



# **EHSD NAVIGATORS**

**NAVIGATING TOWARD A  
BETTER, BRIGHTER TODAY**



## ***EHSD Navigator Vision Statement***

**To empower families and individuals to create their own paths to healthy independence. Using a “whole person” approach, our Navigators create a warm welcoming environment by streamlining access to resources and enabling participants to be their own advocates moving forward.**

# Who are EHSD Navigators

Community-based support professionals

Assist individuals and families with access to vital services

Provide guidance and referrals

Located in various community settings

# *Objective*

- To deliver holistic, participant-led support experience that expands access to critical services for:
  - Individuals
  - Families
  - Community members
  
- Some partners Involved:
  - Contra Costa County Employment & Human Services Dept.
  - Community-based organizations
  - Non-profits
  - Faith-based institutions

# *What We do*

- Curate resources based on individual needs
- Guide customers through form completion and the application process
- Support people through a range of approaches
- Coordinate the delivery of benefits
- Collaborate with schools to expand resource access
- Share resources at public events

# How Navigators Support Participants

Individual assessment of needs

Address barriers

Resource navigation

Holistic support and advocacy

# How you can support us & how we can support you

We meet with families to assess their needs and determine the type of support that will best help each client. We provide individualized, high-level support services, focusing on unique situations and strong community connections.

Our team can assist with applications such as Season of Sharing (SOS) and help guide clients through complex processes. Home visits are available in special or unique circumstances when additional support is needed.

We also offer ongoing support and resource coordination to ensure clients stay connected to the services they need.



# Key Barriers We Help Address

Language

Access

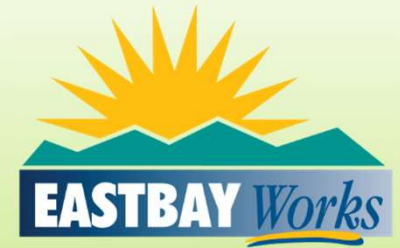
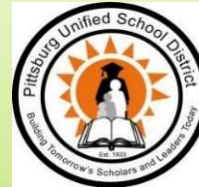
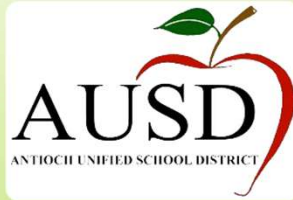
Housing

Aging and  
Disabled

Food  
Insecurity

Legal Aid

# Community Partners & Collaborations



**HIJAS DEL CAMPO**



# Engagement Strategies



Strong community presence



Trust-building



Translation services

## EHSD Navigator Success Story

An Employment & Human Services Department (EHSD) Navigator recently assisted an older adult facing challenges meeting her daily needs due to limited CalFresh benefits that did not fully cover her monthly food expenses. Recognizing the urgency of her situation, the Navigator conducted a comprehensive assessment and connected her with in-home support services to help maintain her safety and independence. In addition, the Navigator provided referrals to local food pantries and community-based meal programs to supplement her nutrition. Through this coordinated approach, the older adult was able to stabilize her food access and receive the in-home care necessary to remain safely housed, significantly improving her overall well-being and quality of life.



# Service Demand Over Time

- May 2022: 5,751 services provided
- January 2026: 20,635 services provided
- Demand has increased significantly, alongside greater case complexity



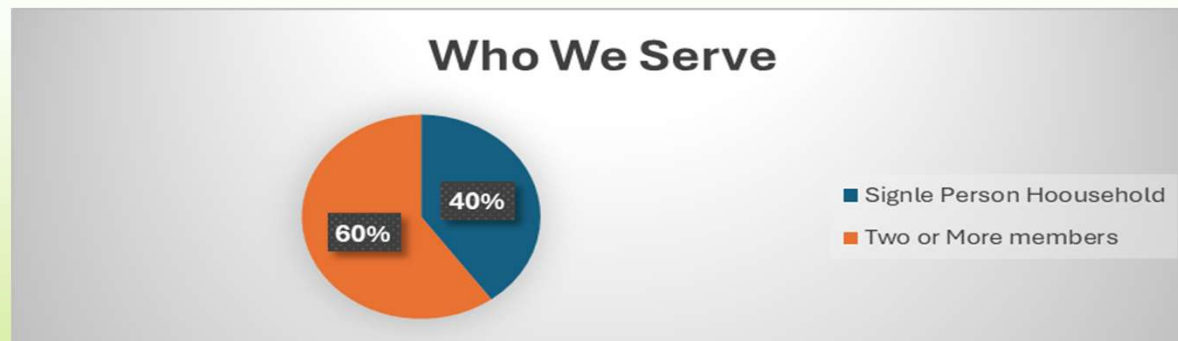
## Key Message

Service interactions have grown rapidly, reflecting rising community needs and increasingly complex client situations

