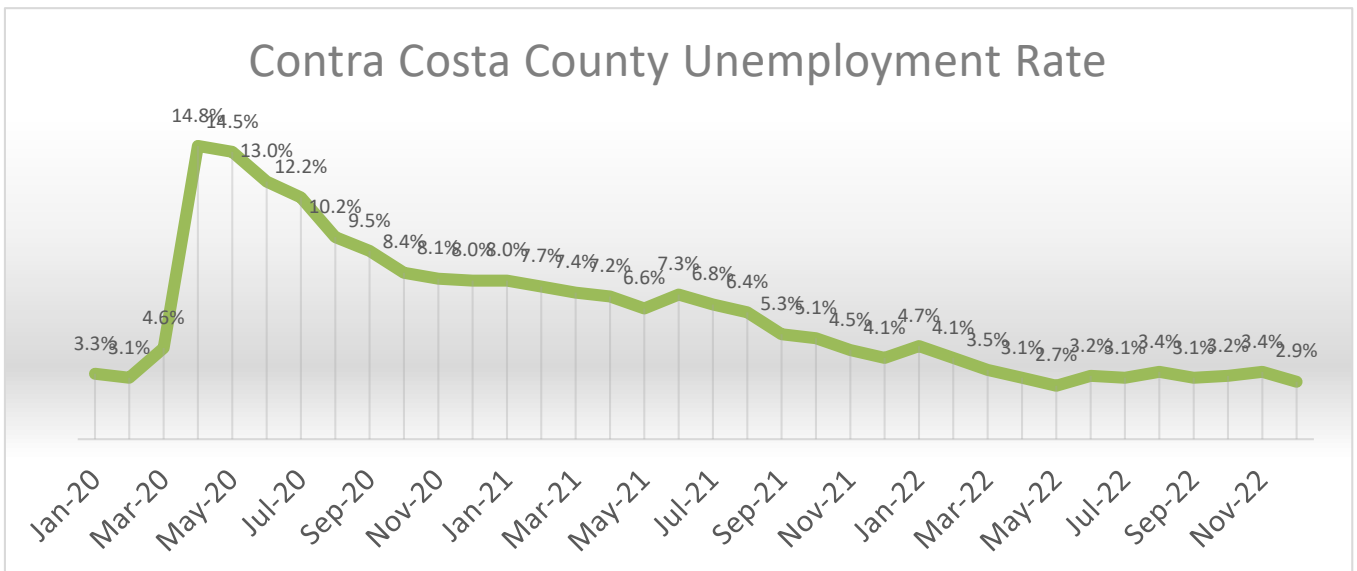
Contra Costa County 2020-2022 Unemployment Rate

	2020	2021	2022
Jan	3.3%	8.0%	4.7%
Feb	3.1%	7.7%	4.1%
Mar	4.6%	7.4%	3.5%
Apr	14.8%	7.2%	3.1%
May	14.5%	6.6%	2.7%
June	13.0%	7.3%	3.2%
July	12.2%	6.8%	3.1%
Aug	10.2%	6.4%	3.4%
Sep	9.5%	5.3%	3.1%
Oct	8.4%	5.1%	3.2%
Nov	8.1%	4.5%	3.4%
Dec	8.0%	4.1%	2.9%

As indicated in the preceding dashboards, EHS 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 March 2022, when it reached 3.5%. The Unemployment Rate has run in the low-to-mid 3% range since then, with a dip to 2.7% in May and another dip to 2.9% in December.



Data Source: EDD Contra Costa Unemployment Rate Data
Data current as of 01/20/2023

Inflation – Consumer Price Index



National Consumer Price Index 12-month Percentage Change 2020 to 2022

	2020	2021	2022
Jan	2.5%	1.4%	7.5%
Feb	2.3%	1.7%	7.9%
Mar	1.5%	2.6%	8.5%
Apr	0.3%	4.2%	8.3%
May	0.1%	5.0%	8.6%
June	0.6%	5.4%	9.1%
July	1.0%	5.4%	8.5%
Aug	1.3%	5.3%	8.3%
Sep	1.4%	5.4%	8.2%
Oct	1.2%	6.2%	7.7%
Nov	1.2%	6.8%	7.1%
Dec	1.4%	7.0%	6.5%

