

A young girl with her hair in pigtails, wearing a dark blue floral shirt, is sitting at a table. She has her hands raised in front of her face, showing that she has painted her fingers. The background is slightly blurred, showing other children and a classroom setting.

Contra Costa County  
Employment & Human  
Services Department  
Community Services Bureau

2016-2017  
Annual  
Report

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## Letter from the Director

I am pleased to present the Community Services Bureau's **2016-17** Annual Report. This past year has been a busy one filled with challenges and opportunity. We began the year with the final two of a series of highly successful federal reviews in Leadership and Governance and Comprehensive Services and School Readiness. Just as with the three Federal reviews the year prior, strengths in systems and practices were noted with no areas of concern.

Much of the year was spent reconfiguring our program operations to ensure the community needs are met. We contracted with new childcare partners, to expand services in areas of need and we continued both formal and informal partnerships with dozens more community partners. We expanded our services to 3 year-olds in an effort to meet the growing demand; and our Stage II program, continued to grow with new funding and providers. Our strong community action partnerships, including the Low Income Energy Assistance Program, were in high demand county-wide.

The year ended with a new Early Head Start Childcare Partnership grant serving **190** additional infants and toddlers, bringing our total number of Early Head Start children to **573**. We are proud to be one of **74** grantees chosen nationwide, out of **600** applicants. We were chosen because of our excellent track record of strong partnerships within the communities we serve.

As we navigate the unsettling times ahead, we continue to be a pillar in Contra Costa for the nearly **20,000** lives we touch each year through our early care and education programs and community action partnerships. We could not do the great work we do without the tireless commitment from our dedicated staff and governing board members - together we are stronger.

Please share in the years successes by taking a few minutes to look at the innovative work we have done and will continue to do in the years to come.

Camilla Rand, Director  
Employment and Human Services Department  
Community Services Bureau



"Our Mission is to support individuals and families to thrive as contributing members of the community by providing high quality services and learning opportunities."

# *Community Services Bureau (CSB)*



The Community Services Bureau is part of a national network of Community Action Agencies that was established by the 1964 War on Poverty, to address the underlying conditions that cause poverty. We have an annual budget close to \$53 million and we employ approximately **400** employees in 16 service locations across the county.

Our largest program is the Child Development Program funded through the State of California that provides both part-day and full-day services and provides a core class curriculum that is developmentally, culturally and linguistically appropriate for the children served. Each year we combine federal Head Start, Early Head Start, and State Child Development funds to provide early childhood education services to over **2,000** children and their families. CSB administers several other programs that serve vulnerable households and low income families: Low Income Home Energy Assistance Program (LIHEAP), Weatherization, and CalWORKs Child Care Alternative Payment Programs (C2AP/CAPP).

Through the federally-funded, state-administered Community Services Block Grant (CSBG), CSB is also able to fund a variety of community-based organizations operating poverty reduction programs. These programs impact poverty in three priority areas as determined by the community: Jobs/Employment; housing/shelter and Food/Nutrition.

In 2016, CSB served **2,326** Head Start and Early Head Start children and their families, which represents just over 25% of the eligible children in Contra Costa County. CSB was successful in undergoing a slot reduction, which allowed the bureau to remain responsive to the changing needs of the community by serving more 3 year olds.

In late 2015, CSB implemented a new program called the Early Head Start-Child Care Partnership, designed to serve **72** children aged 0 to 36 months in full-day/full-year center-based and children aged 0-48 months in family child care settings and in 2016 CSB secured funding to serve **190** additional children. Children enrolled in this program must have the base of their child care paid for through child care subsidies.



# Shared Governance

## **Board of Supervisors**

The Contra Costa County Board of Supervisors (BOS) is the policy-making body of county government that oversees the operations of departments and exercises executive and administrative authority through county government and the office of the County Administrator. The newest supervisor, Diane Burgis also used to be a Head Start parent.

## **Policy Council**

The Policy Council (PC) is comprised of elected parent representatives of currently and formerly enrolled children and local community representatives. They work with the Board of Supervisors and the Director of Program Services to achieve Head Start Performance Standards. The Policy Council is responsible for decisions regarding:

- Parent, family, and community engagement
- Program recruitment, selection, and enrollment priorities
- Funding applications and amendments
- Budget planning, including reimbursement for participation in PC activities
- Policy Council By-Laws
- Policy Council election procedures
- Recommendations on delegates and grantee service areas
- Annual, monthly, and periodic reports
- Approving procedures for hire/termination of staff



*Week of the Young Child visit  
L to R: Carolyn Johnson, Camilla Rand, Diane Burgis, Entesar Ebeid*

## **Economic Opportunity Council**

The Economic Opportunity Council (EOC) is a tripartite advisory board to the BOS and CSB for oversight of the Community Services Block Grant (CSBG). The EOC board composition includes five members from the public/private non-profit sector, five members from the low-income sector, and five members of the Board of Supervisors or their designees. The executive officers include: Ajit Kaushal, Chair; Renee Zeimer, Vice Chair; and Armando Morales, Secretary.



*2017 Board of Supervisor Reorganization Lunch  
L to R: Shelia Fraser, PC chair; Ajit Kaushal, EOC Chair; Federal Glover, BOS chair; Janissa Rowley, CSB lead Assistant Director*

## **Shared Decision Making**

Together, the BOS, the PC, the EOC, and the director of CSB, form the group responsible for shared decision making in Community Services.

# Parent, Family and Community Engagement

Parent, Family and Community Engagement (PFCE) is about building relationships with families that support family well-being, strengthen relationships between parents and their children, and provide ongoing learning and development opportunities for both parents and children. The following includes highlights from 2016:



- **Male Involvement- 77** participants enhanced their fathering skills and learned about the important roles they have as fathers in their children’s lives by attending male involvement meetings and fatherhood classes based on the National Fatherhood Initiative’s 24/7 Dad Program.
- **Facilitative Leadership Training® - 8** Policy Council representatives received training to enhance their leadership and facilitation skills.
- **Policy Council Orientation- 26** parent representatives received instruction in Policy Council program governance including roles

and responsibilities.

- **BOS/PC/EOC Joint Training- 42** participants received training in shared governance that included interacting with members of the Contra Costa County Board of Supervisors.
- **National Head Start Association Conference- 4** Policy Council Executive Committee members and the Parent, Family, and Community Engagement manager attended this conference in San Juan, Puerto Rico and learned about the new Head Start Performance Standards and the Parent, Family and Community Engagement Framework.
- **2087 Volunteers logged 30,296 hours-** Volunteers assisted in the classrooms, on field trips, and as visiting experts pertaining to various subjects.
- **Center based trainings** based on parent interest surveys.



Policy Council and CSB staff Facilitative Leadership® training participants

## *Parent, Family and Community Engagement Continued...*



- **English as a second language classes- 17** parents attended a **10** week course at our George Miller Center in Concord and received instruction to advance their English conversational skills, grammar, reading, writing, pronunciation and vocabulary.
- **CSB staff recognized- 11** staff received parent recognition at the Policy Council meetings for their outstanding work with Head Start (HS) and Early Head Start (EHS) children and families.
- **CSB family Newsletter-** Families of **1700** HS and EHS children received newsletters informing them of program updates and special activities; available parent resources in the program and community; and education, health and nutrition information and tips.

