



Contra Costa County
Community
Services
Bureau

2019-20
Annual
Report

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Contra Costa County Employment & Human Services Department

Community Services Bureau

1470 Civic Court (formerly Enea Cir), Suite 200

Concord, CA 94520

Telephone: (925) 681– 6300

Fax: (925) 313-8301

Website: ehsd.org



Letter from the Director

I am honored to present the Community Services Bureau's **2019-2020** Annual Report which highlights the essential services our programs and staff provided to over **18,400** individuals in Contra Costa County this past year. In this report you will learn the many ways we worked to positively impact the community and better the lives of those we serve, from the provision of high quality childcare and home energy assistance, to working collaboratively with community partners to address the root causes of poverty.

In Contra Costa County, despite areas of affluence, in 2019 9.8% of residents and 12% of children live below the Federal Poverty Level. Homelessness in our area increased 43% in the last two years and **191** children were identified in the county's 2019 Point in Time Count. Housing, food security, and mental health remain high needs in our community. These challenges were exacerbated in March 2020 by the onset of the Coronavirus-19

pandemic which required us to re-tool our service provision approach to ensure children and families' essential needs were being met. During this unprecedented time, all of our services continued without interruption and with adaption as needed, including providing 11 weeks of Emergency Childcare for Essential Workers, delivering distance learning and health and wellness resources to enrolled children and families, and ensuring that the **588** children transitioning to kindergarten were equipped and ready to succeed in school.

Throughout this year and the myriad of challenges faced as a result of the pandemic, I am proud of our team which remained steadfast in providing innovative services with a focus on wellness and safety for families and colleagues alike.

I would like to take this opportunity to thank our County Board of Supervisors, the parent elected Policy Council, the Economic Opportunity Council, and all of our valued community partners for their contributions and support in the achievements and outcomes highlighted in this report.

Katharine Mason, MPA, Interim Director
Employment and Human Services Department
Community Services Bureau

Katharine Mason

“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 **13** directly operated and **21** 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.

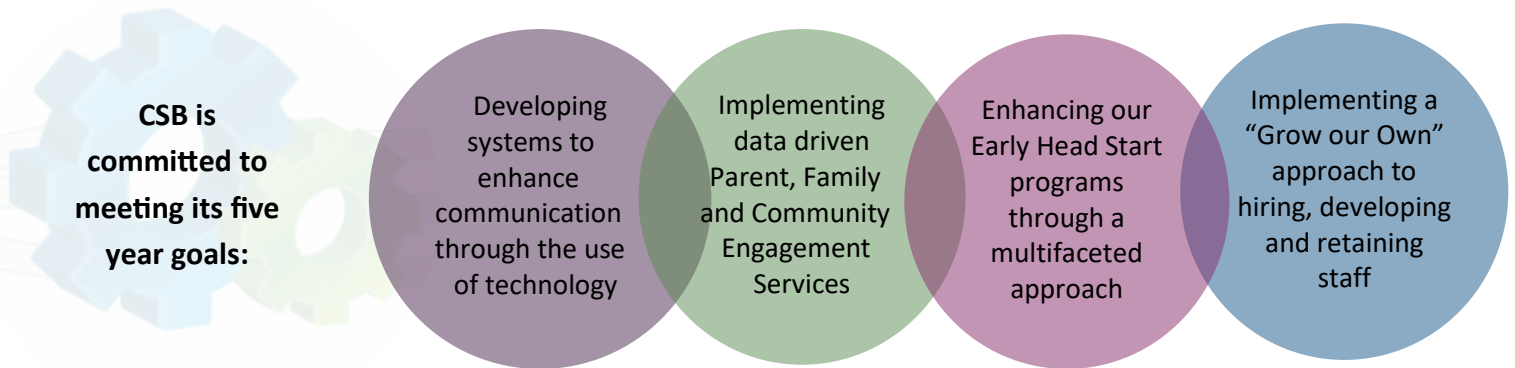
Our largest program is the Child Development Program funded through the State of California that provides both part-day, full-day and voucher-based services. Each year we combine Federal Head Start, Early Head Start, and State Child Development funds to provide early childhood education services to over **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.



Community Impact



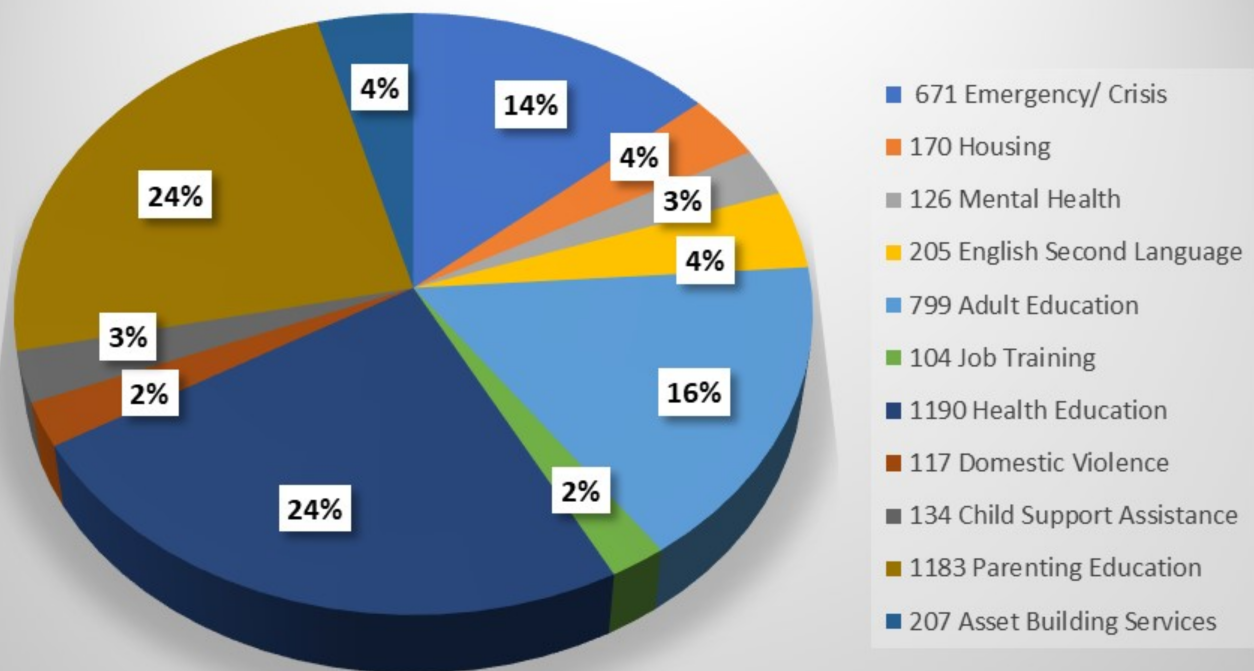
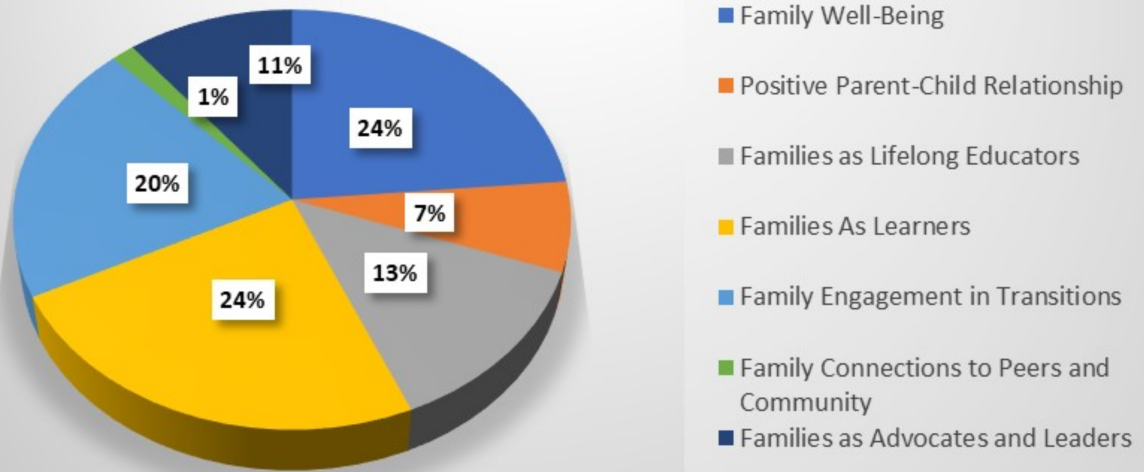
During the last year, CSB's team has made strides in achieving the aforementioned goals, some achievements to note include:

- ◆ Kiosks have now been installed at George Miller Concord, George Miller III, Marsh Creek and the administrative office in Concord. The web application is accessible on the kiosks for purposes of applying for services
- ◆ CSB has expanded use of Interactive Voice Response (IVR) to support access to services to meet emerging needs of families due to the COVID-19 pandemic and Shelter in Place orders. Due to the flexibility of the IVR design, CSB was able to quickly mobilize to create the Family Resource Hotline and Survey for Essential Workers.
- ◆ CSB began providing CLASS coaching services for Early Head Start teachers at partner sites. **Two** groups were established: Making the Most of Classroom Interaction (MMCI), a face-to-face coaching group, and My TeachStone Direct coaching online group.
- ◆ Families received take-home activities for the months of January and February. For the remainder of the year, due to Covid-19 Shelter-in-Place requirements, staff prepared grab-and-go educational materials for families, which included an additional activity relating to our goals. We also provided books to families during a book giveaway, which supports our literacy goal. During our Shelter-in-Place order, CSB Education team and teachers provided virtual learning activities to families via our CLOUDS email system and social media. These learning activities included all areas of development with an emphasis on modifying the activities for each developmental level from infancy to Pre-K.
- ◆ Of the **six** Teacher Assistant Trainees (TAT) who took classes this past Spring, three passed their classes, two of whom will continue this Fall. **One** TAT completed the program and is in the process of acquiring an Associate Teacher (AT) Permit and transitioning as an AT with CSB. We continue to recruit new participants to foster their growth personally and professionally with CSB.
- ◆ During Shelter-In-Place order between March and June due to COVID-19 and now and ongoing effort, Wellness Initiative Co-Lead and Mental Health Manager sent a wide range of mental health resources, information and materials **twice** a week to help staff cope with the unprecedented challenges and manage stress and anxiety
- ◆ During the period January 1– May 31, 2020, the Bureau hired one permanent Associate Teacher, **six** temporary Teacher Assistant Trainees (TATs) and **two** temporary Associate Teachers (ATs). During this time the Bureau also hired **two** permanent Infant/Toddler Master Teachers (internal promotions), and **six** permanent Master Teachers (internal promotions).
- ◆ CSB has prioritized supporting families with crisis interventions through the use of family referrals and resources during the Shelter-in-Place. We have ensured families remained informed of program events and resources through the use of CLOUDS group messaging and social media (Facebook, Twitter and YouTube).
- ◆ In efforts to implement a comprehensive approach to serving homeless families that addresses all of their needs that result from the devastating effects of homelessness, a referral process with the Contra Costa County Office of Education was developed and disseminated to school districts in December 2019.

Parent Involvement Activities

This program year, the Parent Family and Community Engagement (PFCE) programs were impacted by Shelter in Place (SIP) Restriction and social distancing requirements. Still, through it, CSB found ways to communicate with the families, learn about their immediate needs, and provide the necessary resources to support their family's/children's well-being. Changes proved to be effective, so these practices will be implemented in the new program year as well.

Family Partnerships 2019-20
Goals interest Aligned with PFCE Framework



Family Resource Hotline, this was the line that kept staff and families united during SIP; the line responded **24/7** to all families that called to request for needed services. An assigned rotation of staff managing the hotline provide to families tangible community resources and schedules of CSB grab and go locations based on the services needed.

Grab and Go (GNG), a curbside pick-up model for families to receive needed resources complying with health/safety guidelines. Families received much-needed resources such as diapers/wipes, baby food, educational supplies for distant learners, and community resources. GNGs were scheduled weekly at two county locations for all enrolled families. Between March 17 and June 30, staff responded to **272** emergency calls.

Communication and Social Media, Program connected with families through group trainings, social media via Facebook, and family group emails. Parent meetings took a different platform accessible to all families through Zoom, video conference calls, and phone calls. Family community resource distribution also uses this platform to share a wide option of community opportunities and services for the families and their children. The daily social media posting includes family home activities to support children's learning at home, community resources such as food pantries, School GNG food programs, SNAP, WIC, First 5 Contra Costa, ECLKC, and many more.