# Who We Serve

## ▶ Household Composition

- 40%: Single-person households
- 60%: Households with two or more members



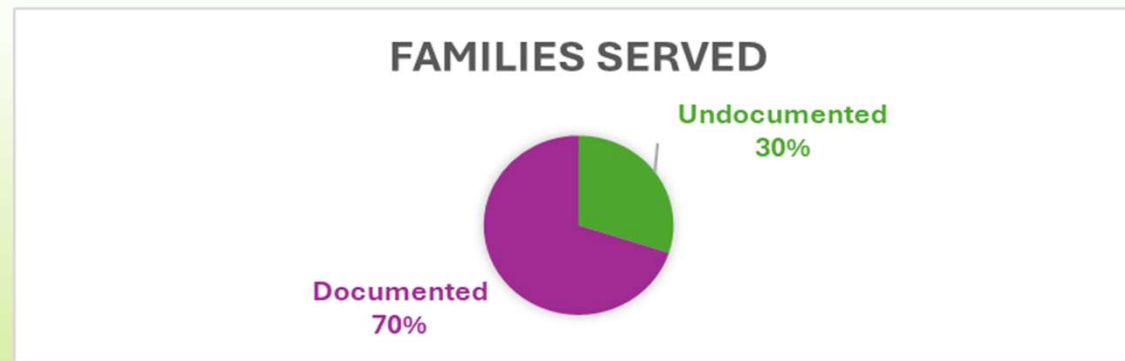
## Insight

Service delivery must remain flexible to effectively support both individuals and families.

# Who We Serve

## Implications for Service Access

- 30%: Undocumented
- 70%: Documented



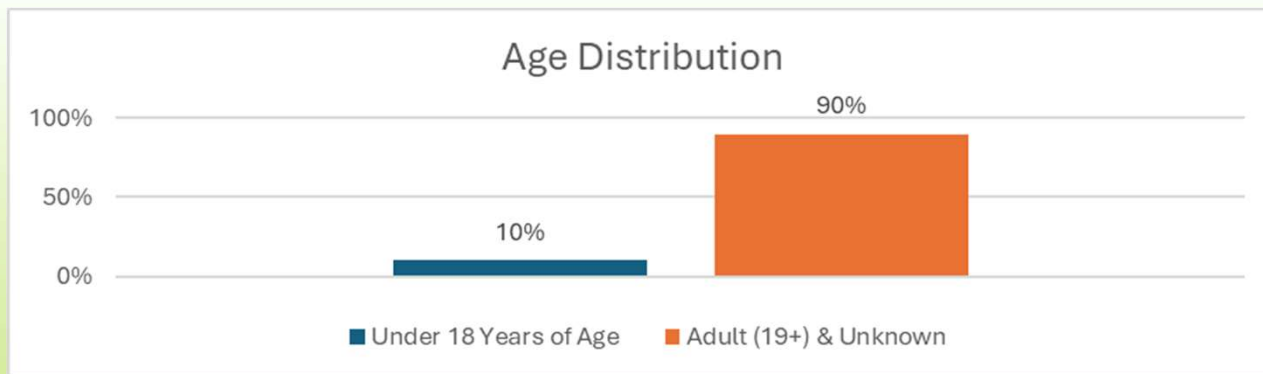
## Insight

A substantial portion of clients may face barriers to accessing traditional systems and services.

# Who We Serve

## Age Distribution

- 10%: under 18 years of age (Minor Consent) assisted
- 90%: Adults (19+) & Unknown were assisted



## Insight

While most services target adults, there is a smaller but critical need among youth populations.

# Who We Serve

## ➤ Bottom Line

- Community needs are increasing and becoming more complex  
“Demand continues to rise across all service areas”