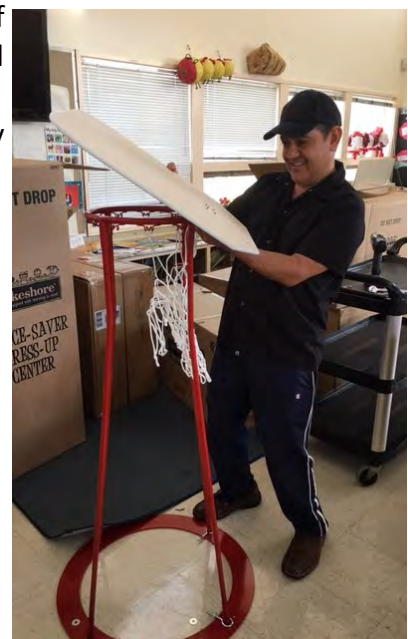
- **REadingADvantage Program– early literacy workshop- 224**

families from directly operated and partner centers participated in workshops and received free books to add to their children’s home library.

- **Bay Area Discovery Museum field trips- 184** families from our Richmond centers participated with their children on field trips during the program year to deepen their knowledge about nature.
- **Family-child monthly take home activities-** Families of **1112** preschool children received monthly math take home activities to support their children’s learning and enjoyment of mathematics. Activities included materials to support various math skills, such as measurement, matching, counting, and quantity.
- **Family music sharing booklets- 32** infant and toddler families contributed early childhood rhymes, songs, and finger plays reflective of their family traditions and cultures that were compiled into booklets. The families along with each of our infant and toddler classrooms received booklets to enjoy with the children and support their development.
- **Weekend beautification project-** Families joined center staff and participated in community workdays at our CSB operated centers to enhance the center environment.
- **Policy Council trainings-** All parent representatives at Policy Council Meeting received the following trainings:

- \* Voter Registration Campaign
- \* Positive Guidance
- \* Healthy Eating on a Budget
- \* Stress Management
- \* Raising Self-Esteem and Self-Confidence
- \* Reading to Young Children and Choosing Age Appropriate Books and Toys
- \* Foods for Young Children/Cooking Projects
- \* Child Abuse Prevention

- **Workforce Investment Network (WIN) continues to grow-** CSB worked with WIN members to increase employment and training opportunities for CSB families.



*Parent volunteering to  
Beautify Head Start center*

# School Readiness

## 2016 Classroom Assessment Scoring System Results

CSB staff continued to receive training on the Classroom Assessment Scoring System (CLASS), an observation tool that focuses on the effectiveness of classroom interactions among teachers and children. CLASS fosters interactions that promote a child’s social, emotional, and cognitive development. Children thrive when teachers create nurturing, well-managed settings and provide frequent and engaging opportunities to learn. One of the CLASS goals is to help teachers learn how to interact more effectively with their students to provide higher level thinking and language skills. The CLASS tool has 10 dimensions of teacher-child interactions rated on a 7-point scale, with 7 being the highest score. Scores within the range of 6-7 represent high quality teacher-child interactions, with effective interactions being consistently observed by the reviewer.

### 2016 Countywide Total Average Dimension and Domain Scores

Average by Dimension		
	Dimension	Average
<b>Emotional Support</b>	Positive Climate (PC)	6.96
	Negative Climate (NC)	6.97
	Teacher Sensitivity (TS)	6.69
	Regard for Student Perspectives (RSP)	6.22
<b>Classroom Organization</b>	Behavior Management (BM)	6.51
	Productivity (PD)	6.72
	Instructional Learning Formats (ILF)	5.84
<b>Instructional Support</b>	Concept Development (CD)	2.90
	Quality of Feedback (QF)	4.03
	Language Modeling (LM)	4.78

Countywide Total Average Domain Score		2016 CSB Threshold	Lowest 10% Threshold Nation-Wide
Domain	Score		
Emotional Support	6.71	6	5.59
Classroom Organization	6.36	6	5.25
Instructional Support	3.90	3	2.22



*Katharine Mason, Division Manager, reading to children during Week of the Young Child visit*



# 2016 Desired Results Developmental Preschool Profile

CSB used the California Department of Education’s assessment tool, the Desired Result Developmental Profile (DRDP2015), to assess the developmental progress of preschoolers three times per program year.

Figure 1 showcases baseline, mid-year, and year-end outcomes of preschool children for each domain based on the DRDP rating of Building or above. The domain with the greatest improvement was Approaches to Learning Self-Regulation (ATL-REG) in the areas of attention maintenance, curiosity, and self-comforting. There was an increase in achievement from 66% to 92% of children in Building and above in the Mathematics domain from the baseline assessment to the year-end assessment.

Figure 2 represents a comparison of children entering kindergarten and returning children that scored Building or higher in each domain on the third assessment. The comparison demonstrates that 99% of children entering kindergarten achieved a score of Building or above in each domain.

**Figure 1: Preschool outcomes for 2015-2016 program year**

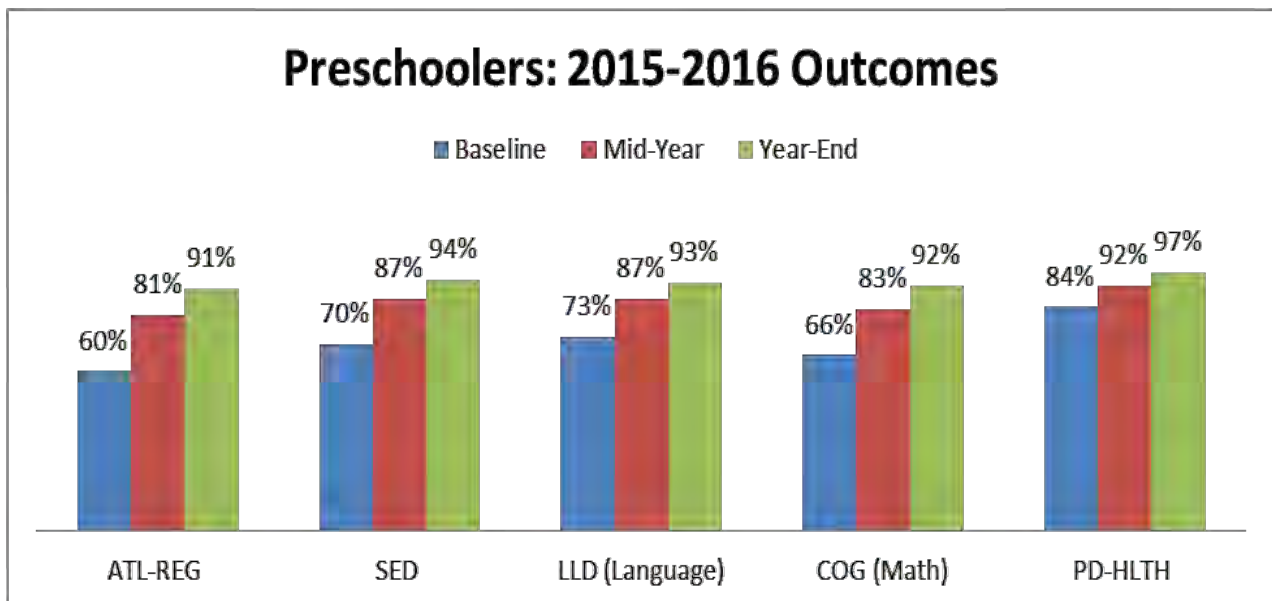


Chart Key: ATL-REG (Self Control of feelings & behavior), SED (Social & Emotional Understanding), LLD 9 (Letter & Word Knowledge), COG (Measurement), PD-HLTH 1(Perceptual-Motor Skills and Movement Concepts)