2019-2020

Resource Line



Calls Responded
272 Calls



County Locations

29% East
45% West
26% Central



Response Language

51% Spanish
44% English
5% Other

Resources Services Provided



Parent Success Story

A Head Start parent is currently enrolled in the Teacher Assistant Trainee (TAT) program and taking core coursework to earn and receive an Associate Teacher Permit. She applied last year when her son phased into one of our Verde center classrooms. She has already completed **one** course of three units, is currently in **two** classes for **six** units, and next semester, will take the final course to achieve the required **12** units. She is working at George Miller III center while her son attends Balboa this year.

Parent wrote: "My son joined the Head Start program last year. This has been a great service, not only for my son but also for myself. While volunteering in the classroom, I found out that I could also become a part of the Head Start family by joining the Teacher Assistant Trainee program. While my son attends the Head Start program during the day, I get to go to work with kids the same age as my son. A great part of the TAT program supports me by covering my tuition and expenses to complete the units required to become a Head Start Associate Teacher. This opportunity has really changed my life and has given me a career that I can enjoy."



2019-2020 Outcomes

Infants and Toddlers: Progress and Expected Outcomes

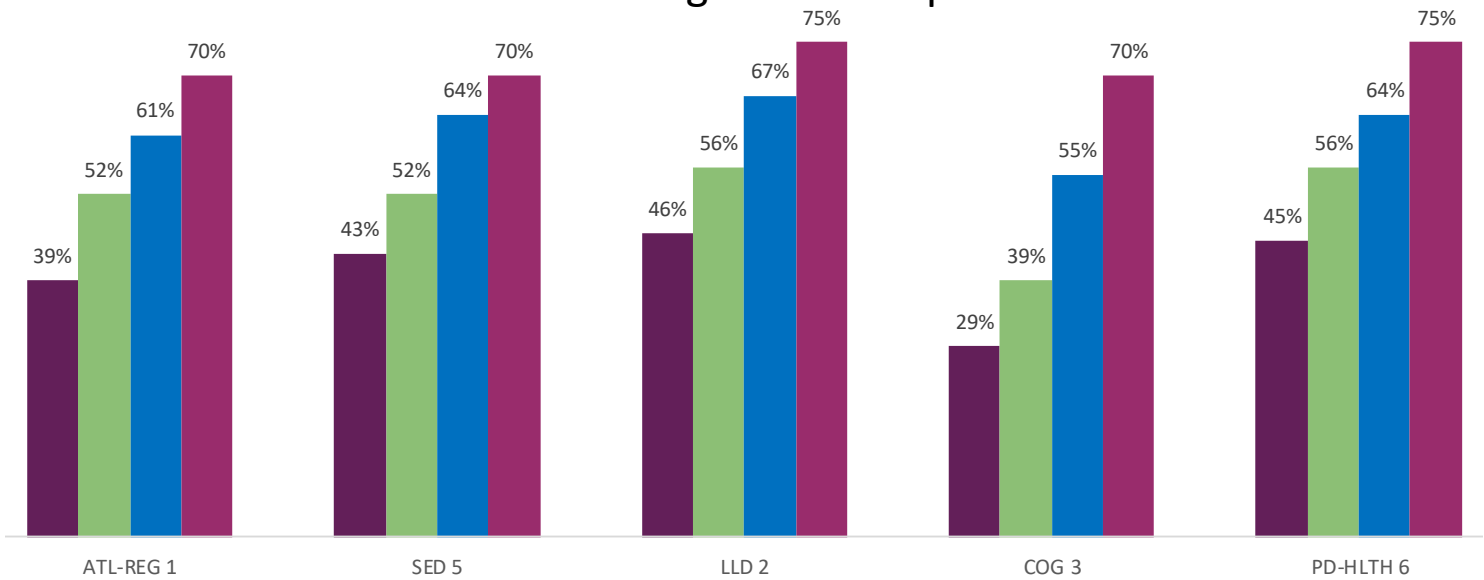


Chart Key: ATL-REG 1 (Attention Maintenance), SED 5 (Symbolic and Sociodramatic Play), LLD 2 (Responsiveness to Language), COG 3 (Number Sense of Quantity), PD-HLTH 6 (Personal Care Routine Hygiene)

Color Key: ■ Baseline 2019-20 ■ Mid-year 2019-20 ■ Expected Outcomes 2019-20 ■ Actual Outcomes 2019-20





41%
increase
 in Cognition

Figure 1: Infant Outcomes for 2019-2020 Program Year

- ◆ The domain with the greatest improvement was Cognition including Match and Science: Number Sense of Quantity (COG 3), with a **forty-one (41%)** increase in improvement in children from baseline to year-end assessment.



**48%
increase**
in Language and Literacy
Development



Figure 2: Preschool Outcomes for 2019-2020 Program Year

- The domain with the greatest improvement was Language and Literacy Development: Comprehension of Age Appropriate Text (LLD 6), with a **forty-eight % (48 %)** increase in improvement in children from baseline to year-end assessment

