

**CONTRA COSTA COUNTY
EMPLOYMENT AND HUMAN SERVICES DEPARTMENT
COMMUNITY SERVICES BUREAU
2011 Self-Assessment
Corrective Action Plan**

Finding	Program Type	Corrective Action	Person Responsible	Completion Date	Verification
Compliance Indicator 2.4: (1304.40(b)(1)&(2)) While families are engaged in a family partnership agreement, resources were not offered that met their stated need.	Head Start	Meet with CSB staff responsible for FCP to review protocols and all files to ensure resources are provided to meet needs.	FCP Manager: Kristin Cooke	March 17, 2011	Monitoring report, Training materials, sign in sheets, minutes (See Section I, attached)
		Emphasize FCP protocols at Comp Services Refresher Training in April	Assistant Director for Comprehensive Services: Carolyn Johnson	April 27, 2011	Training materials, sign in sheets, evaluations (See Section II, attached)

SECTION I

- Monitoring Report
- Training Materials
- Sign In Sheets
- Minutes

Agenda

Group/Meeting Name: Family Partnership Agreement/Goal Setting

Date: 3-17-11 **Time: From:** 1:00 pm **To** 2:00 pm

Location: Brookside

Meeting Leader: Kristin Cooke

Purpose: Train staff to complete family partnership assessment and assist families with goal setting

Desired Outcome: By the end of this meeting, we will have:

An Understanding of the Desired Outcomes and Meeting Rules
An Understanding of the Family Partnership Process and CSB's Policies and Procedures Relating to that Process
An Understanding of How to Complete Family Partnership Assessments with Indicators
An Understanding of Family Goal Development and Follow-up
Clarification on Next Steps
Evaluated the Meeting

Agenda			
What	How	Who	Time
➤ Review Desired Outcomes & Meeting Rules	Present, Clarify, Check for Understanding	Rita Miranda	2 Minutes
➤ Family Partnership Process and CSB's P&Ps	Present, Clarify, Check for Understanding	Kristin Cooke	15 Minutes
➤ Family Partnership Assessments and Indicators	Present, Clarify, Check for Understanding	Kristin Cooke	15 Minutes
➤ Family Goal Development and Follow-up	Present, Clarify, Check for Understanding	Kristin Cooke	15 Minutes

➤ Next Steps	Present, Clarify, Check for Understanding	Kristin Cooke	10 Minutes
➤ Meeting Evaluation	Present, Clarify, Check for Understanding	Volunteer	3 Minutes



Start Time: 1:00 End: 2:30
Meeting Location: Bookside
Meeting Topic: EPA & local firms

Sign-In Sheet

[illegible]

Contra Costa County
Head Start Meeting **Minutes**

Meeting: Family Partnership Process Training

Location: Brookside

Date: 3-17-11 **Time Convened:** 1:00 pm **Time Terminated:** 2:00 pm **Recorder:** Kristin Cooke

Attendees: Rita Miranda, Kristin Cooke, Tiffany Mullner, Gaby Derrer
Absent: None

TOPIC	RECOMMENDATION / SUMMARY
Review Desired Outcomes and Meeting Rules	Kristin reviewed the desired outcomes and meeting rules.
Family Partnership Process and CSB's P&Ps	See attached presentation
Family Partnership Assessments and Indicators	
Family Goal Development and Follow-up	
Next Steps	• The group will go back through FPAs completed this year and make sure resources are given and documented in COPA. Since indicators cannot be changed at this point, comments will be carefully reviewed to determine if resources are needed. • Second FPAs, due 5/31/11, will be started now in order to reach families who may not have been given resources at the first FPA. • If any questions arise, call or email Kristin. • Rita will review all new FPAs for her sites • Rita will provide training to her CAT with Kristin's assistance if needed. Additional training will take place in April at the refresher.

Contra Costa County
Head Start Meeting **Minutes**

	Kristin will work with Ritche to correct the drop down and check-box issues with the "Referrals & Services" tab.
Meeting Evaluation	None.