**Figure 2: Comparison of children entering kindergarten and returning children in each domain**

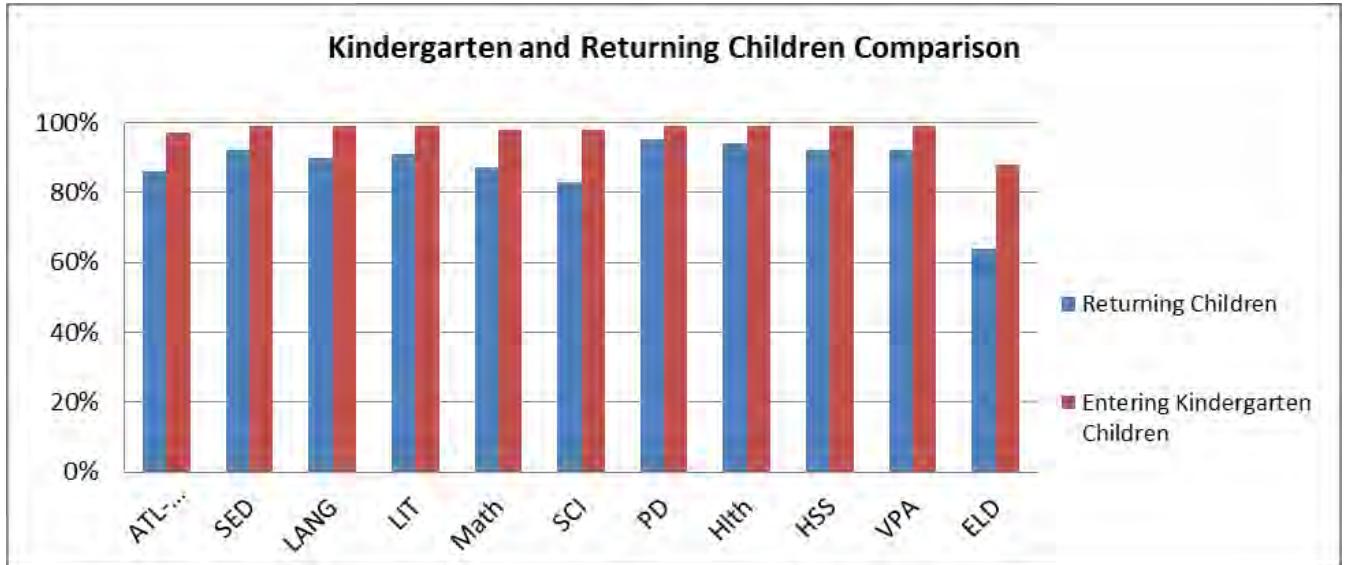


Chart Key: ATL-REG (Self Control of feelings and behavior), SED (Social & Emotional Understanding), LANG (Language), LIT (Literature), PD (Perceptual), Hlth (Motor Skills), SCI (Science), HSS (Sense of time & place), VPA (Visual Arts), ELD (English & Learning)



# *2016 Desired Results Developmental Infants & Toddlers Profile*

CSB used the California Department of Education’s assessment tool, the Desired Result Developmental Profile – Infant and Toddlers (DRDP-IT), to assess the developmental progress of infants and toddlers three times per program year.

Figure 1 showcases baseline, mid-year, and year-end outcomes of infants and toddlers for each domain based on the DRDP rating of Exploring or above. The domain with the greatest improvement was Language and Literacy Development in the areas of understanding language and interest in literacy. When compared to the 2015-16 baseline assessment scores for infants and toddlers, the year-end assessment scores show a 16% increase in the numbers of children rated Exploring later or above on Social and Emotional Development (SED).

Figure 2 represents a comparison of infants and toddlers scoring Exploring or higher in each domain on the third assessment. For example, the data demonstrates that 99% of toddlers achieved a score of Exploring or above in the Physical Development-Health domain. At least 96% of toddlers achieved a score of Exploring or higher in the four remaining domains.

**Figure 1: Infant/Toddler outcomes for 2015-2016 program year**

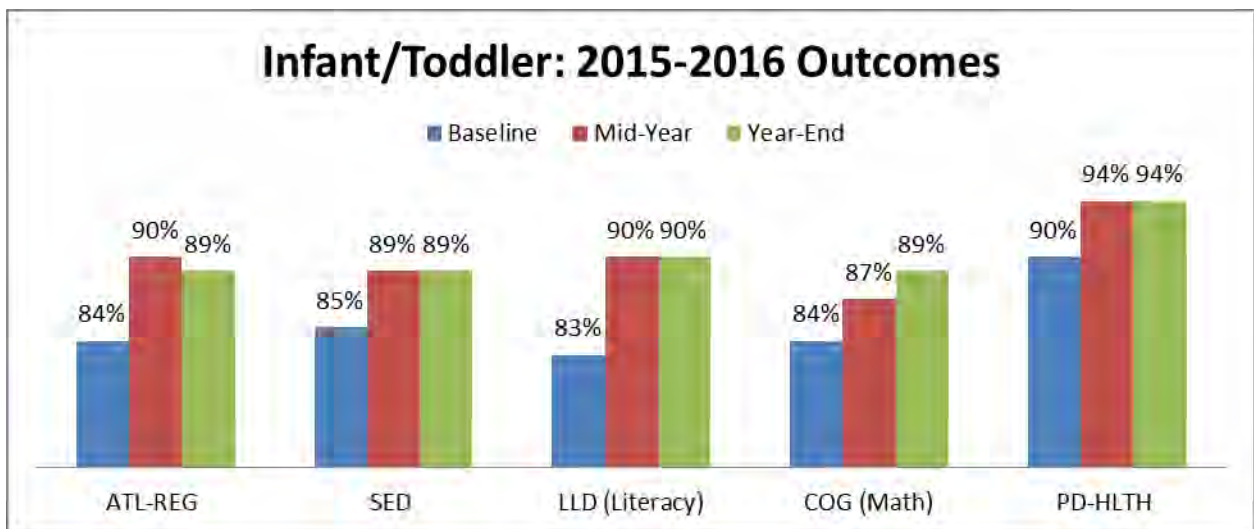


Chart Key: ATL-REG (Self Control of feelings & behavior), SED (Social & Emotional Understanding), LLD 9(Letter & Word Knowledge), COG (Measurement), PD-HLTH 1(Motor Skills)



