

CONTRA COSTA COUNTY

EMPLOYMENT & HUMAN SERVICES

Building Brighter Futures Together

EHSD Challenges: Staffing

July 22, 2024

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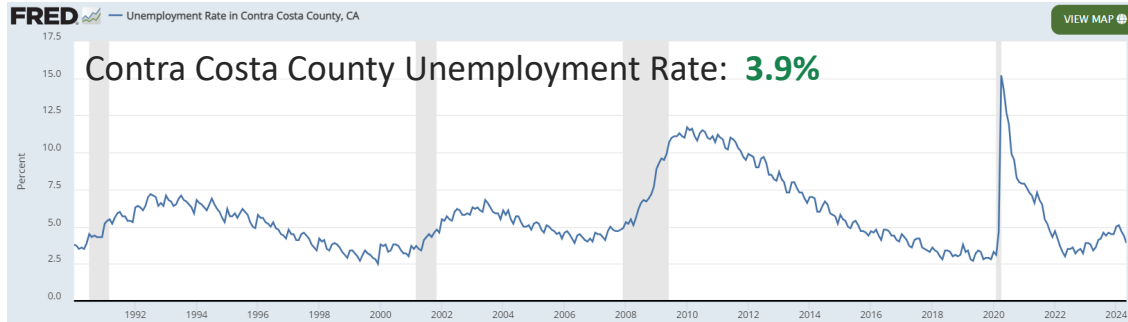
Staffing & Hiring Overview

CONTRA COSTA COUNTY

EMPLOYMENT & HUMAN SERVICES

Hiring is a National Problem

May 2024



Post-Pandemic Job Market

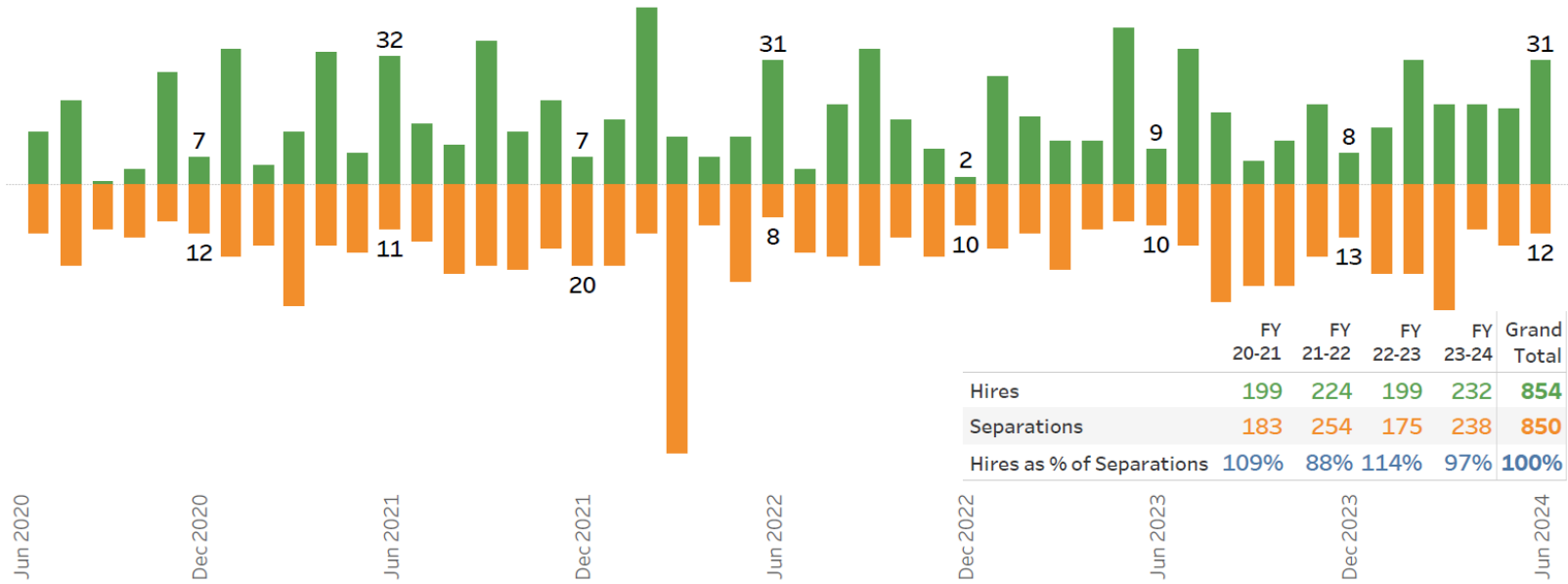
- Great Resignation
- Demand for full-time remote work

