

CONTRA COSTA COUNTY

EMPLOYMENT & HUMAN SERVICES

*Building Brighter Futures Together*

# Contra Costa County Shares Powerful New Mapping and Visualizations of Social Services Data

County Welfare Director's Association (CWDA) Conference 2023

October 12, 2023

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- Learnings and Future Considerations

# Overview

CONTRA COSTA COUNTY

EMPLOYMENT & HUMAN SERVICES

# Overview


**Welcome to EHS's Interactive Program Data Dashboard**  
 Click the Icons below to see the associated Dashboard

**Medi-Cal**

Individuals | Households

**CalFresh**

Individuals | Households

**Child Protective Services**

Referrals | Placements

**CalWORKs**



Individuals | Households | Welfare-to-Work

**Aging and Adult Services**

Adult Protective Services | In-Home Supportive Services | General Assistance


**Economic Data**

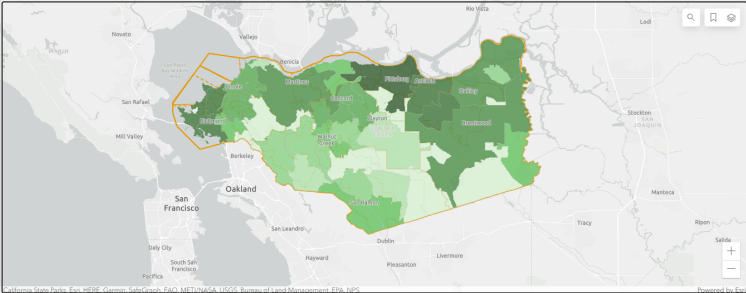
Unemployment Rate | Inflation Rate

For questions contact:  
EHSData@ehsd.cccounty.us

**Contra Costa County Benefits by Individuals (June 2023)**  
 EHSD Program Data Dashboard | EHSD | For questions, please contact: EHSData@ehsd.cccounty.us


**CalFresh**  
**95,192**  
**CalWORKs**  
**14,616**  
 General Assistance  
**530**  
**Medi-Cal**  
**318,707**  
 WTW Enrollees  
**2,401**  
 IHSS Recipients  
**14,297**  
 APS Recipients  
**786**  
 CPS Referrals  
**509**  
 CPS Placements  
**498**



**Top Cities for Each Program**

City	CalFresh Individuals	CalWORKs Individuals	General Assistance	Medi-Cal Individuals	WTW Enrollees	IHSS Recipients	APS Recipients	CPS Referrals	CPS Placements
Antioch	19,346	3,953	159	51,372	421	2,534	128	102	142
Richmond	15,232	2,335	103	50,178	336	1,993	119	78	59
Unincorporated	12,89	1,869	56	44,91	330	1,818	86	78	53
Pittsburg	11,097	55	1,819	41,201	284	1,605	76	49	48
Concord	10,636	1,636	43	34,001	273	1,459	73	36	46

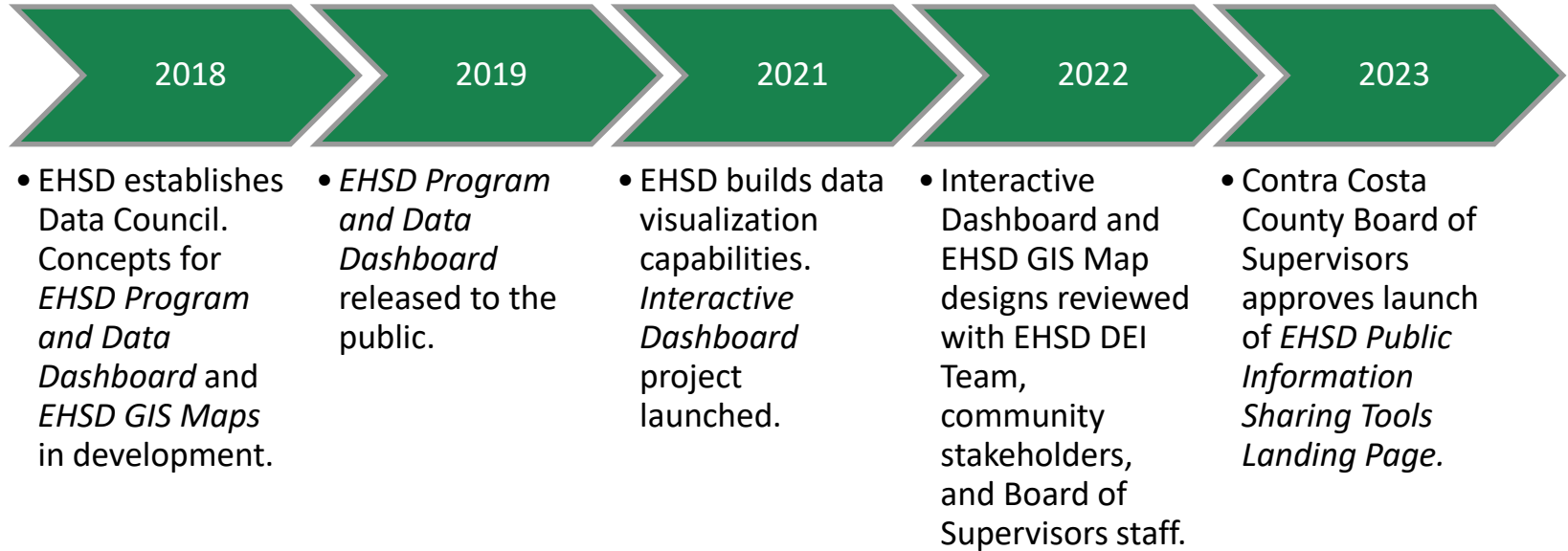
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# History

CONTRA COSTA COUNTY

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# History



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# Information Sharing Landing Page

CONTRA COSTA COUNTY

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# Information Sharing Landing Page



<https://ehsd.org/overview/ehsd-program-data-dashboard>

A composite image showing a map of Contra Costa County and two screenshots of the EHS public information sharing tools. The map at the top shows various cities and regions in shades of green, with an orange outline of the county. Below the map is a section titled "EHS PUBLIC INFORMATION SHARING TOOLS" with introductory text. The bottom part of the image shows two screenshots: one of the "Interactive Program Data Dashboard" with buttons for "Medi-Cal" and "CalFresh", each with "Individuals" and "Households" options; and another of the "GIS Benefits Program Map" with a "Households" view (showing a house icon) and an "Individuals" view (showing a person icon).