**Figure 2: Comparison of Infants and Toddlers in each DRDP2015 Domain 3<sup>rd</sup> Assessment**

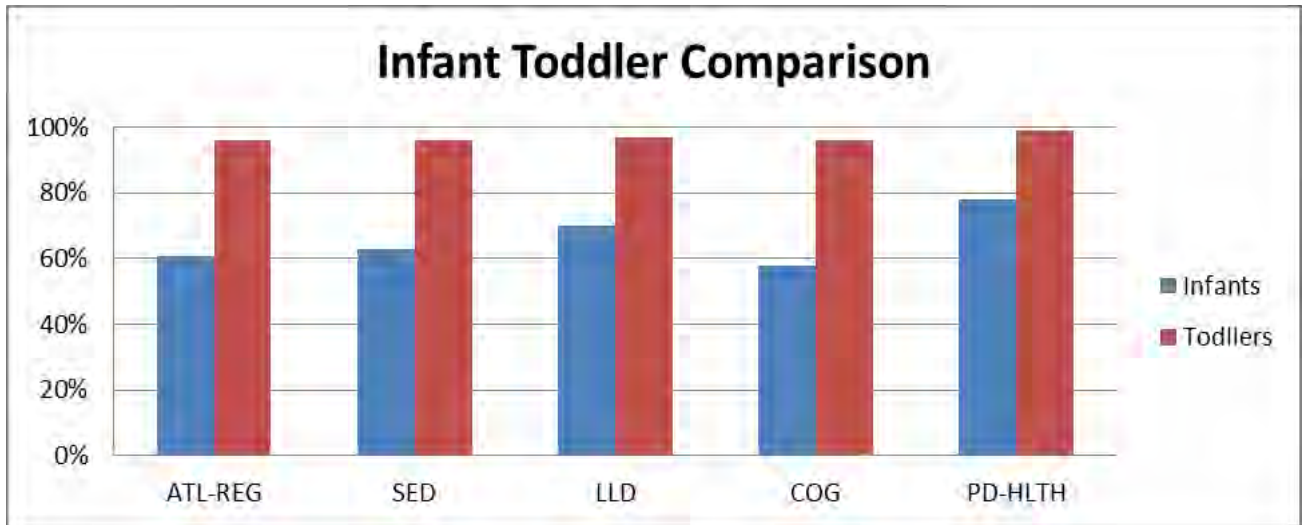


Chart Key: ATL-REG (Self Control of feelings & behavior), SED (Symbolic and Socio Dramatic Play), LLD (Interest in Literacy), COG (Number sense of quantity), PD-HLTH (Motor skills)



# *Transition to Kindergarten*

Preschool children make the transition into kindergarten more successfully when their schools and families prepare for it together and coordinate transition efforts. The connections that Community Services Bureau staff makes with families serve as a bridge for child, family, and school from the time each child enrolls to the day they exit our program.



Classroom teachers implement the Creative Curriculum which contains many elements that aligns with elementary school practices and learning standards.

Teachers use the Second Step Early Learning curriculum to support children throughout the school year and in particular for those children going to kindergarten, during the last few weeks of school. Second Step is a social emotional curriculum that focuses on skills children need to be successful in school and life. The last three lessons in Second Step that focus on transitions to kindergarten include:

- Week 26: Learning in Kindergarten; Children will be able to demonstrate Listening Rules and demonstrate focusing attention, listening and using self-talk during an activity. The Listening Rules and skills for learning help children become better learners in kindergarten.
- Week 27: Riding the Kindergarten Bus; Children will be able to identify feelings they have learned when

presented with facial cues and demonstrate the Calming-Down Steps. When faced with new stressors (such as riding the bus), these skills help children avoid undue stress.

- Week 28: Making new Friends in Kindergarten; Children will be able to demonstrate fair ways to play and demonstrate inviting others to play and asking to join in play. Friendship skills help children integrate successfully into new school environments.



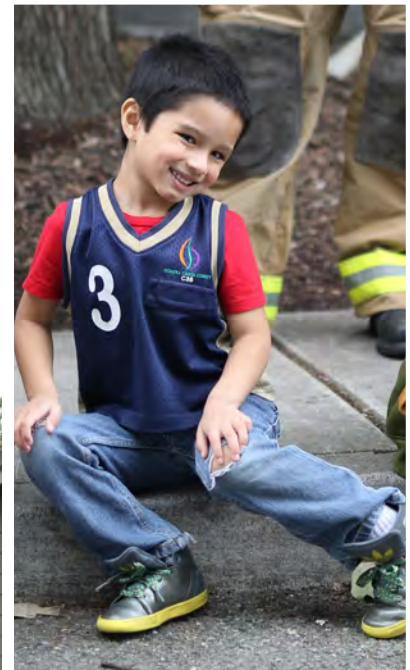


The **Road Map to Kindergarten** is a pamphlet given in the fall to each parent of a child who will go to kindergarten. It includes steps for parents to implement, from fall to summer such as:

- Practicing healthy habits and safety
- Listening and thinking skills
- Practicing responsibility
- Building partnership with the teachers
- Scheduling a field trip to local elementary school

Family members were encouraged to attend parent meetings focused on helping their child make a smooth transition to kindergarten. Such parent meetings include an elementary school teacher or principal as the guest speaker, planning a field trip to a local kindergarten classroom, and/or discussing their feelings about their child's transition and how they are preparing themselves and their child. All children who transition to kindergarten receive a bag of school supplies that includes parent-child activity kits, paper, a ruler, a pencil, an eraser, a box of crayons and glue.

The preschool years are a critical period for children's overall development, especially their social development. Ensuring a smooth transition to kindergarten for children and their families will have a positive impact on success in school for many years to come.



# Comprehensive Services

## Nutrition

Nutrition impacts all of us, especially young children. Poor nutrition poses a threat to our children’s health and social-emotional status. We can help CSB children and their families learn and maintain a healthy lifestyle. CSB continues to make good health a priority through the following initiatives:

- Monthly menus continued to have Meatless Mondays and Veggie Thursdays, while providing fresh fruits, vegetables and organic breads.
- Contra Costa Health Services or Fresh Approach brought physical activity and nutrition-oriented educational workshops to CSB families. Topics included Healthy Eating on a Budget and Keeping Fit. To meet our goals and objectives all centers had at least one Physical Activity or Nutrition workshop at one of their monthly parent meetings.
- CSB’s Nutritionist contributed articles to the parent newsletters such as Ways to Exercise as a Family and Healthy Tips for 2017.
- Celebrating Food Day on October 24<sup>th</sup> - CSB again partnered with the Food Bank of Contra Costa and Solano Counties to bring fresh produce to our families, as part of our efforts to promote healthy, affordable food prepared in a sustainable and humane way.
- The back of the monthly menus continue to have nutrition or physical activity education information for families.
- CSB’s Nutritionist sends out at least two physical activities and one yoga pose for teachers to include in their lesson plans each month.



### Get Moving Today!

### SAMPLE ACTIVITY CALENDAR

Monday	Tuesday	Wednesday	Thursday	Friday
Motions of the Weather. Use your body to pretend to be different types of weather. Rain, wind, thunder, snow....get creative.	Practice your throwing skills. Find a big target and throw as hard as you can at it. Work on stepping right at the target with our “opposite” foot.	Rainbow Run - Talk about the colors of the rainbow and as you name a color, run and touch three things that are that color.	Log Rolls – find a safe space in your house and practice rolling in a straight, strong line. Use those muscles.	Silly Run – Get outside and run. Try running in a straight line, a curvy line, and then a zigzag line.
Find an extra chore that will help you become a better mover (sorting clothes to work on throwing skills; sweeping the floor to work strength).	Turn on some music and make your parent/ caregiver dance for at least two whole songs.	Statues Game: Put your body into a balanced position and hold it while you count to 10. Try a more challenging position.	Say the ABC’s by putting your body into the shape of each letter.	Go for a walk – breath in the air as you swing your arms and hold your head high.

## Health

CSB supports families and collaborates with community agencies to ensure that all the children enrolled in the various programs receive timely high quality health care services. Services received in the 2016-2017 school year include:



- Access to medical and dental services- **100%** of children obtained ongoing access to high quality services through a medical and dental home.
- Vision screenings (children ages 3-5)- **100%** of children received vision screenings through their medical provider, California-Hawaii ELKS Major Project staff or CSB's Certified Vision Screeners. Support was provided to obtain glasses for those children identified as in need.
- Hearing screenings (children ages 3-5)- **100%** of children received screenings through their medical provider or CSB's Certified Audiometric Screeners, with follow-up provided to children identified as in need.
- Otoacoustic Emissions (OAE) hearing screenings

(children ages 0-3)- **100%** of children received OAE hearing screenings through CSB's trained screeners, with follow-up provided to children identified as in need.