Family Partnership Assessments Training

March 2011



I. Family Partnership Building

- Overview
- Begins at first point of contact
 - Enrollment line
 - Walk-in
 - Telephone call
 - Flyer distribution

I. Family Partnership Building

- Family Assessment
 - First FPA due within 60 days of enrollment
 - **Be sure family services get started at enrollment or your assessments will be off**
- Second FPA due by May 31st
 - Is a follow-up to the initial FPA.
 - Any changes? Goal progress? Goal revision?

I. Family Partnership Building

- Use complete answers - avoid “yes”, “no”, “good”, “bad”
- Document key comments to validate selected indicator
 - Comments should be in each area and substantial enough to gain a picture of the family.
 - 2nd FPA may say “no changes” but updates MUST be made to the goal progress and referrals/services.
 - See “Risk Matrix” for help with indicator selection.

I. Family Partnership Building

- Goal Setting
 - At least one goal for each indicator below “stable”
 - If none below “stable”, then focus on child’s education/development
 - Provide resources referrals w/in 2 weeks.
 - Exception: “In-crisis” areas. See slide 7.
 - Use SMART goals (refer to handout)
 - Schedule one month follow-up to determine if resources were adequate
 - Exception: “In-crisis” areas. See slide 7.

I. Family Partnership Building

- When to Case Manage
- Referrals that require multiple steps and planning
 - Family “in-crisis”
 - Any 1 area “in-crisis”
 - 3 or more areas below “stable”
- Contact the appropriate Service Area Manager for assistance

I. Family Partnership Building

- Supporting Families In Crisis
 - Be sensitive and provide assurance
 - Do not overwhelm family with too many people/resources at one time
- Consult the appropriate Service Area Manager
 - May contact MH unit for support/consultation
 - Will help determine immediate needs
- CSAM supporting site monitors situation
 - Resources within 2 weeks and consistent follow-up
 - Document all resources, contact with family, and effectiveness of intervention
- Case management meetings as needed

I. Family Partnership Building

- Accessing Community Services and Resources
 - Community Resource List
 - Surviving Parenthood, Regional Guides, Street Sheets, etc.
- Internet Database
 - 211 (www.crisis-center.org)
- Other Methods of Access
 - Parent bulletin boards, newsletters, parent meetings, community partners, service area managers

Risk Matrix

	Legal Problems	Food/ Nutrition. Clothing	Housing/ Shelter	Transportation	Mental/ Social/ Emotional Health	Education, Adult	Employment	Chemical Dependency/ Abuse
Thriving	No legal problem and not prone to legal problems	Always able to furnish regular and balanced food, clean and durable clothes	Able to own or in long term/ affordable/ safe/ appropriate housing.	Consistent/ dependable transportation, license, safe/ reliable car & insurance	No problems or able to choose and pay for mental health services	Post secondary education/ training, positive attitude towards education	Permanent, stable/ sustaining employment, full benefits	No problem of 5 yrs free of drugs, treatment complete, no support
Self-Sufficient	Minor legal issues pending or resolved, obtains legal council	Always have resources for healthy food and appropriate clothing	Safe & secure dwelling for at least 13 months, ability to pay	Dependable trans, basic car insurance/ license of choose public transportation	Access/ insurance/ resources for mental health care of choice	Actively pursuing post-secondary education, values formal education	Full-time or adequate employment meets basic needs, benefits	Year drug free, completed treatment. Still receiving support services
Stable	Medium legal issues pending, has legal council	Sufficient person and community resources for food and clothing	In semi-permanent/ relatively safe & secure housing, mostly ability to pay	Access to trans when needed, safe	Adequate access/ insurance/ resources for mental health care	High school diploma or GED demonstrates some academic achievement	Under-employed, inadequate pay and benefits	Drug free, attending treatment program, and receiving support services
Vulnerable	Major legal issues or prone to problems, legal council issues	Limited knowledge of food. Food preparation and clothing resources	Temp or transitional housing, tent uncertain, unsafe or crowded	Limited access, possibly unsafe, driving w/o license, registration or insurance	Limited access/ insurance/ resources for mental health care	Realizes value of education, working on GED, improving literacy	Temporary or part time employment, no benefits, limited skills	Chemically dependent, currently in treatment program
In Crisis	Major legal issues, no legal council	No food and preparation, clothing inadequate. Malnutrition. Eating Disorders. Disability. Death	Homeless, no shelter	No access to transportation to satisfy basic needs	No access/ insurance/ resources for mental health care	History of school failure, doesn't value education, lacks basic skills	Unemployed with no prospects or skills	Chemically dependent, not receiving treatment no support services

