



Contra Costa County  
Community  
Services  
Bureau

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2018-19  
Annual  
Report

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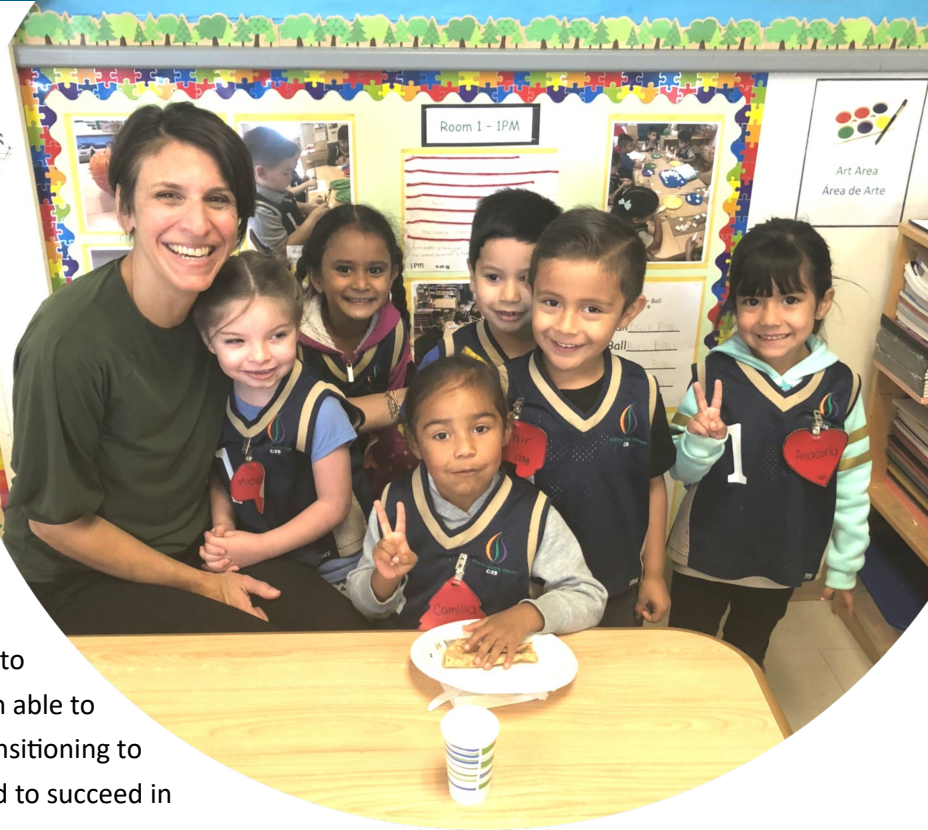
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# Letter from the Director

I am pleased to present the Community Services Bureau's **2018-19** Annual Report which highlights the impactful work we have done in the program to better the lives of children, families and individuals in Contra Costa County this past year. It is a somber fact that one in four children lives in poverty and one in every five families struggles to make ends meet in this county. We have also seen more families come through our doors without adequate shelter to call home. I am proud that through direct program services and community partnerships, we were able to touch over **10,000** lives this year through a comprehensive approach to wellbeing and self-sufficiency. We were once again able to ensure that the **782** children and their families transitioning to kindergarten were equipped with the tools needed to succeed in school.



Through our innovative programs, we continued to improve and streamline services through technology to meet family needs. We have multiple initiatives to support staff such as our wellness program and our continued work with Trauma Informed Practice and Reflective Supervision, which support our investment in Community Services staff to equip them with the tools they need to be their best.

As with each year since 1964, we could not do the great work we do without the ongoing support from the County Board of Supervisors, the parent elected Policy Council and the Economic Opportunity Council. It truly takes a village to make impact in the community!

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 the Community Action Agency for Contra Costa County and the largest childcare provider in the county. We offer services in **14** directly operated and **14** partner childcare centers across the county. At CSB, we thrive to provide high quality comprehensive services to the families of Contra Costa County. We offer services in the areas of early learning, school readiness, nutrition & health, mental health, disabilities, energy assistance and family support.

Our largest program is the Child Development Program funded through the State of California that provides both part-day, full-day and voucher-based services. Each year we combine Federal Head Start, Early Head Start, and State Child Development funds to provide early childhood education services to over **3,500** children and their families. This includes the services provided by our CalWORKs Child Care Alternative Payment Programs (C2AP/ CAPP).

CSB administers several other federally funded, state administered programs that serve vulnerable households and low-income families: Low Income Home Energy Assistance Program (LIHEAP), Weatherization and the Community Services Block Grant (CSBG) program.

The Head Start Policy Council, comprised of Head Start parents and community members, works in partnership with the Board of Supervisors to govern the Head Start program. The Economic Opportunity Council, a tri-partite advisory board works with staff and the Board of Supervisors to implement the CSBG program.

