

CONTRA COSTA COUNTY

EMPLOYMENT & HUMAN SERVICES

*Building Brighter Futures Together*

# EHSD Challenges: Staffing

July 22, 2024

Marla Stuart, Employment and Human Services Director

[info@ehsd.cccounty.us](mailto:info@ehsd.cccounty.us) | 925-608-4800

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# Staffing & Hiring Overview

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# Hiring is a National Problem

May 2024



## Post-Pandemic Job Market

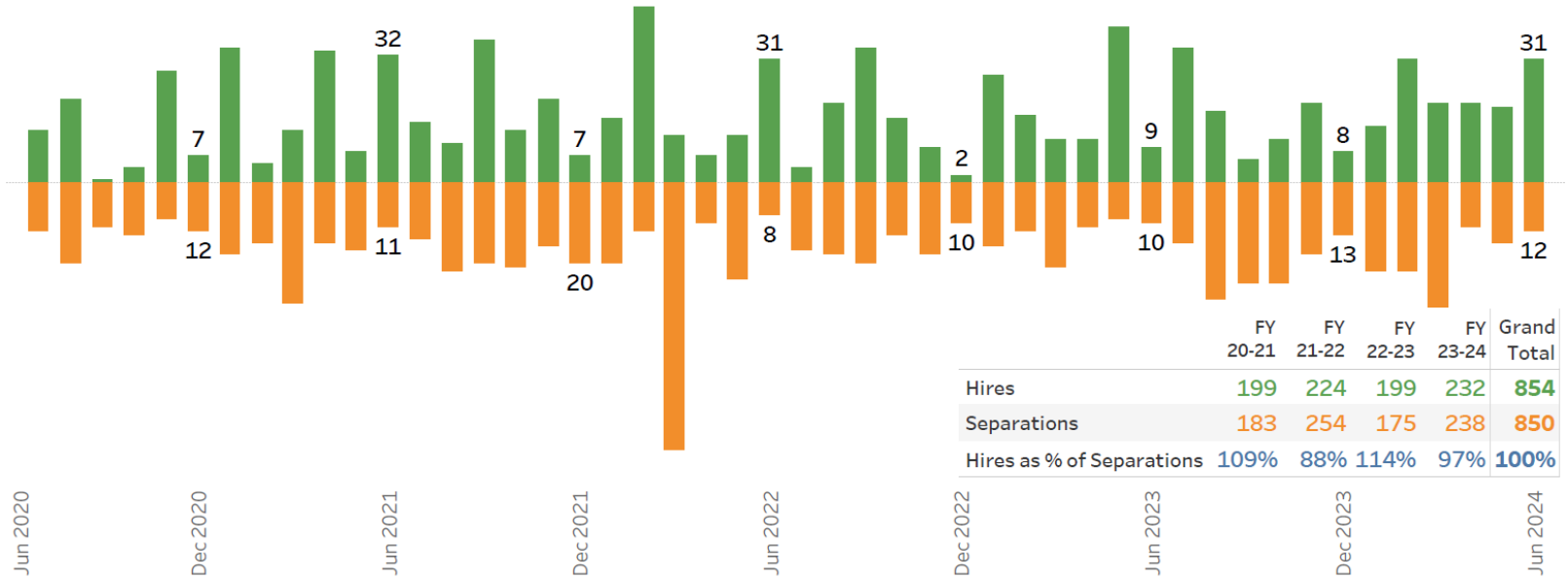
- Great Resignation
- Demand for full-time remote work

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# 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