Risk Matrix

	Parenting/ Child Education	Child Care	Pregnancy/ Infant Care	Family Relations	Income Budget	Energy	Medical Care	Community Involvement
Thriving	Excellent parenting skills and/or developmental problems well handled	Able to afford/access many options for child care	Receiving prenatal care, mother/child w/o health issues w/o subsidy	Strong support network, strong family identity	Sufficient/ stable income, regular savings, some non essential purchases	Ample personal resources to easily meet energy needs	Covered by insurance, medical/dental preventive medicine	Actively involved in community affairs, positive contribution
Self-Sufficient	Good parenting skills or problems handled with support w/o subsidy	Easy access to licensed/ acceptable or special needs childcare	Receiving prenatal care/ immunizations, well baby visits	Physically safe, emotionally secure, sense of family unit	Sufficient/ Stable income can pay bills, little or no savings.	Adequate personal resources to meet basic needs	Gets medical/ dental care with needed, partial coverage	Meaningful/ supportive involvement, feel part of the community
Stable	Resolving parenting issues or receiving services with subsidy	Limited access to acceptable or special needs childcare with subsidy	Adequate access/ insurance. Resources for prenatal care with subsidy	Negative behaviors, seeks change, some support	Adequate income, able to meet basic needs, little left for non essentials	Limited personal resources, community help needed to meet needs	Gets medical/ dental care with subsidy, inconsistent use of system	Minimal involvement, express desire for greater involvement
Vulnerable	Limited parenting skills or child development problems, limited resource	Limited access of no subsidy to acceptable or special needs childcare	Limited access/ insurance/ resources for prenatal care	Little or no interaction, household composition changes often	Inadequate income, occasional problems with basics, over due bills	Shut off notice, less than 10 days supply, limited resources	Inappropriate/ limited use and access of system	Appears isolated, lacks motivation/ confidence to be involved
In Crisis	No parenting skills or child development problems w/o access/ insurance/ resources	No access/ subsidy to acceptable or special needs children	No access/ insurance/ resources for prenatal care	Unable to develop relationships, no support systems	No money or basic needs, overwhelming debt, no knowledge of resources	Power off, out of deliverables, no personal resources	No coverage of access to medical/ dental, ignores health problems	No positive/ constructive involvement, limited social skills.

Setting SMART Goals

Goals should be:

S = Specific, Significant, Stretching

- *Is it well-defined?*
- *What exactly is to be accomplished?*
- *Use action words in writing the goal.*
- *Express the what, why & how of the goal.*

Ex: "I've always regretted that I never finished high school. It's important for me and my children that I do that. I want to get a GED certificate this semester."

M = Measurable

- *How will you know when it's achieved?*
- *Provide a benchmark or evidence of completion.*

In the example, we know it is achieved when she has the certificate.

A = Attainable, Acceptable, Agreeable

- *Can the goal be reach?*
- *Do all involved parties agree?*
- *Use this information to maximize chances of success.*

In the example, we know this is something she wants, is cognitively able to do, and agrees to do. We want to pay special attention to if it can logistically be achieved within a few months by taking prep classes and then scheduling to take the test.

R = Realistic, Relevant, Rewarding

- *Is the scale and scope of the goal realistic?*
- *Is the goal relevant and rewarding to the person, not just something easy to write down?*
- *This helps hold the goal seeker accountable.*

In the example, we know it is rewarding & relevant to the person given her statements about why she wants to do this but we'd want to find out how much time she has to devote to this goal (does she work 3 jobs and care for 4 children), if others are supportive of her, when classes start, and when the test are scheduled locally. Any barriers that may arise, talk them out and ask how she'd overcome that challenge and what she thinks would work best.