*“We are committed to the wellness of all children in our care.”*



# Community Impact

CSB is committed to meeting its five year goals:

Developing systems to enhance communication through the use of technology

Implementing data driven Parent, Family and Community Engagement Services

Enhancing our Early Head Start programs through a multifaceted approach

Implementing a "Grow our Own" approach to hiring, developing and retaining staff

During the last year, CSB's team has made strides in achieving the aforementioned goals, some achievements to note include:

- ◆ Acquired **five** self-service kiosk stations to allow families seamless access to services
- ◆ Enhanced CSB's interactive web portal to improve communication with families
- ◆ Converted CSB's enrollment hotline to an Interactive Voice Response format
- ◆ Begun screenings using the Plusoptix vision equipment for early detection of vision concerns in children 0-3
- ◆ Sent **six** math related activities home to all preschool families from January to June 2019
- ◆ Graduated **six** participants this January in the Teacher Apprentice Program, and a total of **15** teacher assistants have started their curriculum this spring
- ◆ Graduated **eight** Student Interns
- ◆ Integrated wellness activities to increase staff retention and morale regularly via CSB's Wellness Champions
- ◆ Trained **three** new staff members on the Make Parenting a Pleasure Curriculum to expand to more families throughout the county
- ◆ Developed a comprehensive approach to oral health education for families through a varieties of venues
- ◆ Engaged fathers through a new initiative called Healthy Fathers-Healthy Children
- ◆ Trained all 0-3 teaching staff in Program for Infant Toddler Caregiving and Early Learning Foundations to support the latest in caregiving best practices



# Parent Involvement Activities

## Make Parenting a Pleasure Curriculum

- The *Make Parenting a Pleasure* full curriculum has expanded and now includes three areas of the county – east, central and west.
- Make Parenting a Pleasure (MPAP) is a research and evidence based positive parenting curriculum available to all families.
- 218 parents participated in the MPAP Curriculum.

## English as a Second Language Classes

- In collaboration with Martinez Adult School, CSB offers English as a Second Language classes to all families interested in advancing their English conversational skills, grammar, reading, writing, pronunciation and vocabulary.
- 35 parents attended the ESL classes this year.

## School Family/Child HS & EHS Take Family Home Activities

- HS and EHS families receive monthly take home educational activities and resources that support children's school readiness skills and align with classroom and overall agency goals.
- The activities enhance the collaboration between the teachers and families and support families in continuing to be lifelong educators.



805 Head Start and 169 Early Head Start children and their families received take home activities and resources.

# Brizeida's Story

Brizeida Alberto is a teen parent of 8-month old twins Moises and Aron Vargas. Brizeida attended Crossroads High School while her twins attended the Early Head Start program at Crossroads in Concord. She has been committed to her education as well as her children's education. Brizeida graduated from Crossroads High School on March 23, 2018 and she is planning on continuing her education and enrolling at Los Medanos College. Brizeida is still deciding on whether she wants to become a nurse or a police officer.

"I am very happy that I was able to have the support I needed for my children from Early Head Start so that I could achieve my goal of having good attendance and grades in school."

She did it! We wish Brizeida continued success!



*Brizeida is very happy that she was able to have the support she needed for her children from Early Head Start.*



# Preparing Children for Kindergarten

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 critical thinking and problem solving skills.

**Description:** 40 preschool classrooms were randomly selected to receive CLASS observations in Program Year 2018-2019. All Dimensions are rated on a 0-7 scale.

## 2018-2019 CLASS Observation Results

Average by Dimension

	Dimension	Period 1 Average	Period 2 Average
Emotional Support	Positive Climate (PC)	6.79	6.72
	Negative Climate (NC)*	6.96	6.97
	Teacher Sensitivity (TS)	6.51	6.63
	Regard to Student Perspectives (RFS)	6.15	6.22

	Dimension	Period 1 Average	Period 2 Average
Classroom Organization	Behavior Management (BM)	6.45	6.54
	Productivity (PD)	6.50	6.68
	Instructional Learning Formats (ILF)	5.64	5.87

	Dimension	Period 1 Average	Period 2 Average
Instructional Support	Concept Development (CD)	1.91	2.14
	Quality of Feedback (QF)	3.05	3.17
	Language Modeling (LM)	3.56	4.01

\* Negative Climate was inverted to calculate average



Countywide Total Average Domain Scores

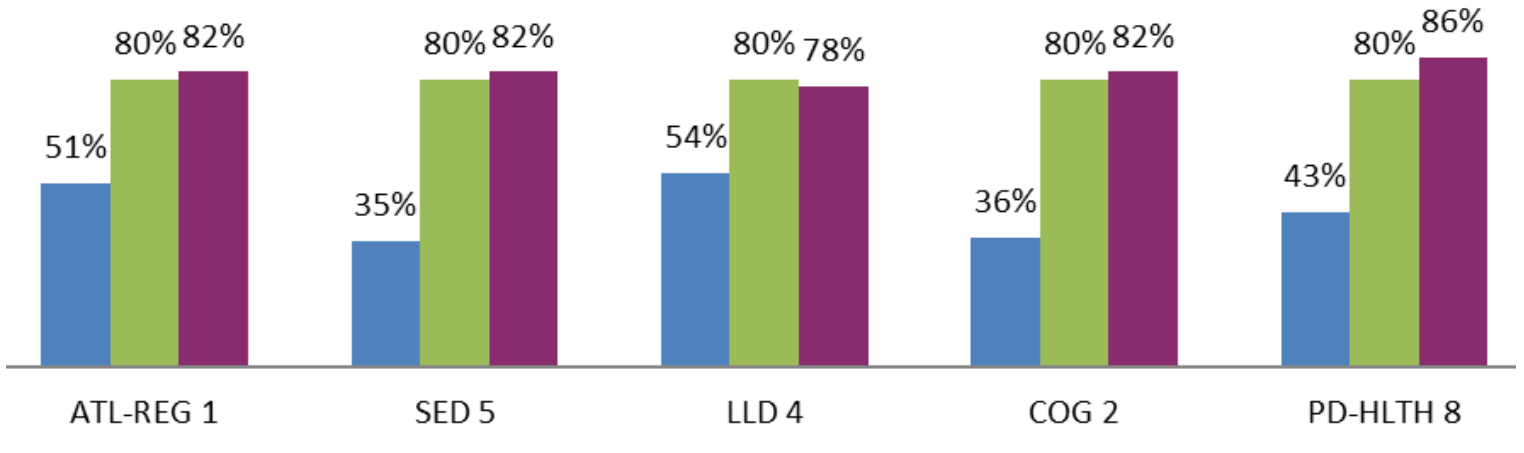
Emotional Support	Period 1	Period 2	2018-19 CSB Minimum Threshold	2018 Federal Minimum Threshold
	6.60	6.63	6	5.6641