- Oral health education (children ages 0-5)- **100%** of families received oral health education at their initial home visit and each child received a toothbrush.
- Dental exams- CSB children obtain dental exams and treatment through their dental provider as well as through on-site dental opportunities. Mobile dental vans provided **262** on-site dental exams and fluoride varnish applications while linking children to dental homes in the community. In addition, CSB also participated in the annual and national Give Kids a Smile Day event where local dentists provided **485** free dental exams, fluoride varnish applications and take home dental kits.
- Parent Newsletters- The importance of good oral health, current child passenger restraint laws, water safety, and protecting children from heat and sun were just some of the health and safety topics addressed in parent newsletters.





## Mental Health

The Mental Health Unit facilitated **110** new referrals during 2016-2017. All children received evaluations, diagnosis and intervention in the form of play therapy at their sites. Children who did not meet the diagnosis were supported individually in collaboration with their parents and classroom teachers by creating a positive guidance plan. The unit provided staff with monthly newsletters that supported their work in the classrooms and included topics like stress management, transitions, and grieving.



The unit also provided staff and parents training in the following areas:

- Child Abuse Prevention and Awareness
- Strategies to Address Challenging Behaviors
- Conflict Resolution
- Team work
- Children's Mental Health Awareness
- Stress Management
- Trauma Informed 101
- Second Step Curriculum Parent Involvement



## Disabilities

CSB maintained a memorandum of understanding with the Contra Costa Special Education Local Planning Area (SELPA). CSB also collaborated with eight Contra Costa County school districts in an effort to support children and families in accessing early intervention services and assisting them in transitioning into kindergarten programs as needed.

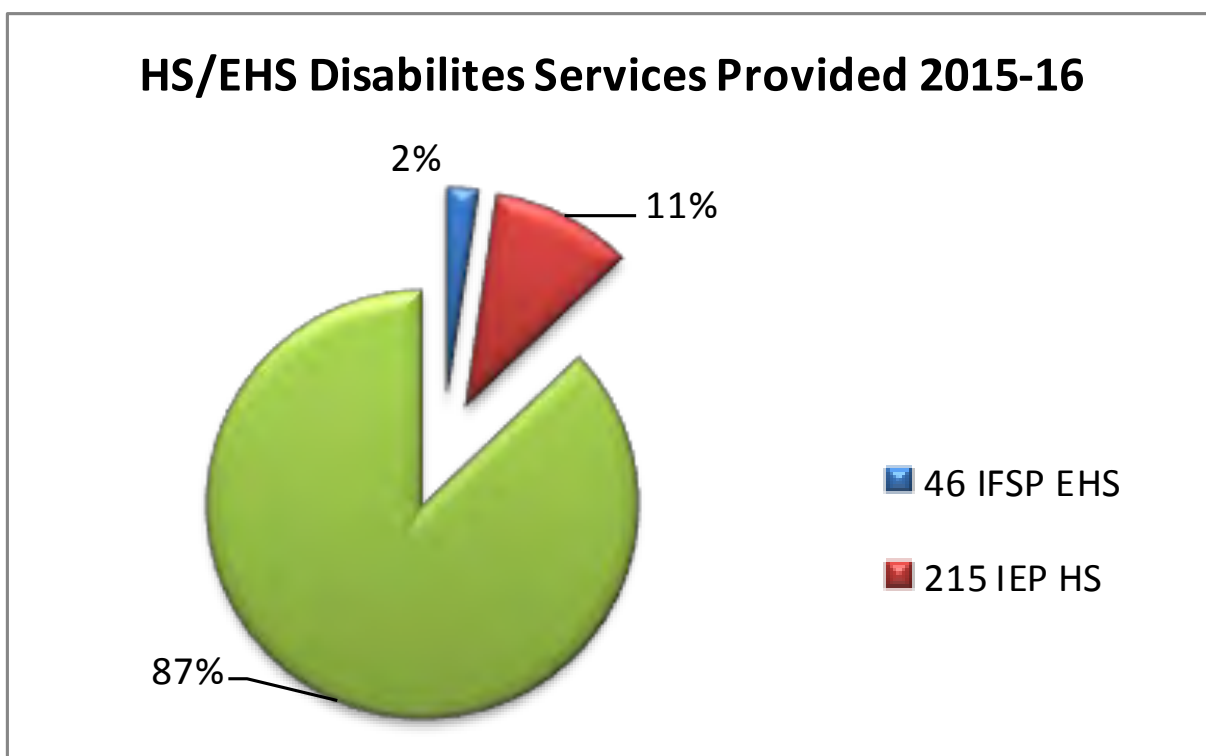
The school districts with which we have close collaboration are: West Contra Costa Unified School District (USD), John Swett USD, Martinez USD, Mount Diablo USD, Pittsburg USD, Antioch USD, Oakley Union Elementary, and Brentwood USD.

As a result of a formalized collaboration between CSB and West Contra Costa USD - Cameron School, the following programs provide dual enrollment to serve children with disabilities:

- Infant Toddler early intervention program at Cameron served **21** children
- Special Day Class at Balboa served **9** preschool children
- Inclusion Program at Brookside served **9** children
- Started Planning Collaboration meetings with Mount Diablo USD to open a Special Day Class at GMC Site in Concord for the 2016-17 program year.

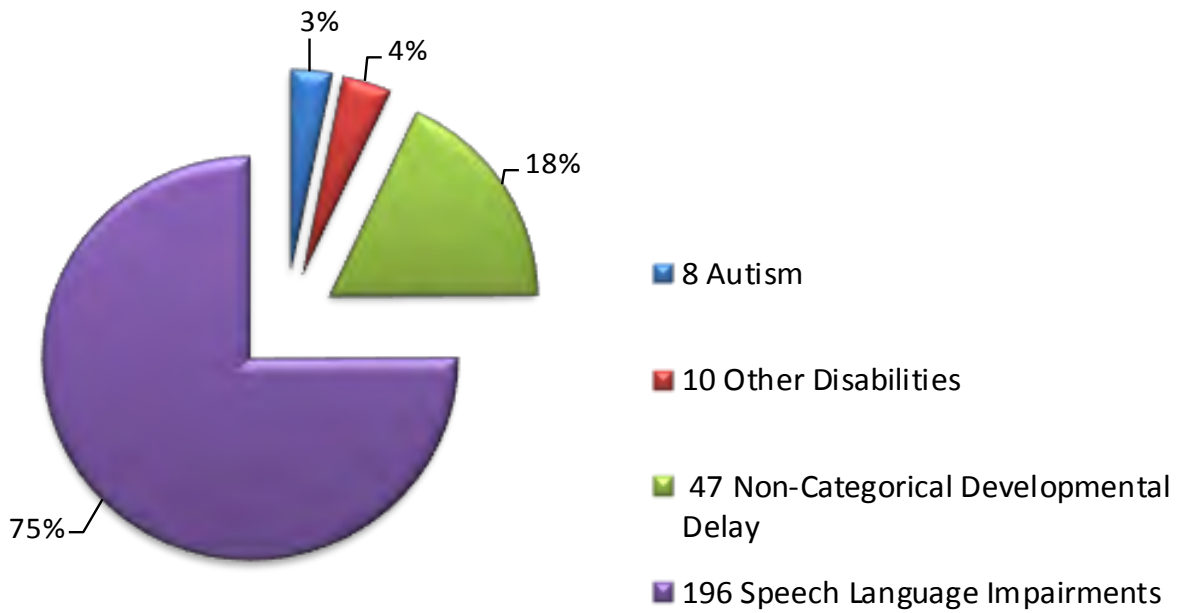
In the 2016-17 program year, **46** (2%) children enrolled in the Early Head Start program had an Individual Family Services Plan (IFSP) and **215** (11%) children enrolled in Head Start had an Individualized Education Program (IEP). This gives us a total of 12% enrollment of children with disabilities. All of these children received 100 percent full inclusion services at their sites and the teaching staff supported and enhanced their education in our classrooms.