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# Vacancy Rate

July 2023

Total Vacant Positions: 331

Total Approved FTE: 1,937.5

**17.0% Vacancy**

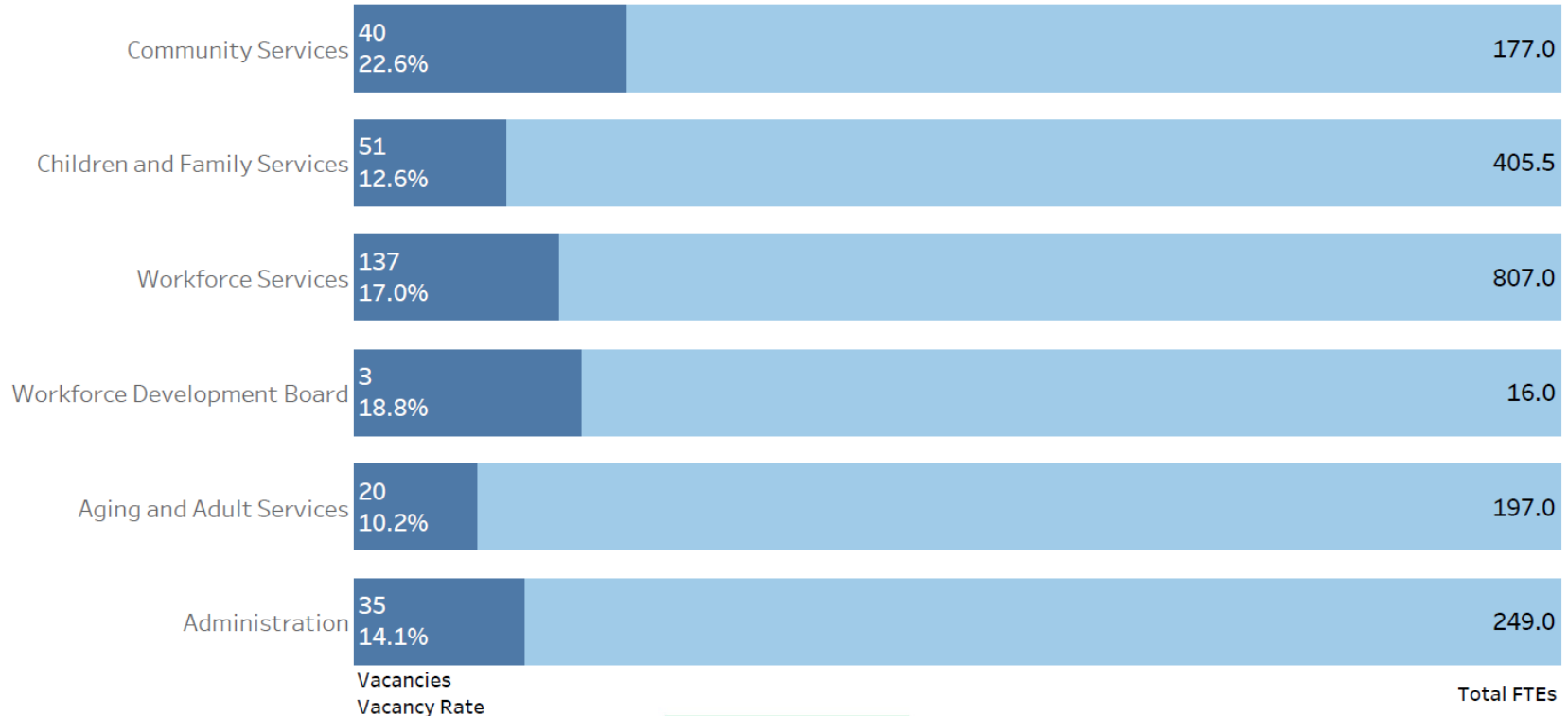
July 2024

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	Statewide March 2023*
Enrollment rate	> 95%			60%	69%	76%
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

\* Note: Enrollment Rate comparator data sourced from Administration of Child and Families (ACF). There is comparator data available for Attendance Rate.

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	Bay Area Regional County Average
						FY 23-24 *
Percent of CPS investigations completed on time: Immediate Response	=> 90%	97%	98%	97%	98%	97%
Percent of CPS investigations completed on time: 10-day Response	=> 90%	97%	97%	97%	97%	86%
Percent of social worker visits completed on time: Out of Home Care	=> 95%	92%	95%	95%	95%	89%
Permanency In 12 Months for Children Entering Foster Care	> 35%	29%	40%	37%	32%	34%
Recurrence of Maltreatment	< 10%	6%	8%	8%	8%	5%

## Issues Created:

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

Workforce Services

137  
17.0%

807.0

<b>EHSD Service Levels and Performance Measures: WORKFORCE SERVICES BUREAU</b>	<b>Trend or Mandate</b>	<b>FY 20-21</b>	<b>FY 21-22</b>	<b>FY 22-23</b>	<b>March 2024</b>	<b>Statewide March 2024 *</b>
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%	94%
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

\* Note: CalFresh application processing comparator data sourced from the CDSS CalFresh Data Dashboard. There is no comparator data for the other metrics listed.

