

# Public Assistance

## Family & Human Services Committee

October 13, 2025

Angela Bullock-Hayes, Workforce Services Director

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



# Table of Contents

- Services
- Community Need
- CalWORKs/Welfare to Work
- Service Excellence
- Legislative Environment

*Building Brighter Futures Together*

# Services

*Building Brighter Futures Together*

# Programs

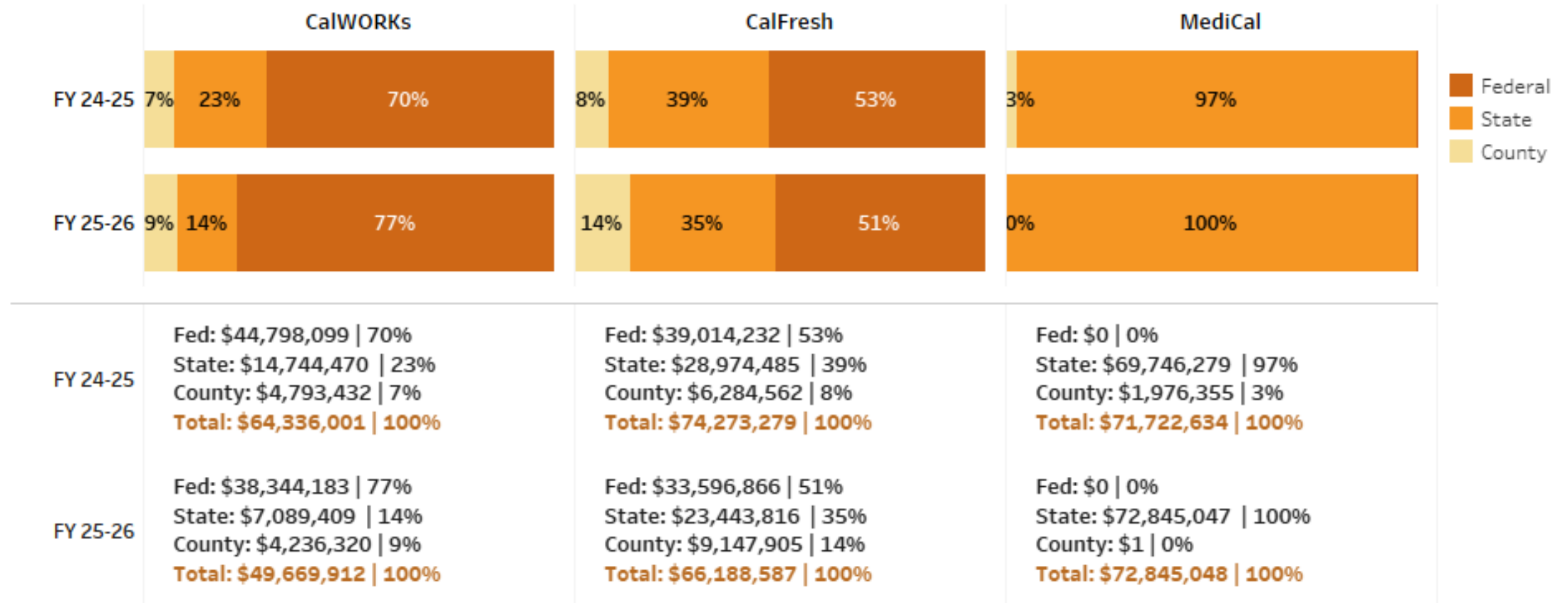
**CalWORKs** – California's Temporary Assistance for Needy Families (TANF) helps low-income families supplement monthly finances and provides supportive services, education, and subsidized employment

**CalFresh** - Monthly benefit for purchase of approved grocery items for eligible individuals & families

**Medi-Cal** - Health care coverage for low-income individuals & families

*Building Brighter Futures Together*

# 2 Year Funding Comparison

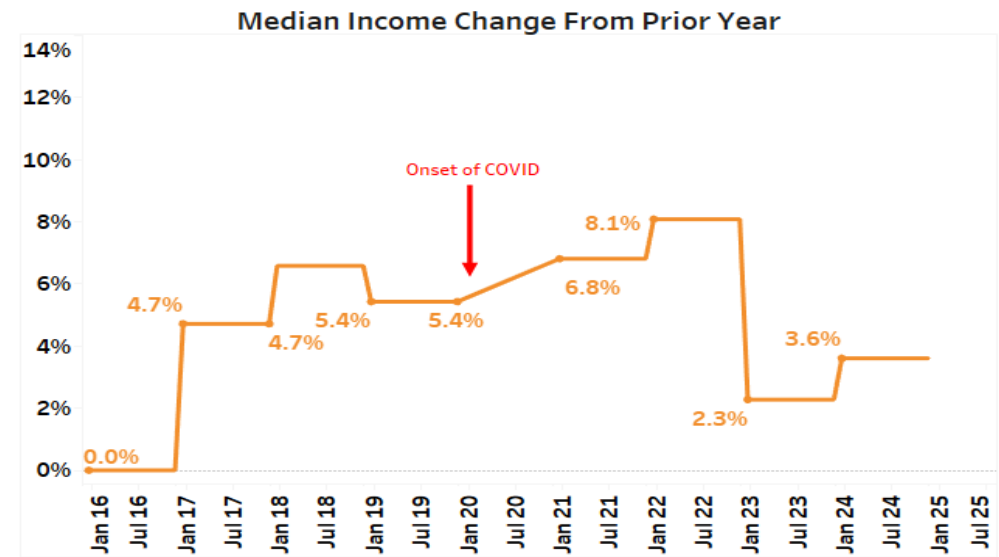
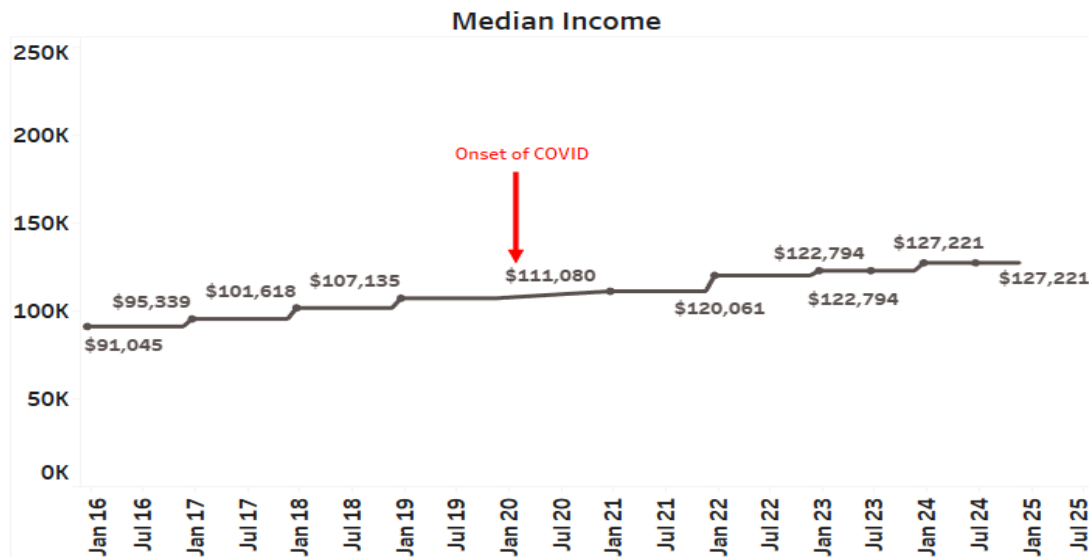
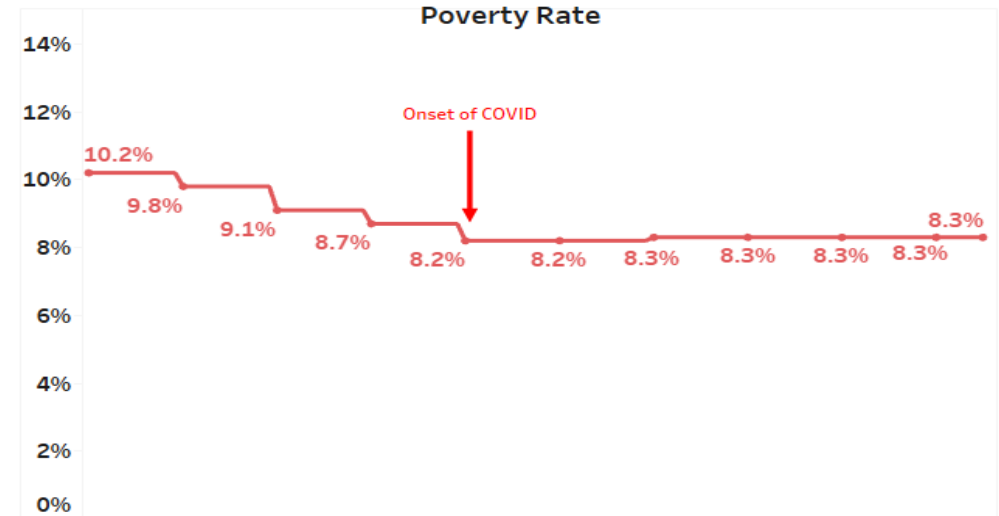
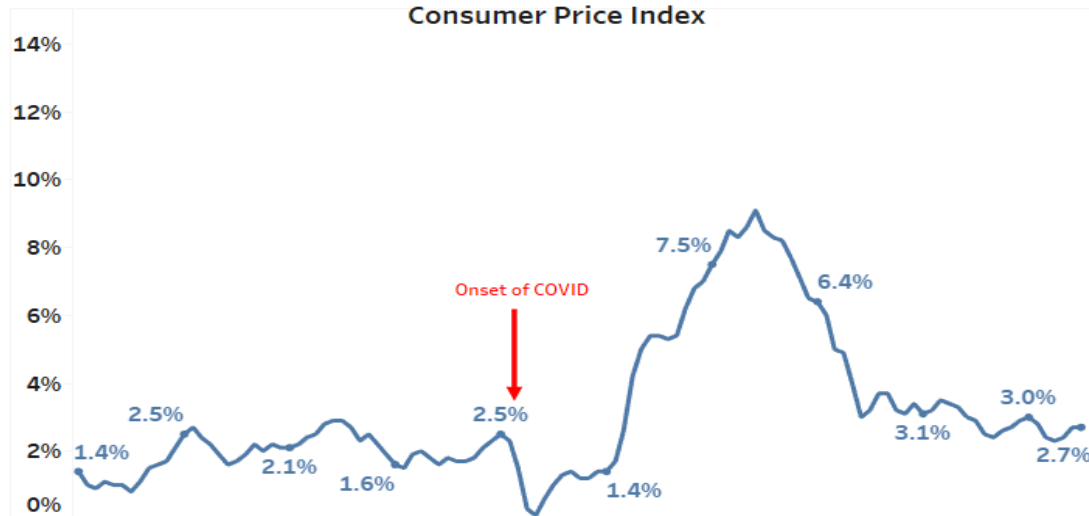