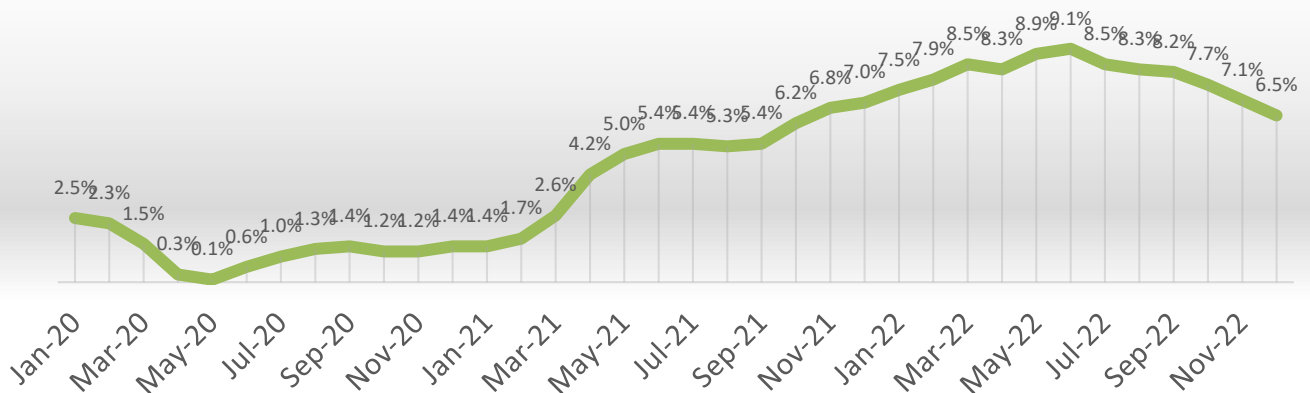
Inflation has been rising significantly since March 2021. The increase in everyday costs has an impact on individuals and families in Contra Costa County – especially on those with lower incomes.

The Consumer Price Index (CPI) is a measure of the average change over time in the prices paid by urban consumers for a market basket of consumer goods and services. (U.S. Bureau of Labor Statistics)

The monthly figures represent the percentage change over the same month of the prior year. For example, prices for the items measured in the “market basket” increased 6.5% from December 2021 to December 2022.

As the chart indicates, inflation was running above 8% since March 2022, with a spike to 9.1% in June. The CPI slipped below 8% in October; as of December, it was 6.5%.

National Consumer Price Index 12-month Percentage Change



Program Glossary



Adult Protective Services (APS) investigates reports of suspected abuse or neglect of residents aged 60 and up and dependent adults (people aged 18-59 with physical disabilities which prevent them from caring for themselves or safeguarding their rights.) APS has a 24-hour hotline staffed by social workers who take reports from mandated reporters and community members. Mandated reporters are those who work with or provide care or oversight for elders and dependent adults. Mandated reporters have a legal responsibility to report if they suspect a person is being abused. They include law enforcement, social workers, doctors, nurses, clergy, financial institution personnel and care providers. Community members include family, friends and neighbors who call the hotline with concerns about someone they know.

Hotline social workers gather as much information as possible and submit a report that is reviewed by an APS supervisor who will determine if a situation requires APS intervention. When a case is opened in APS, an APS social worker will contact the alleged victim, either by phone if the concern is low risk, or in person. APS services are voluntary. The APS social worker will work with the alleged victim to ensure their safety and to access services they may need to enhance their well-being. The number of Individuals Served by Adult Protective Services displayed in this dashboard refers to adults receiving intervention through Contra Costa County.

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 (similar to a bank debit card) that can be used to buy most foods such as bread, cereal, fruits, vegetables, meat and fish at many markets, grocery stores and farmers' markets. 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. Households 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.

Program Glossary



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. Households 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.

Child Protective Services (CPS) 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. 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. 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 and substantiated, and it was determined that the child could not remain safely in the home. The child is then removed to a Foster Care Placement. Placements for dependent children can be with relatives or non-related Foster Care substitute care providers or in residential facilities; non-dependent children placements are in guardianship homes. Dependent placement homes and facilities must meet State identified standards of approval.

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. Individuals refer to the total number of people receiving aid 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.

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 Medicare, 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. Barrier removal services are also available when identified.