Classroom Organization	Period 1	Period 2	2018-19 CSB Minimum Threshold	2018 Federal Minimum Threshold
	6.20	6.36	6	5.2803

Instructional Support	Period 1	Period 2	2018-19 CSB Minimum Threshold	2018 Federal Minimum Threshold
	2.84	3.11	3	2.3125



## Infants: Expected Outcomes By June 2018



**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)

**Color Key:** ■ Baseline data percentages ■ Expected outcomes by June 2018 ■ Year-end data percentages



 **47%**  
increase  
in Social and Emotional  
Development

**Figure 1: Infant Outcomes for 2017-2018 Program Year**

- ◆ Figure 1 showcases baseline and year-end outcomes of infants for each domain based on the DRDP\* rating of Exploring Earlier and above.
- ◆ The domain with the greatest improvement was Social and Emotional Development: Symbolic and Sociodramatic Play (SED 5), with a **forty-seven percent (47%)** increase in improvement in children from baseline to year-end assessment.

\*DRDP (Desired Results Developmental Profile) is a developmental continuum from early infancy up to kindergarten entry and it addresses the essential domains of school readiness



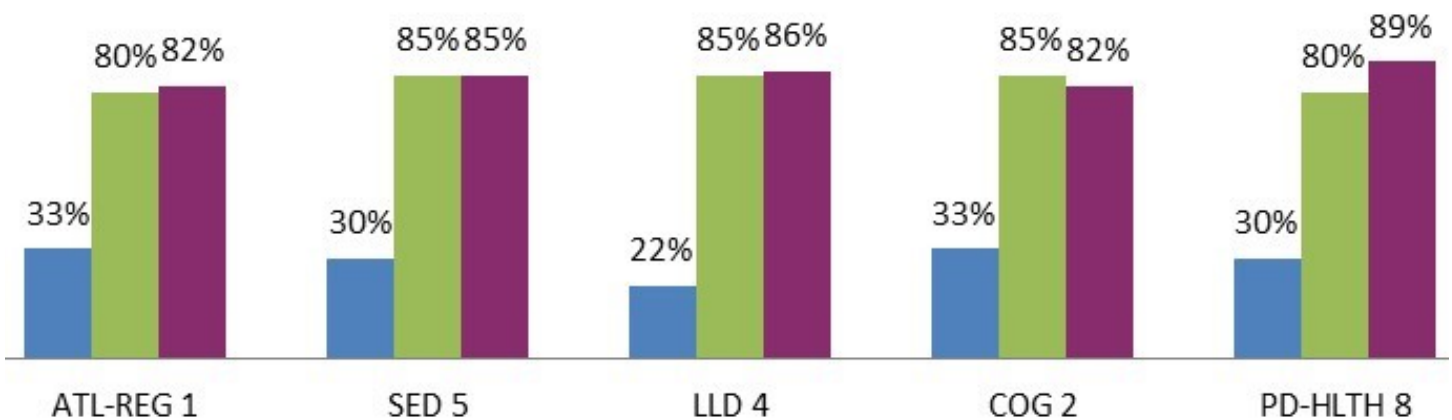
**59%  
increase**  
in Language and Literacy  
Development



**Figure 2: Toddler Outcomes for 2017-2018 Program Year**

- ◆ Figure 2 showcases baseline and year-end outcomes of toddlers for each domain based on the DRDP rating of Exploring Later and above.
- ◆ The domain with the greatest improvement was Language and Literacy Development: Reciprocal Communication and Conversation (LLD 4), with a **fifty-nine percent (59%)** increase in improvement in children from baseline to year-end assessment.

