



FAMILY & HUMAN SERVICES COMMITTEE

March 9, 2015

10:30 A.M.

651 Pine Street, Room 101, Martinez

Supervisor Federal D. Glover, Chair
Supervisor Candace Andersen, Vice Chair

Agenda Items:

Items may be taken out of order based on the business of the day and preference of the Committee

1. Introductions
2. Public comment on any item under the jurisdiction of the Committee and not on this agenda (speakers may be limited to three minutes).
3. CONSIDER recommending to the Board of Supervisors the appointment of Jessica Hudson to Public Agency Seat #2 Central/South County on the Local Planning and Advisory Council for Early Care and Education, as recommended by the County Office of Education.
4. CONSIDER recommending to the Board of Supervisors that Tracy Ward be appointed to At-Large Seat #4 and Rebecca Loboschefskey be appointed to At-Large Seat #1, as recommended by the Commission for Women.
5. CONSIDER accepting an update from the Employment and Human Services Department on the operations of the Covered California Call Center and transmitting the report to the Board of Supervisor's for their information. (Wendy Therrian, Workforce Services Director)
6. ACCEPT the annual report on activities from the Local Planning Council for Child Care and Development and refer the report to the Board of Supervisors. (Ruth Fernandez, Council Staff)
7. The next meeting is currently scheduled for April 13, 2015.
8. Adjourn

The Family & Human Services Committee will provide reasonable accommodations for persons with disabilities planning to attend Family & Human Services Committee meetings. Contact the staff person listed below at least 72 hours before the meeting.

Any disclosable public records related to an open session item on a regular meeting agenda and distributed by the County to a majority of members of the Family & Human Services Committee less than 96 hours prior to that meeting are available for public inspection at 651 Pine Street, 10th floor, during normal business hours.

Public comment may be submitted via electronic mail on agenda items at least one full work day prior to the published meeting time.

For Additional Information Contact:

Dorothy Sansoe, Committee Staff
Phone (925) 335-1009, Fax (925) 646-1353
dorothy.sansoe@cao.cccounty.us



Contra Costa County Board of Supervisors

Subcommittee Report

FAMILY AND HUMAN SERVICES COMMITTEE

3.

Meeting Date: 03/09/2015
Subject: Appointment to the Local Planning Council
Submitted For: FAMILY & HUMAN SERVICES COMMITTEE,
Department: County Administrator
Referral No.: 25
Referral Name: Appointment to the Local Planning Council
Presenter: **Contact:**

Referral History:

The review of applications for appointments to the Contra Costa Local Planning Council for Child Care and Development was originally referred to the Family and Human Services Committee by the Board of Supervisors on April 22, 1997.

Referral Update:

Please see the attached request from the Local Planning Council and the application.

Recommendation(s)/Next Step(s):

RECOMMEND the appointment of Jessica Hudson to Public Agency Seat #2 Central/South County on the Local Planning and Advisory Council for Early Care and Education, as recommended by the County Office of Education.

Fiscal Impact (if any):

Not Applicable.

Attachments

Request Memo and Application



MEMORANDUM

DATE: March 9, 2015

TO: Family and Human Services Committee
Supervisor Federal D. Glover, District V, Chair
Supervisor Candace Andersen, District II, Vice Chair

Contra Costa County Office of Education
Karen Sakata, Contra Costa County Superintendent of Schools
Dr. Pamela Comfort, Deputy Superintendent of Schools, Contra Costa County

FROM: Ruth Fernández, LPC Coordinator/Manager, Educational Services

SUBJECT: Referral #25 – LPC APPOINTMENTS
Contra Costa County Local Planning and Advisory Council for Early Care and Education (LPC)

RECOMMENDATION(S):

1) **APPOINT** the following new member to the Contra Costa Local Planning and Advisory Council for Early Care and Education, as recommended by the LPC:

<u>Name</u>	<u>Seat</u>	<u>Area</u>
Jessica Hudson	Public Agency 2	Central/South County

REASON/S FOR RECOMMENDATION:

The Contra Costa County Local Planning Council for Child Care and Development (LPC) was established in April 1998. Required by AB 1542, which was passed in 1993, thirty members of the LPC were appointed by the County Board of Supervisors and the County Superintendent of Schools. Childcare consumers and providers, public agency representatives, and community representatives each comprise 20% of the LPC. The remaining 20% are discretionary appointees. Membership is for a three-year term. On January 7, 2003, membership was decreased from 30 to 25 members, due to the difficulty being experienced in filling all of the seats.

On September 19, 2012 membership was decreased from 25 to 20, due to continued difficulty to fill vacant seats. Official reduction of appointed seats provides flexibility to ensure quorum is met in order to conduct Council business.