*Building Brighter Futures Together*

# Community Need

*Building Brighter Futures Together*

# Economic Measures



**Data Sources:** Bureau Labor Statistics for Consumer Price Index; ACS 1 Year Estimate; 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)

*Building Brighter Futures Together*

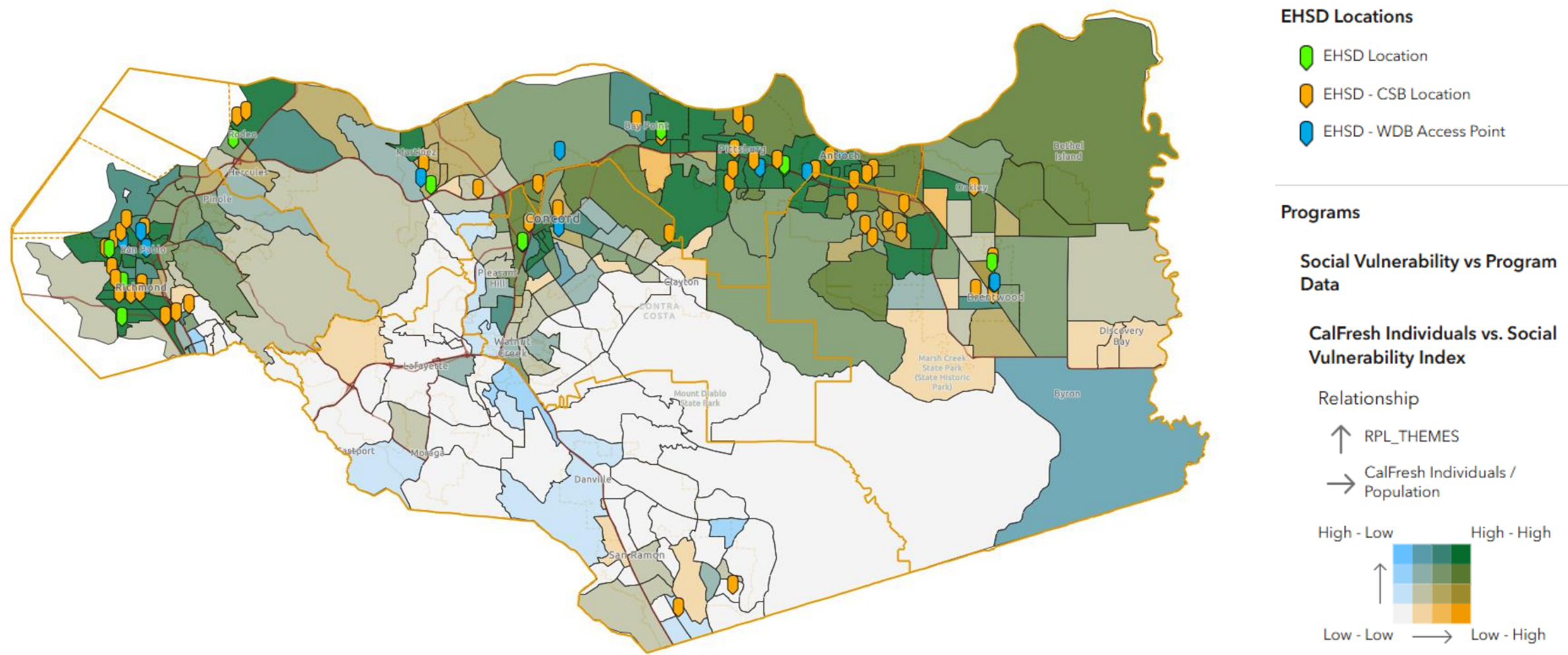
# Social Vulnerability Index

| Contra Costa County Social Vulnerability Categories:   |                                 |   | 2016  | 2018  | 2020  | 2022  |
|--|---------------------------------|---|-------|-------|-------|-------|
| Overall Vulnerability                                  | Socioeconomic Status            | Below 150% Poverty  | 24.8% | 24.8% | 32.4% | 32.2% |
|  |                                 | Unemployed  |       |       |       |       |
|  |                                 | Housing Cost Burden   |       |       |       |       |
|  |                                 | No High School Diploma  |       |       |       |       |
|  |                                 | No Health Insurance   |       |       |       |       |
|  | Household Characteristics       | Aged 65 & Older   | 13.8% | 14.1% | 46.1% | 43.4% |
|  |                                 | Aged 17 & Younger   |       |       |       |       |
|  |                                 | Civilian with a Disability  |       |       |       |       |
|  |                                 | Single-Parent Households  |       |       |       |       |
|  |                                 | English Language Proficiency  |       |       |       |       |
|  | Racial & Ethnic Minority Status | Hispanic or Latino (of any race)<br>Black or African American, Not Hispanic or Latino<br>Asian, Not Hispanic or Latino<br>American Indian or Alaska Native, Not Hispanic or Latino<br>Native Hawaiian or Pacific Islander, Not Hispanic or Latino<br>Two or More Races, Not Hispanic or Latino<br>Other Races, Not Hispanic or Latino | 95.5% | 95.6% | 91.2% | 91.7% |
|  |                                 |   |       |       |       |       |
|  |                                 |   |       |       |       |       |
|  |                                 |   |       |       |       |       |
|  |                                 |   |       |       |       |       |
|  |                                 |   |       |       |       |       |
|  | Housing Type & Transportation   | Multi-Unit Structures   | 50.1% | 48.0% | 49.2% | 51.1% |
|  |                                 | Mobile Homes  |       |       |       |       |
|  |                                 | Crowding  |       |       |       |       |
|  |                                 | No Vehicle  |       |       |       |       |
| Group Quarters   |                                 |   |       |       |       |       |
| Overall Contra Costa County Social Vulnerability Index |                                 |   | 40.8% | 40.6% | 47.4% | 47.9% |