# EHSD Interactive Program Data Dashboard

CONTRA COSTA COUNTY

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# Legacy to Interactive Dashboard

## CalFresh Individuals

	2020	2021	2022	2023
Jan	63,051	74,781	86,751	93,482
Feb	62,037	75,766	86,975	93,822
Mar	61,867	76,987	87,759	93,169
Apr	67,539	76,427	88,344	93,771
May	72,789	76,394	86,112	
June	76,946	75,440	87,462	
July	76,090	80,721	88,079	
Aug	77,362	82,007	89,204	
Sep	77,563	83,134	89,907	
Oct	74,654	85,204	90,999	
Nov	73,144	86,092	91,733	
Dec	73,312	86,698	92,656	
<b>Avg</b>	<b>71,280</b>	<b>79,971</b>	<b>88,832</b>	<b>93,561</b>
<b>% Change</b>	-	<b>+12%</b>	<b>+11%</b>	<b>+5%</b>
		<b>YTD</b>	<b>YTD</b>	<b>YTD</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.

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.

Note: For 2023, only the 6th month of reporting is available

### Average Monthly CalFresh Individuals by Year

Year	Average Monthly
2020	71,280
2021	79,971
2022	88,832
2023 (YTD)	93,561

Data Source: CF296 cell 80  
Data current as of 05/30/2023



## Welcome to EHSD's Interactive Program Data Dashboard

Click the icons below to see the associated Dashboard

**Medi-Cal**

Individuals    Households

**CalFresh**

Individuals    Households

**Child Protective Services**

Referrals    Placements

**CalWORKS**

Individuals    Households    Welfare-to-Work

### Monthly CalFresh Individuals Trend

Version 1 6/5/2023

# EHSD Interactive Dashboard



## Welcome to EHSD's Interactive Program Data Dashboard

Click the Icons below to see the associated Dashboard

### Medi-Cal

Individuals

Households

### CalFresh

Individuals

Households

### Child Protective Services

Referrals

Placements

### CalWORKs

Individuals

Households

Welfare-to-Work

### Aging and Adult Services

Adult Protective  
Services

In-Home  
Supportive Services

General  
Assistance

### Economic Data

Unemployment  
Rate

Inflation Rate



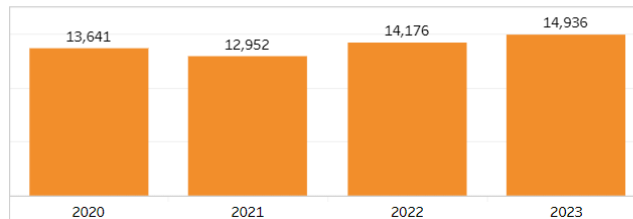
For questions contact:  
[EHSDdata@ehsd.cccounty.us](mailto:EHSDdata@ehsd.cccounty.us)

# CalWORKs Individuals Overview & Historical Note

## CalWORKS Individuals

	2020	2021	2022	2023
January	13,668	13,244	13,315	14,822
February	13,598	13,229	13,479	14,784
March	13,503	13,193	13,660	15,128
April	13,766	13,017	13,710	15,009
May	14,235	12,918	13,861	
June	14,412	12,901	14,219	
July	14,199	12,745	14,297	
August	13,980	12,653	14,591	
September	13,656	12,608	14,676	
October	13,251	12,846	14,764	
November	12,869	12,884	14,725	
December	12,559	13,182	14,813	
Average	13,641	12,952	14,176	14,936
Percent Change	-	-5%	+10%	+5% YTD

Average Monthly CalWORKs Individuals by Year



Data Source: CW 237 cells 77-81 (and 95-99\*)

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 an 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.

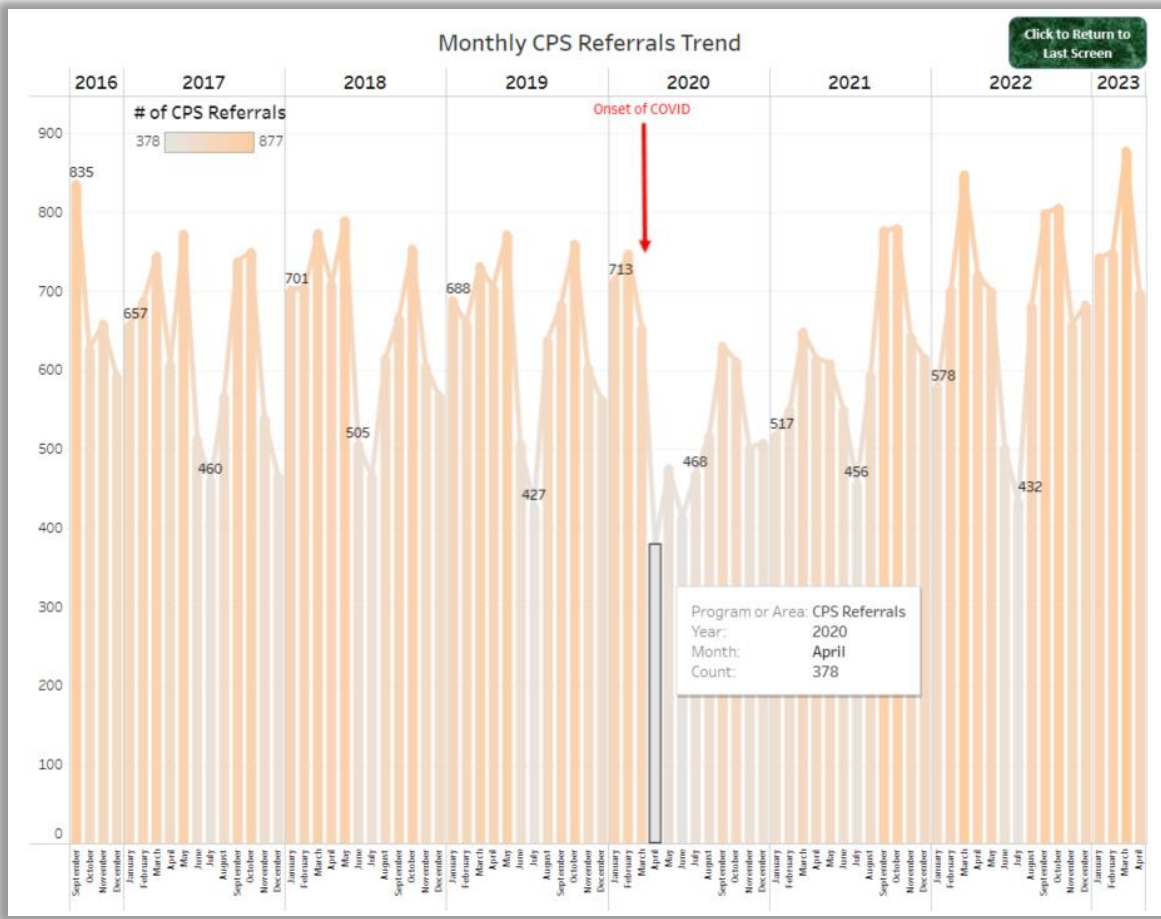
\*Note: Beginning 2021, additional case categories have been added to the number of CalWORKs Individuals included in the dashboard.