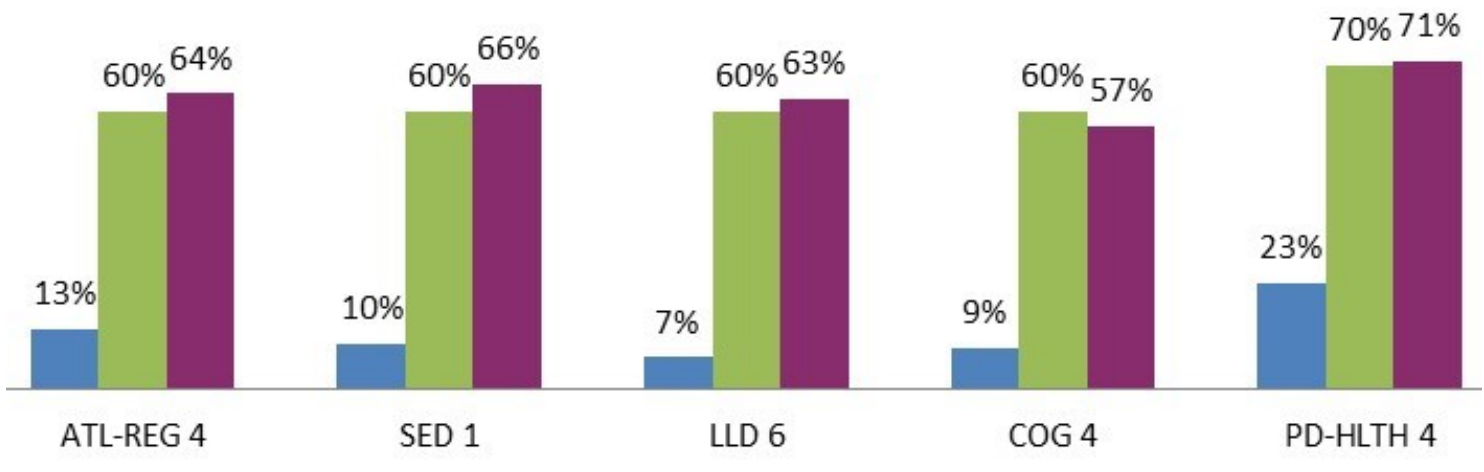
## Toddlers: Expected Outcomes By June 2018



**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)

**Color Key:** ■ Baseline data percentages ■ Expected outcomes by June 2018 ■ Year-end data percentages

# Preschoolers: Expected Outcomes By June 2018



**Chart Key:** ATL-REG (Self Control of Feelings & Behavior), SED (Social & Emotional Understanding), LLD 6 (Letter & Word Knowledge), COG 4 (Measurement), PD-HLTH 4 (Motor Skills)

**Color Key:** ■ Baseline data percentages ■ Expected outcomes by June 2018 ■ Year-end data percentages

**Figure 3: Preschool Outcomes for 2017-2018 Program Year**

- Figure 3 showcases baseline and year-end outcomes of preschoolers for each domain based on the DRDP rating of Building Middle and above. Blue represents the baseline data percentages; green represents expected outcomes by June 2018; purple represents year-end data percentages.
- Two domains, Social and Emotional Development: Identity of Self in Relation to Others (SED 1) and Language and Literacy Development: Comprehension of Age Appropriate Text (LLD 6), showed the greatest improvement in children with a **fifty-six percent (56%)** increase from baseline to year-end assessment.



**56%**  
**increase**  
Language and Literacy  
Development

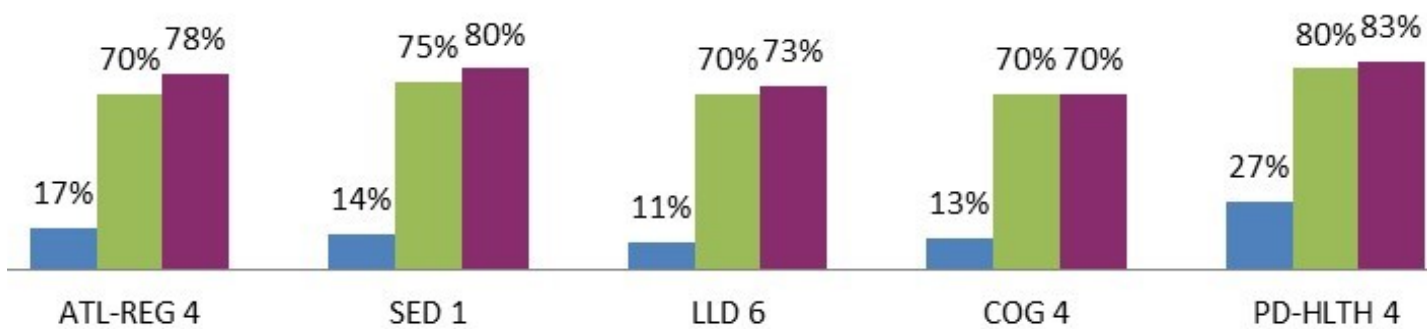




66%  
increase

in Social Emotional  
Development

## Pre-Kindergarteners: Expected Outcomes By June 2018



**Chart Key:** ATL-REG (Self Control of Feelings & Behavior), SED (Social & Emotional Understanding), LLD 6 (Letter & Word Knowledge), COG 4 (Measurement), PD-HLTH 4 (Motor Skills)

**Color Key:** ■ Baseline data percentages ■ Expected outcomes by June 2018 ■ Year-end data percentages

**Figure 4: Pre-Kindergarteners Outcomes for 2017-2018 Program Year**

- ◆ Figure 4 showcases baseline and year-end outcomes of pre-kindergarteners for each domain based on the DRDP rating of Building Later and above. Blue represents the baseline data percentages; green represents expected outcomes by June 2018; purple represents year-end data percentages.
- ◆ The domain with the greatest improvement was Social and Emotional Development: Identity of Self in Relation to Others (SED 1), with a **sixty-six percent (66%)** increase in improvement in children from baseline to year-end assessment.