*Building Brighter Futures Together*

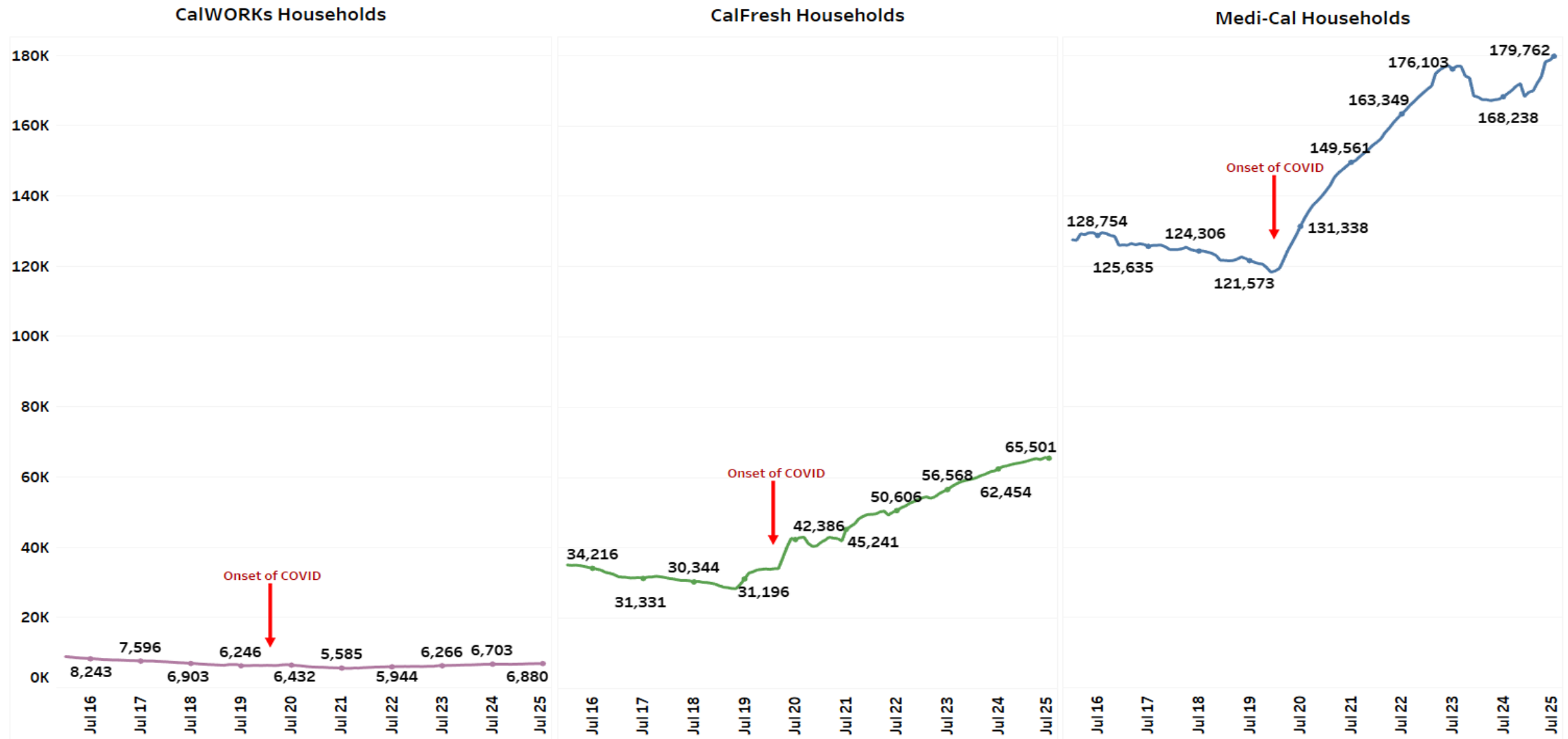


# CalFresh Individuals vs Social Vulnerability Index



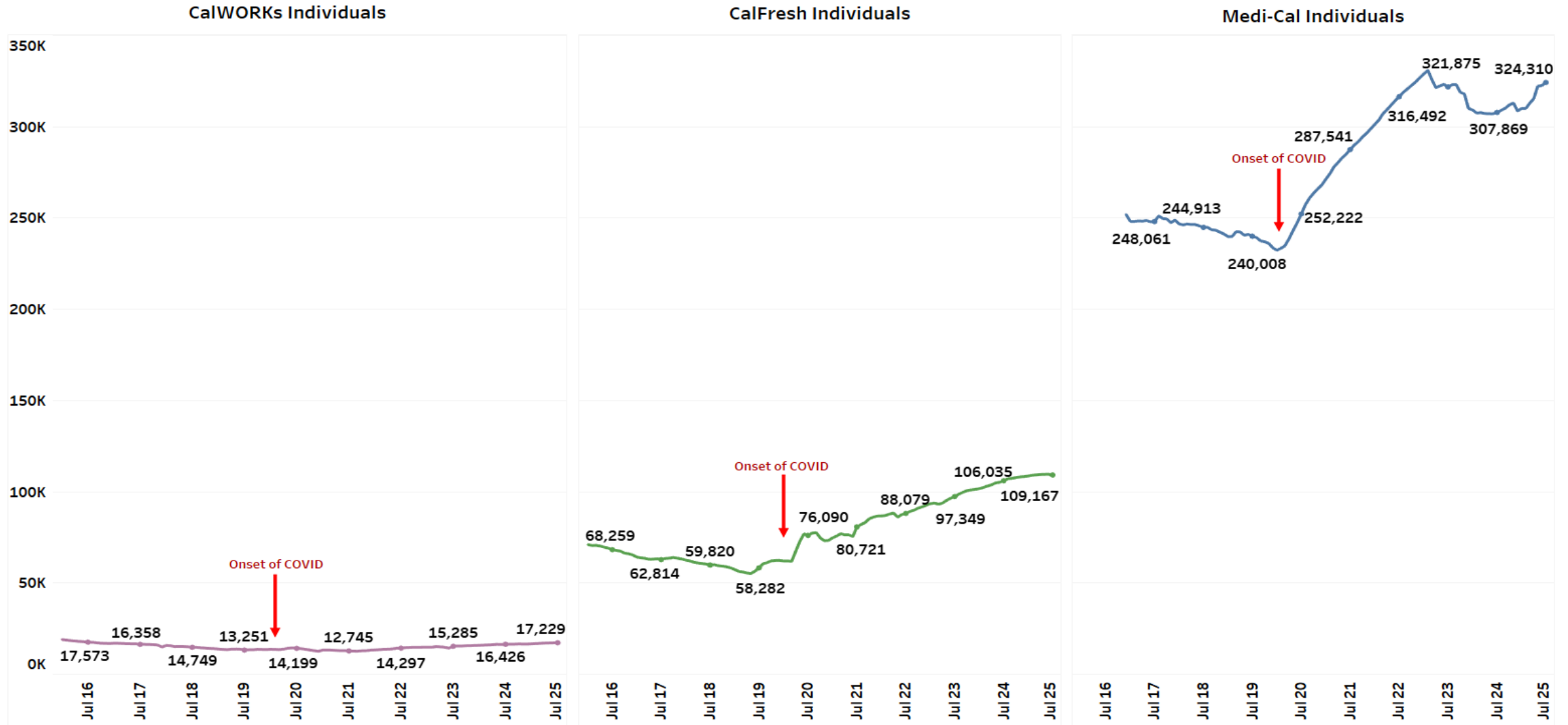
*Building Brighter Futures Together*

# Household by Program



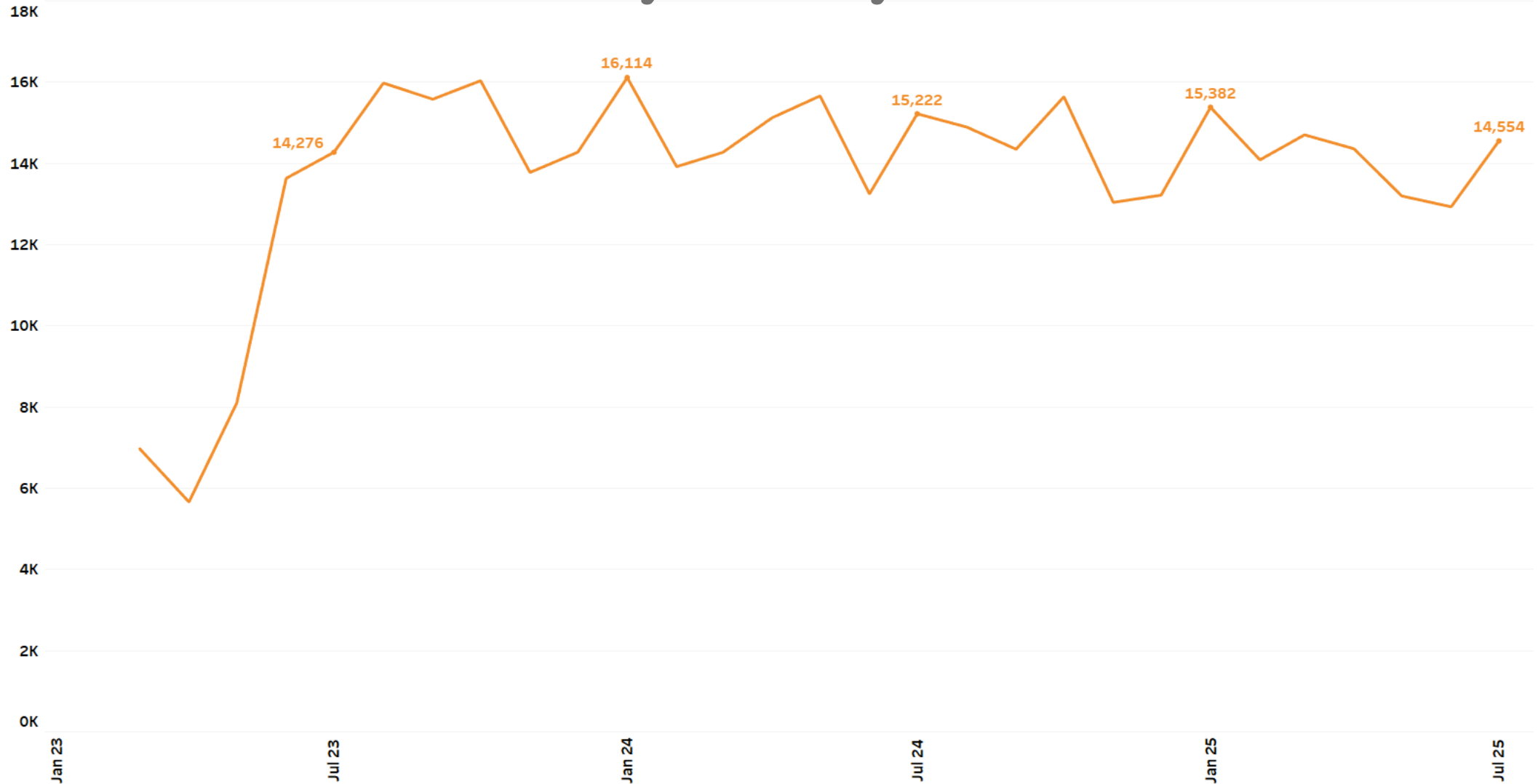
*Building Brighter Futures Together*

# Individuals by Program



*Building Brighter Futures Together*

# Monthly Lobby Traffic

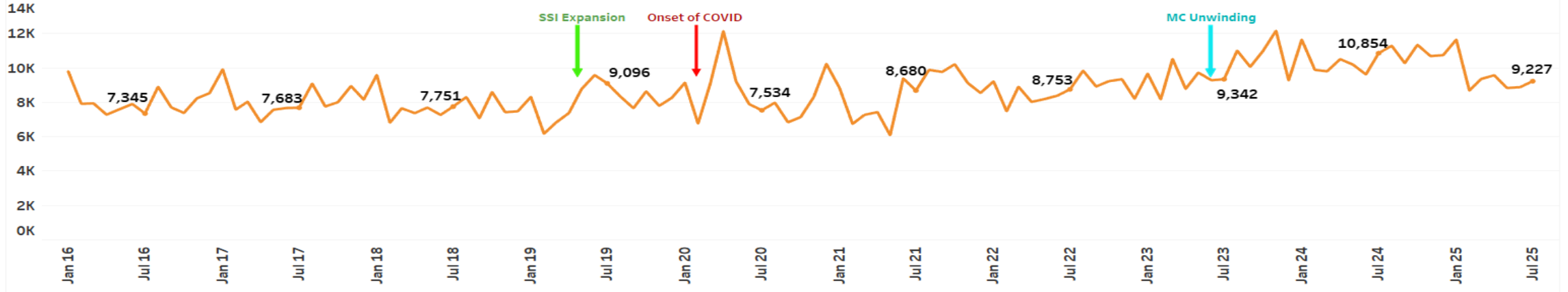


**Data Source:** CalSAWS BI Report – Reception Log;  
**Offices:** 151 Linus Pauling, 1535-D Fred Jackson Way, 4545 Delta Fair, 400  
Ellinwood, 1305 MacDonald, 151 Sand Creek Road