Monthly Trends

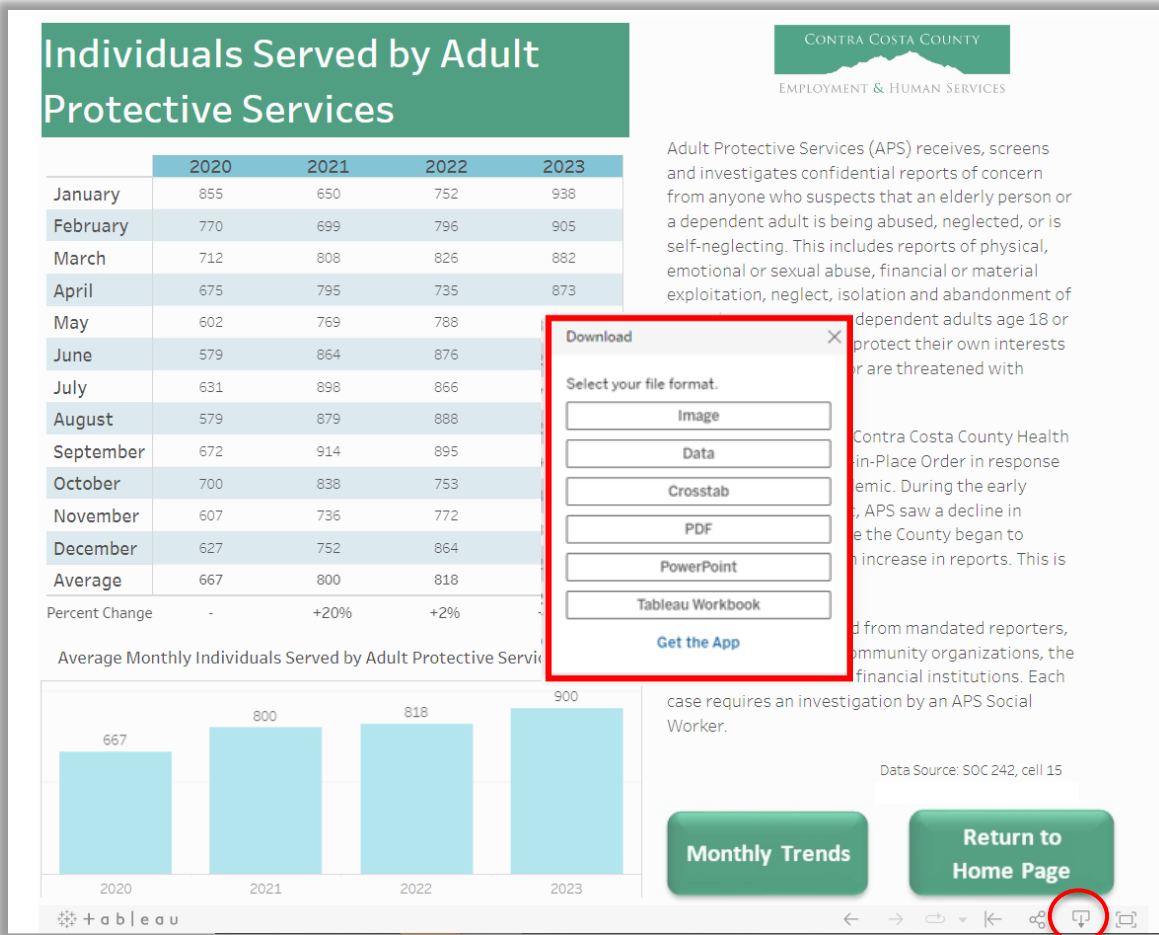
Return to  
Home Page



# Monthly Child Protective Services Referrals Trend



All displayed data is available to the public for print or download