# Comprehensive Services



## Nutrition & Health:

CSB supports families and collaborates with community agencies to ensure all children enrolled in the various programs receive timely, high quality nutrition and health care services.

- ◆ Centers received help in creating a garden ranging in size from a window box to garden boxes.
- ◆ CSB partnered with the Food Bank of Contra Costa and Solano Counties in helping the children and families celebrate Food Day on October 24<sup>th</sup>. Over **1,500 pounds** of fresh produce given to our families to inspire them to eat more fresh produce.
- ◆ Child Nutrition prepared and delivered **403,217** meals and snacks in 2018 to the **1,183** children that were enrolled in CSB operated childcare centers throughout the county.

**403,217**  
**Meals and**  
**Snacks**  
**Delivered to**  
**16 Locations**

### Plus Optix Vision Screeners

- Detects eye problems in children ages 6 months to 3 years old.
- Early vision screening ensures that young children have the opportunity to develop the visual abilities they need to grow and learn.
- Staff refer children with suspected vision problems to their primary health providers for follow-up, diagnosis and treatment as needed.
- Screeners have been purchased and staff have been trained.

### Dental Exams

- CSB participates annually in the National Give Kids a Smile Day event.
- Local dentists provided **535** free dental exams, fluoride varnish applications and take home dental kits at centers.
- In addition, mobile dental vans provided **532** on-site dental exams and fluoride varnish applications.

### Otoacoustic Emissions hearing screenings (OAE)

- Identifies hearing issues for children from birth to 3 years of age.
- Children in directly operated programs received OAE hearing Screenings through CSB's trained screeners, with follow-up provided to children identified as in need
- **13** new comprehensive services team members were trained and certified in OAE.

### Mental Health :

The Mental Health Unit has facilitated **87** referrals during the 2018-19 program year. From those, **72** HS/EHS children received evaluations, diagnosis and intervention in the form of play therapy on site and **4** children were referred to outside community agencies for support. Children who did not meet the diagnosis qualifications were supported individually in collaboration with their parents, and classroom teachers by creating a positive guidance plan.



### Disabilities:

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

In 2018, **173** Head Start children and **34** Early Head Start children received services for their diagnosed disability.



**173**  
Head Start Children Received Services for their Diagnosed Disability



143  
Speech and  
Language  
Impairments

22  
Autism

6  
Developmental  
Delays

2  
Hearing  
Impairments



34

Early Head Start Children  
Received Services for their  
Diagnosed Disability

26  
Speech and Language

5  
Developmental  
Delays

1  
Hearing

1  
Multi-disability

1  
other

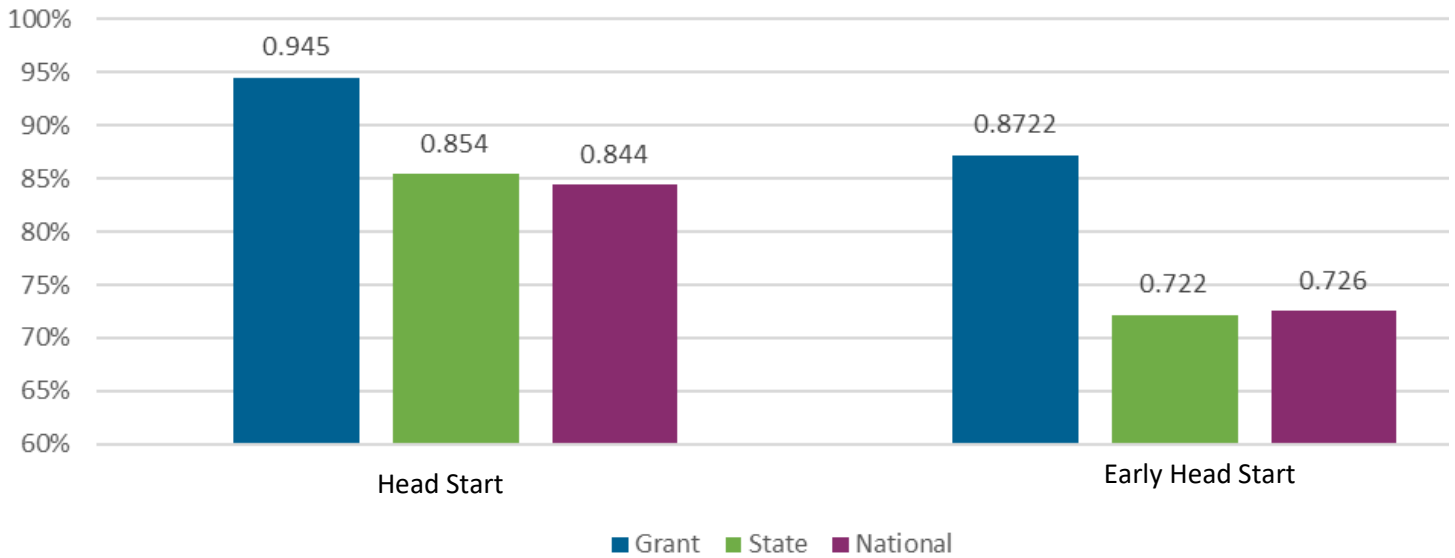




# Children Receiving Medical and Dental Exams

Children in CSB's Head Start (94.5%) and Early Head Start (87.22%) programs ended the program year having received all required Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) screenings, and assessments at a rate that exceeded State and National averages.