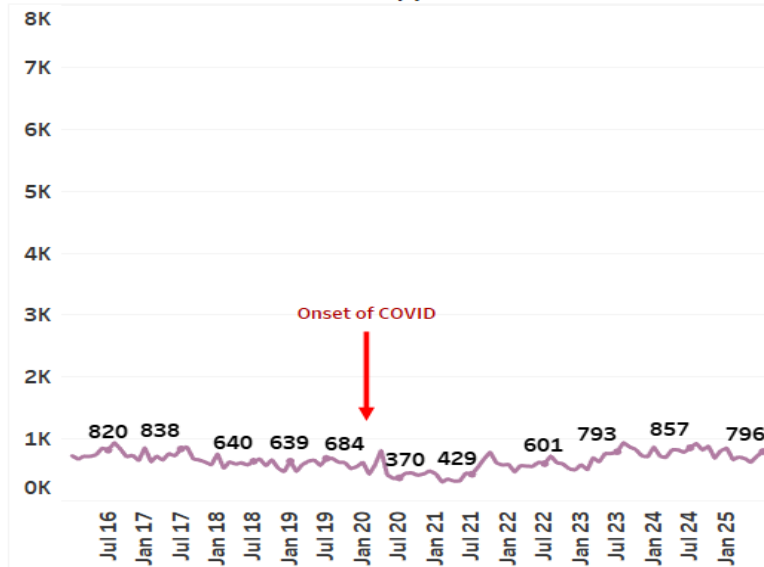
*Building Brighter Futures Together*

# Application Trend

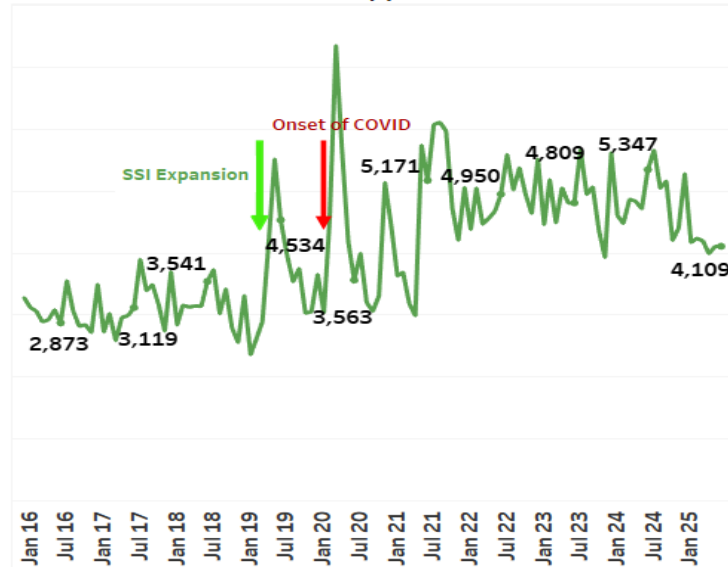
All Applications - CalWORKs, CalFresh & Medi-Cal



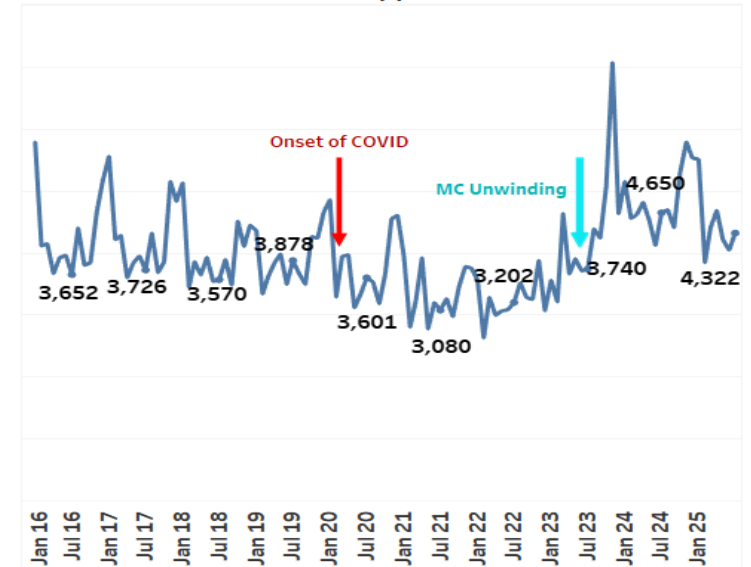
CalWORKs Applications



CalFresh Applications

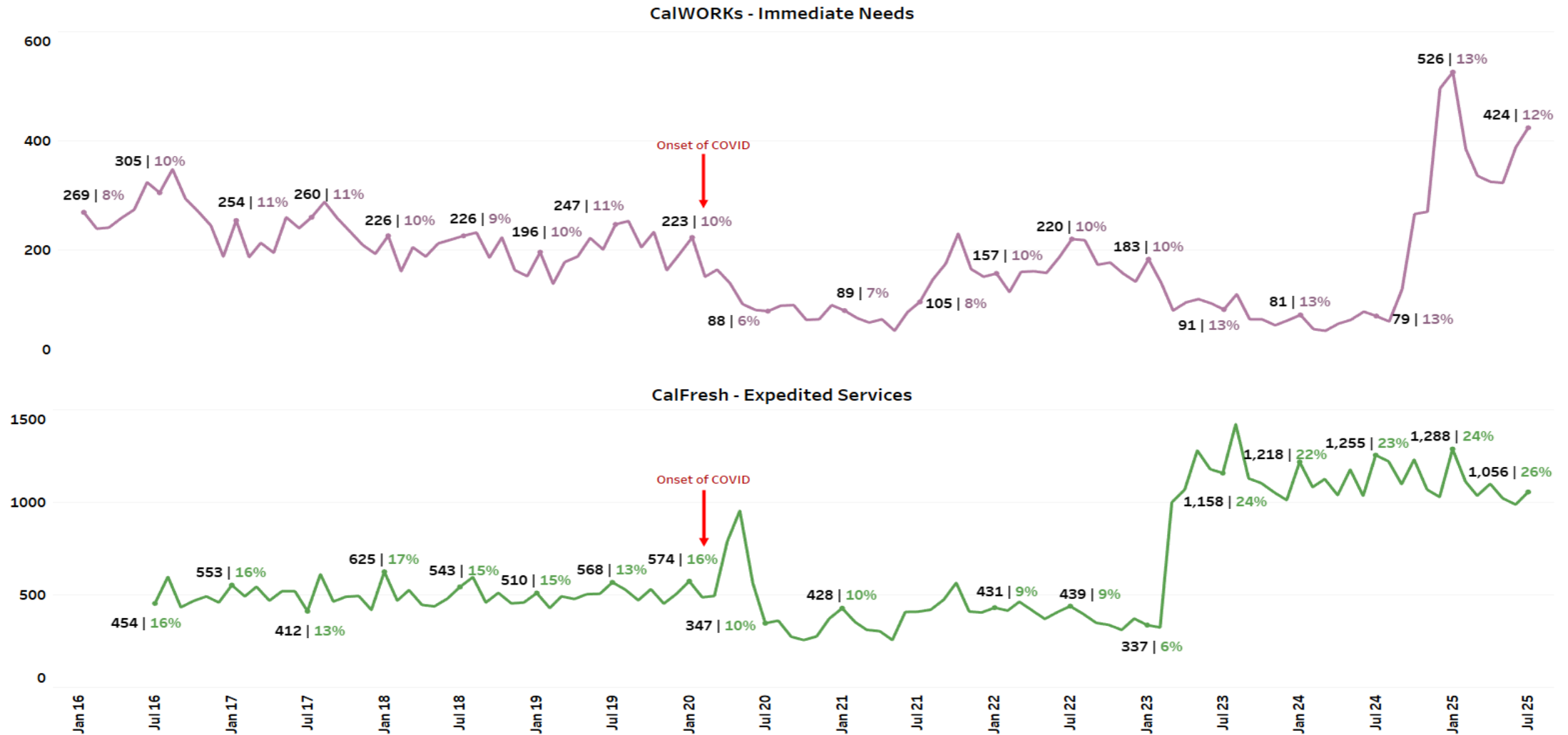


Medi-Cal Applications



*Building Brighter Futures Together*

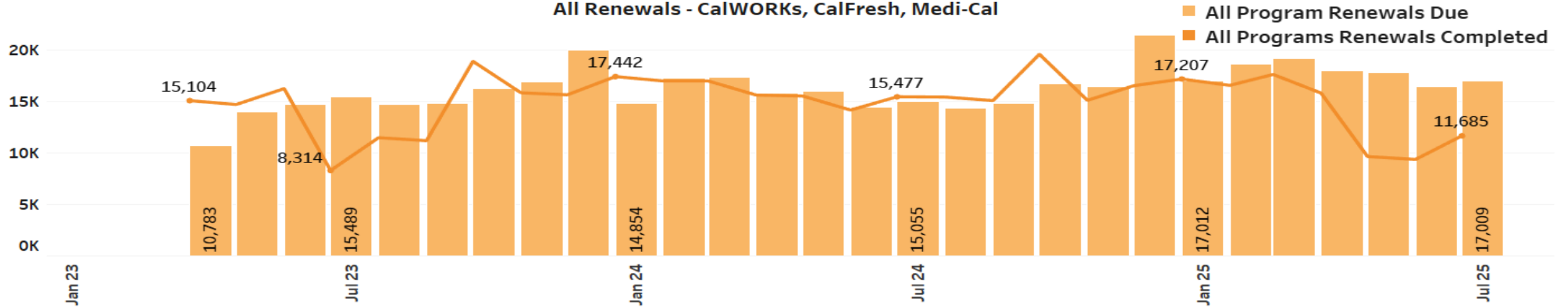
# Application Trend (Cont.)