The chart below illustrates the disability enrollment:



The chart below represents the breakdown of the types of disabilities and developmental delays of children that CSB served at the various sites:

### 2015-16 Number of Children with Diagnosed or Developmental Delay



# *Program Information Report*

Each year, CSB is required to submit a Program Information Report (PIR) to the Office of Head Start (OHS). The PIR survey measures how well programs are doing in relation to OHS’s rules and regulations that govern the programs and are referred to as Performance Standards. OHS compiles these reports regionally and nationally, subsequently sharing these ratings with Congress to inform them in their Head Start and Early Head Start decision making processes.

CSB performed at or above the national average for almost all PIR indicators. The chart below, separated for Head Start and Early Head Start, with the exception of Disabilities Services, highlights some key health and disability indicators to demonstrate CSB’s performance at or above the national average. The exception was preventative and primary care for EHS families, which was slightly lower than the national average. The exception is due to a current lack of timely access to health care services as a result of impacted health care systems as more individuals obtain health insurance.

Performance Indicators	National 2015-2016	CSB 2015-2016
Percentage of children with health insurance at the end of the enrollment year	HS – 96.8% EHS – 97.0%	HS – 100% EHS – 100%
Percentage of children who are current on all possible immunizations to date	HS – 96.8% EHS – 91.6%	HS – 100% EHS – 100%
Percentage of children up-to-date on a schedule of preventative and primary health care per the state’s EPSDT schedule at the end of the enrollment year	HS – 86.5% EHS – 76.3%	HS – 95.2% EHS – 100%
Percentage of children who were enrolled and received disabilities services (Mandated to enroll at least 10%)	HS – 12.5% EHS – 12.4%	HS – 11.7% EHS – 10%

\* Data does not include children enrolled for less than 45 days.

HS= Head Start  
EHS= Early Head Start



## *Alternative Payment Programs*

CSB continued to operate the CalWORKs Stage 2 Childcare Program (Stage 2) and the Childcare Alternative Payment Program (CAPP). Both are designed to maximize parental choice in selecting childcare providers that meet the needs of the child and family. Parents may select from a variety of providers such as licensed childcare centers, licensed family childcare homes, license-exempt, or in-home providers. The age for childcare provided through these programs is 0–12 years of age (with the age limit subject to extension under certain criteria). Stage 2 is limited to parents who are in receipt of, or have received CalWORKs cash assistance, within the past 24 months.

Alternatively, CAPP primarily assists families that have been referred by Children & Family Services. CSB served approximately **878** children, with a combined funding of \$6,050,448 for Stage 2 and CAPP.



## *Low Income Home Energy Assistance Program (LIHEAP) and Weatherization*

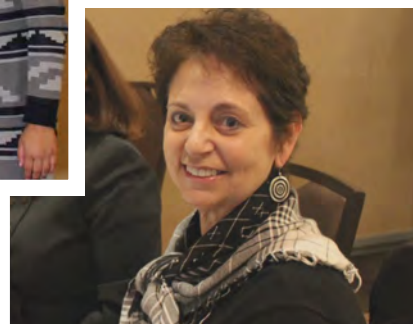
The Low Income Home Energy Assistance Program (LIHEAP) is a federally-funded program that assists low-income households with their heating and cooling needs, while also protecting the health and safety of families in the household. Priority for funding and services is given to households with the highest energy burden, while also taking into consideration vulnerable populations, such as the elderly, disabled, or families with young children. In total, **5,679** households were funded by the program in 2016. Of these households, **3,668** had their energy services reinstated or avoided their services being disconnected.

The Weatherization Program is designed to improve energy efficiency of households, resulting in reduced energy usage and cost. The program is available regardless of whether individuals own or rent, live in a house, apartment, or a mobile home. In addition to the appliance inspection, the inspector will conduct an evaluation of the home to determine what energy saving measures are needed. Weatherization measures may include, but are not limited to, weather-stripping, insulation, caulking, water heater blankets, refrigerator replacement, heating and cooling repairs, and thermostat replacements. In 2016, CSB's weatherization program was able to service approximately **288** residential units.

## *Community Services Block Grant Program (CSBG)*

CSB, in partnership with the Economic Opportunity Council (EOC), awarded CSBG a funding amount of \$846,479 to the following subcontractors and directly operated service providers in an effort to ameliorate poverty from our communities.

Name of Agency	Description of Services
Bay Area Community Resources	Workforce Development/ Youth leadership
Bay Area Legal Aid	Legal Safety Net-Housing
Contra Costa Health Services	Homeless Youth
Contra Costa Interfaith Housing	Assistance with Affordable housing and after-school program
Opportunity Junction, Inc.	Job training/ Employment
RYSE, Inc.	Employment/ Educational support
Shelter, Inc.	Nutrition/Education/ General Assistance
STAND! For Families Free of Violence	Emergency Shelter/ Transitional Housing
The Contra Costa Clubhouses, Inc.	Job training/ Education/ Employment
White Pony Express	Food/ Nutrition
Community Services Bureau	Job training/ Employment



## *Funding & Expenditures*

FY 2015-16 Revenues			
Program Name	Amount		
Head Start	14,771,040		
LIHEAP/Weatherization	1,915,493		
Early Head Start	5,900,580		
California Department of Education Contracts (Stage II, CAPP, Child Development)	23,474,629		
United States Department of Agriculture/Child Care Food Program Meal Reimbursements	1,071,487		
Community Services Block Grant	715,256		
County Contribution	285,811		
<b>Total</b>	<b>48,134,296</b>		
FY 2015-16 Expenditures			
Program Name	Amount		
Head Start	14,883,409		
Child Development	17,663,096		
CAPP & Stage II	5,811,533		
Early Head Start	6,025,866		
USDA/CCFP Meal Reimbursements	1,087,251		
CSBG	725,343		
LIHEAP/Weatherization	1,937,798		
<b>Total</b>	<b>48,134,296</b>		
FY 2016-17 Budget			
Program Name	Expenditures	Revenues	Net County Cost
Head Start	15,970,012	15,970,012	-
CA Department of Education Contracts	25,764,256	25,764,256	-
Early Head Start	6,977,537	6,977,537	-
CA Dept. of Community Services Contracts	2,714,589	2,414,165	300,424
USDA/CCFP Meal Reimbursements	1,145,429	1,145,429	-
<b>Total</b>	<b>52,571,823</b>	<b>52,571,823</b>	<b>300,424</b>