## Up-To-Date per EPSDT at End of Enrollment Year



85.9%

of preschool children completed professional dental exams in the 2018-19 program year, exceeding the State and National averages.

# Community Action Programs

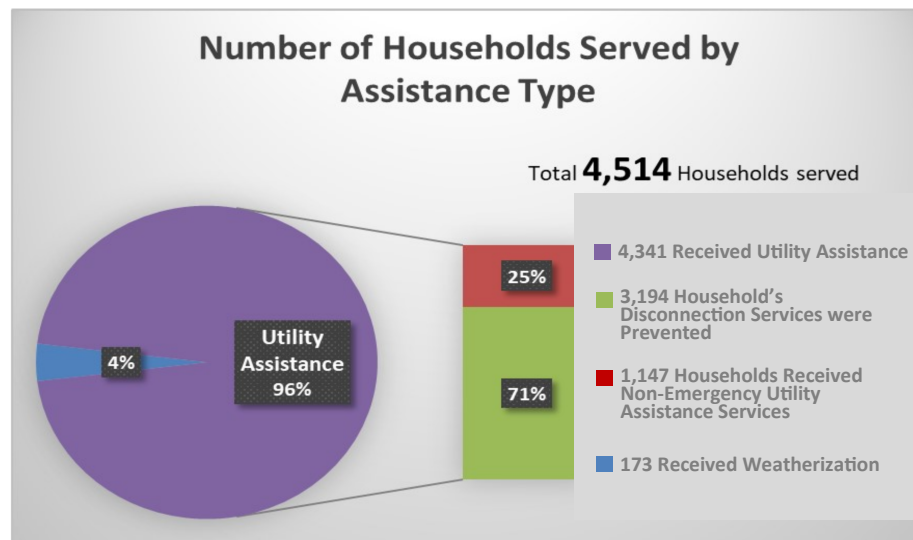
Community Services Bureau, the Community Action Agency of Contra Costa County, administers the Low-Income Home Energy Assistance program (LIHEAP), Department of Energy (DOE) and Community Services Block Grant (CSBG). In 2019, **twelve (12)** community organizations, throughout the county, received CSBG funding to reduce poverty, revitalize low-income communities, and to empower low-income families and individuals to become self-sufficient.

- ◆ Bay Area Community Resources
- ◆ Contra Costa Clubhouse
- ◆ Contra Costa Health Services: Homeless Program
- ◆ Greater Richmond Interfaith Program (GRIP)
- ◆ Loa Family Community Development, Inc.
- ◆ Loaves and Fishes of Contra Costa
- ◆ Monument Crisis Center
- ◆ Opportunity Junction
- ◆ Shelter Inc.
- ◆ St. Vincent de Paul
- ◆ STAND! For Families Free of Violence
- ◆ White Pony Express



Through these CSBG community partnerships, CSB has made an impact in the lives of over **11,000** low-income County residents with services provided under four priority areas.

The **LIHEAP** and **DOE** programs support clients with a one-time payment towards client's utility bill or weatherization services towards a client's home in order for it to become more energy efficient. Between the two programs, LIHEAP and DOE served the following for Fiscal Year 2018-2019:



## Accomplishments:

- ◆ The Community Action Program completed its Triennial Onsite review in March. Field Representative, Katie Walker, from The Department of Community Services and Development (CSD) was onsite for two days, met visiting with community partners and EOC members. Katie reported that there *were no observations and findings and noted the strengths of the Economic Opportunity Council and the Community Action staff.*
- ◆ The Economic Opportunity Council (EOC) members and Community Services Bureau (CSB) managers conducted and completed **four** public hearings throughout the County. Over one hundred residents attended the public hearings and shared the factors that contribute to poverty in the County. *The feedback was used to determine the priority areas for 2020-2021 and develop the 2020-2021 Community Action Plan.*

# 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 limit 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 **1,291** children, with a combined funding of **\$10,193,540** for Stage 2 and CAPP.



CSB's Stage 2 team

# Testimonials

“As the son of a public school teacher, I know that early education is key to healthy and strong families and communities. Our Head Start programs ensure that our greatest resource – our children – are supported and given every chance to thrive from an early age.”

– **John Gioia**, Chair, Contra Costa County Board of Supervisors

“*We’re working together to maximize opportunities for low income families.*”



From left to right:  
Veronica Gutierrez,  
Chair, Head Start/Early  
Head Start Policy  
Council; John Gioia,  
Chair, Board of  
Supervisors; Renee  
Zeimer, Chair, Economic  
Opportunity Council