Membership consists of the following:

- Four consumer representatives - a parent or person who receives or has received child care services in the past 36 months;
- Four child care providers - a person who provides child care services or represents persons who provide child care services;
- Four public agency representatives - a person who represents a city, county, city and county, or local education agency;

- Four community representatives - a person who represents an agency or business that provides private funding for child care services or who advocates for child care services through participation in civic or community based organizations;
- Four discretionary appointees - a person appointed from any of the above four categories or outside of those categories at the discretion of the appointing agencies.

Appointments to the Contra Costa County Local Planning and Advisory Council for Early Care and Education (LPC) are subject to the approval of the Board of Supervisors and County Superintendent of Schools, Karen Sakata. The Board of Supervisors designated the Family and Human Services Committee to review and recommend appointments on their behalf. Dr. Pamela Comfort, Deputy Superintendent of Schools, Contra Costa County has been designated to review and recommend appointments on behalf of the County Superintendent of Schools.



Contra Costa County
Local Planning Council for Child Care and Development

RECEIVED
12/4/14

APPLICATION FOR MEMBERSHIP

Name: Jessica A. Hudson
Home Address: 1750 Oak Park Blvd City: Pleasant Hill Zip: 94523
Business/Agency/Affiliation: Contra Costa County Library
Address: 75 Santa Barbara Blvd City: Pleasant Hill Zip: 94523
Type of Organization: Library Position: County Librarian
Day Phone: (925) 927-3209 FAX: (925) 646-6461
Email: JHudson@ccclib.org

A. CATEGORIES FOR APPOINTMENT

The County Board of Supervisors and the Superintendent of Schools make appointments to the Child Care and Development Planning Council. Members must live or work in Contra Costa County. Twenty percent of the Planning Council members are to be drawn from each of the following categories described below: Child Care Consumer, Child Care Provider, Community Representative, Public Agency Representative, and All Other. Please indicate which categories you could represent.

1. Consumer of Child Care Services - Using childcare or have used it within the past 36 months.

Are you currently utilizing Child Care? ☐ Yes ☐ No Date you last used it: _____
Type of Care: _____ Location: _____
Length of Time as a Consumer: _____

2. Child Care Provider- Check the types of care you provide and note the number of children:

_____ Licensed family care provider	# of children licensed for _____
_____ Licensed & publicly funded child care center	# of children licensed for _____
_____ Licensed, private for profit, or private non-profit child care center	# of children licensed for _____
_____ Subsidized Child Care Program	# of children licensed for _____
_____ License exempt child care provider	# of children cared for _____

Location of your facility: _____ Program/Center Name: _____

3. Community Representative:

Includes civic or community based agencies or business that advocate for child care but do NOT provide child care or contract with the California Department of Education to provide child care and developmental services.

Organization: _____ Service Provided: _____
Location: _____ Service Area: _____

✓ **4. Public Agency Representative** - Including city, county and local education agencies.

Agency: Contra Costa Co Library Service Area: County-wide

5. All Other - Please describe:

B. GEOGRAPHIC, ETHNIC, AND CULTURAL DIVERSITY REPRESENTATION

CalWORKS legislation AB 1542 (Education Code 8499.3 d) states, "Every effort shall be made to ensure that the ethnic racial, and geographic composition of the local planning council is reflective of the ethnic, racial, and geographic distribution of the population of the county"

Please indicate your ethnic origin:

- ☒ White (non-Hispanic)
☐ Black (Includes African, Jamaican, Trinidad and West Indian)
☐ Hispanic (includes Mexican, Puerto Rican, Cuban, Latin American or Spanish)
☐ Asian or Pacific Islander (includes Pakistani, East Indian, Japanese, Tongan, Filipino, Laotian, or Vietnamese)
☐ American Indian or Alaskan Native (includes persons who identify themselves or are known as such by virtue or tribal association)
☐ Other _____

Which region of the County would you represent? 4

C. CURRENT COUNCIL INVOLVEMENT:

Are you currently an active participant on a Council Committee? ☒ No _____ Yes

If yes,

Which Committee: _____

What is your participation? _____

D. INTERESTS:

Personal/Professional areas of interest/experience/skills that could benefit the Council:

Early childhood development, literacy, education & enrichment, grant writing

I am interested in becoming a Council representative because:

I would like to assist Contra Costa County in making sure that child development is responsive & open to the needs of the community.

E. MEMBER RESPONSIBILITIES:

Members are expected to attend regular meetings on the ^{fourth Thursday} of January, March, May, July, September, and the first Thursday of December, from ^{5:30 p.m. to 7:30 p.m.} and participate in at least one committee. Additional meetings may be scheduled for training and council business.

Are you able to commit to regular participation, given this schedule: ☒ Yes _____ No

If needed, do you have the support of your agency/employer to be an active member of the Council?

☒ Yes _____ No

F. How did you hear about the Planning Council?

from Pam Fernandez at the Pleasant Hill Friends of the Library

Please attach your resume and a letter of interest with this application.