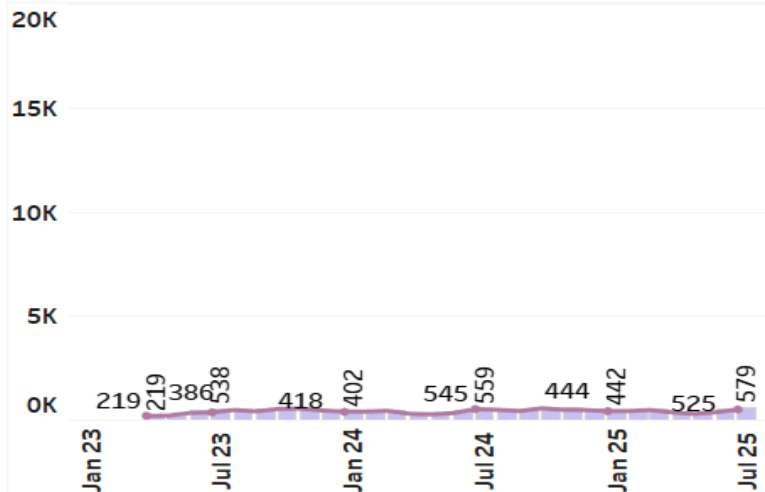
*Building Brighter Futures Together*

# Monthly Renewals

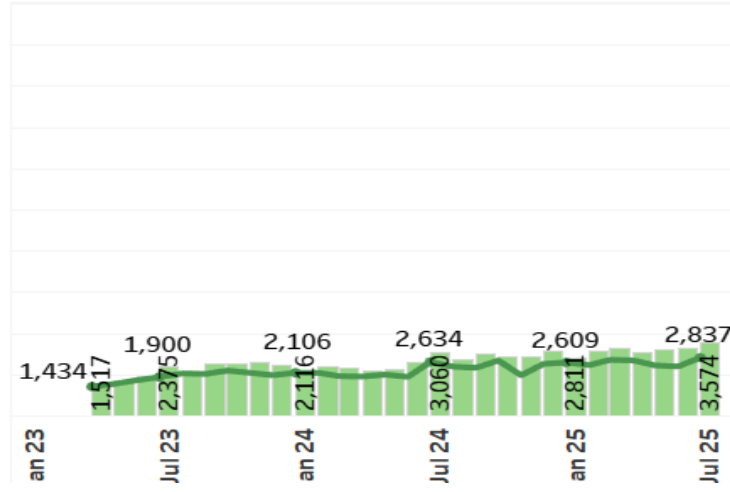
All Renewals - CalWORKs, CalFresh, Medi-Cal



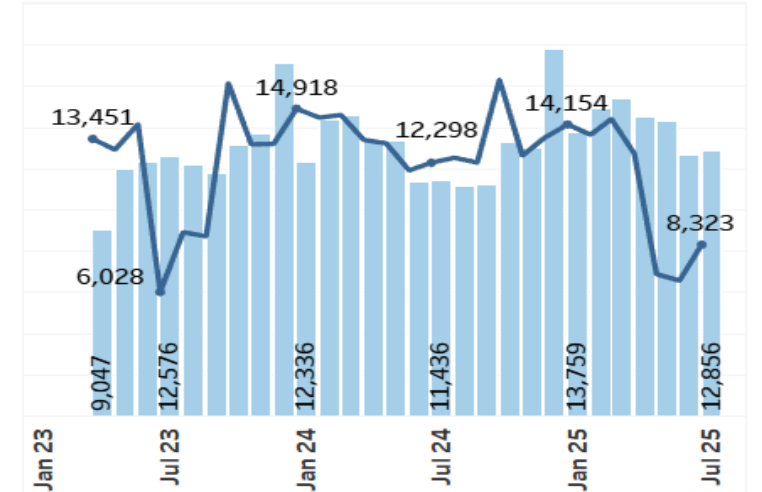
CalWORKs Renewals Due  
CalWORKs Renewals Completed



CalFresh Renewals Due  
CalFresh Renewals Completed



Medi-Cal Renewals Due  
Medi-Cal Renewals Completed

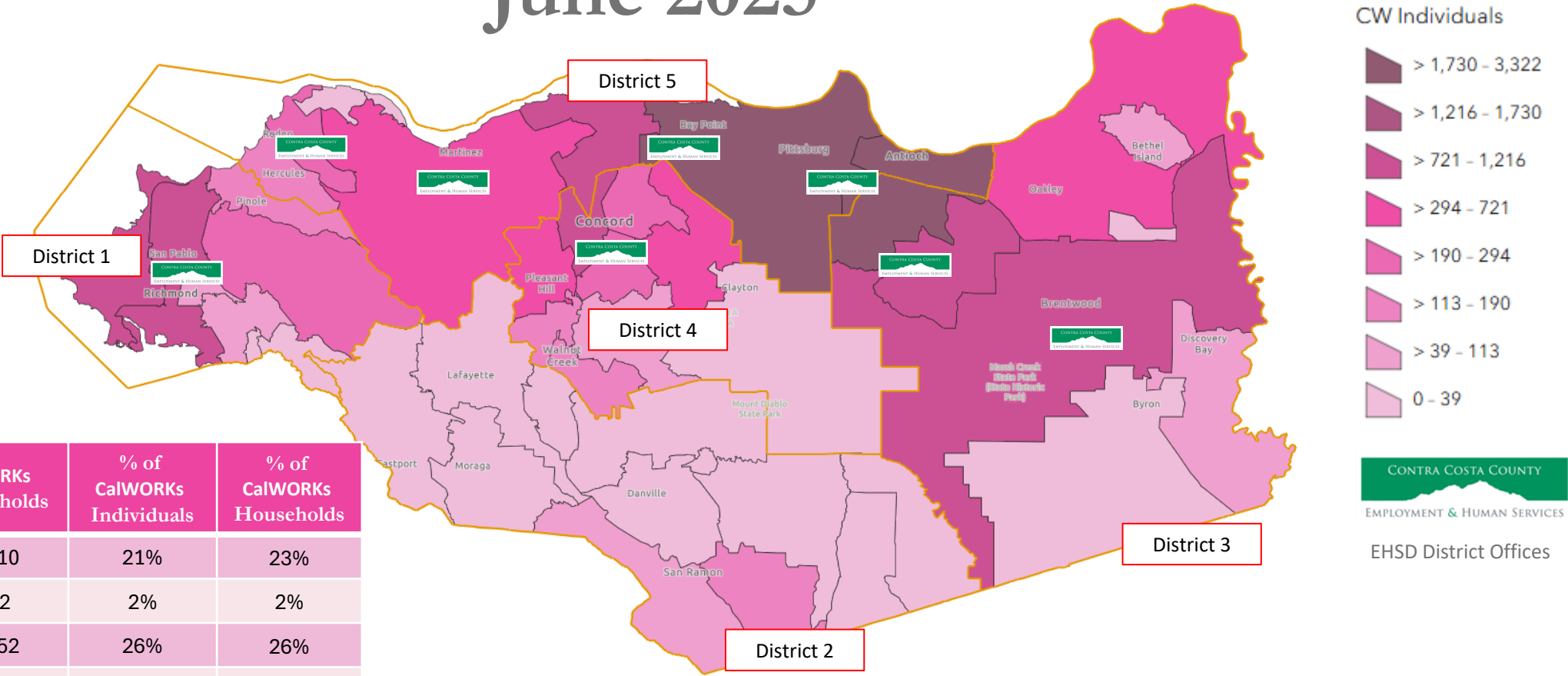


*Building Brighter Futures Together*



# CalWORKs Individuals & Households by District

## June 2025



| District     | CalWORKs Individuals | CalWORKs Households | % of CalWORKs Individuals | % of CalWORKs Households |
|--------------|----------------------|---------------------|---------------------------|--------------------------|
| 1            | 3,649                | 1,610               | 21%                       | 23%                      |
| 2            | 388                  | 132                 | 2%                        | 2%                       |
| 3            | 4,476                | 1,752               | 26%                       | 26%                      |
| 4            | 2,823                | 928                 | 16%                       | 14%                      |
| 5            | 5,313                | 2,117               | 31%                       | 31%                      |
| Other        | 534                  | 322                 | 3%                        | 5%                       |
| <b>Total</b> | <b>17,193</b>        | <b>6,861</b>        | <b>100%</b>               | <b>100%</b>              |