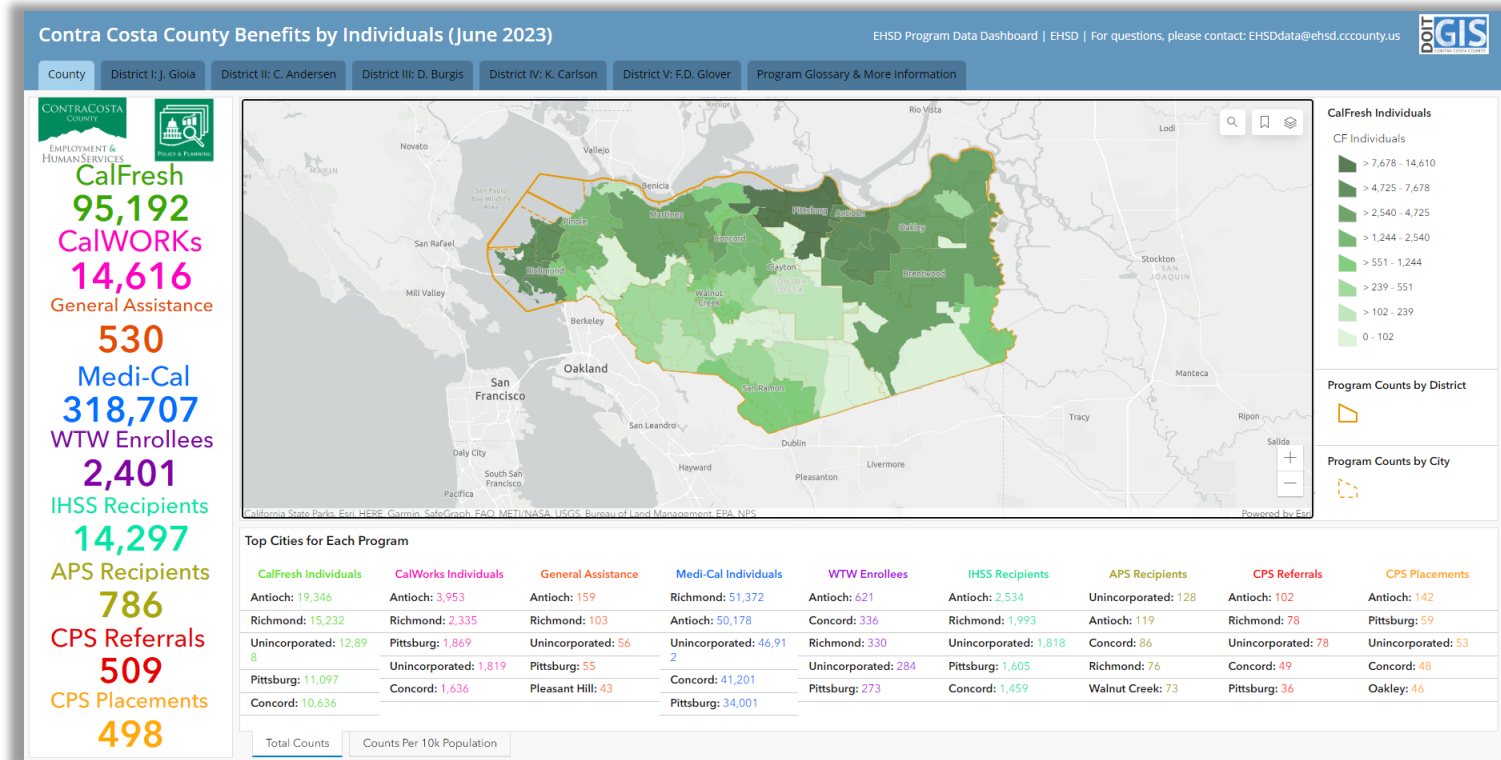
# EHSD Benefits Programs GIS Maps

CONTRA COSTA COUNTY

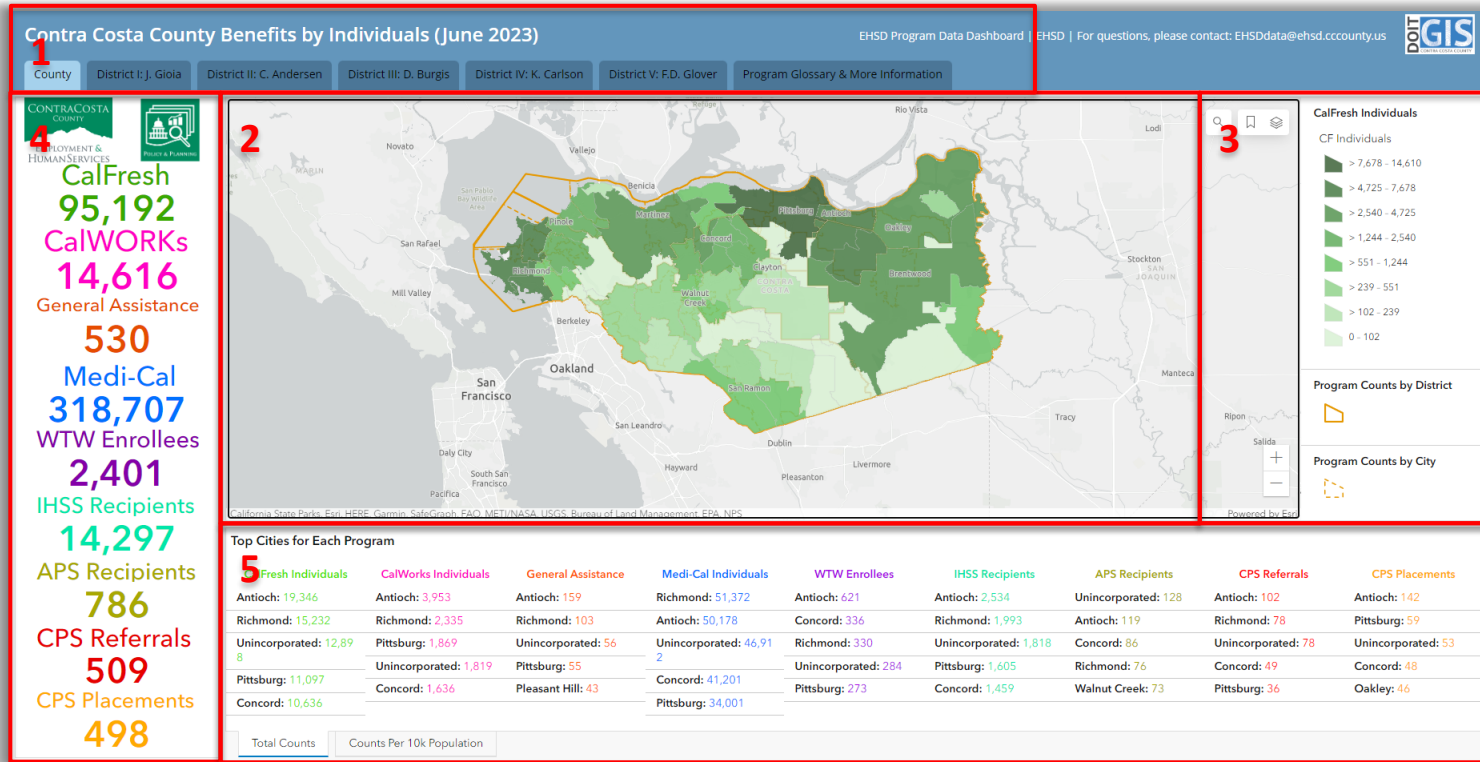
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# EHSD Benefits Programs GIS Maps