EHSD Service Levels and Performance Measures: WORKFORCE DEVELOPMENT BOARD	Trend or Mandate	FY 20-21	FY 21-22	FY 22-23	FY 23-24
Adults - Rate of Attaining Credential within 1 Year of Exit	=> 63%	32%	37%	50%	51%
Adults - Employment Rate - 4th Quarter After Exit	=> 64%	62%	63%	68%	69%
Dislocated Workers - Rate of Attaining Credential within 1 Year of Exit	=> 69%	55%	66%	49%	61%
Dislocated Workers - Employment Rate - 4th Quarter After Exit	=> 70%	66%	69%	69%	70%
Youth - Rate of Attaining Credential within 1 Year of Exit	=> 61%	74%	46%	54%	23%
Youth - Employment Rate - 4th Quarter After Exit	=> 68%	66%	77%	76%	52%

### 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

EHSD Service Levels and Performance Measures: ADULT & AGING SERVICES BUREAU	Trend or Mandate	FY 20-21	FY 21-22	FY 22-23	FY 23-24	Alameda County June 2024 *
Percent of IHSS Applications completed within 90 days	=> 80%	40%	82%	92%	94%	99%
Percent of IHSS Reassessments completed within 30 days	=> 80%	78%	74%	57%	51%	58%
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

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# Continuous Recruitments

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

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

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50%

of the registered participants  
attended and completed the  
event

29

Clerical Positions  
Targeted

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<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 Consortium<sup>1</sup>**

# 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

# CCWORKS Program (WEX)

Provides subsidized employment (\$16-\$21/hr) for CalWORKS and Welfare-to-Work clients for 6 months (6-month extension possible) to improve skills and work readiness. Employment Counselors work with employers and participants to job match for skills.

## Program Highlights FY 2023-24

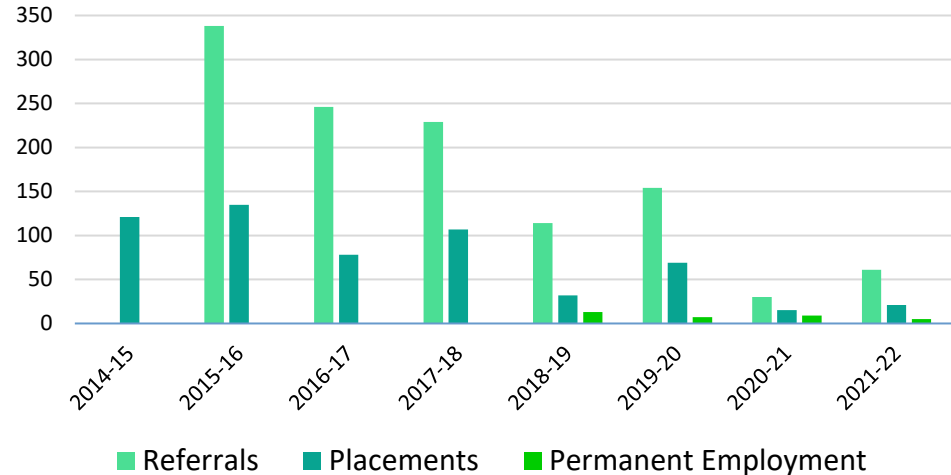
**48** Total Served\*

**4** Placed externally

**21** Placed internally

**10** Unsubsidized Employment

Participants Served 2014-2022



*Note:* During COVID, exemptions were put in place that made participation in CCWORKS optional; these exemptions are still in place.

\*13 were served whose service did not result in direct placement. The services received were job readiness, training, or found employment outside of the program.

# 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](http://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](http://ehsd.org)

**Now Hiring Early Childhood Educators**

EHS.D.ORG  
Now Hiring Early Childhood Educators  
Join Our Team of Early Childhood Educators We are hi... [Learn more](#)

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# Discussion

Marla Stuart, MSW PhD

Director

[info@ehsd.cccounty.us](mailto:info@ehsd.cccounty.us) | 925-608-4800