CONTRA COSTA COUNTY

EMPLOYMENT & HUMAN SERVICES

Hiring & Separations

- Hires
- Separations
- Hires as % of Separations



	FY 20-21	FY 21-22	FY 22-23	FY 23-24	Grand Total
Hires	199	224	199	232	854
Separations	183	254	175	238	850
Hires as % of Separations	109%	88%	114%	97%	100%

Vacancy Rates by Bureau

CONTRA COSTA COUNTY

EMPLOYMENT & HUMAN SERVICES

Vacancy Rate

July 2023

Total Vacant Positions: 331

Total Approved FTE: 1,937.5

17.0% Vacancy

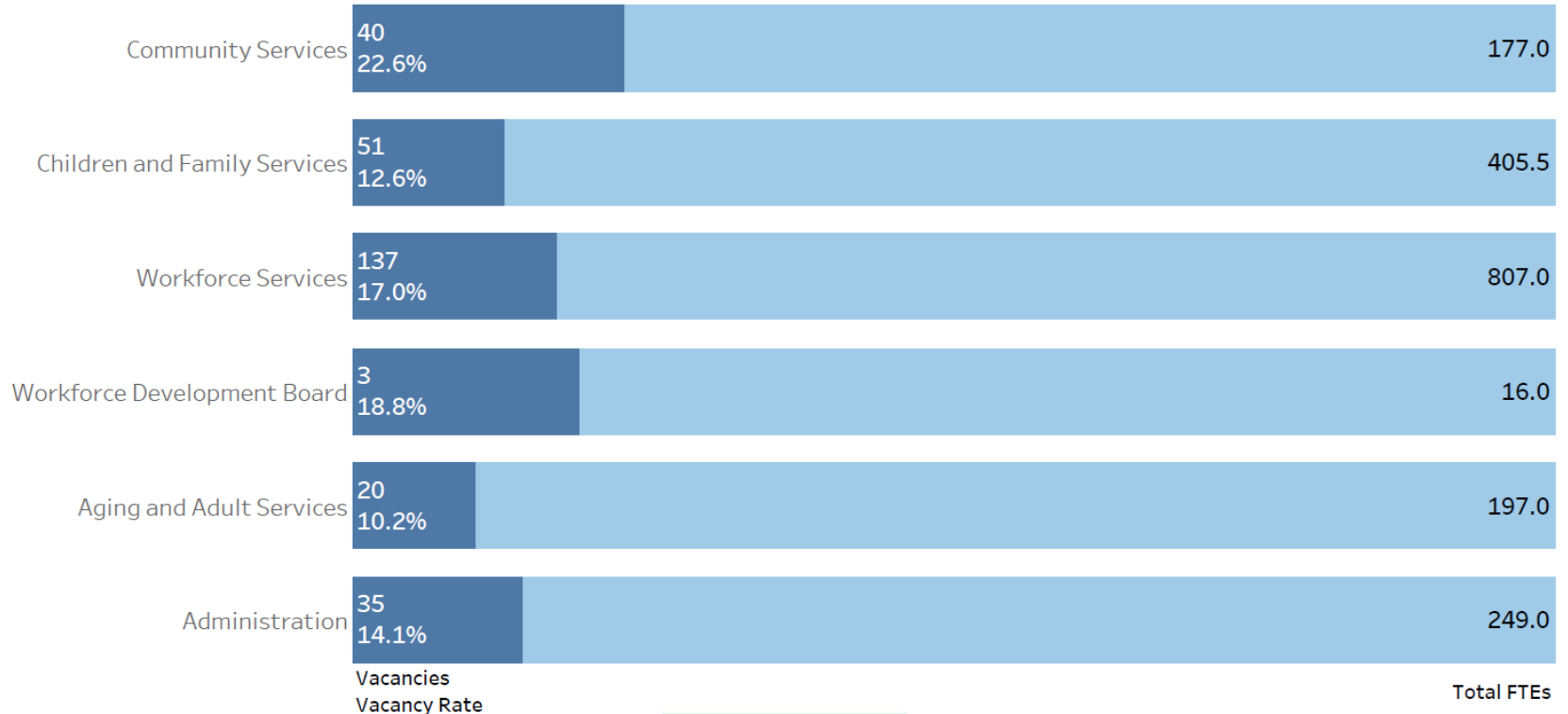
July 2024

Total Vacant Positions: 316

Total Approved FTE: 1,937.5

16.3% Vacancy

Vacancy Rates June 2024



Community Services

40
22.6%

177.0

EHSD Service Levels and Performance Measures: COMMUNITY SERVICES BUREAU	Trend or Mandate	FY 20-21	FY 21-22	FY 22-23	March 2024
Enrollment rate	> 95%			60%	69%
Attendance rate	> 85%			75%	70%