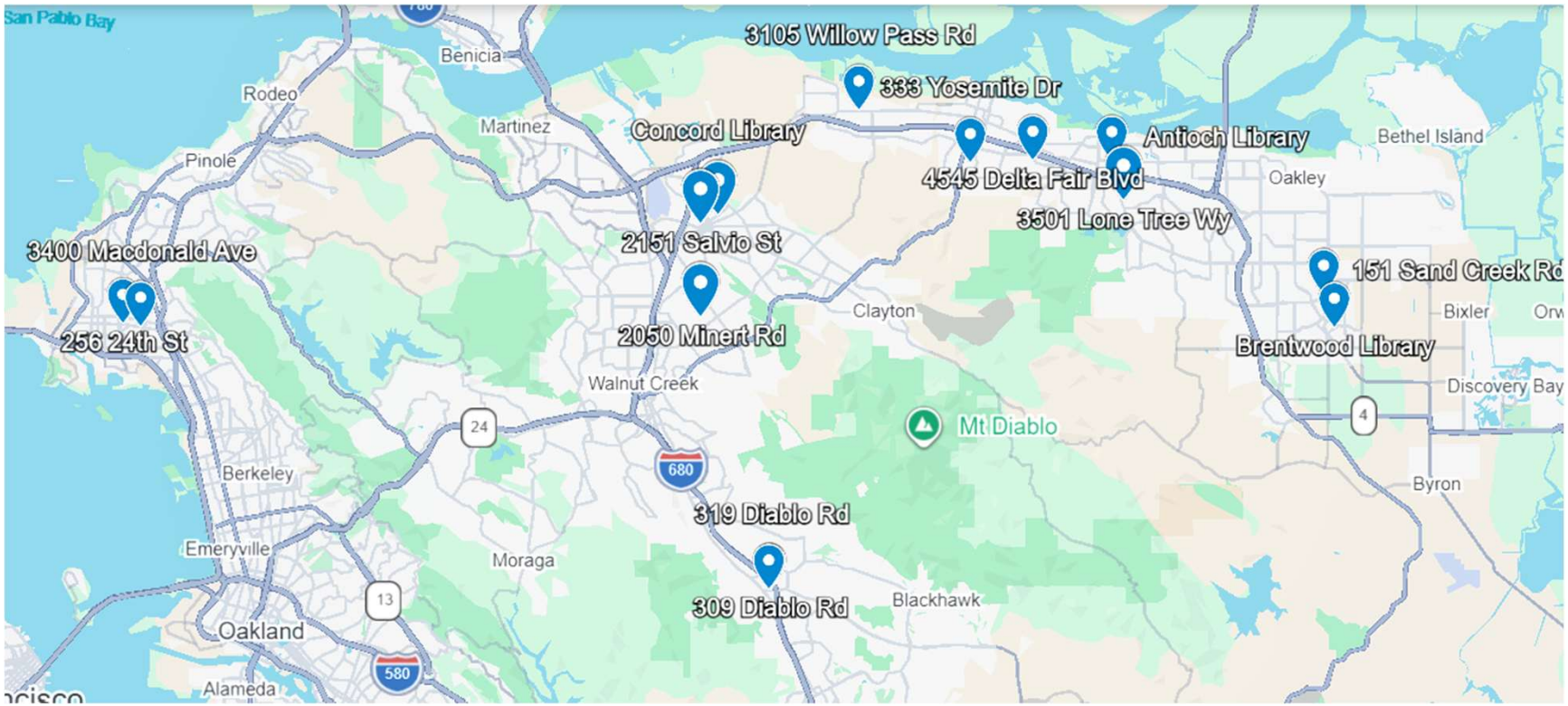
## *Locations*

EHSD Antioch- 4545 Delta Fair Blvd.  
EHSD Brentwood -151 Sand Creek Rd.  
Spark Point Bay Point- 3105 Willow Pass Rd.

FJC Richmond- 256 24th Street  
FJC Concord-2151 Salvio Street Ste. 201  
FJC Antioch- 3501 Lone Tree Way Ste. 4  
FJC Danville - 319 Diablo Road, Ste. 103

Antioch Library – 501 W 18 St. Antioch  
Brentwood Library - 104 Oak St, Brentwood  
Concord Library - 2900 Salvio St, Concord  
San Pablo Library – 13751 San Pablo Avenue, San Pablo  
De Jean Middle School (District 1) – 3400 Macdonald Ave., Richmond  
Board of Supervisor Office (District 2) – 309 Diablo Rd, Danville  
Board of Supervisor Office (District 3) – 3361 Walnut Blvd, Brentwood  
Oak Grove Middle School (District 4) – 2050 Minert Rd., Concord  
Hillview Junior High (District 5) – 333 Yosemite Dr., Pittsburg





## *Ways to connect*

Call the EHSD NAVIGATORS general phone line (925) 608-5979

Email to [EHSDNavigators@ehsd.cccounty.us](mailto:EHSDNavigators@ehsd.cccounty.us)

Direct referral

Walk-in: Designated locations



# ***EHSD Navigator Contact Information***

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Questions?



*Building Brighter Futures Together*