Preschool: Current and Expected Outcomes by June 2020

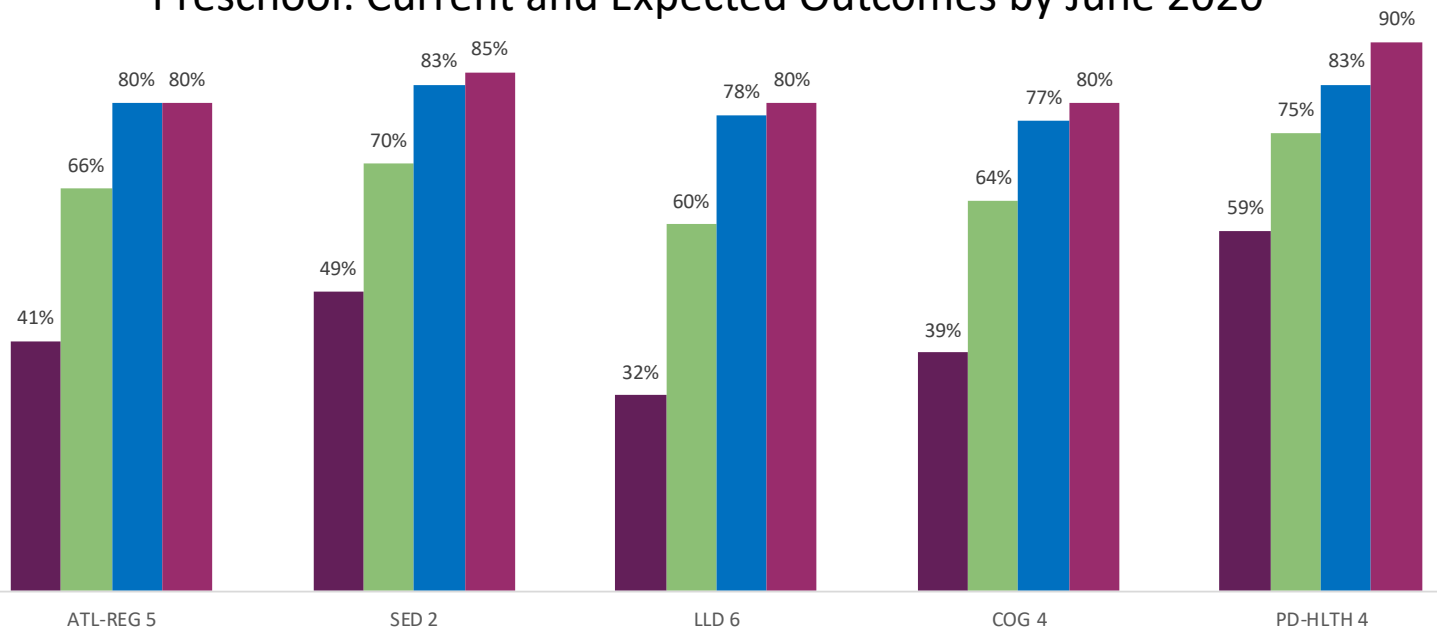


Chart Key: ATL-REG 5 (Self Control of Feelings & Behavior), SED (Social & Emotional Understanding), LLD 6 (Comprehension of Age Appropriate Text), COG 4 (Number Sense of Math Operation), PD-HLTH 4 (Fine Motor Manipulative Skills)

Color Key: ■ Baseline 2019-20 ■ Mid-year 2019-20 ■ Expected Outcomes 2019-20 ■ Actual Outcomes 2019-20

Comprehensive Services

Nutrition:

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.

- ◆ The Child Nutrition Unit prepared and delivered a total of **253,417** meals during the 2019-20 school year – **82,423** breakfasts, **102,157** lunches and **67,685** pm snacks to the **1,152** children enrolled in our Head Start and Child Development centers.
- ◆ **Ten** Community Services Bureau Head Start and Child Development centers assisted Contra Costa County’s Health Services with their Nutrition Education Obesity Prevention (NEOP) grant. In the fall, site supervisors filled out an Early Childhood Education (ECE) focused questionnaire. The state would like to adopt this questionnaire on nutrition and physical activity to help ECE centers. As a thank you gift, each centers each received \$250 in November from CC Health Services.

**253,417
Meals and
Snacks
Delivered**

- ◆ In January, the same sites filled out the same questionnaire for Nutrition Policy Institute (NPI) who then came to observe mealtime and interview the site supervisors. As a thank you gift for assisting NPI in their validation study, each center received \$225.
- ◆ With generous support from the Food Bank of Contra Costa and Solano, CSB handed out more than **1300** pounds of fresh produce to families on October 31st in observance of Food Day. This is a day to reflect on our food and all that is related to it, such as where it comes from, how it is grown and distributed, who can access it, and how.

Health:

With the support of Comprehensive Services and collaborations with community agencies CSB ensures that children enrolled in the Head Start and Early Head Start program receive on going health care services.

Ongoing Access to Medical and Dental Exams

100% of children obtained access to services through a medical and dental home.

Vision and Hearing screenings

100% of preschool children (3-5 years) and Infant/Toddler (0-3 years) received vision and hearing screenings through their medical provider or CSB’s certified screeners. Children identified with a concern were referred for follow up appointments with their medical providers.

Oral Health Education

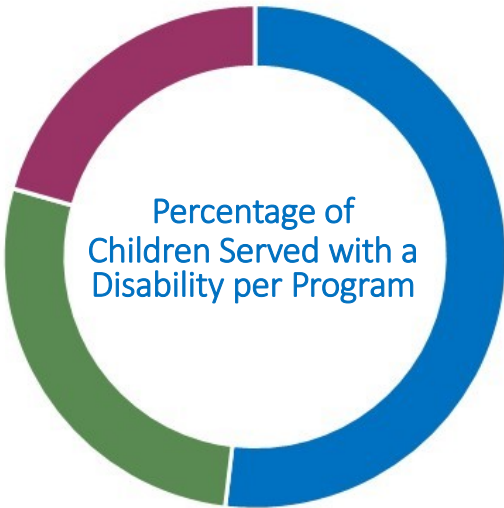
100% of all CSB children (0-5 years) received oral health education and toothbrush at their initial home visit. Countywide Dental Vans served **526** children and Give Kid’s A Smile Day served **272** children at seven host sites. This year we also hosted a Community Health Fair event at our Balboa site to provide resources for our families.

During the countywide mandated SIP, CSB provided over 13,000 diapers to families through our distribution sites in West and East/Central County.

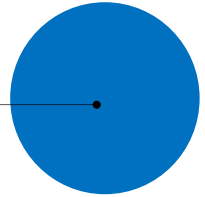
Mental Health/ Disabilities:

CSB was able to create a partnership with Early Childhood Mental Health Program to enhance Mental Health services for children, families and staff. Enhancements will include social support groups of children, staff and parents, along with classroom consultation for teachers.

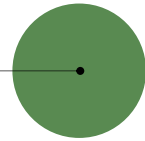
Children with disabilities make up 13.77% of our total children served in our Head Start and Early Head Start programs; 7.29% in EHS-CCP; and 5.47% in EHS-CCP2 .