Issues Created:

- Teacher vacancies have resulted in classroom closures which challenge our ability to reach >95% full enrollment as required by federal government

Children and Family Services

51
12.6%

405.5

EHSD Service Levels and Performance Measures: CHILDREN & FAMILY SERVICES BUREAU	Trend or Mandate	FY 20-21	FY 21-22	FY 22-23	FY 23-24
Percent of CPS investigations completed on time: Immediate Response	=> 90%	97%	98%	97%	98%
Percent of CPS investigations completed on time: 10-day Response	=> 90%	97%	97%	97%	97%
Percent of social worker visits completed on time: Out of Home Care	=> 95%	88%	90%	95%	95%
Permanency In 12 Months for Children Entering Foster Care	> 35%	28%	31%	38%	32%
Recurrence of Maltreatment	< 10%	9%	7%	8%	8%

Issues Created:

- Vacancies negatively affect the rate of permanency in 12 months for children entering foster care

Workforce Services

137
17.0%

807.0

EHSD Service Levels and Performance Measures: WORKFORCE SERVICES BUREAU	Trend or Mandate	FY 20-21	FY 21-22	FY 22-23	March 2024
Percent of Medi-Cal applications processed within 45 days	=> 90%	64%	71%	67%	61%
Percent of CalFresh applications processed within 30 days	=> 90%	87%	73%	95%	97%
Percent of CalFresh renewals processed in the month due	100%	99%	99%	95%	88%
Percent of CalWORKs applications processed within 45 days	> 90%	93%	88%	87%	87%
Percent of CalWORKs renewals processed in the month due	100%	92%	93%	88%	88%

Issues Created:

- Impacts timeliness, particularly to Medi-Cal application timeliness rates

EHSD Service Levels and Performance Measures: WORKFORCE DEVELOPMENT BOARD	Trend or Mandate	FY 20-21	FY 21-22	FY 22-23	March 2024
Adults - Rate of Attaining Credential within 1 Year of Exit	=> 66%	32%	37%	50%	66%
Adults - Employment Rate - 4th Quarter After Exit	=> 61%	62%	63%	68%	61%
Dislocated Workers - Rate of Attaining Credential within 1 Year of Exit	=> 69%	55%	66%	49%	67%
Dislocated Workers - Employment Rate - 4th Quarter After Exit	=> 67%	66%	69%	69%	58%
Youth - Rate of Attaining Credential within 1 Year of Exit	=> 60%	74%	46%	54%	47%
Youth - Employment Rate - 4th Quarter After Exit	=> 66%	66%	77%	76%	59%

Issues Created:

- Administrative staff shortages impact the ability to meet grant deliverables and expenditure requirements, and puts the ability to apply for new funding at risk
- Delays or reduction in services to the community

Aging and Adult Services

20
10.2%

197.0

EHSD Service Levels and Performance Measures: ADULT & AGING SERVICES BUREAU	Trend or Mandate	FY 20-21	FY 21-22	FY 22-23	March 2024
Percent of IHSS Applications completed within 90 days	=> 80%	40%	82%	92%	94%
Percent of IHSS Reassessments completed within 1 year	=> 80%	78%	74%	57%	51%
Percent of APS initial face-to-face visits completed within 10 days	=> 90%	88%	91%	90%	92%

Issues Created:

- Unable to meet compliance standards for IHSS Reassessment
- Administrative staff shortages challenge our ability to manage and monitor contracts

Long-Term Solutions

CONTRA COSTA COUNTY

EMPLOYMENT & HUMAN SERVICES

Continuous Recruitments

[EHSD Job Postings on governmentjobs.com](https://www.ehds.govtjobs.com)

Continuous:

ALL Total: 21

EHSD ONLY: 19

Countywide: 2

Data Run: 7/9/2024 at 9:31AM					
Job Title	Job Type	Salary	Closing	Posted	
Social Casework Assistant	Permanent Full-Time	\$80,524.92 - \$97,878.60 Annually	Continuou:	3/1/2024	
Master Teacher - Project	Non-Merit Advertise On	\$49,965.24 - \$60,733.08 Annually	Continuou:	9/5/2019	
Social Service Program Assistant I	Permanent Full-Time	\$60,951.48 - \$63,999.12 Annually	Continuou:	6/21/2024	
Infant/Toddler Teacher - Project	Non-Merit Advertise On	\$47,036.76 - \$57,173.52 Annually	Continuou:	9/5/2019	
Infant/Toddler Associate Teacher - Project	Non-Merit Advertise On	\$36,054.12 - \$43,824.00 Annually	Continuou:	9/5/2019	
Teacher - Project Substitute	Non-Merit Advertise On	\$47,036.76 - \$57,173.52 Annually	Continuou:	1/27/2020	
Comprehensive Services Manager - Project	Full-Time Project	\$75,666.00 - \$91,972.56 Annually	Continuou:	8/11/2023	
Site Supervisor II - Project	Non-Merit Advertise On	\$58,658.40 - \$71,299.68 Annually	Continuou:	12/19/2022	
Site Supervisor III - Project	Non-Merit Advertise On	\$62,930.40 - \$76,492.44 Annually	Continuou:	12/19/2022	
Site Supervisor I - Project	Non-Merit Advertise On	\$53,339.52 - \$64,834.56 Annually	Continuou:	12/19/2022	
Teacher - Project	Non-Merit Advertise On	\$47,036.76 - \$57,173.52 Annually	Continuou:	9/5/2019	
Associate Teacher - Project	Non-Merit Advertise On	\$36,054.12 - \$43,824.00 Annually	Continuou:	9/5/2019	
Associate Teacher - Project Substitute	Non-Merit Advertise On	\$34,570.44 - \$42,020.52 Annually	Continuou:	1/27/2020	
Child Nutrition Food Services Transporter - Project	Full-Time Project	\$37,377.00 - \$45,432.00 Annually	Continuou:	3/5/2024	
Social Service Program Assistant	Permanent Full-Time	\$70,558.92 - \$85,764.84 Annually	Continuou:	12/22/2023	
Social Worker III	Permanent Full-Time	\$92,016.00 - \$111,846.00 Annual	Continuou:	10/28/2019	
Social Worker	Permanent Full-Time	\$76,690.44 - \$93,217.68 Annually	Continuou:	10/27/2022	
Social Worker II	Permanent Full-Time	\$86,280.48 - \$95,124.24 Annually	Continuou:	10/28/2019	
Clerk - Experienced Level	Permanent Full-Time	\$50,557.92 - \$62,729.28 Annually	Continuou:	4/8/2024	
Infant/Toddler Master Teacher - Project	Non-Merit Advertise On	\$49,965.24 - \$60,733.08 Annually	Continuou:	9/5/2019	
Office Manager New	Permanent Full-Time	\$72,819.36 - \$92,993.40 Annually	7/19/2024	7/5/2024	

Total Job Postings: 21
Total Continuous: 20
Total Non-Continuous: 1

County Pathways: Part 1

EHSD
CAREER
PATHWAYS



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35

Pathways to County
Employment
Attendees

177

Eligibility Positions
Targeted

<i>Soc Svc Program Assistant</i>	113
<i>Social Service Program Asst I</i>	64

50%

of the registered participants
attended and completed the
event

29

Clerical Positions
Targeted

<i>Clerk-Experienced Level</i>	10
<i>Clerk-Senior Level</i>	11
<i>Clerk-Specialist Level</i>	8

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County Pathways: Part 2

Building A Government Agency & University Partnership Training Program



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BASSC — PAST AND FUTURE

**Building Comprehensive Agency-University Partnership:
A Case Study of the Bay Area Social Services Consortium¹**

Teacher Bonuses

137

Teaching staff paid retention bonuses

\$12,000

Amount each teacher received as a retention bonus

41

New teaching staff paid hiring bonuses

\$6,000

Amount each new teacher received as a retention bonus

\$1.64 m

Total teacher retention bonuses paid

\$264 k

Total new teacher bonuses paid

EHSD-Dedicated Staff in HR

Position Adjustment Resolution No. 26288

ADOPTED – 6/25/2024



Personnel Organizational Development

- Staff retreat and support
- SWOT analysis (Strengths, Weaknesses, Opportunities, Threats)
- Coaching
- Workflow
- Desk Guides
- Reporting

Billboards and Ads



Contra Costa County is Hiring Early Childhood Educators!

- Teachers and Site Supervisors
- Infant, Toddler, and Preschool Classrooms
- \$6,000 Hiring Bonus
- County Pension and Benefits

ehsd.org

Contra Costa County is Hiring for Early Educators!
Work in Community Services

- Site Supervisors
- Teachers and Associate Teachers
- Head Start: Early Head Start/Child Development Programs.

ehsd.org

Now Hiring Early Childhood Educators

EHSD.ORG

Now Hiring Early Childhood Educators
Join Our Team of Early Childhood Educators We are hi...

Learn more

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Discussion

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