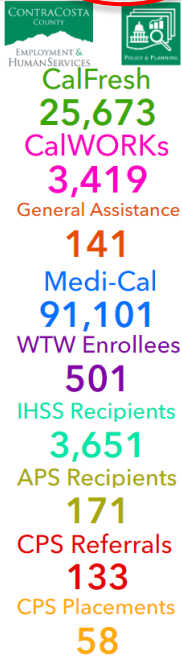
# EHSD Benefits Programs GIS Maps

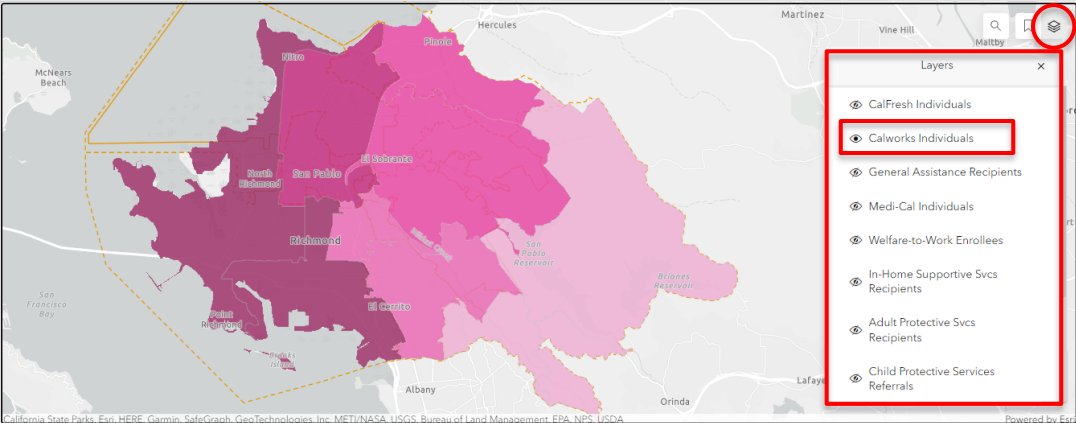


# District Tabs and Layers

Contra Costa County Benefits by Individuals (June 2023) EHSD Program Data Dashboard | EHSD | For questions, please contact: EHSddata@ehsd.cccounty.us 

County: **District I: J. Gioia** District II: C. Andersen District III: D. Burgess District IV: K. Carlson District V: F.D. Glover Program Glossary & More Information





**Calworks Individuals**

CW Individuals

- > 1,478 - 2,913
- > 848 - 1,478
- > 344 - 848
- > 197 - 344
- > 100 - 197
- > 23 - 100
- > 19 - 23
- 0 - 19