Mail completed application, resume and letter of interest to the Contra Costa County Local Planning Council (LPC) Coordinator at the Contra Costa County Office of Education, 77 Santa Barbara Road, Pleasant Hill, CA 94523.

For more information please call the LPC Coordinator at (925) 942-3413.

Signature: [Signature] Date: 11/24/14



Contra
Costa
County

For Office Use Only

Date Received:

For Reviewers Use Only:

Accepted Rejected

BOARDS, COMMITTEES, AND COMMISSIONS APPLICATION

MAIL OR DELIVER TO:

Contra Costa County
CLERK OF THE BOARD
651 Pine Street, Rm. 106
Martinez, California 94553-1292

PLEASE TYPE OR PRINT IN INK

(Each Position Requires a Separate Application)

BOARD, COMMITTEE OR COMMISSION NAME AND SEAT TITLE YOU ARE APPLYING FOR:

Local Planning Council for Child Care & Development

PRINT EXACT NAME OF BOARD, COMMITTEE, OR COMMISSION

Public Agency Rep - Dist II

PRINT EXACT SEAT NAME (if applicable)

1. Name: Hudson Jessica Allyson
(Last Name) (First Name) (Middle Name)

2. Address: 1750 Oak Park Blvd. Phasant Hill CA 94523
(No.) (Street) (Apt.) (City) (State) (Zip Code)

3. Phones: n/a (925) 927-3201 (707) 386-3150
(Home No.) (Work No.) (Cell No.)

4. Email Address: JHudson@ccclib.org

5. EDUCATION: Check appropriate box if you possess one of the following:

High School Diploma ☒ G.E.D. Certificate ☐ California High School Proficiency Certificate ☐

Give Highest Grade or Educational Level Achieved Masters of Library Science

Names of colleges / universities attended	Course of Study / Major	Degree Awarded	Units Completed		Degree Type	Date Degree Awarded
			Semester	Quarter		
A) <u>San Jose State</u>	<u>Library Science</u>	Yes No <input checked="" type="checkbox"/> <input type="checkbox"/>	<u>43</u>		<u>MUS</u>	
B) <u>Sacramento State</u>	<u>Finance</u>	Yes No <input checked="" type="checkbox"/> <input type="checkbox"/>	<u>120</u>		<u>BS</u>	
C)		Yes No <input type="checkbox"/> <input type="checkbox"/>				
D) Other schools / training completed:	Course Studied	Hours Completed	Certificate Awarded: Yes No <input type="checkbox"/> <input type="checkbox"/>			

6. PLEASE FILL OUT THE FOLLOWING SECTION COMPLETELY. List experience that relates to the qualifications needed to serve on the local appointive body. Begin with your most recent experience. A resume or other supporting documentation may be attached but it may not be used as a substitute for completing this section.

<p>A) Dates (Month, Day, Year) From To 04/14 Current Total: Yrs. Mos. 9 Hrs. per week 40 Volunteer <input type="checkbox"/></p>	<p>Title County Librarian Employer's Name and Address Centre Coast County 1750 Oak Park Blvd. Pleasant Hill, CA 94523</p>	<p>Duties Performed Oversu 26 branch Library system, budgeted approx \$26 million, staff & programs.</p>
<p>B) Dates (Month, Day, Year) From To 12/12 4/14 Total: Yrs. Mos. 2 4 1/2 Hrs. per week 40 Volunteer <input type="checkbox"/></p>	<p>Title County Librarian Employer's Name and Address Nevada County 980 Helling Way Nevada City, CA 95959</p>	<p>Duties Performed Oversu 6 branch Library system, budget of \$2.5 million, staff of 30, & direct oversight of main Library in Nevada City.</p>
<p>C) Dates (Month, Day, Year) From To 1/11 12/11 Total: Yrs. Mos. 11 Hrs. per week 40 Volunteer <input type="checkbox"/></p>	<p>Title County Librarian Employer's Name and Address Tehama County 645 Madison St. Red Bluff, CA 96080</p>	<p>Duties Performed Oversu 3 branch Library system, budget of \$520,000, staff of 6 & direct oversight of all 3 locations.</p>
<p>D) Dates (Month, Day, Year) From To 08/06 12/10 Total: Yrs. Mos. 4 4 Hrs. per week 40 Volunteer <input type="checkbox"/></p>	<p>Title Branch Manager Employer's Name and Address Placer County 350 Nevada St. Auburn, CA 95603</p>	<p>Duties Performed Managed the Meadows Vista & Applegate Libraries including programming, staff & facilities.</p>

7. How did you learn about this vacancy?

☐ CCC Homepage ☐ Walk-In ☐ Newspaper Advertisement ☐ District Supervisor ☒ Other Ron Fernandez

8. Do you have a Familial or Financial Relationship with a member of the Board of Supervisors? (Please see Board Resolution no. 2011/55, attached): No ☒ Yes ☐

If Yes, please identify the nature of the relationship:

9. Do you have any financial relationships with the County such as grants, contracts, or other economic relations? No ☐ Yes ☒

If Yes, please identify the nature of the relationship:

Current County employee

I CERTIFY that the statements made by me in this application are true, complete, and correct to the best of my knowledge and belief, and are made in good faith. I acknowledge and understand that all information in this application is publically accessible. I understand and agree that misstatements / omissions of material fact may cause forfeiture of my rights to serve on a Board, Committee, or Commission in Contra Costa County.

