



CONTRA COSTA COUNTY

Committee Meeting Minutes

Internal Operations Committee

Supervisor Candace Andersen, Chair
Supervisor Diane Burgis, Vice Chair

Monday, July 28, 2025

10:30 AM

309 Diablo Rd, Danville
3361 Walnut Blvd, Suite 140, Brentwood
<https://cccouny-us.zoom.us/j/81079842919>
Call in: (888) 278-0254, Conference code:
845965

1. Introductions

Chair Andersen called the meeting to order at 10:30 a.m. In attendance were Noel Garcia, Steven Kwok, Tolfa Sezer, Dyanne Fankhauser, Sarah Shkidt, Sandra Bewley, Jamie Schecter, Alexandra Heinitz, Jill Ray, Anissa Basoco-Villarreal, Chris De Dios, District 3 Office, Kiki Farris, Esa Ehmen-Krause, Andrew Mainardi, Navi Singh, Kaitlyn Jeffus, and Julie Enea.

Present: District II Supervisor Candace Andersen and District III Supervisor Diane Burgis

2. Public comment on any item under the jurisdiction of the Committee and not on this agenda (speakers may be limited to two (2) minutes).

No public comments were offered.

3. RECEIVE and APPROVE the Record of Action for the June 23, 2025 Internal Operations Committee meeting. (Julie Enea, County Administrator's Office)

Attachments: [DRAFT IOC Record of Action for June 23, 2025](#)

Aye: Chair Candace Andersen and Vice Chair Diane Burgis

Result: Passed

4. CONSIDER report and recommendations for improving the County's policy on purchasing and distributing gift cards as program incentives, especially by contracted community organizations. (Julie Enea, County Administrator's Office)

Attachments: [Admin Bulletin 615 Incentives for County Programs 12-12-09](#)
[Contractor Gift Cards by Dept](#)
[Board Referral to IOC Gift Cards 5-13-25](#)

Julie Enea presented the staff report, detailing data tables and attachments. She noted that since 2009, about \$220,000 annually is spent on gift card incentives. Most transactions authorized less than 5% of grant funds for incentives, except one at 10%. Utilization is highest in Health Services, followed by Employment and Human Services, Probation, and the District Attorney. The Conservation and Development department's use was limited to the Keller grant under former Supervisor Glover.

Julie referenced the current Program Incentives policy, attached to the staff report, and reviewed the most common findings of noncompliance by County departments as identified by the County's Internal Audit Division, which periodically audits the use of gift cards.

Julie provided a summary of the responses from an informal survey of high utilization departments regarding their authorization of contractors to purchase and distribute gift cards. Departments reported 38 current or recent contracts involving gift cards. She noted that while many service contracts did not specifically mention the purchase and distribution of gift cards as program incentives, departments indicated that payment demands were supported by receipts, logs with card details, and sometimes beneficiary confirmations.

Julie summarized the recommendations, which were to clarify that the current policy applies to County programs whether administered by County staff or indirectly through a contractor, to require a set of special conditions be incorporated into contracts that authorize the purchase and distribution of gift cards as program incentives, and to direct the CAO to update the County's policy to be consistent with the Committee's direction.

Vice Chair Burgis emphasized accountability and efficient use of public funds. She raised concerns about repeat incentives going to the same individuals and non-county residents, suggesting in-person verification for reliability. Chair Andersen highlighted that this approach could be unfair to those with disabilities or busy parents. Vice Chair Burgis proposed requiring contractors to specify their methods for ensuring incentives reach the intended audience.

Deputy County Counsel Andrew Mainardi advised the Committee to avoid strict quid-pro-quo transactions and instead require clients to make a good faith effort to complete tasks for program incentives.

Anissa Basoco-Villarreal from the County's Employment and Human Services (EHS) Department commented that EHS issues gift cards for emergency needs of juveniles in custody, a use not directly addressed in the policy recommendations, and that the Workforce Development Board issues incentives for specific and verified achievements.

Jamie Schecter from the County's Health, Housing and Homeless Services program stated that incentives for online participation are rarely used by Health Services. When they are, IP addresses are verified to exclude those outside of the target community based on location or frequency. Digital gift cards are utilized for their added security. She also mentioned that HSD staff already adhere to the guidelines outlined in the County's program incentives policy, so the recommended actions can be implemented with minimal additional effort.

The Committee staff will enhance the language regarding the eligibility determination

for program incentives and present updated recommendations to the Committee in September.

Aye: Chair Candace Andersen and Vice Chair Diane Burgis

Result: Passed

5. The August 25, 2025 has been canceled. The next meeting is currently scheduled for September 22, 2025

The Committee confirmed the next meeting date of September 22.

6. Adjourn

Chair Andersen adjourned the meeting at 11:07 a.m.

For Additional Information Contact: julie.enea@cao.cccounty.us

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