**Program Counts by District**

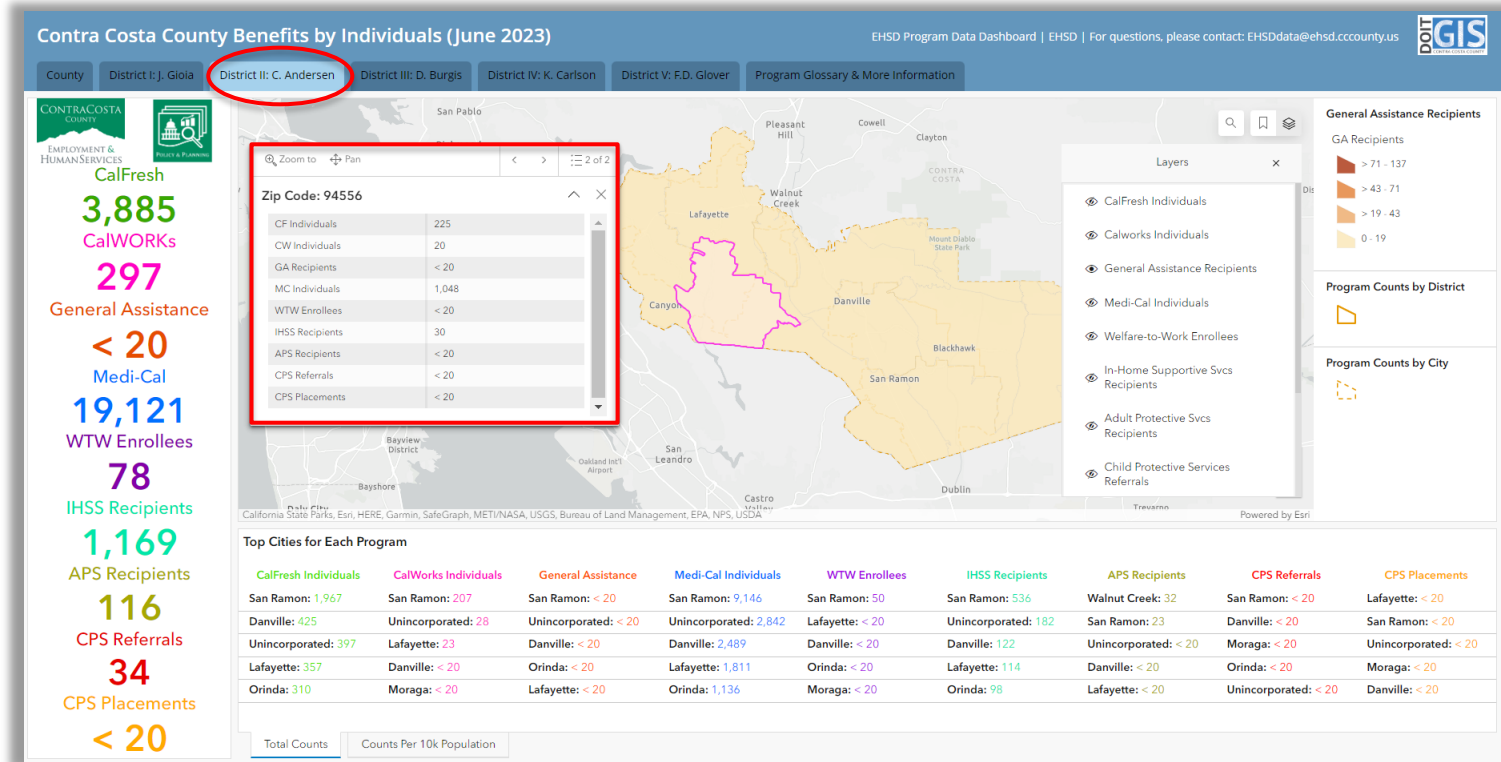
**Program Counts by City**

**Top Cities for Each Program**

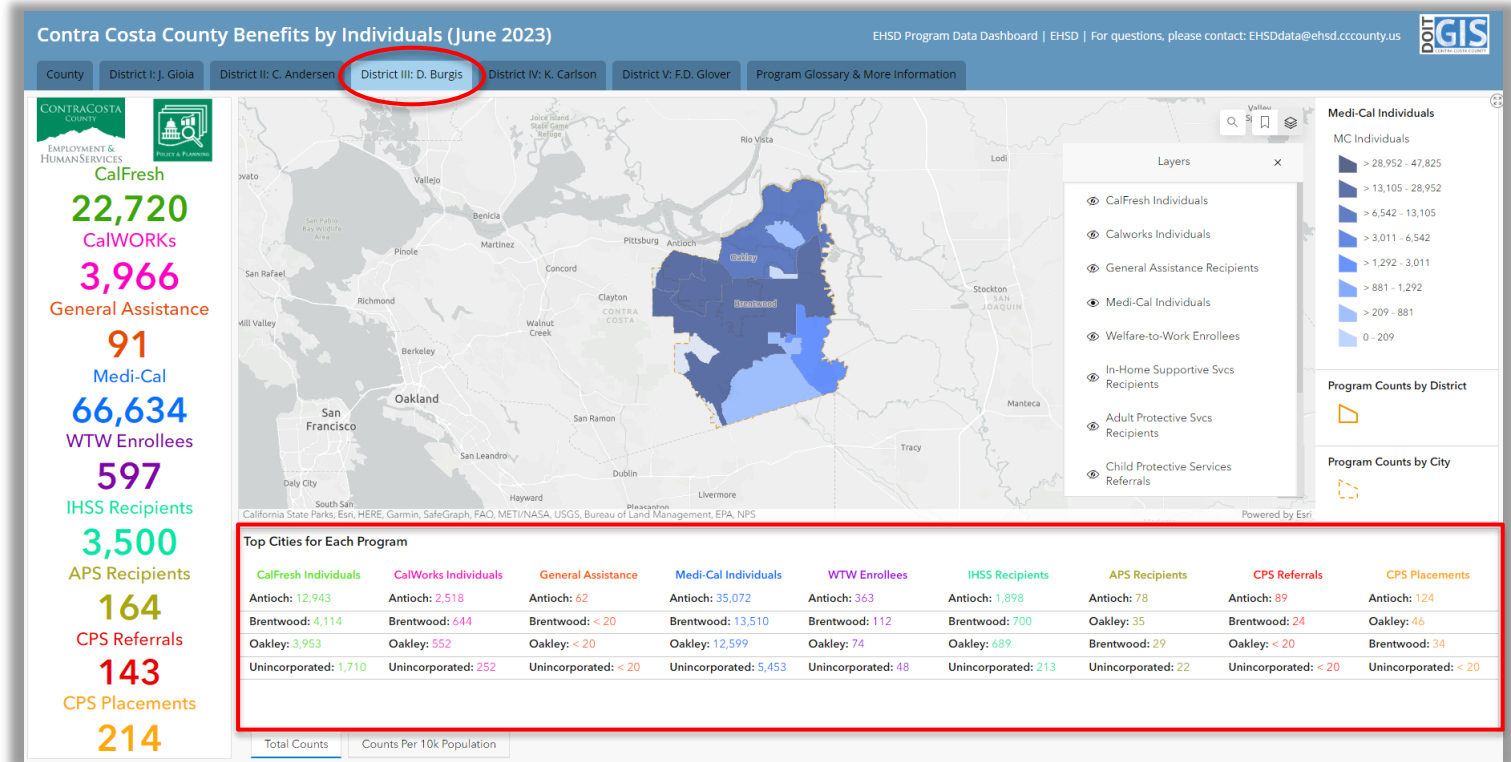
CalFresh Individuals	CalWORKS Individuals	General Assistance	Medi-Cal Individuals	WTW Enrollees	IHSS Recipients	APS Recipients	CPS Referrals	CPS Placements
Richmond: 15,232	Richmond: 2,335	Richmond: 103	Richmond: 51,372	Richmond: 330	Richmond: 1,993	Richmond: 76	Richmond: 78	Richmond: 39
San Pablo: 4,154	San Pablo: 489	San Pablo: < 20	San Pablo: 15,955	Unincorporated: 76	San Pablo: 639	Unincorporated: 34	San Pablo: 22	San Pablo: < 20
Unincorporated: 3,761	Unincorporated: 402	Unincorporated: < 20	Unincorporated: 14,075	San Pablo: 61	Unincorporated: 548	El Cerrito: 28	Unincorporated: 20	Unincorporated: < 20
Pinole: 1,431	Pinole: 122	Pinole: < 20	Pinole: 4,917	Pinole: 21	Pinole: 252	Pinole: < 20	Pinole: < 20	Pinole: < 20
El Cerrito: 1,095	El Cerrito: 71	El Cerrito: < 20	El Cerrito: 4,780	El Cerrito: < 20	El Cerrito: 219	San Pablo: < 20	El Cerrito: < 20	