Sign Name:



Date:

11/24/14

Important Information

1. This application is a public document and is subject to the California Public Records Act (CA Gov. Code §6250-6270).
2. Send the completed paper application to the Office of the Clerk of the Board at: **651 Pine Street, Room 106, Martinez, CA 94553.**
3. A résumé or other relevant information may be submitted with this application.
4. All members are required to take the following training: 1) The Brown Act, 2) The Better Government Ordinance, and 3) Ethics Training.
5. Members of boards, commissions, and committees may be required to: 1) file a Statement of Economic Interest Form also known as a Form 700, and 2) complete the State Ethics Training Course as required by AB 1234.
6. Advisory body meetings may be held in various locations and some locations may not be accessible by public transportation.
7. Meeting dates and times are subject to change and may occur up to two days per month.
8. Some boards, committees, or commissions may assign members to subcommittees or work groups which may require an additional commitment of time.

**THE BOARD OF SUPERVISORS OF CONTRA COSTA COUNTY, CALIFORNIA and for
Special Districts, Agencies and Authorities Governed by the Board Adopted Resolution
no. 2011/55 on 2/08/2011 as follows:**

IN THE MATTER OF ADOPTING A POLICY MAKING FAMILY MEMBERS OF THE BOARD OF SUPERVISORS INELIGIBLE FOR APPOINTMENT TO BOARDS, COMMITTEES OR COMMISSIONS FOR WHICH THE BOARD OF SUPERVISORS IS THE APPOINTING AUTHORITY

WHEREAS the Board of Supervisors wishes to avoid the reality or appearance of improper influence or favoritism;
NOW, THEREFORE, BE IT RESOLVED THAT the following policy is hereby adopted:

- I. SCOPE: This policy applies to appointments to any seats on boards, committees or commissions for which the Contra Costa County Board of Supervisors is the appointing authority.
- II. POLICY: A person will not be eligible for appointment if he/she is related to a Board of Supervisors' Member in any of the following relationships:
1. Mother, father, son, and daughter;
 2. Brother, sister, grandmother, grandfather, grandson, and granddaughter;
 3. Great-grandfather, great-grandmother, aunt, uncle, nephew, niece, great-grandson, and great-granddaughter;
 4. First cousin;
 5. Husband, wife, father-in-law, mother-in-law, son-in-law, daughter-in-law, stepson, and stepdaughter;
 6. Sister-in-law (brother's spouse or spouse's sister), brother-in-law (sister's spouse or spouse's brother), spouse's grandmother, spouse's grandfather, spouse's granddaughter, and spouse's grandson;
 7. Registered domestic partner, pursuant to California Family Code section 297.
 8. The relatives, as defined in 5 and 6 above, for a registered domestic partner.
 9. Any person with whom a Board Member shares a financial interest as defined in the Political Reform Act (Gov't Code §87103, Financial Interest), such as a business partner or business associate.

County Library

1750 Oak Park Boulevard
Pleasant Hill, California 94523-4497
(925) 646-6423
FAX (925) 646-6461

Contra Costa County

Jessica A. Hudson
County Librarian



December 4, 2014

Contra Costa County Local Planning Council (LPC)
Coordinator at the Contra Costa County Office of Education
77 Santa Barbara Rd.
Pleasant Hill, CA 94523

Dear LPC Coordinator,

I am writing to express interest in the vacant District 4 Seat for a Public Agency Representative on the Contra Costa County Local Planning Council for Child Care and Development. I have a strong personal interest in early childhood development and literacy as well as a professional interest in deepening the tie between community agencies that are involved with the youth in our County.

As the County Librarian for Contra Costa County, my organization provides opportunities for children and families across all communities to learn, grow, and engage with the world around them through the information available in materials, staff interactions and programming provided in our 26 community libraries. I believe that by sitting on the LPC for Child Care and Development, I would be able to provide a unique perspective as well as an opportunity for further inter-agency development and ties.

Personally, I have a deep interest in child development and early literacy engagement. In a prior position, I provided four storytimes per week including specialized programming for babies and toddlers, participants in a local Head Start program, and family engagement programs for children and their grandparents. Giving the children of our County all the resources we can to help them get the best start in life is imperative and I would like to assist in that effort.