# *Audits, Reviews & Compliance*

<b>EHSD Community Services Bureau</b>			
<b>2016 Audits and Reviews by Federal, State, and CPA Firms</b>			
	<b>Name of Agency</b>	<b>Purpose</b>	<b>Outcome</b>
1.	Macias, Gini & O'Connell (MGO)	FY 2015-2016 Single Audit, including federal programs, Stage II and CAPP	No findings
2.	Badawi & Associates	FY 2015-2016 State Child Development Audit	No findings
3.	California Department of Community Services and Development	2015 Department of Energy Weatherization Assistance Program (WAP), 2016 Low Income Home and Energy Assistance Program (LIHEAP) and 2015 Low Income Weatherization Program (LIWP)	There was a finding attributable to Building Inspection, a partner agency. Corrective action plan was submitted to the State.
4.	State of California Department of Education-Nutrition Services Division	2015 Child and Adult Care Food Program (CACFP)	There were 2 program findings which were resolved immediately.
5.	California Department of Community Services and Development	2016 Community Services Block Grant Program (CSBG)	No findings
6.	The Office of Administration for Children and Families	2016 Comprehensive Services & School Readiness Review	No findings
7.	The Office of Administration for Children and Families	Leadership, Governance and Monitoring System	No findings





# Child Care Partnerships

Community Services values its many childcare partnerships throughout the county. These critical collaborative relationships support communities to increase the number of State- funded, Head Start and Early Head Start childcare slots. By combining funds and partnering with programs in areas not served by CSB's directly operated program, more families are able to take advantage of comprehensive services and high quality early learning environments. Support to partners include training and technical assistance opportunities, additional funding for quality services and on-going monitoring and support. This year, over **800** of CSB's funded children were in childcare partnerships, including:

- First Baptist Church (Delegate Agency), Antioch and Pittsburg
- We Care Services for Children, Concord
- YMCA of the East Bay, Richmond
- Martinez Early Childhood Center, Martinez
- Richmond College Preparatory School, Richmond
- Crossroads High School, Concord
- Little Angels Country Day School, Antioch
- Aspiranet, County-wide
- San Ramon Unified School District, San Ramon
- Child Care Council, County-wide



## Parent Testimonial

“I have three kids that have been in the program, each for two years. All of my kids needed speech therapy and received excellent support during their time at school. My daughters learned 120 words in the span of 6 months after receiving speech therapy at the Head Start center. The quality of the program is excellent and I am so happy that all my kids could attend this wonderful school and benefit from the services that they offer. The staff, teachers and even the security guard at the center is helpful. Not only have my daughters benefited from the program, I have also learned a lot by being part of the Policy Council and am eternally grateful . ”

- Guadalupe | Head Start parent

# *Innovation*

## **In Reach Programs**

CSB continued its partnership with REadingADvantage to serve parents who are incarcerated at the West County Detention Facility or who are in residential treatment at Ujima Recovery Centers throughout the county and are separated from their children. The partnership seeks to develop, preserve, and enrich the relationship between the parent and child by recording the parent while reading quality children’s literature and then delivering the recording along with the book to the child that is “on the outside.” The partnership will include the parents of children already enrolled in our program and will also work with parents with children that are eligible for our program while they are awaiting an enrollment opportunity.

## **Child Location Observation and Utilization Data System (CLOUDS)**

CLOUDS is a management information system which was designed in 2012 to provide increased safety for children and to enhance staff productivity in the childcare centers. Through the use of CLOUDS technology, CSB staff is able to ensure safety and visibility of preschool children by utilizing point of service technology and real-time data. In 2015, CSB implemented an electronic forms and management system to optimize record keeping and ongoing monitoring. We also enhanced our annual electronic federal Program Information Report (PIR), auto generating up-to-date program information. In 2016, we implemented the use of Short Message Service (SMS) technology for automated absent treatment reporting to meet new federal standards for ensuring child safety in the event of an unexpected absence. We continue to uphold a standard of high quality care through the use of technology to ensure repetitive systems and prioritize quality care, supervision, and staff efficiency.

## **Program for Infant/Toddler Care**

In fall 2016 six (6) teachers and one site supervisor started a yearlong Program for Infant/Toddler Care (PITC) training at George Miller Concord. PITC is a comprehensive training system that promotes responsive, caring relationships for infants and toddlers. The focus of the training is to support healthy social-emotional development and learning in group care settings for Infants and toddlers. The team meets twice monthly to review various topics that support the needs of the children and families, and each participant receives three to four intentional observation and feedback sessions. At the end of the training program the teaching team will receive a certificate for completing 52 professional growth hours with an emphasis on the framework for responsive caregiving curriculum.





### **Early Literacy Initiative**

CSB has established a partnership with the Brentwood Union School District (BUSD) and other local agencies, including First 5 Contra Costa, Reading Advantage, and the Brentwood Library to help support and focus on early literacy in East County. The early literacy group holds events such as family open houses and parent workshops in the community to promote literacy and learning skills. The goal of the initiative is for children to have the skills necessary to succeed in school.

### **School-to-home Book Sharing Programs**

In 2016 CSB engaged in two school-to-home book sharing programs. Tandem is a locally designed and implemented reading program that was implemented in CSB's West County preschool classrooms. Raising A Reader is implemented in CSB's East and Central County sites in the toddler and preschool classrooms. Both school-to-home book sharing programs include high-quality collections of books that help support children's literacy skills and develop a love of reading. Each week, children take a bag of books home to share stories with their families and then return their bag the following week in exchange for a new bag of books to begin the book-sharing cycle again.

### **Second Step Early Learning Program**

2016 is the second full year CSB has implemented the Second Step Early Learning program in our classrooms. The Second Step Early Learning program is used as an additional social-emotional curriculum to support our primary Creative Curriculum. The program promotes school readiness and life success by directly teaching children the skills that strengthen their ability to learn, have empathy, manage emotions, make friends, and solve problems. Additionally, Second Step has a strong parent engagement component that supports parents in helping their children strengthen specific social-emotional skills. To support the success of CSB's Parent Family Community Engagement (PFCE) goal relating to social and emotional development, each preschool family received two books that focused on friendship and emotions, such as working through anger, making friends, and showing care and concern for others.

### **Gross Motor Development Initiative**

In the 2016-2017 program year a main focus for infants and toddlers was large muscle development and movement. To support the success of CSB's Parent Family Community Engagement (PFCE) goal relating to gross motor development, each infant and toddler family received several take-home activities to help support children in developing their motor skills. Activities included scarves, a music CD, and toddler-sized balls for throwing, rolling, and catching.

### **Quality Rating Improvement System (QRIS)**

All fifteen (15) child development centers within Contra Costa County CSB sites participated in the QRIS again this past year in collaboration with the County Office of Education and First 5 Contra Costa. This program helps centers to rate themselves on a series of quality indicators and work as a learning community to identify and address areas for quality improvement, including professional development for staff and material enhancement. CSB centers have received QRIS high rating scores of 4 and 5, measured on a 5-tiered rating scale.



## **Practice Based Coaching**

CSB contracted with three (3) experts to coach and mentor teachers using the Teacher’s Learning and Collaborating (TLC) approach. This approach is a group Practice Based Coaching (PBC) model for ongoing professional development. It combines a PBC trained facilitator, peers and self-coaching. The process focuses on teaching practice using videos recording, reflection, and group and individual feedback. It promotes effective teaching practices that result in positive outcomes for children and promotes school readiness. Over twenty (20) teachers in three cohorts have benefited from this program since it began in 2014.