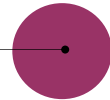
13.77%
of HS and EHS



7.29% of EHS CCP



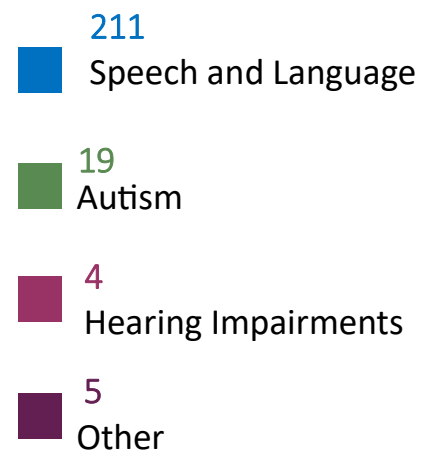
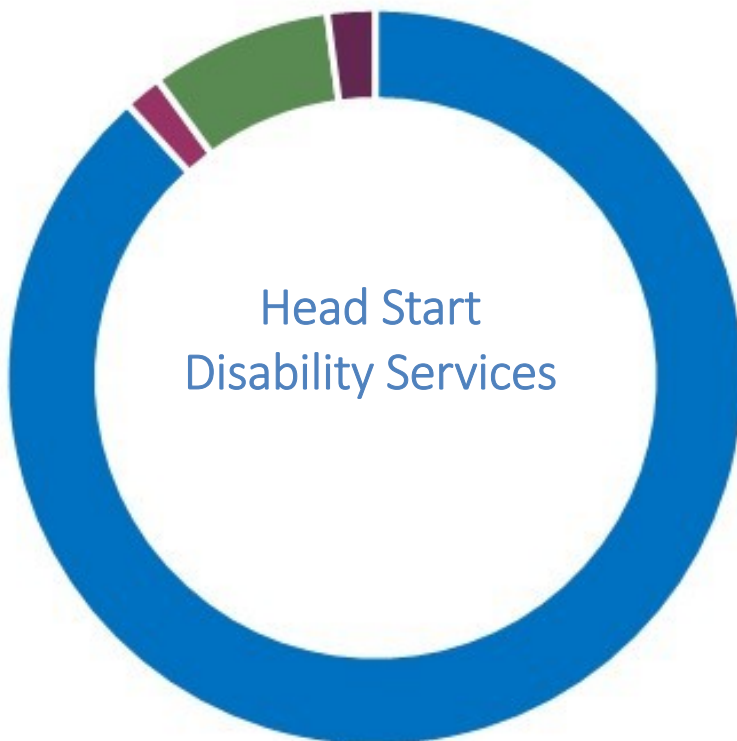
5.47% of EHS-CCP 2



CSB was able to serve **37** children in Early Head Start with the following type of disability: **25** children with speech and language delays, **nine** children with developmental delays, **two** children with hearing impairments, and **one** child that qualified for services with a specific disability.



CSB also served **234** children in Head Start with the following type of disability: **211** Children with speech and language impairments, **19** children with Autism, **four** children with hearing impairments, and **five** children that qualified with other impairments. All children were provided support services in collaboration with the local school districts and the Regional Center of the East Bay.



Children Receiving Medical and Dental Exams

- ◆ Over **99%** of children Head Start and **98%** of Early Head Start children had health insurance at the end of the program year.
- ◆ Despite disruptions caused by the COVID-19 shelter-in-place, over **98%** of children Head Start and Early Head Start children were up-to-day on a schedule of age appropriate immunizations at the end of the program year.
- ◆ Most common chronic condition requiring medical treatment for both age groups was Asthma; **5.6%** of enrolled Head Start and **2.8%** of enrolled EHS children.
- ◆ As oral health continues to be an area of need for Contra Costa County's children, **88.5%** of Early Head Start of **97%** of Head Start children had identified a source of accessible dental care by a dentist. Over **250** preschoolers were identified as requiring dental treatment.



Community Action Programs

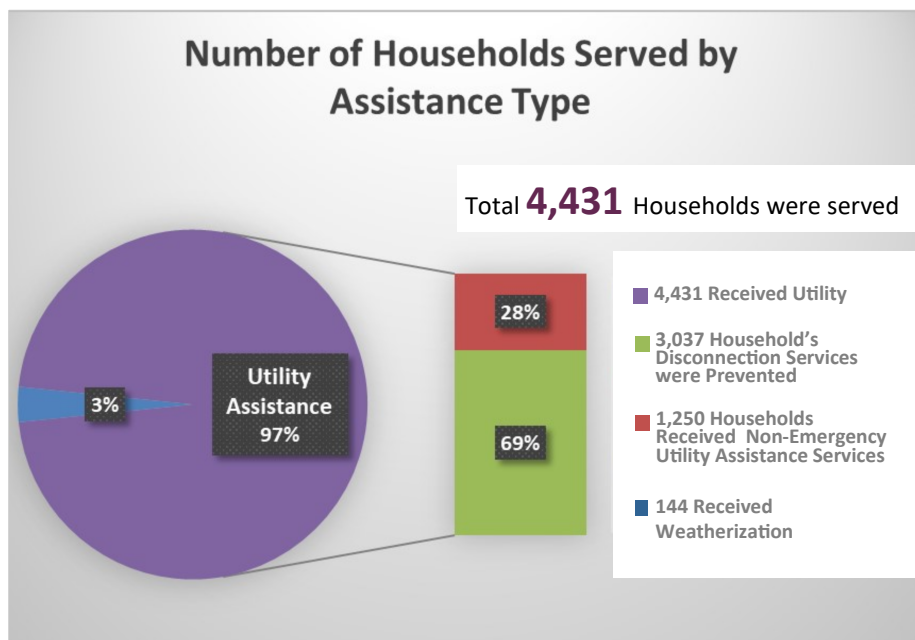
Community Services Bureau, the Community Action Agency of Contra Costa County, administers Community Services Block Grant (CSBG), the Low-Income Home Energy Assistance program (LIHEAP), and Department of Energy (DOE).

Community Services Bureau (CSB) and the Economic Opportunity Council (EOC) awarded **12** subcontractors with Community Services Block Grant (CSBG) funding to provide support our most vulnerable residents in the community. Through CSBG funding, CSB assisted residents with the following:

- ◆ Over one hundred residents received employment training that eliminated employment barriers.
- ◆ **135** families were housed in Emergency Family Shelter and received nutritious meals daily.
- ◆ Over **100,000** hot meals were served to residents in the community.
- ◆ **Five** Student Interns who graduated the Student Intern program obtained permanent employment in the public and private sector which allowed them to receive health and retirement benefits.



The LIHEAP and DOE are federally-funded programs that assist low-income households with their heating and cooling needs, while protecting the health and safety of the household. Priority for services are given to those households with the highest energy burden, while taking into consideration vulnerable population such as the elderly, disabled, and families with young children. Between the two programs, LIHEAP and DOE served the following for Fiscal Year 2019-2020:



Accomplishment CSB received over **1 million dollars** in Community Services Block Grant (CSBG) COVID-19 funding to assist Contra Costa residents who were greatly impacted. CSB and the Economic Opportunity Council awarded **13** community agencies who will be providing an array of services including nutritional meals, emergency shelter and eviction prevention services.

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 **2,093** children, with a combined funding of **\$11,472,618** for Stage 2 and CAPP.