Thank you for your consideration,

A handwritten signature in blue ink, appearing to read "Jessica A. Hudson".

Jessica A. Hudson
County Librarian

cc: Theresa Speiker, Assistant County Administrative Officer



Contra Costa County Board of Supervisors

Subcommittee Report

FAMILY AND HUMAN SERVICES COMMITTEE

4.

Meeting Date: 03/09/2015
Subject: Appointments to the Contra Costa Commission for Women
Submitted For: FAMILY & HUMAN SERVICES COMMITTEE,
Department: County Administrator
Referral No.:
Referral Name: Appointments to Advisory Bodies
Presenter: **Contact:**

Referral History:

On December 6, 2011 the Board of Supervisors adopted Resolution no. 2011/497 adopting policy governing appointments to boards, committees, and commissions that are advisory to the Board of Supervisors. Included in this resolution was the requirement that applications for at large/countywide seats be reviewed by a Board of Supervisor's sub-committee.

Referral Update:

The Contra Costa Commission for Women has submitted a recommendation for the appointment of two new members to be considered by the Family and Human Services Committee.

Recommendation(s)/Next Step(s):

Recommend to the Board of Supervisors that Tracy Ward be appointed to At-Large Seat #4 and Rebecca Loboschefsky be appointed to At-Large Seat #1.

Fiscal Impact (if any):

No fiscal impact.

Attachments

Application from Tracey Ward

Application from Rebecca Loboschefsky



**Contra
Costa
County**

For Office Use Only
Date Received:

For Reviewers Use Only:
Accepted Rejected

BOARDS, COMMITTEES, AND COMMISSIONS APPLICATION

MAIL OR DELIVER TO:

Contra Costa County
CLERK OF THE BOARD

651 Pine Street, Rm. 106
Martinez, California 94553-1292

PLEASE TYPE OR PRINT IN INK

(Each Position Requires a Separate Application)

BOARD, COMMITTEE OR COMMISSION NAME AND SEAT TITLE YOU ARE APPLYING FOR:

Commission For Women

PRINT EXACT SEAT NAME (if applicable)

1. Name:	Ward	Tracy	L.
	(Last Name)	(First Name)	(Middle Name)
2. Address:	5472 Country View Drive	El Sobrante	CA 94803
	(No.) (Street)	(Apt.) (City)	(State) (Zip Code)
3. Phones:	510-222-8418	415-202-9770	510-206-7509
	(Home No.)	(Work No.)	(Cell No.)
4. Email Address:	tracylward@msn.com		

5. EDUCATION: Check appropriate box if you possess one of the following:

High School Diploma ☒ G.E.D. Certificate ☐ California High School Proficiency Certificate ☐

Give Highest Grade or Educational Level Achieved Masters Degree

Names of colleges / universities attended	Course of Study / Major	Degree Awarded	Units Completed		Degree Type	Date Degree Awarded
			Semester	Quarter		
A) San Jose State University	Social Work	Yes No <input type="checkbox"/> <input checked="" type="checkbox"/>	30		n/a	n/a
B) Cal State Hayward University	Sociology	Yes No <input checked="" type="checkbox"/> <input type="checkbox"/>		140	B.A.	June 1993
C) Sacramento State University	Social Work	Yes No <input checked="" type="checkbox"/> <input type="checkbox"/>	70		M.S.W.	
D) Other schools / training completed:	Course Studied	Hours Completed	Certificate Awarded: Yes No <input type="checkbox"/> <input type="checkbox"/>			
Licensed Clinical Social Worker						

6. PLEASE FILL OUT THE FOLLOWING SECTION COMPLETELY. List experience that relates to the qualifications needed to serve on the local appointive body. Begin with your most recent experience. A resume or other supporting documentation may be attached but it may not be used as a substitute for completing this section.