T = Timely, Time Frame

- *Is the goal with-in program year? If not, break it down into sub-goals.*
- *Help the family create a realistic timeframe. You made need to slow them down and help them break the goal into SMART objectives that work toward achieving the goal. On the other hand, you may need to encourage them to take larger steps then they initially suggest.*

In the example, make sure her timeframe is "realistic" and allows her to "attain" her goal successfully.

SECTION II

- Training Materials
- Sign In Sheets
- Evaluations

Agenda

Group/Meeting Name: Comprehensive Services Refresher Training

Date: 4-27-11 **Time: From:** 9:00 am **To** 4:00 pm

Location: Fairgrounds

Meeting Leader: Kristin Cooke

Purpose: To provide comprehensive services staff with updated information in all service areas.

Desired Outcome: By the end of this meeting, we will have:

An Understanding of the Desired Outcomes and Meeting Rules
An Understanding of the ERSEA Process and New Policies and Procedures
An Understanding of Health Services Requirements
An Understanding of Disabilities Services and Practice Intake
An Understanding of the Family Partnership Process and Parent Meeting Protocol
An Understanding of Mental Health Services and Assessment and Referral Processes
An Understanding of Nutrition Services and the Food Stamp Application Process
Evaluated the Meeting

Agenda			
What	How	Who	Time
Welcome and Introductions ➤ Desired Outcomes and Meeting Rules	Present, Clarify, Check for Understanding	Carolyn Johnson	10 Minutes 9:00 – 9:10
ERSEA ➤ Handling Referrals ➤ Over-Income Waivers ➤ Proposed New ERSEA Regulations ➤ Slots	Present, Clarify, Check for Understanding	Christina Reich	45 Minutes 9:10 – 9:55
Health ➤ Strategies for Meeting Physical and TB Requirements	Present, Clarify, Check for Understanding	Debi Marsee	55 Minutes 9:55 – 10:50

➤ EHS Health Tracking ➤ Health History Review, Red Flags, Case Management, and Follow-up ➤ Transfers of Children with Health Concerns ➤ Obtaining Health Documents			
Break			15 Minutes 10:50 – 11:05
Disabilities ➤ Early Identification ➤ Referral and individualization ➤ Intake role-play	Present, Clarify, Check for Understanding	Ana Araujo	55 Minutes 11:05-12:00
Lunch			1 Hour 12:00 – 1:00
Family Partnerships ➤ Family Partnership Agreements & Goal Setting ➤ Goal Setting ➤ Parent Meetings ➤ Parent Trainings	Present, Clarify, Check for Understanding	Kristin Cooke	55 Minutes 1:00 – 1:55
Mental Health ➤ Social/Emotional Concerns ➤ Referral Process ➤ Child Abuse Prevention and Intervention ➤ Using DECA	Present, Clarify, Check for Understanding	Annie Bailey	55 Minutes 1:55 – 2:50
Break			10 Minutes 2:50 – 3:00
Nutrition ➤ Food Stamp Applications/Enrollment Procedures ➤ COPA Overview	Present, Clarify, Check for Understanding	Sophia Talbot	55 Minutes 3:00 – 3:55

➤ Meeting Evaluation	Present, Clarify, Check for Understanding	Volunteer	5 Minutes 3:55 – 4:00
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Contra Costa County
Employment and Human Services Department
Community Services Bureau



Meeting/Event Sign-in Sheet

Date: 4/27/2011 Start Time: 9:00 End: 4:00 Location: CSB/ Fairgrounds Bldg- D Topic: Comp. Services Refresher Training