Total Counts | Counts Per 10k Population

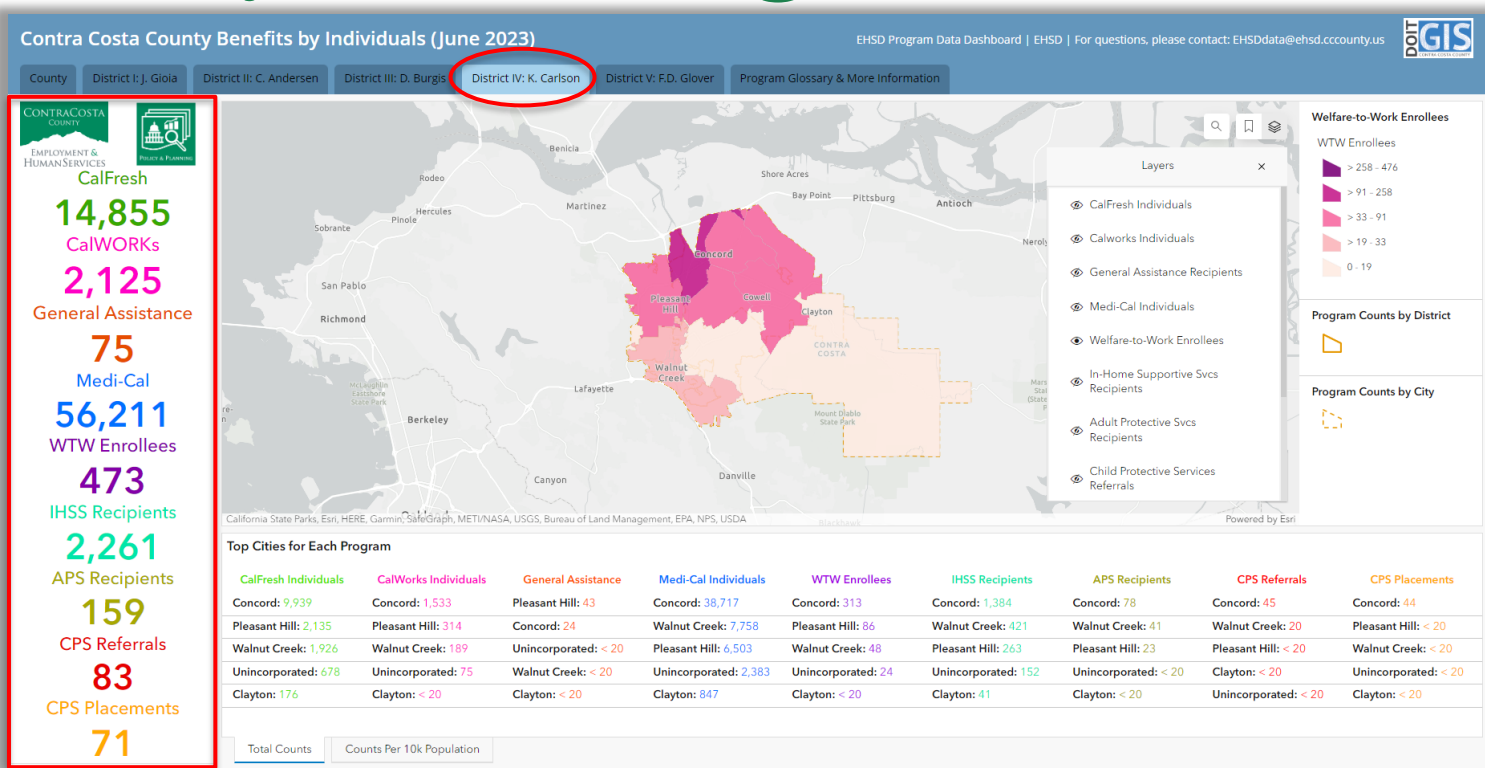
# City and Zip Code Pop-Ups



# Top Cities for Each Program



# Dynamic Program Counts



# Density Shading Legend

Contra Costa County Benefits by Individuals (June 2023)

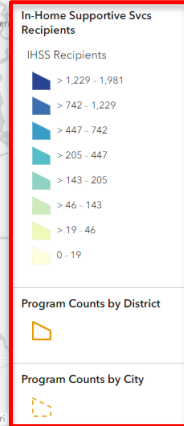
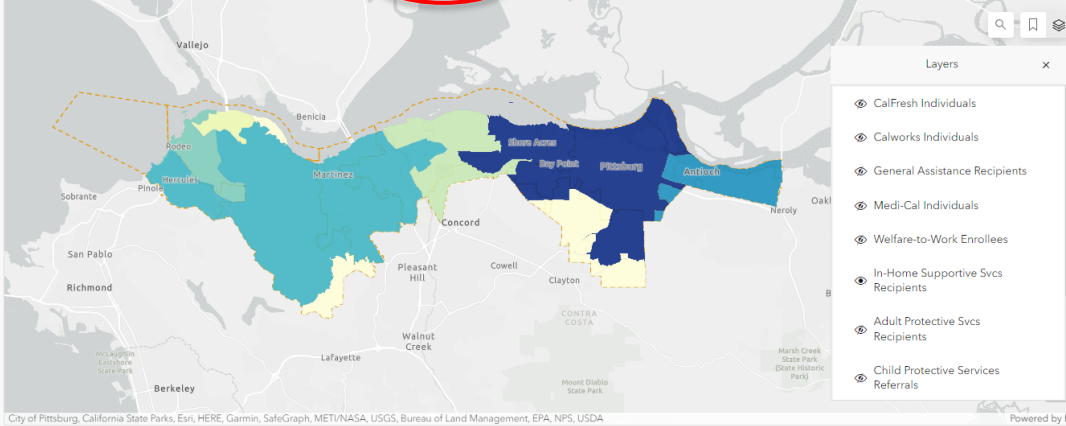
EHSD Program Data Dashboard | EHSD | For questions, please contact: EHSDdata@ehsd.cccounty.us



County | District I: J. Giola | District II: C. Andersen | District III: D. Burgess | District IV: K. Carlson | **District V: F.D. Glover** | Program Glossary & More Information



**CalFresh**  
**28,059**  
**CalWORKs**  
**4,809**  
**General Assistance**  
**211**  
**Medi-Cal**  
**85,640**  
**WTW Enrollees**  
**752**  
**IHSS Recipients**  
**3,716**  
**APS Recipients**  
**176**  
**CPS Referrals**  
**116**  
**CPS Placements**  
**138**



**Top Cities for Each Program**

CalFresh Individuals	CalWorks Individuals	General Assistance	Medi-Cal Individuals	WTW Enrollees	IHSS Recipients	APS Recipients	CPS Referrals	CPS Placements
Pittsburg: 11,097	Pittsburg: 1,869	Antioch: 97	Pittsburg: 34,001	Pittsburg: 273	Pittsburg: 1,605	Pittsburg: 53	Unincorporated: 41	Pittsburg: 59
Antioch: 6,403	Antioch: 1,435	Pittsburg: 55	Unincorporated: 22,159	Antioch: 258	Unincorporated: 723	Unincorporated: 44	Pittsburg: 36	Unincorporated: 28
Unincorporated: 6,352	Unincorporated: 1,062	Unincorporated: 29	Antioch: 15,106	Unincorporated: 133	Antioch: 636	Antioch: 41	Martinez: < 20	Antioch: < 20
Martinez: 1,802	Martinez: 184	Concord: < 20	Martinez: 6,378	Martinez: 40	Hercules: 356	Martinez: 21	Antioch: < 20	Martinez: < 20
Hercules: 1,709	Hercules: 156	Martinez: < 20	Hercules: 5,518	Hercules: 25	Martinez: 321	Hercules: < 20	Hercules: < 20	Hercules: < 20