CSB's Stage 2 team

Testimonials

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



From left to right:

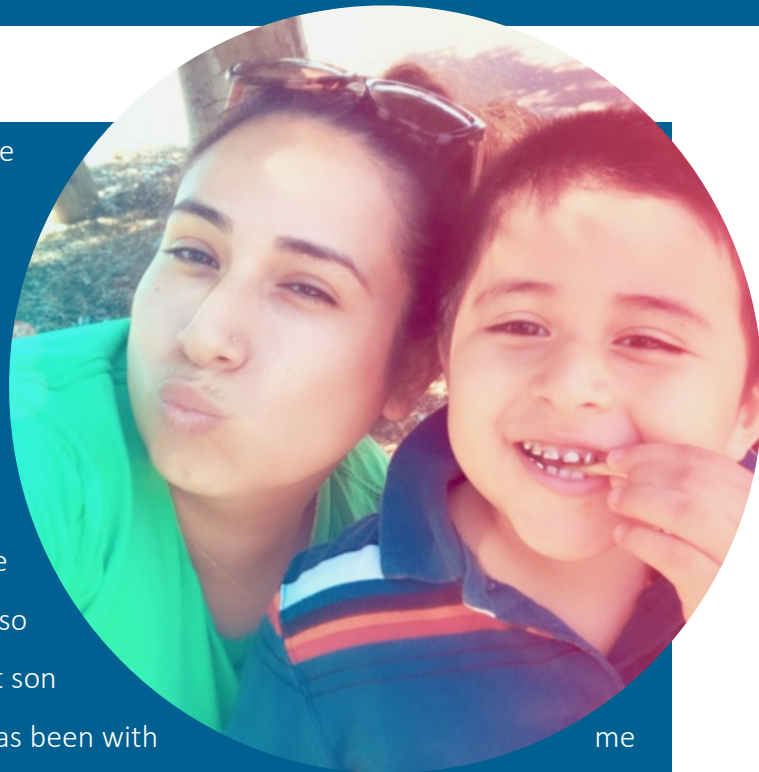
Monica DeVera, CSB Administrative Analyst III; Yasmina Vinci, NHSA Executive Director; Christina Reich, CSB Division Manager; Tommy Sheridan, NHSA Sr. Director of Government Affairs; and Katie Cisco, Chair, Head Start/Early Head Start Policy Council



CSB and other Head Start staff nationwide visit Congressman Mark Thompson during the National Head Start’s 2019 Fall Leadership Institute in Washington DC.



Partner staff recognized for their stellar contributions to the 2019 Focus Area Two Federal Review.



Hello my name is Genesis, and I have two children who have been in Early Head Start since they were very small. Early Head Start have been the people I know I can count on if I need something or need to be guided to the right place. The staff goes above and beyond for us as parents and I couldn't be happier with the services me and my kids have been provided with. As a single mom of 3 I've had a lot of obstacles to tackle but something I can say is that they have always supported me, helped me, and guided me and I am so very thankful for this group of wonderful people! My oldest son was diagnosed with autism last year and Early Head Start has been with me every step of the way and has helped me cope and vent and overall they are just a great group of women who I am so pleased to be able to work with. Early Head Start doesn't just care about their kids but they also care about their parents and to me that is very important and shows the kind of people that they are.

— Genesis, Early Head Start Parent

“In the time my daughter has been with the Head Start Program sharing and developing her Social, Emotional and Cognitive skills, I am working and I feel happy that my daughter is in a safe, warm and pleasant place that provides high quality services to children, and that makes me do my job with responsibility and efficiency. For me, this program is a blessing.”

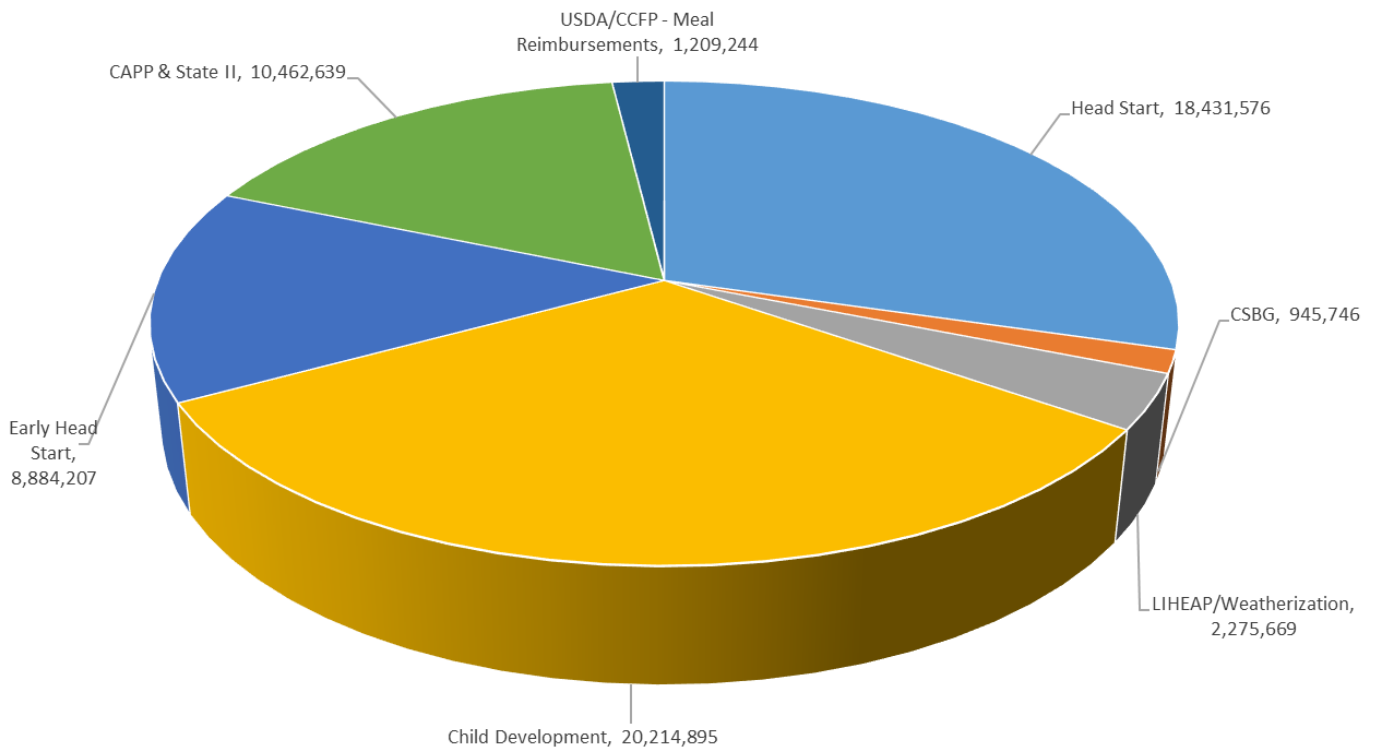
- Head Start Parent

“Head Start is the reason I was able to complete my dream of being a hairstylist. I was taking the night classes at cosmetology school. My mom was the only person able to watch my kids. She was moving to another city and I had no idea if I was going to be able to finish school. I finally looked up Early Head Start and got a call back later that day. They had an all-day slot available for my daughter. I was able to switch my classes to days and finish the cosmetology program sooner. I was able to get out of school and still cook for my kids and do activities before bed. When my school closed down Head Start still allowed my daughter to attend while I dealt with the legal issues and finding a new school. I am extremely grateful to all staff at Early HS and Head Start for providing me and my daughter excellent care and education.”