	Name (print)	Signature	Telephone	Agency/Address	Position	Arrival Time
1	Maurea Padilla		6-5995	CSB/George Miller	CLERK	9:00
2	Kristin Cooke		6-8811	CSB/6mull	CSM	9:00
3	Martha Rodriguez		6-5770	CSB / Partners	CLERK	8:25
4	Rimie Kashoy		6-8341	CSB / Clute	CLERK	8:25
5	Nelly Gomez		6-8696	CSB / Fairgrounds	ECHE	8:00
6	Arl Ruvonjehin		6-7492	CSB / Bayo Vista	CLERK	8:30
7	Tiffany Nurre		6-8098	Muller	CSB	8:30
8	Keira Aguilar Ortega		6-7492	CSB/Bayo Vista	CSM	8:00
9	Eleanor McGuire		6-9897	CSB-GMC	CLERK	8:30
10	Jaqueline Lopez		6-7025	CSB - Balboa	CSM	8:30
11	Alicia Nunez		6-7025	CSB - Balboa	CLERK	8:30
12	Joanne Hayes		3839	CSB - Brookside	CLERK	8:30
13	Amey Wells		5-8912	CSB Summit	CSM	8:40
14	Sandra Gaud		6-7497	CSB / Bayo Vista	CSM	8:30
15	Tracy Lewis		6-8268	CSB Bella Monte	CSL	8:30
16	Andrea Cardone			CSB - Fairgrounds	ECHE	8:30
17	Lupita Miramonte		6-8548	CSB / Fair grounds	CSM	8:32
18	RITA MIRANDA		6-7098	CSB / BROOKSIDE	CSM	8:30
19	Kivela Houy		5-8941	CSB / Summit	MTA	8:40
20	Deborah		6-3415	CSB Brookside	CSM	9:00



Contra Costa County
Employment and Human Services Department
Community Services Bureau



Meeting/Event Sign-in Sheet

Date: 4/27/2011 Start Time: 9:00 End: 4:00 Location: CSB/Fairgrounds Bldg- D Topic: Comp. Services Refresher Training

Name (print)	Signature	Telephone	Agency/Address	Position	Arrival Time
21 Beth Ann	Beth Ann	6-5072	CSB / GMC	CSA III	8:30
22 Denise Smith	Denise Smith	6-8265	CSB / Carmona Alta	Clerk	8:30
23 Inelda Prieto	Inelda Prieto		CSB / Lake	Clerk	8:30
24 Patricia Yef-Suzuki	Patricia Yef-Suzuki	65568	CSB / GMC	Clerk	8:45
25 Marie Pearson	Marie Pearson	5-8935	CSB / Summit	CSA III	8:45
26 Hauka Zaragosa	Hauka Zaragosa		CSB / GM III	Clerk	8:45
27 Veronica Calvino	Veronica Calvino		CSB / GM III	Clerk	8:50
28 Maria Goven	Maria Goven	67326	CSB / GM III	Clerk	8:50
29 Melissa Molina	Melissa Molina	6-3701	CSB / Crescent Park	Clerk	8:50
30 Gabriela Perez	Gabriela Perez	8-85-995	CSB / Summit	Clerk	8:50
31 Joanne Dehardo	Joanne Dehardo	3-1774	HO Douglas	ASA III	9:00
32 Griseida Magana	Griseida Magana	6-3994	CSB / Brookside		
33 Claudia Hefel	Claudia Hefel	6-2099	CSB - GM III	CSA III	9:00
34 Lenora Brown	Lenora Brown	6-3995	CAT / San Pablo	Clerk	9:00
35 WY Balyan	WY Balyan	6-5995	CSB / GM C	Teacher	9:00
36 Hanna Radtke	Hanna Radtke		CSB / G.M.	Teacher	9:00
37 Elaine Fryar	Elaine Fryar	6-5995	CSB / G.M.	ESHE	9:00
38 Maria Lue Reiteria	Maria Lue Reiteria		Aspirant First 5	CLS	9:00



Contra Costa County
Employment and Human Services Department
Community Services Bureau



COMMUNITY SERVICES
BUREAU

Meeting/Event Sign-in Sheet

Date: 4/27/2011 Start Time: 9:00 End: 4:00 Location: CSB/ Fairgrounds Bldg- D Topic: Comp. Services Refresher Training