Total Counts | Counts Per 10k Population



# Counts Per 10k Population

Contra Costa County Benefits by Individuals (June 2023)

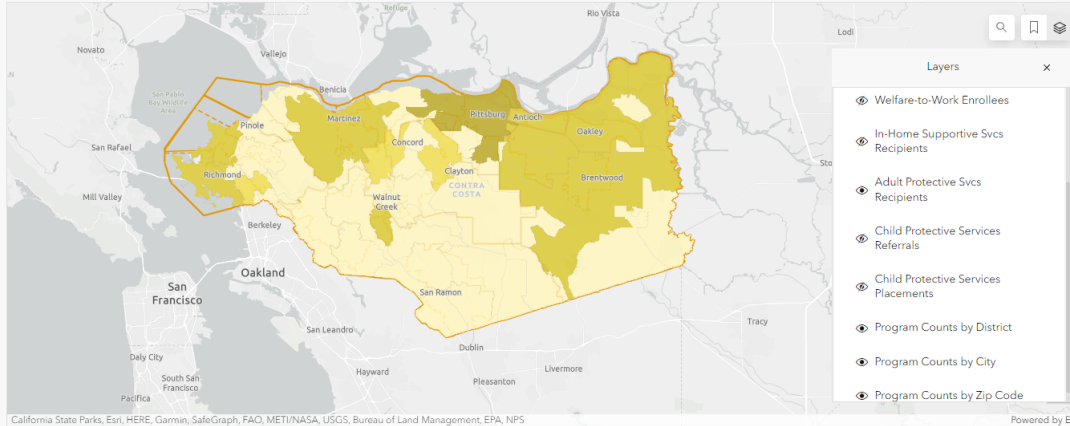
EHSD Program Data Dashboard | EHSD | For questions, please contact: EHSDData@ehsd.cccounty.us



County **District I: J. Gioia** District II: C. Andersen District III: D. Burgos District IV: K. Carlson District V: F.D. Glover Program Glossary & More Information



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Top Cities for Each Program

CalFresh Individuals	CalWorks Individuals	General Assistance	Medi-Cal Individuals	WTW Enrollees	IHSS Recipients	APS Recipients	CPS Referrals	CPS Placements
Antioch: 1,678	Antioch: 343	Antioch: 14	San Pablo: 4,966	Antioch: 54	Antioch: 220	El Cerrito: 11	Antioch: 9	Antioch: 12
Pittsburg: 1,452	Pittsburg: 245	Pleasant Hill: 12	Pittsburg: 4,449	Pittsburg: 36	Pittsburg: 210	Walnut Creek: 10	San Pablo: 7	Oakley: 11
Richmond: 1,308	Richmond: 201	Richmond: 9	Richmond: 4,412	Richmond: 28	San Pablo: 199	Antioch: 10	Richmond: 7	Pittsburg: 8
San Pablo: 1,293	San Pablo: 152	Pittsburg: 7	Antioch: 4,352	Concord: 27	Richmond: 171	Pinole: 10	Pinole: 5	Brentwood: 5
Oakley: 912	Concord: 130	San Pablo: 5	Concord: 3,285	Pleasant Hill: 25	Oakley: 159	Oakley: 8	Pittsburg: 5	Hercules: 5

Total Counts **Counts Per 10k Population**





# Program Glossary & Information

The screenshot shows a web interface for the Contra Costa County Benefits by Individuals (June 2023). At the top, there is a navigation bar with several tabs: County, District I: J. Giola, District II: C. Andersen, District III: D. Burgis, District IV: K. Carlson, District V: F.D. Glover, and Program Glossary & More Information. The 'Program Glossary & More Information' tab is highlighted with a red circle. To the right of the navigation bar, there is a link for 'EHS Program Data Dashboard | EHS | For questions, please contact: EHSddata@ehsd.cccounty.ca.gov' and a logo for 'DOLT GIS'. Below the navigation bar, there is a green banner with the text 'Program Glossary and More Information (Desplácese hacia abajo para ver la traducción al español de esta página.)'. The main content area is titled 'Program Glossary' and contains several sections of text describing various services: Adult Protective Services (APS), CalFresh, California Work Opportunity and Responsibility for Kids (CalWORKS), Child Protective Services (CPS), General Assistance, In-Home Supportive Services (IHSS), and Medi-Cal.

**Contra Costa County Benefits by Individuals (June 2023)**

EHS Program Data Dashboard | EHS | For questions, please contact: EHSddata@ehsd.cccounty.ca.gov

County | District I: J. Giola | District II: C. Andersen | District III: D. Burgis | District IV: K. Carlson | District V: F.D. Glover | **Program Glossary & More Information**

**Program Glossary and More Information**  
(Desplácese hacia abajo para ver la traducción al español de esta página.)

**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. On this map, the number of individuals served by APS 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 refers 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. Households refers 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. 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. Reporters are comprised of mandated, non-mandated or anonymous reporters. The number of **Referrals** in this map 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. **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.

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 refers 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 map provides the number of individuals 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.

# Live Demonstration

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# Learnings and Future Considerations

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# Learnings

- The importance of data validation and alignment
- Tableau upskilling is crucial
- Emphasize personally identifiable information considerations early (PII) – zoom-in limits, masking counts <20, and layer granularity
- Stakeholder engagement – both internal and external – is a must

# Future Considerations

- Finalize visitor analytics and tracking
- Public Information Sharing Tools 2.0
  - Additional Map layers such as EHSD office locations, Social Vulnerability Index (SVI), and other demographics
  - Slider feature in Map to highlight change over time
  - Monthly Map updates (from quarterly)

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# Discussion and Q&A

Contra Costa County Shares Powerful New Mapping and Visualizations of Social Services Data  
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October 12, 2023

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