<p>A) Dates (Month, Day, Year)</p> <p>From To</p> <p>May 2012 Present</p> <p>Total: Yrs. Mos.</p> <p>2 8</p> <p>Hrs. per week 40 . Volunteer <input type="checkbox"/></p>	<p>Title</p> <p>Director</p> <p>Employer's Name and Address</p> <p>YMCA of San Francisco Western Addition Family Resource Ctr. 1426 Fillmore Street Suite 303 San Francisco, CA 94115</p>	<p>Duties Performed</p> <p>Responsible for the delivery and coordination of services for a family resource center as well as a national mentoring program. Responsibility include budget management, program oversight and staff supervision.</p>
<p>B) Dates (Month, Day, Year)</p> <p>From To</p> <p>March 2007 May 2012</p> <p>Total: Yrs. Mos.</p> <p>5 2</p> <p>Hrs. per week 32 . Volunteer <input type="checkbox"/></p>	<p>Title</p> <p>Project Coordinator & Group Leader</p> <p>Employer's Name and Address</p> <p>Contractor with Contra Costa County</p>	<p>Duties Performed</p> <p>Co-Facilitated therapeutic "father focused" group sessions with qualifying couples as part of a research project in partnership with UC Berkeley, Yale and Smith College. Task included program oversight, data collection and clinical supervision.</p>
<p>C) Dates (Month, Day, Year)</p> <p>From To</p> <p>Sept. 1998 March 2007</p> <p>Total: Yrs. Mos.</p> <p>8 6</p> <p>Hrs. per week 40 . Volunteer <input type="checkbox"/></p>	<p>Title</p> <p>Social Casework Specialist</p> <p>Employer's Name and Address</p> <p>Contra Costa County</p>	<p>Duties Performed</p> <p>Served as a Social Worker in the Employment and Human Services Division of Contra Costa County. Assignments included Adoptions Worker, Licensing Worker, Relative Caregiver Assessor and SCWS in the Specialized Placement Units. Duties included case management, service delivery, group facilitation, & court report writing.</p>
<p>D) Dates (Month, Day, Year)</p> <p>From To</p> <p>2001 Present</p> <p>Total: Yrs. Mos.</p> <p>14</p> <p>Hrs. per week . Volunteer <input checked="" type="checkbox"/></p>	<p>Title</p> <p>Board of Directors</p> <p>Employer's Name and Address</p> <p>Take Wings Foundation</p>	<p>Duties Performed</p> <p>Responsible for service delivery, program management, grant writing, event planning and other day to day task for the foundation.</p>

7. How did you learn about this vacancy?

☐ CCC Homepage ☐ Walk-In ☐ Newspaper Advertisement ☐ District Supervisor ☒ Other Julianna Hynes

8. Do you have a Familial or Financial Relationship with a member of the Board of Supervisors? (Please see Board Resolution no. 2011/55, attached): No ☒ Yes ☐

If Yes, please identify the nature of the relationship:

9. Do you have any financial relationships with the County such as grants, contracts, or other economic relations?

No ☒ Yes ☐

If Yes, please identify the nature of the relationship:

I CERTIFY that the statements made by me in this application are true, complete, and correct to the best of my knowledge and belief, and are made in good faith. I acknowledge and understand that all information in this application is publically accessible. I understand and agree that misstatements / omissions of material fact may cause forfeiture of my rights to serve on a Board, Committee, or Commission in Contra Costa County.

Sign Name: 

Date: 1/19/15

Important Information

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Special Districts, Agencies and Authorities Governed by the Board Adopted Resolution
no. 2011/55 on 2/08/2011 as follows:**

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- II. POLICY: A person will not be eligible for appointment if he/she is related to a Board of Supervisors' Member in any of the following relationships:
 1. Mother, father, son, and daughter;
 2. Brother, sister, grandmother, grandfather, grandson, and granddaughter;
 3. Great-grandfather, great-grandmother, aunt, uncle, nephew, niece, great-grandson, and great-granddaughter;
 4. First cousin;
 5. Husband, wife, father-in-law, mother-in-law, son-in-law, daughter-in-law, stepson, and stepdaughter;
 6. Sister-in-law (brother's spouse or spouse's sister), brother-in-law (sister's spouse or spouse's brother), spouse's grandmother, spouse's grandfather, spouse's granddaughter, and spouse's grandson;
 7. Registered domestic partner, pursuant to California Family Code section 297.
 8. The relatives, as defined in 5 and 6 above, for a registered domestic partner.
 9. Any person with whom a Board Member shares a financial interest as defined in the Political Reform Act (Gov't Code §87103, Financial Interest), such as a business partner or business associate.



Contra
Costa
County

For Office Use Only
Date Received:

For Reviewers Use Only
Accepted Rejected

BOARDS, COMMITTEES, AND COMMISSIONS APPLICATION

MAIL OR DELIVER TO:

Contra Costa County
CLERK OF THE BOARD

651 Pine Street, Rm. 106
Martinez, California 94553-1292

PLEASE TYPE OR PRINT IN INK

(Each Position Requires a Separate Application)

BOARD, COMMITTEE OR COMMISSION NAME AND SEAT TITLE YOU ARE APPLYING FOR:

Contra Costa Commission for
Women

Member at Large

PRINT EXACT NAME OF BOARD, COMMITTEE, OR COMMISSION

PRINT EXACT SEAT NAME (if applicable)

1. Name: Loboschetsky Rebecca Lynn
(Last Name) (First Name) (Middle Name)
2. Address: 949 Bridgecrossing Way Concord, CA 94518
(No.) (Street) (Apt.) (City) (State) (Zip Code)
3. Phones: 512-364-1649
(Home No.) (Work No.) (Cell No.)
4. Email Address: rebecaloboschetsky@gmail.com