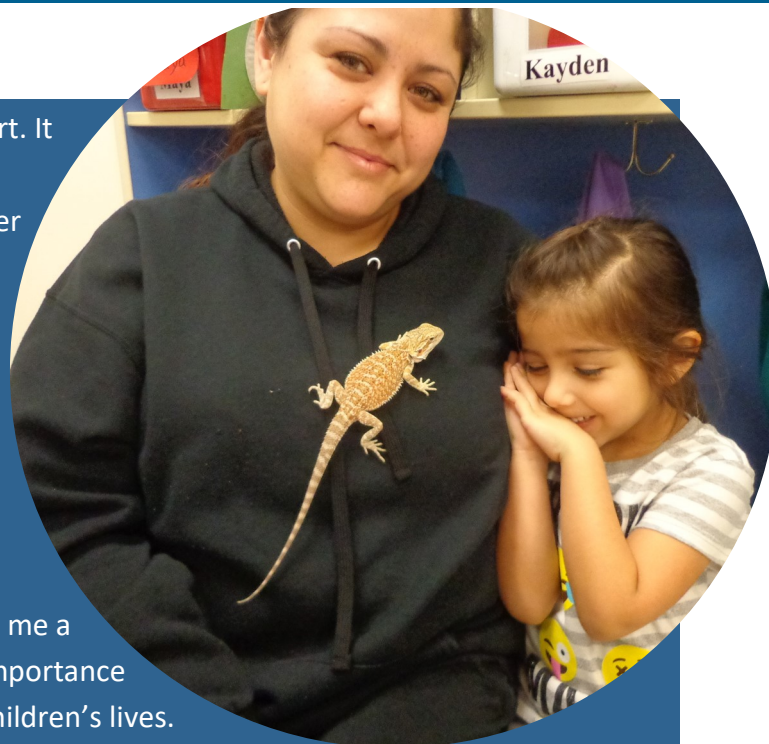


From left to right:  
Carol Loflin, Program  
Director, Live Oaks  
Center in San Ramon;  
Nadine Rosenzweig,  
Principle, Live Oaks  
Center; Magda Bedros,  
Assistant Director, CSB;  
Candace Andersen, Board of  
Supervisors

"I remember the first week my daughter started Head Start. It was very hard for her to stay in the classroom. I started leaving my house 10 minutes earlier to spend time with her in the classroom while she ate breakfast. Even if I didn't wait for to finish it, I knew that those few minutes made a big difference to her. Then, little by little, she started getting more confident.

I also visited the classroom to read books to the kids, and not only was my child very excited to have me there, but the rest of the children were excited as well.

Head Start has taught my child a lot, but it also has taught me a lot as a parent. I have a better understanding about the importance of parent involvement and the positive impact it has on children's lives. Thank you!"



— **Veronica Gutierrez** , Chair, Head Start / Early Head Start Policy Council

**“This has been a tremendous experience for my son. It has helped me to advance myself into my second career. Thank you to the kind and helpful staff at this location”**

Early Head Start Parent

**“This program has helped my daughter's overall development and life skills that she needs for her every day use. It has brought her out of her comfort zone and made a difference on how she approaches challenges”**