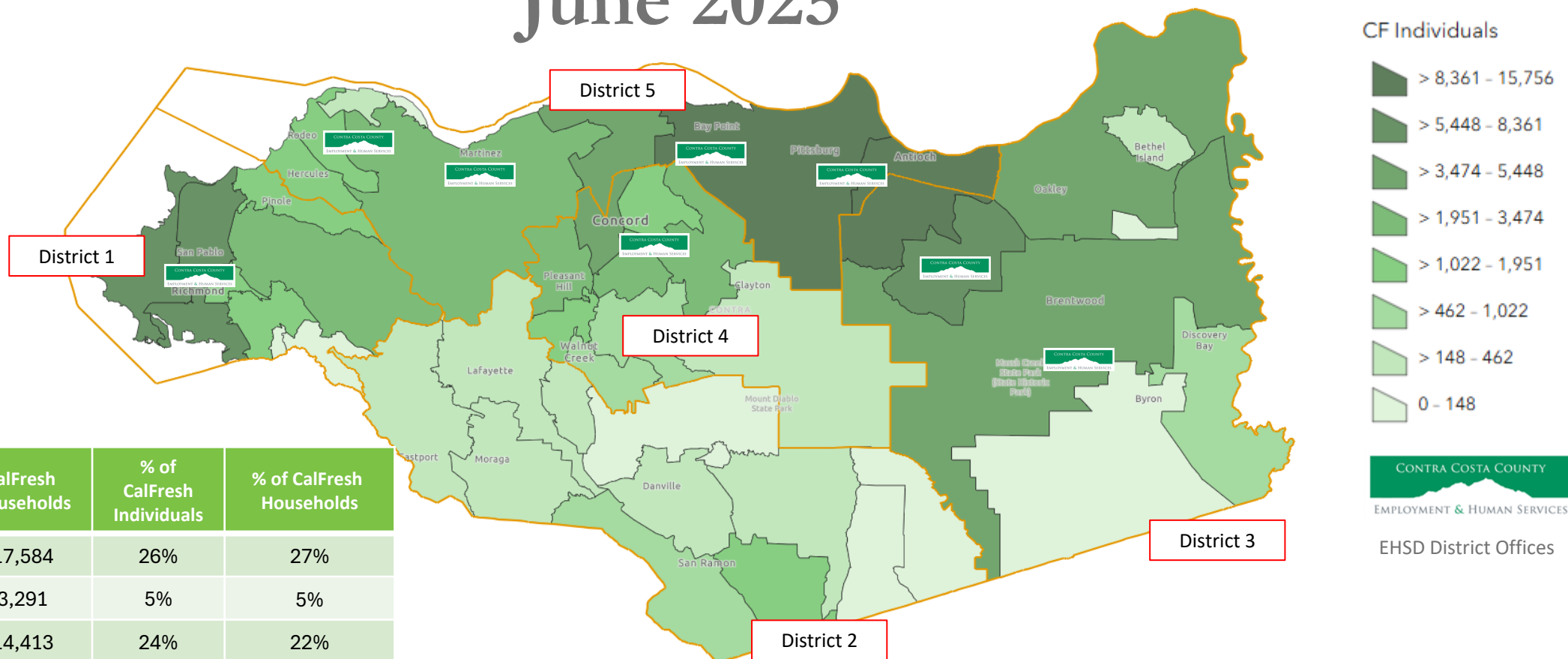
Building Brighter Futures Together

Data Source: CalSAWS; Notes: Other = active inter-county transfers.  
Totals may not add to 100% due to rounding. [EHSD Map link](#)



# CalFresh Individuals & Households by District

## June 2025



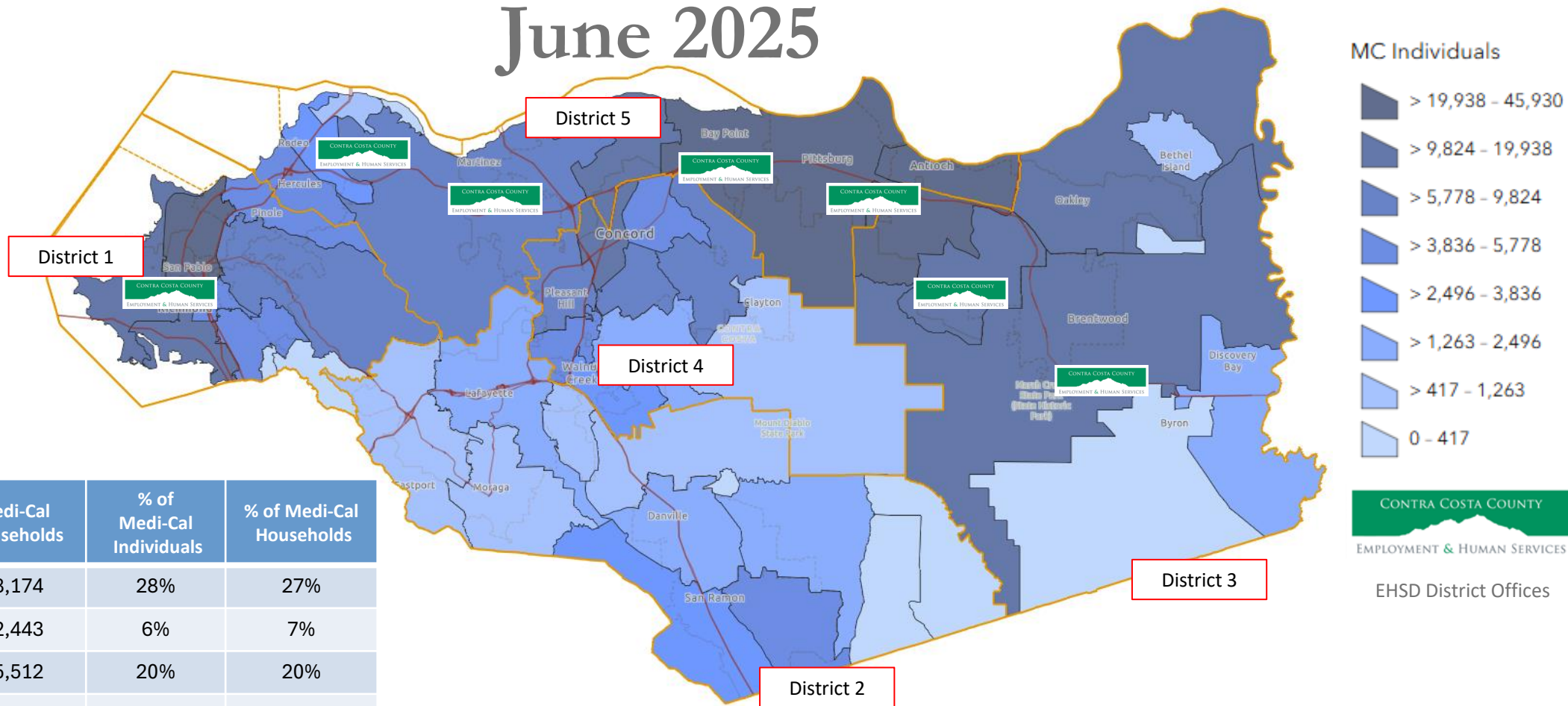
| District     | CalFresh Individuals | CalFresh Households | % of CalFresh Individuals | % of CalFresh Households |
|--------------|----------------------|---------------------|---------------------------|--------------------------|
| 1            | 28,619               | 17,584              | 26%                       | 27%                      |
| 2            | 4,959                | 3,291               | 5%                        | 5%                       |
| 3            | 25,984               | 14,413              | 24%                       | 22%                      |
| 4            | 17,536               | 10,579              | 16%                       | 16%                      |
| 5            | 31,276               | 18,638              | 29%                       | 28%                      |
| Other        | 1,254                | 1,202               | 1%                        | 2%                       |
| <b>Total</b> | <b>109,628</b>       | <b>65,707</b>       | <b>100%</b>               | <b>100%</b>              |

*Building Brighter Futures Together*

Data Source: CalSAWS; Notes: Other = active inter-county transfers.  
Totals may not add to 100% due to rounding. [EHSD Map link](#)

# Medi-Cal Individuals & Households by District

## June 2025



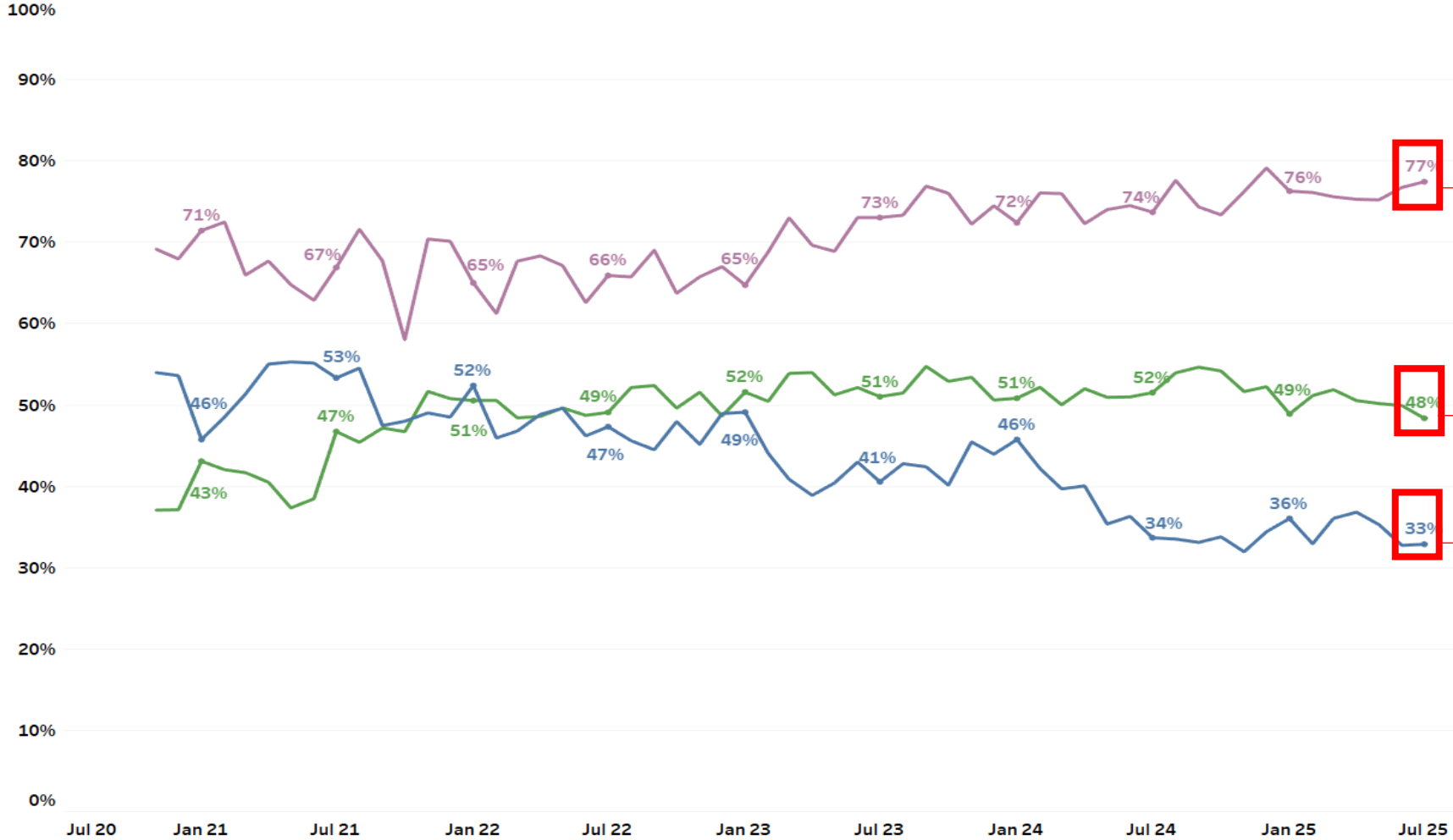
| District     | Medi-Cal Individuals | Medi-Cal Households | % of Medi-Cal Individuals | % of Medi-Cal Households |
|--------------|----------------------|---------------------|---------------------------|--------------------------|
| 1            | 89,638               | 48,174              | 28%                       | 27%                      |
| 2            | 19,577               | 12,443              | 6%                        | 7%                       |
| 3            | 66,037               | 35,512              | 20%                       | 20%                      |
| 4            | 56,876               | 32,962              | 18%                       | 18%                      |
| 5            | 83,648               | 45,788              | 27%                       | 26%                      |
| Other        | 6,877                | 3,756               | 2%                        | 2%                       |
| <b>Total</b> | <b>322,653</b>       | <b>178,635</b>      | <b>100%</b>               | <b>100%</b>              |

*Building Brighter Futures Together*

Data Source: CalSAWS; Notes: Other = active inter-county transfers.