Name (print)	Signature	Telephone	Agency/Address	Position	Arrival Time
Beverly Butler	Beverly Butler	6-5896	CSB	Home Base	8:58
Sheri Sweet	Sheri Sweet	232-5654	First Five	Empty Room	9:05
Hortencia Aguilar	Hortencia Aguilar	6-5640	C.S.B. Home Base	ECHE	9:00
Theda Turner	Theda Turner	6-3732	CSB/Brookside	Intermediat	9:00
Monica Gillens	Monica Gillens	6-3398	CSB-Brookside	ECHE	9:00
Ramonita Gonzalez	Ramonita Gonzalez	6-3066	CSB Brookside HB	ECHE	9:00
Laura Lee MAX	Laura Lee MAX	6-5049	CSB GM Concord	CCAM	9:10
Cher Jones	Cher Jones	6-3526	CR 111 CSB	Clerk	9:15
Tracy Flancia-Peñas	Tracy Flancia-Peñas	3-1792	40 D.	Clerk	9:15
Debi Marzee	Debi Marzee	6-5591	GMC	CSM	9:00
Katherine Mason	Katherine Mason	3-1588	CSB/40 D	DM	8:50
Janise White	Janise White	407-8272	CSB Marina Hill	ECHE	8:00
Marianela Staret	Marianela Staret	219-6360	F5	CLS	9:10
Jal Niz	Jal Niz	6-5997	C.S.B. G.M.C.	S.O.	9:00
Carly Johnson	Carly Johnson	6-5797	CSB G.M.C.	AD	8:30
Aria Adams	Aria Adams	6-7468	CSB Brookside	CSM	8:00
Ernie Talbot	Ernie Talbot	6-3067	" "	R.D.	2:10
Camilla Rand	Camilla Rand	3-1771	CSB/40D.	Interim Dir	2:30

Plus/Delta Training Evaluation
For Comprehensive Services Refresher Training

+ All together, muffins, coffee, good facilitation, great information, great handouts, informative, good use of the play dough, great questions, Camilla came to visit
- room too small, noisy, too much info – should split into two days, cold, have next years' training closer to enrollment time, possibly use a microphone next time, hard to hear.

Family & Community Partnerships May 2011



Agenda

- Family Partnership Building
- Family Partnership Assessments
- Goal Setting
- Case Management
- Parent Meetings
- Format
- Mandated Trainings
- Parent Involvement
- Dissemination of Information

I. Family Partnership Building

- Overview
- Begins at first point of contact
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 - Flyer distribution

I. Family Partnership Building

- Family Assessment
 - First FPA due within 60 days of enrollment
 - **Be sure family services get started at enrollment or your assessments will be off**
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- Use complete answers - avoid “yes” “no” “good” “bad”
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 - Comments should be in each area and substantial enough to gain a picture of the family.
 - 2nd FPA may say “no changes” but updates MUST be made to the goal progress and referrals/services.
 - See “Risk Matrix” for help with indicator selection.

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- Goal Setting
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 - Provide resources referrals w/in 2 weeks.
 - Exception: “In-crisis” areas. See slide 7.
 - Use SMART goals (refer to handout)
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I. Family Partnership Building

- When to Case Manage
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- Accessing Community Services and Resources
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- Internet Database
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- Other Methods of Access
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II. Parent Meetings

- Format
- LED BY A PARENT
- Agenda to include (CSB-331)
 - Input to curriculum and site activities
 - Approval of minutes
 - New business (celebrations, WOTYC, planting, etc.)
 - Old business (parking, cell phones, etc.)
 - Training

II. Parent Meetings

- Mandated Trainings
 - PC Representative Election (1st meeting of the year)
 - Pedestrian Safety (no later than September 30th)
 - Kindergarten Transition (January)
 - Child Abuse Prevention (April)
- All agendas, minutes, and materials must be filed in the parent meeting binder.
- Binder cover to include dates of training

III. Parent Involvement

- Parent Meeting Trainings
 - 3 mandated trainings
 - 9 based on PI survey tallies
 - Filed in parent meeting binder
 - Tally on cover of binder
- Agency-Wide Opportunities
 - Male Involvement
 - Nutrition classes
 - Parenting classes
 - G2g

III. Parent Involvement

- Dissemination of Information
 - CSM sends to all CS and SS
 - Share with teaching staff
 - Personally invite parents
 - Post in high traffic areas
- Parent Boards
 - May be used to share information on PI opportunities in addition to one of the above
 - Must be current, uncluttered, and in a conspicuous area

Questions?