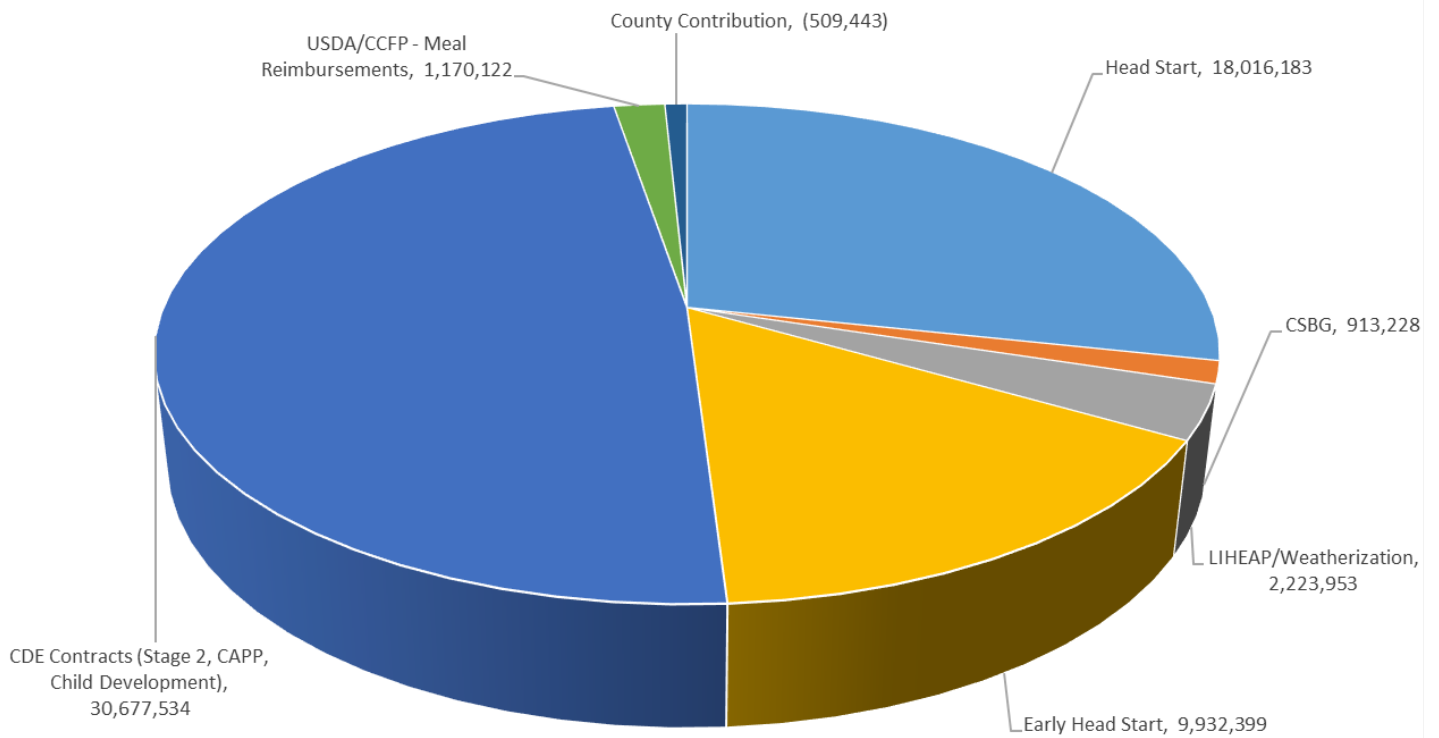
- Head Start Parent

Budget Overview

2018-2019 Expenditures

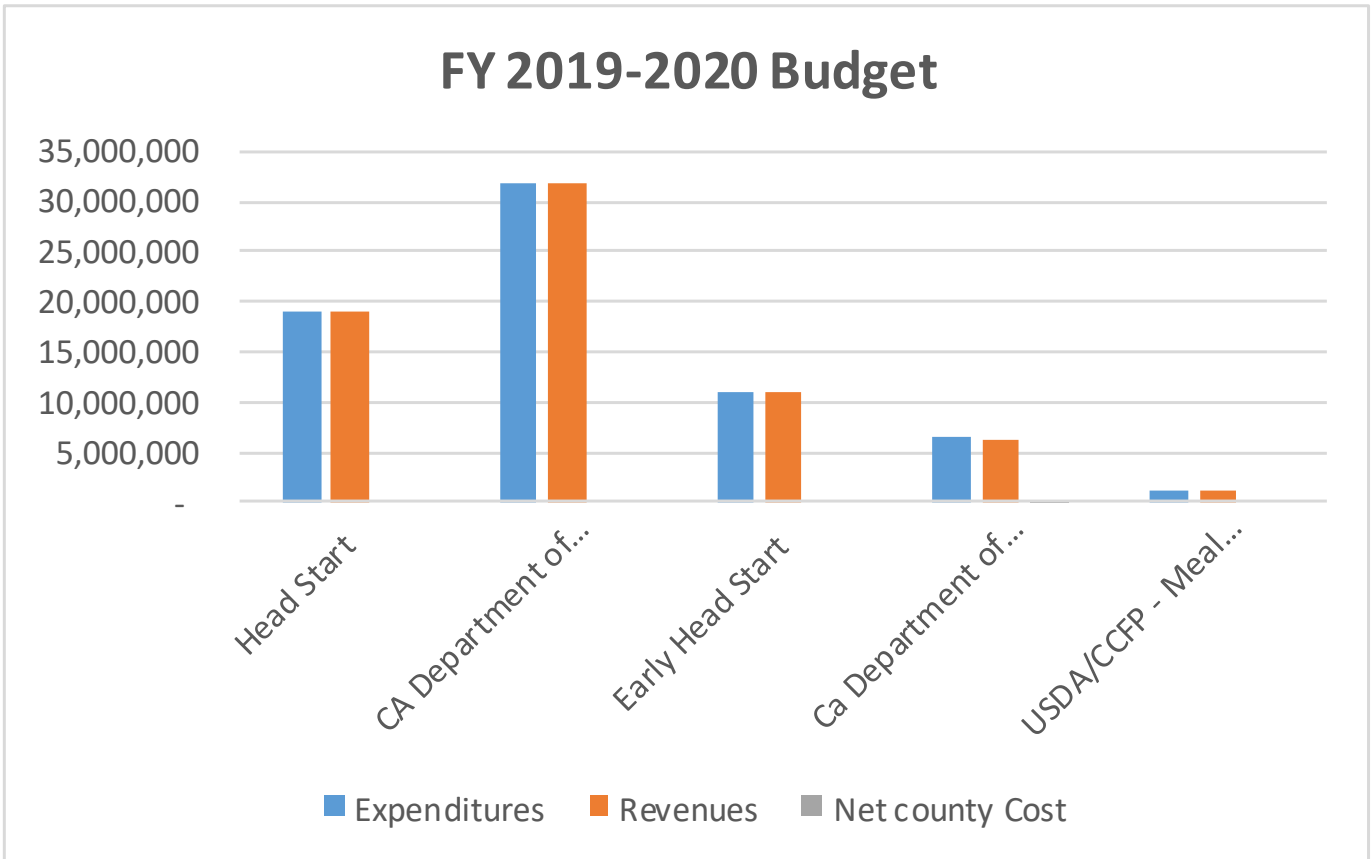


2018- 2019 Revenues



Audits

Budgets continued...



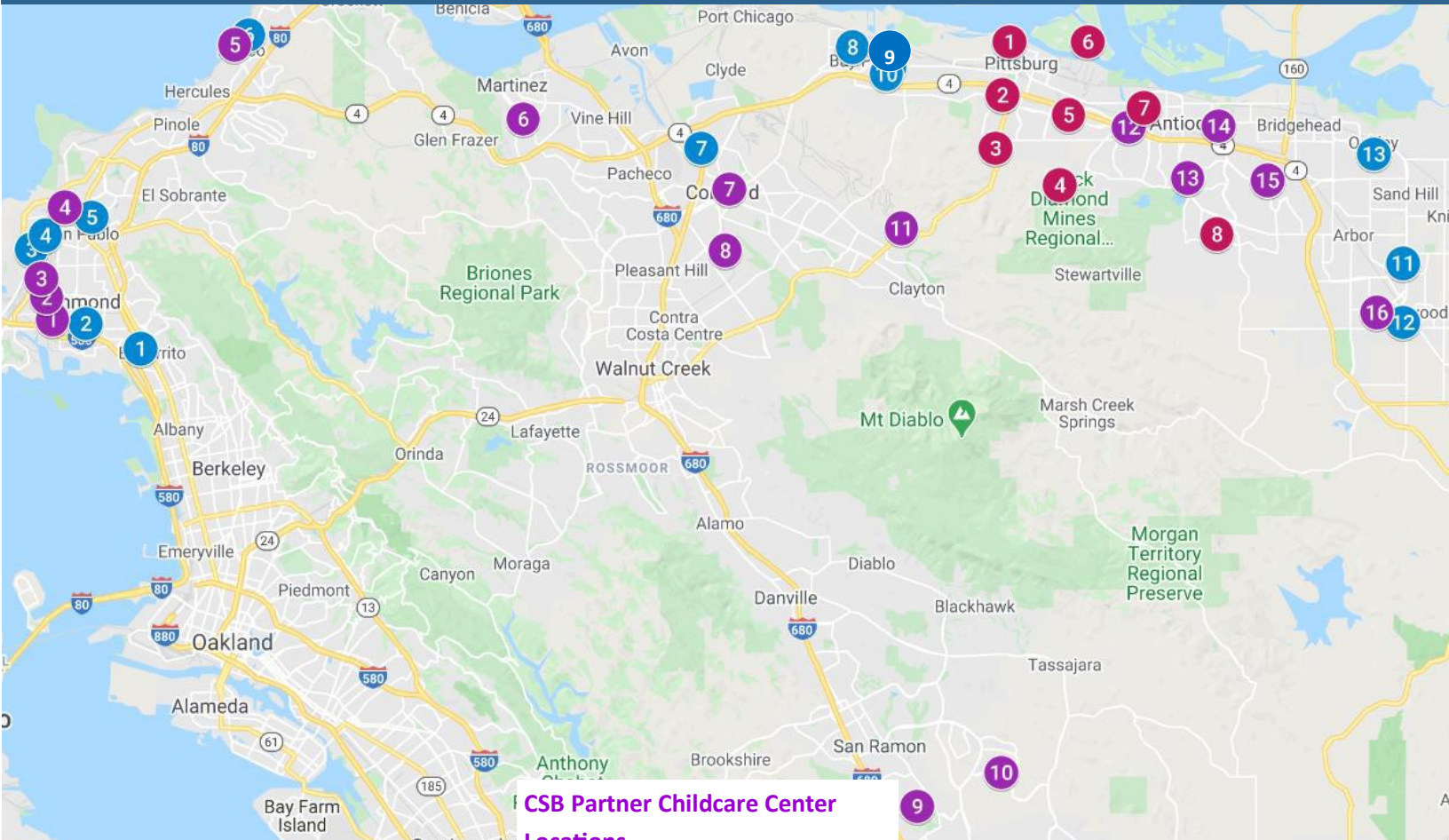
Audits

In 2019 and 2020, Federal, State and CPA firms performed six audits. The outcome of all was no findings. The areas audited were:

- ◆ Office of Head Start 2020 Focus Area Two (FA2) Federal Review
- ◆ FY 2017-2018 Single Audit
- ◆ FY 2018-2019 State Child Development Audit



CSB Childcare Center Locations



CSB Partner 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 ◇

- 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 KinderCare - East Antioch ◇
- 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 –Woods Manor
- 5 FBHS –East Leland Court
- 6 FBHS –Belshaw
- 7 FBHS –Fairgrounds
- 8 FBHS –Lone Tree

Key

◇ NAEYC Accredited