Totals may not add to 100% due to rounding.. [EHSD Map link](#)

# Application Denials



| CalWORKs Top Denial Reasons<br>July 2025 |           |
|--|-----------|
| Reason                                   | July 2025 |
| Failed to Complete Application           | 189 (32%) |
| Application Withdrawn by Client          | 112 (19%) |
| Over Income                              | 69 (12%)  |

| CalFresh Top Denial Reasons<br>July 2025 |           |
|--|-----------|
| Reason                                   | July 2025 |
| Missed Interview                         | 613(32%)  |
| Over Income                              | 354 (18%) |
| Failed to Complete Application           | 341 (18%) |

| Medi-Cal Top Denial Reasons<br>July 2025 |           |
|--|-----------|
| Reason                                   | July 2025 |
| No Eligible Members                      | 771 (50%) |
| Failed to Complete Application           | 391 (25%) |
| Application Opened in Error              | 110 (7%)  |

**Note:** Denial Rate is the number of Application Denied divided by the number of Applications processed in the month  
**Data Source:** CalWIN, CalSAWS, and eXemplar Report

# CalWORKs/Welfare to Work

*Building Brighter Futures Together*

# CalWORKs / Welfare-to-Work

## Explanation

Welfare-to-Work (WTW) is a comprehensive Employment and Training Program to promote self-sufficiency.

## Eligibility

- Receiving CalWORKs cash aid

## Path

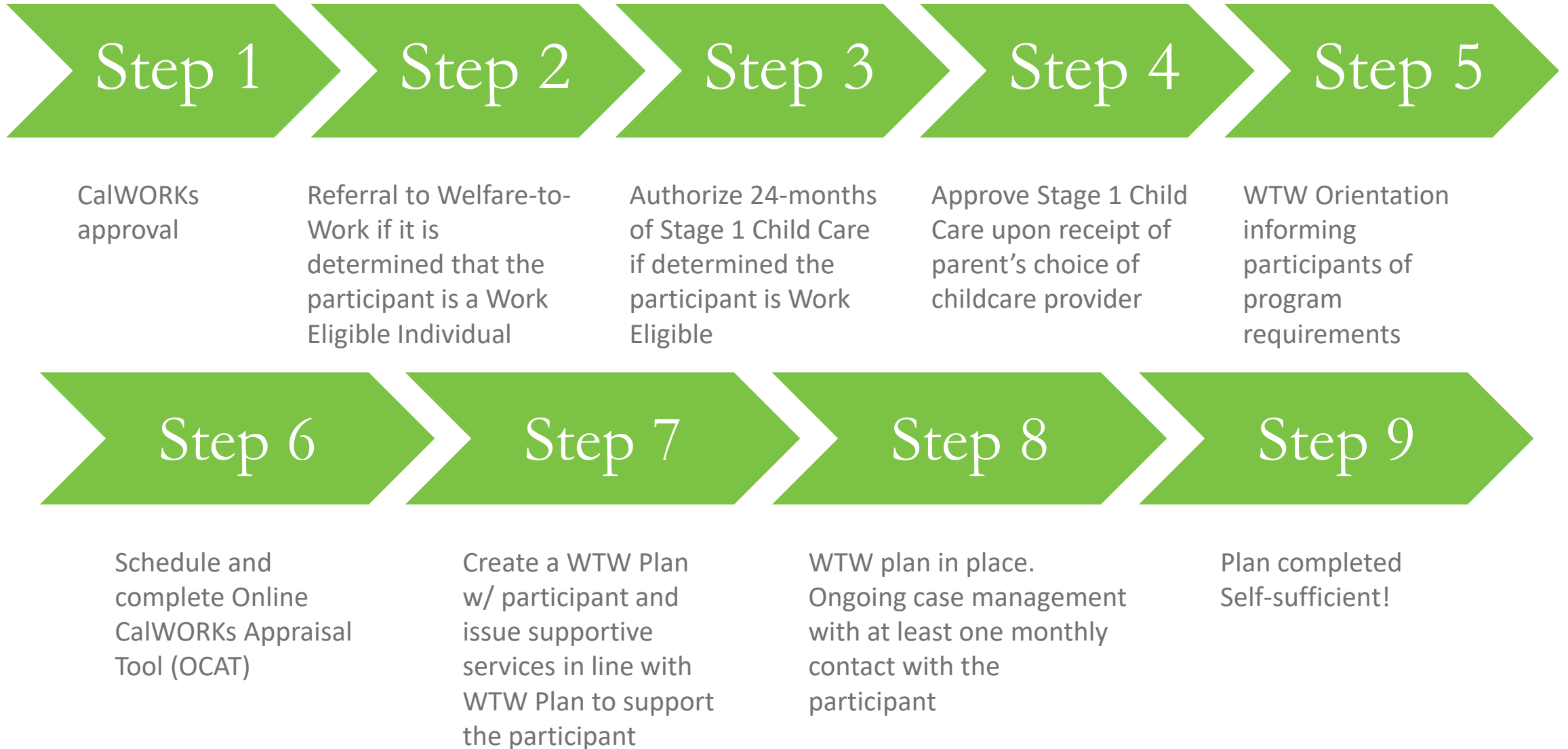
- Orientation to the program
- Appraisal of need, education & work background
- Develop WTW plan to help become self-sufficient

## Supportive Services

- Childcare
- Employment Support
- Transportation
- Education
- Mental Health
- Substance Abuse
- Subsidized Employment