5. EDUCATION: Check appropriate box if you possess one of the following:

High School Diploma ☐ G.E.D. Certificate ☐ California High School Proficiency Certificate ☐

Give Highest Grade or Educational Level Achieved Masters Degree

	Names of colleges / universities attended	Course of Study / Major	Degree Awarded	Units Completed		Degree Type	Date Degree Awarded
				Semester	Quarter		
A)	Texas State University	Masters in Education	Yes No <input checked="" type="checkbox"/>	36		Masters	12/2011
B)	University of San Francisco	organization & leadership	Yes No <input checked="" type="checkbox"/>	39		Doctoral	12/16
C)			Yes No <input type="checkbox"/>				
D)	Other schools / training completed:	Course Studied	Hours Completed	Certificate Awarded: Yes No <input type="checkbox"/>			



Commission for Women

P.O. Box 6695, Concord, CA 94520, womenscommission@gmail.com

www.womenscommission.com

COMMISSIONER APPLICATION

Name: Rebecca Loboschefsky

Address: 949 Bridgecrossing way Concord, CA 94518

Home Phone: (512) 364-1649

Work Phone:

Email:

rebecca.loboschefsky@gmail.com

Occupation:

Cal State East Bay University Supervisor

Present Employment:

Education:

Doctoral candidate at University of San Francisco
organization & leadership w/ minor in Digital
Media Learning

Professional and Fraternal Memberships (including any offices held):

Phi Delta Kappa USF chapter President
Kappa Delta Pi

American Educational Research Association

How did you hear about the Contra Costa Commission for Women (CCCW)?

2015 Women's Summit (Sacramento)

What experience, if any, do you have with county commissions and how long did you serve on each?

none

Do you have any experience/skills in any of the following areas (circle all that apply)?

Law/Legislation	Government	Community Services	Event Planning
Accounting	Health	Graphic Arts	Diversity
Marketing	Fundraising	Public Relations	Women Vets
Finance	Computer/IT	Administrative	Leadership
Web Development	Writing/Blogging	Social Media	

Other Skills/Areas of expertise you can contribute to the Commission:

Data Analysis- Qualitative & Quantitative

Do you serve on any Board of Directors/Trustees? If so, which ones and for how long did you serve on each? No

Have you had any board orientation and/or training?

Not yet

Are you involved in any other community organizations or activities? If so, which ones?

Not yet

Why do you want to serve on the CCCW? What goals would you like to see the Commission achieve?

I would like to promote equality for girls/women and give back to the community. Providing mentorship, networking & professional development opportunities are some goals I would like to see the commission achieve.

A Commissioner assures that all actions of the organization further the Commission's mission to improve economic status, social welfare, and overall quality of life for women in Contra Costa County.

**THE BOARD OF SUPERVISORS OF CONTRA COSTA COUNTY, CALIFORNIA and for
Special Districts, Agencies and Authorities Governed by the Board Adopted Resolution
no. 2011/55 on 2/08/2011 as follows:**

IN THE MATTER OF ADOPTING A POLICY MAKING FAMILY MEMBERS OF THE BOARD OF SUPERVISORS INELIGIBLE
FOR APPOINTMENT TO BOARDS, COMMITTEES OR COMMISSIONS FOR WHICH THE BOARD OF SUPERVISORS IS THE
APPOINTING AUTHORITY

WHEREAS the Board of Supervisors wishes to avoid the reality or appearance of improper influence or favoritism;

NOW, THEREFORE, BE IT RESOLVED THAT the following policy is hereby adopted:

- I. SCOPE: This policy applies to appointments to any seats on boards, committees or commissions for which the Contra Costa County Board of Supervisors is the appointing authority.
- II. POLICY: A person will not be eligible for appointment if he/she is related to a Board of Supervisors' Member in any of the following relationships:
 1. Mother, father, son, and daughter;
 2. Brother, sister, grandmother, grandfather, grandson, and granddaughter;
 3. Great-grandfather, great-grandmother, aunt, uncle, nephew, niece, great-grandson, and great-granddaughter;
 4. First cousin;
 5. Husband, wife, father-in-law, mother-in-law, son-in-law, daughter-in-law, stepson, and stepdaughter;
 6. Sister-in-law (brother's spouse or spouse's sister), brother-in-law (sister's spouse or spouse's brother), spouse's grandmother, spouse's grandfather, spouse's granddaughter, and spouse's grandson;
 7. Registered domestic partner, pursuant to California Family Code section 297.
 8. The relatives, as defined in 5 and 6 above, for a registered domestic partner.
 9. Any person with whom a Board Member shares a financial interest as defined in the Political Reform Act (Gov't Code §87103, Financial Interest), such as a business partner or business associate.