Head Start Parent

**“Without this program, it would be so much more difficult”**

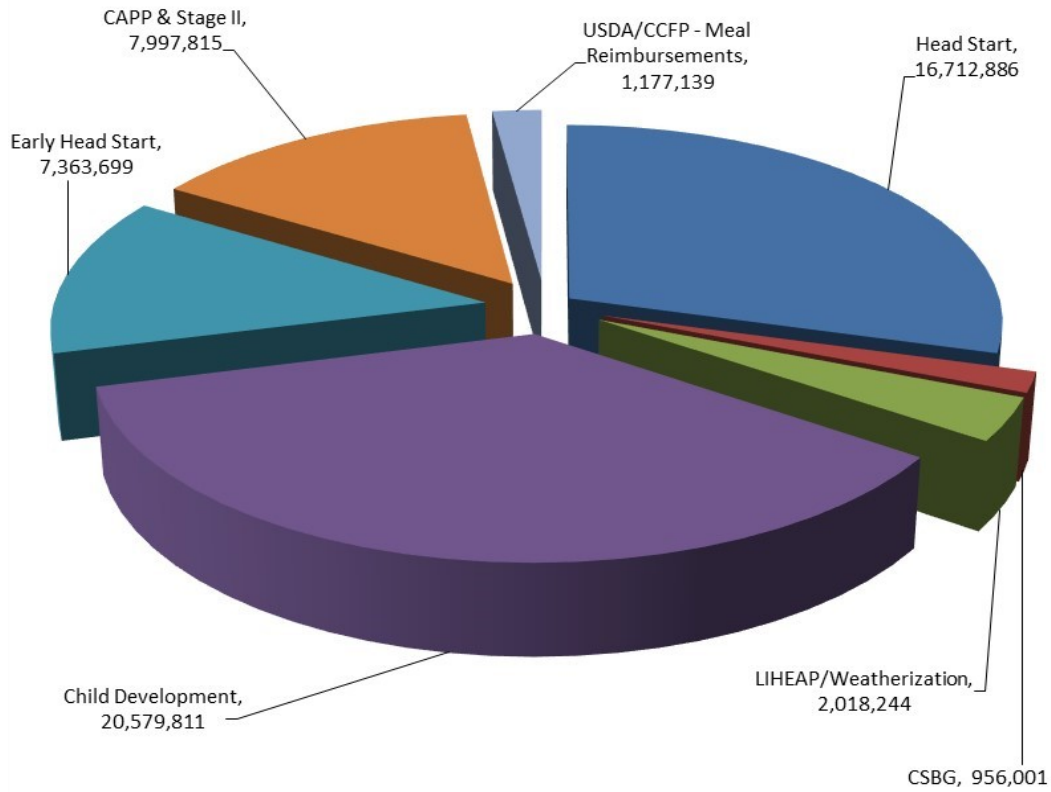
Stage 2 Parent

**“I have noticed a great change in my daughter. Especially socializing”**

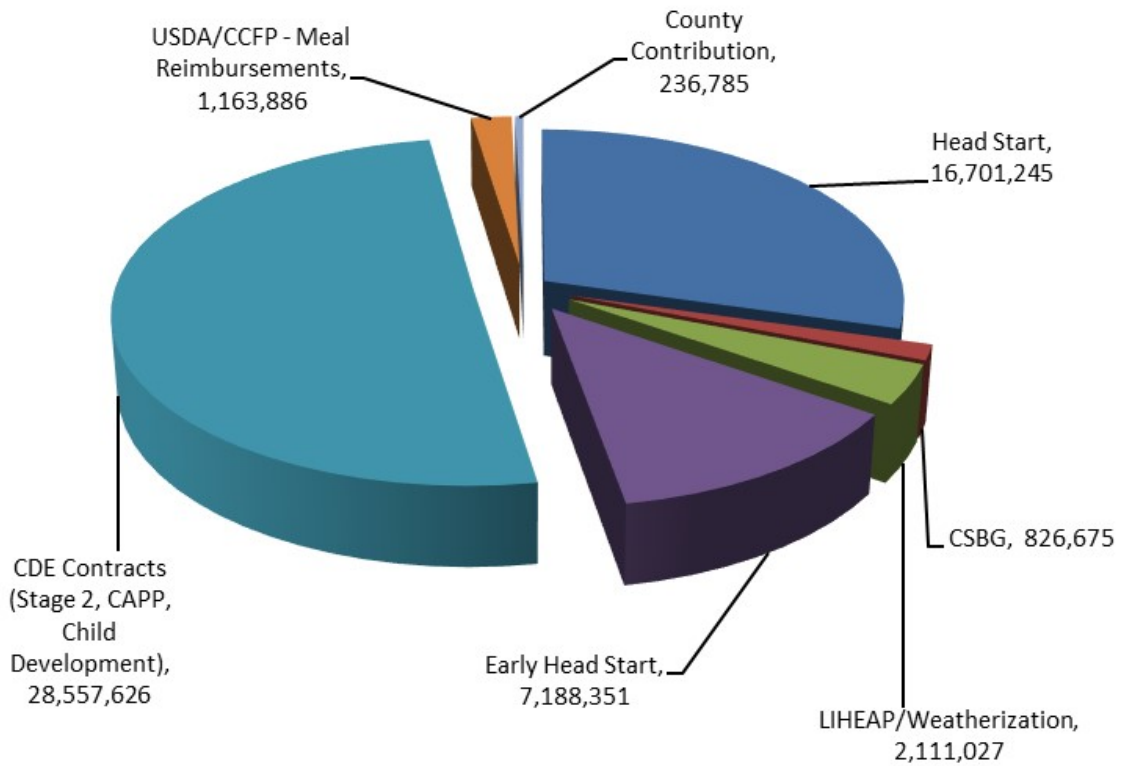
Head Start Parent

# Budget Overview

## 2017-18 Expenditures



## 2017-18 Revenues



# Audits

In 2018 and 19, Federal, State and CPA firms performed six audits. The outcome of all but one audit was no findings. The areas audited were:

- ◆ Office of Head Start Federal Review (FA1)- CSB Successfully met each of the standards from the FA1 review which was held in March 2019
- ◆ FY 2017-2018 Single Audit
- ◆ FY 2017-2018 State Child Development Audit
  - ◇ Finding on subcontractor monitoring related to a partner agency
- ◆ 2019 Department of Energy Weatherization Assistance Program (WAP)
- ◆ 2018 Child and Adult Care Food Program (CACFP)
- ◆ 2018 Community Services Block Grant Program (CSBG)



From left to right: Sarah Reich, Administrative Services Assistant III; Camilla Rand, Director; Karin Carter, Federal Reviewer; Christina Reich, Division Manager; and Katharine Mason, Division Manager

# CSB Childcare Center Locations



## CSB Directly Operated Childcare Center Locations

- 1 Balboa ◇
- 2 George Miller III ◇
- 3 Las Deltas ◇
- 4 Verde
- 5 Contra Costa College ◇
- 6 Bayo Vista ◇
- 7 George Miller
- 8 Riverview ◇
- 9 Ambrose
- 10 Lavonia Allen
- 11 Marsh Creek ◇
- 12 Los Nogales
- 13 Los Arboles ◇

## CSB Partner Childcare Center Locations

- 1 Richmond College Prep
- 2 YMCA of the East Bay -8th St.
- 3 YMCA of the East Bay -CDC
- 4 YMCA of the East Bay -Giant Rd.
- 5 YMCA of the East Bay -Rodeo
- 6 Martinez Early Childhood Center
- 7 Crossroads High School
- 8 CoCoKids
- 9 San Ramon Valley Unified School District—Walt Disney
- 10 San Ramon Valley Unified School District—Live Oaks
- 11 We Care
- 12 KinderCare Mahogany
- 13 Aspiranet
- 14 Little Angels Country School
- 15 Baby Yale Academy
- 16 Tiny Toes

## CSB Delegate Agency Childcare Center Locations

- 1 First Baptist Head Start (FBHS) –Odessa
- 2 FBHS –Lido Square
- 3 FBHS –Kid’s Castle
- 4 FBHS –East Leland Court
- 5 FBHS –Fairgrounds
- 5 FBHS –Lone Tree

### Key

◇ NAEYC Accredited