*Building Brighter Futures Together*

# Ideal Customer Journey

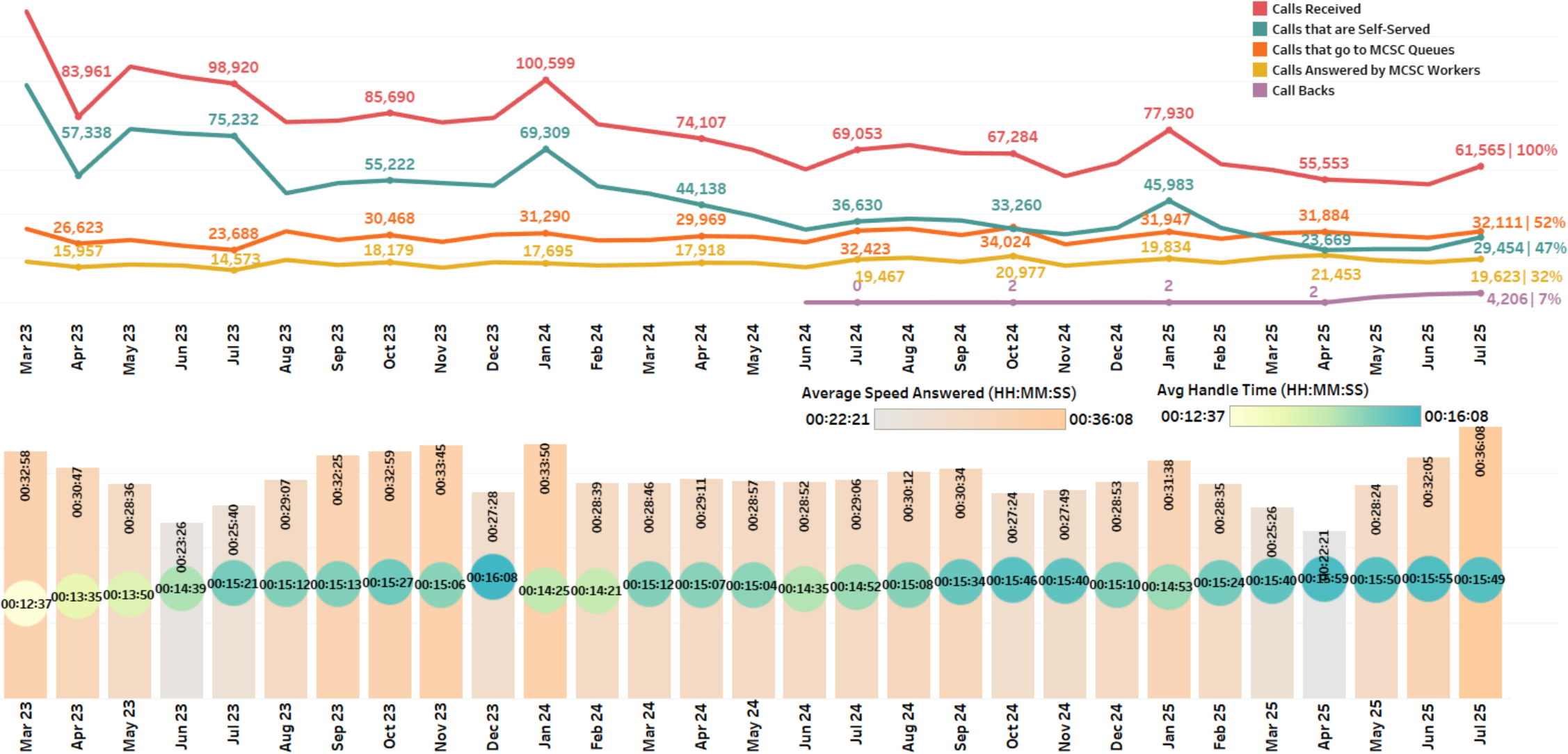


# Service Excellence

*Building Brighter Futures Together*



# Medi-Cal CalFresh Service Center Calls

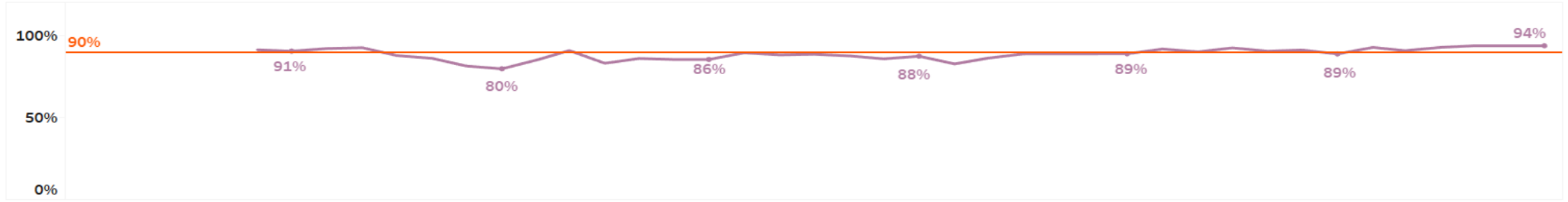


*Building Brighter Futures Together*

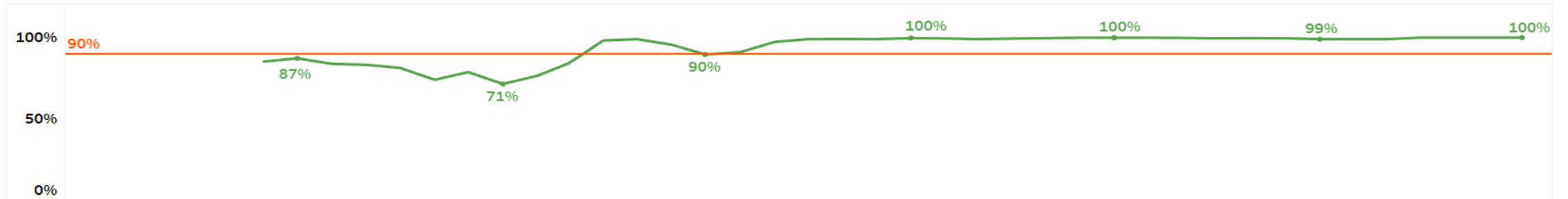


# Application Processing Timeliness

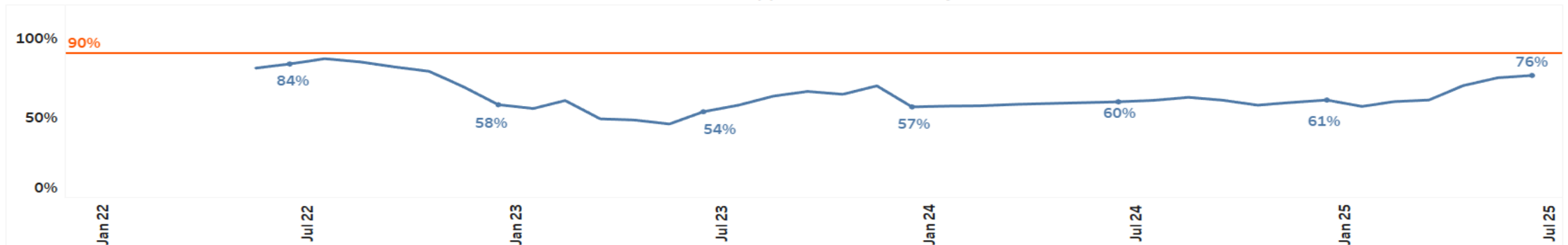
% of CalWORKs Apps Processed Timely



% of CalFresh Apps Processed Timely

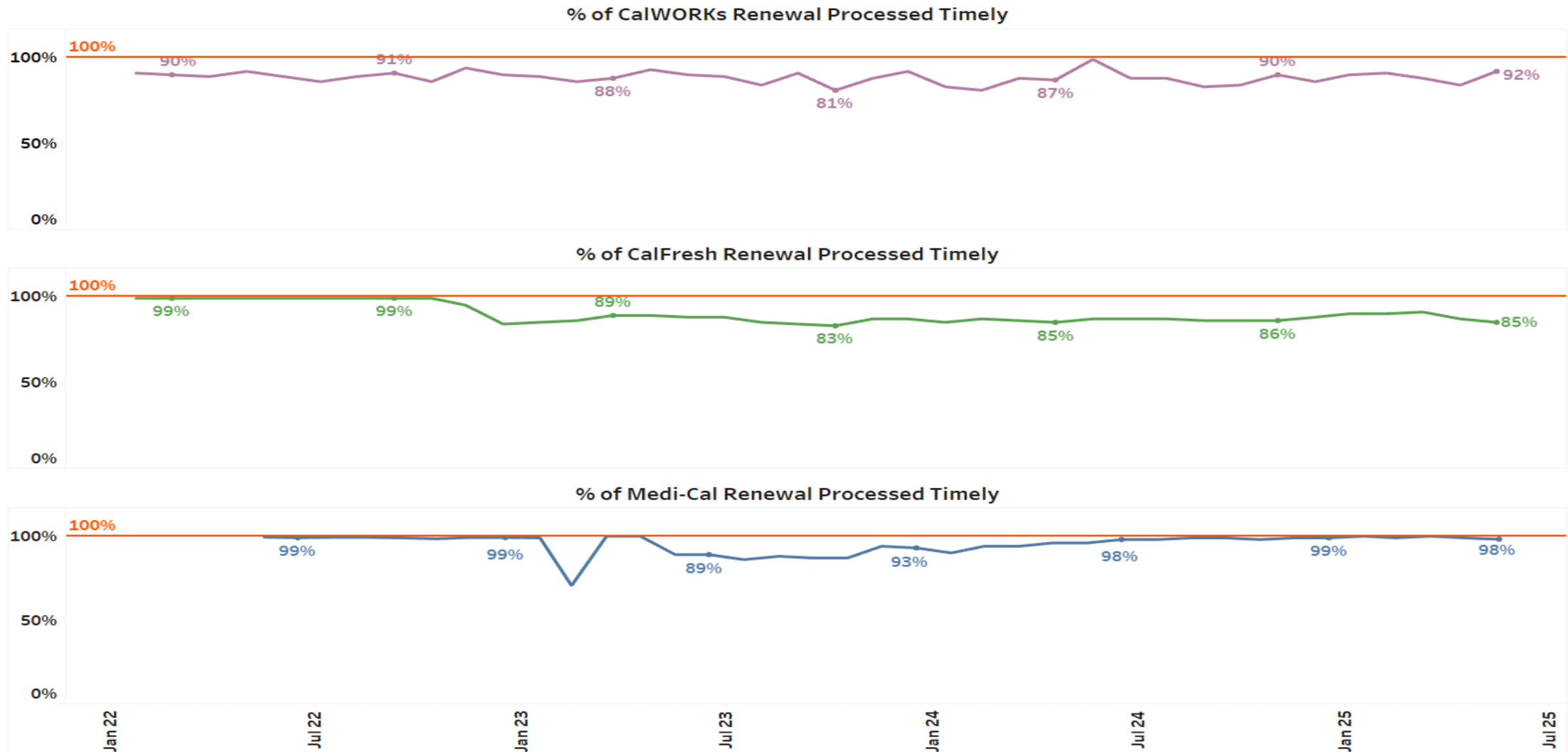


% of Medi-Cal Apps Processed Timely



*Building Brighter Futures Together*

# Renewal Processing Timeliness



*Building Brighter Futures Together*

# Legislative Environment

*Building Brighter Futures Together*

# Legislation – HR1 Impacts on Medi-Cal

## Immigrant Eligibility

- Effective October 1, 2026, eliminates Medi-Cal eligibility for approximately 5 categories of legal immigrants
- Approximately 8,292 current enrollees will no longer be eligible

## Work Requirement

- Effective January 1, 2027, added work requirement for ACA expansion adult enrollees ages 19-64
- Currently, 86,288 of these enrollees (49%) do not meet this requirement

## Redeterminations/Renewals

- Effective January 1, 2027, increase from 1 to 2 redeterminations per year
- Estimate bi-annual redetermination will be required for 114,955 county enrollees
- Significant added burden for low-income families
- Additional time and resources required to process, with no additional funding

*Building Brighter Futures Together*

# Legislation – HR1 Impacts on CalFresh

## Immigrant Eligibility

- Eliminates CalFresh eligibility for approximately 5 categories of legal immigrants
- Approximately 8,292 current enrollees will no longer be eligible

## Exemptions for Work Requirements End

- Adults age 55-64
- Parent with dependent child age 14-17
- Unhoused individuals
- Veterans
- Youth aged out of foster care at 18 and currently under 24

## Cost to Administer

- Effective October 1, 2026, Federal funding will decrease; California will not make up difference.
- California counties to pay higher share of costs
- Cost share based on error rate tier

*Building Brighter Futures Together*



**Thank you to  
the 733  
Workforce  
Services Staff  
for building  
brighter futures  
together!**



# Public Assistance

## Discussion

October 13, 2025

Angela Bullock-Hayes, Workforce Services Director  
info@ehsd.cccounty.us | (925) 608-4800