## **The Early Head Start-Child Care Partnership (EHS-CCP)**

EHS-CCP partnership is a competitive grant opportunity that incentivizes local partnerships between Early Head Start programs and child care programs to increase the number of infants and toddlers in high quality early learning programs. The continuation of EHS-CCP funds provided to CSB in 2016 by the Office of Head Start provided high quality early learning opportunities to seventy-two (72) infants and toddlers through EHS-CC Partnerships throughout Contra Costa County. These partnerships support working families by providing a full-day, full-year program option at Family Child Care (FCC) providers and child care centers; so that low-income children have the healthy and enriching early experiences they need to realize their full potential. In March 2017 CSB was awarded \$3.4 million in federal grants to subsidize childcare and pay for higher educated teachers. The grant provides funding for **190** children. EHS-CCP brings together the best of EHS and child care through layering of funding. All infants and toddlers attending an EHS-CCP program benefit from facilities and homes that are licensed and meet safety requirements. Children in classrooms with EHS-CCP enrolled children also benefit from qualified teachers receiving ongoing supervision and coaching to support implementation of curriculum and responsive caregiving.



## **Student Internship Program**

CSB developed a comprehensive on-the-job training program which trains a cohort of fifteen (15) low-income individuals with no higher education to be clerical assistants. Using an industry recognized, web-based- training curriculum, participants must master an initial 12-course core curriculum and obtain a positive performance review in the first six months of placement to be eligible for a second six month placement. Many of these participants leave the program to gain full-time permanent employment with the County, which is considered the gold standard by the job training community. The job-placement rate in 2016 was 87%.

## **Technology**

In addition to the CLOUDs System, CSB continued to incorporate technology into existing practice. Staff who monitor the classrooms are equipped with tablet computers that allow them to input data into a real-time monitoring system that immediately provides alerts for health and safety issues. Each classroom also continued to be equipped with surface tablets for the children to explore learning applications such as ABC Mouse.com.



# *Professional Development*

CSB believes that continuing education and Training and Technical Assistance (T&TA) is critical in meeting or exceeding the Head Start Performance Standards, realizing program goals and objectives, determining priorities based on data and systems analyses, and achieving continuous improvement as an agency. Detailed below are training highlights occurring during 2016.

Training Title	Training Description	Number & Position
Annual Community Child Care Partners Training	Understanding Comprehensive Services Protocol, school readiness goals and child outcomes report, Head Start eligibility, recruitment, selection and electronic attendance process.	40 Partner Managers and Site Supervisors
Supporting Families – Financial	Providing Comprehensive Services staff and Site Supervisors with strategies to coach parents to set financial goals, understand cash flow, banking and credits. Building financial stability.	77 Comprehensive Services Assistant Managers, Site Supervisors, and Clerks
Trauma Informed Training	Understanding of how trauma impacts an individual’s life and development. Provides different strategies to approach various types of trauma with a focus on Adverse Childhood Experiences (ACEs).	68 Assistant Directors, Comprehensive Services Managers & Assistant Managers, Site Supervisors, and Teaching Staff
Math Focus in Early Childhood Classrooms	Addresses school readiness goals focusing on cognitive development of math concepts and skills through active exploration and discovery.	117 Teaching Staff
CLASS-Emotional Support	Understanding of how effective, positive guidance assists children to cultivate respect for each other and the environment.	166 Teaching Staff
Reflective Supervision	Introducing ideas for deepening reflective practice and supervision. Using coaching strategies, teachers and supervisors are encouraged to step back to consider the meaning of what has transpired in relationships and examine one’s professional and personal responses to the interactions for the purpose of determining future actions.	64 Administrative Staff, Comprehensive Services Managers & Assistant Managers, Assistant Directors, and Site Supervisors
Integrated Pest Management	Strategies for safe usage of disinfectors and pesticides for creating and maintaining a healthy and safe school environment.	119 Teaching Staff and Nutrition Services Staff

## *Professional Development Continued...*

STEAM (Science, Technology, Engineering, Art, and Mathematics) Curriculum	Staff learned how to combine imaginative play with problem solving and critical thinking into their curriculum and how to introduce science, technology, engineering, math and art concepts in an age-appropriate, fun and easy manner.	110 Teaching Staff and Site Supervisors
Child Safety & Transitions	Emphasizing on maintaining positive and safe transition strategies including close supervision.	137 Teaching Staff and Site Supervisors
Make Parenting a Pleasure	Evidence-based curriculum for parents of children from birth to eight years of age designed to support families in managing stress and addressing discipline through teaching.	50 Assistant Directors, Site Supervisors, Comprehensive Services Assistants, and Clerks
Family Development Credential	California Head Start Association credentialing program to enhance knowledge and skills to support families' development.	6 Comprehensive Services Assistant Managers and Clerks



*2016-17 Teacher Learning and Collaborating (TLC) Coach and Head Start Teacher participants*

## CSB Childcare Center Locations

**Ambrose** LIC: 073402849 3103 Willow Pass Rd., Bay Point 94565  
Phone: (925) 427-8463, 8464 Fax: (510) 427-8465

**Balboa** LIC: 073400249/IT073402613 1001 S. 57<sup>th</sup> St., Richmond 94804  
Phone: (510) 374-7025, 7026, 7027, 7028 Fax: (510) 374-7024



**Bayo Vista** LIC: 073402140 2 California St., Rodeo 94572  
Phone: (510) 374-7492 Fax: (510) 374-7512



**Brookside** LIC: 070213108 847 "B" Brookside Dr., Richmond 94801  
Phone: (510) 374-3732, 3733, 3736, 3765 Fax: (510) 374-3729

**Contra Costa College** LIC: 073404255 2600 Mission Bell Dr., Rm 118 & 121, San Pablo 94806  
Phone: (510) 235-1277, 1251 Fax: (510) 235-1244



**Crescent Park** LIC: 070211591 5050 Harnett Ave., Richmond 94804  
Phone: (510) 374-3701 Fax: (510) 374-3741

**George Miller** LIC: 73400252/IT073402545 3068 Grant St., Concord 94520  
Phone: (925) 646-5646 Fax: (925) 646-5054

**George Miller III** LIC: 073404440 300 S. 27<sup>th</sup> St., Richmond 94804  
Phone: (510) 374-3526 Fax: (510) 374-3553



**Las Deltas** LIC: 073404675/IT-070213144 135 W. Grove Ave., Richmond 94801  
Phone: (510) 374-3444, 3446, 3469, 3470 Fax: (510) 374-3564



**Lavonia Allen** LIC: 073400254 94 ½ Medanos Ave., Bay Point 94565  
Phone: (925) 427-8270, 8272 Fax: (510) 427-8355

**Los Arboles** LIC: 073402350 240 Las Dunas Ave., Oakley 94561  
Phone: (925) 427-8930, 8931, 8932, 8933 Fax: (925) 427-8935



**Los Nogales** LIC: 073400495 321 Orchard Dr., Brentwood 94513  
Phone: (925) 427-8531, 8601 Fax: (925) 427-8594

**Marsh Creek** LIC: 073401411 7251 Brentwood Blvd., Brentwood 94513  
Phone: (925) 427-8576, 8577 Fax: (925) 427-8594



**Riverview** LIC: 073404270 227 Pacifica Ave., Bay Point 94565  
Phone: (925) 427-8340, 8341 Fax: (925) 427-8378



**Verde** LIC: 070212633 2000 Giaramita Ave., North Richmond 94801  
Phone: (510) 374 3008, 3009 Fax: (510) 374-3006