6. PLEASE FILL OUT THE FOLLOWING SECTION COMPLETELY. List experience that relates to the qualifications needed to serve on the local appointive body. Begin with your most recent experience. A resume or other supporting documentation may be attached but it may not be used as a substitute for completing this section.

<p>A) Dates (Month, Day, Year)</p> <p>From <u>10/14</u> To <u>present</u></p> <p>Total: Yrs. <u>4</u> Mos. <u>5</u></p> <p>Hrs. per week <u>5</u> Volunteer <input type="checkbox"/></p>	<p>Title</p> <p><u>University Supervisor</u></p> <p>Employer's Name and Address</p> <p><u>California State University</u> <u>25800 Carlos Bee Blvd</u> <u>Hayward, CA 94542</u></p>	<p>Duties Performed</p> <p>* Provided constructive support to assist student teachers * Professional growth * observe and mentor student teachers to ensure effective development appropriate practices are taught</p>
<p>B) Dates (Month, Day, Year)</p> <p>From <u>6/14</u> To <u>11/14</u></p> <p>Total: Yrs. <u>5</u> Mos. <u>5</u></p> <p>Hrs. per week <u>40</u> Volunteer <input type="checkbox"/></p>	<p>Title</p> <p><u>PE Teacher</u></p> <p>Employer's Name and Address</p> <p><u>Dorris-Eaton</u> <u>1547 Newell Ave.</u> <u>Walnut Creek, CA 94595</u></p>	<p>Duties Performed</p> <p>* Taught/coached physical education to second - sixth grade students * Develop a life long passion for fitness/healthy lifestyle</p>
<p>C) Dates (Month, Day, Year)</p> <p>From <u>8/13</u> To <u>6/14</u></p> <p>Total: Yrs. <u>10</u> Mos. <u>10</u></p> <p>Hrs. per week <u>40</u> Volunteer <input type="checkbox"/></p>	<p>Title</p> <p><u>Kindergarten Teacher</u></p> <p>Employer's Name and Address</p> <p><u>Dorris-Eaton</u> <u>1547 Newell Ave.</u> <u>Walnut Creek, CA 94595</u></p>	<p>Duties Performed</p> <p>* Taught 20 kindergartners a first grade curriculum including Singapore Math, Reading, Science and Writing * Create safe learning environment</p>
<p>D) Dates (Month, Day, Year)</p> <p>From <u>7/13</u> To <u>present</u></p> <p>Total: Yrs. <u>1</u> Mos. <u>7</u></p> <p>Hrs. per week <u>1</u> Volunteer <input type="checkbox"/></p>	<p>Title</p> <p><u>CrossFit Coach</u></p> <p>Employer's Name and Address</p> <p><u>Diablo Rock Gym/CrossFit</u> <u>1220 Diamond Way Suite 140</u> <u>Concord, CA 94518</u></p>	<p>Duties Performed</p> <p>* Coach CrossFit classes to adults in Concord * Ensured safe weightlifting & metcon practices were in place.</p>

7. How did you learn about this vacancy?

☐ CCC Homepage ☐ Walk-In ☐ Newspaper Advertisement ☐ District Supervisor ☒ Other

8. Do you have a Familial or Financial Relationship with a member of the Board of Supervisors? (Please see Board Resolution no. 2011/55, attached): No ☒ Yes ☐

If Yes, please identify the nature of the relationship:

9. Do you have any financial relationships with the County such as grants, contracts, or other economic relations? No ☒ Yes ☐

If Yes, please identify the nature of the relationship:

I CERTIFY that the statements made by me in this application are true, complete, and correct to the best of my knowledge and belief, and are made in good faith. I acknowledge and understand that all information in this application is publically accessible. I understand and agree that misstatements / omissions of material fact may cause forfeiture of my rights to serve on a Board, Committee, or Commission in Contra Costa County.

Sign Name:

Rebecca Kroschke

Date:

1/22/15

Important Information

1. This application is a public document and is subject to the California Public Records Act (CA Gov. Code §6250-6270).
2. Send the completed paper application to the Office of the Clerk of the Board at 651 Pine Street, Room 106, Martinez, CA 94553
3. A résumé or other relevant information may be submitted with this application.
4. All members are required to take the following training: 1) The Brown Act, 2) The Better Government Ordinance, and 3) Ethics Training
5. Members of boards, commissions, and committees may be required to: 1) file a Statement of Economic Interest Form also known as a Form 700, and 2) complete the State Ethics Training Course as required by AB 1234
6. Advisory body meetings may be held in various locations and some locations may not be accessible by public transportation.
7. Meeting dates and times are subject to change and may occur up to two days per month.
8. Some boards, committees, or commissions may assign members to subcommittees or work groups which may require an additional commitment of time.



Contra Costa County Board of Supervisors

Subcommittee Report

FAMILY AND HUMAN SERVICES COMMITTEE

5.

Meeting Date: 03/09/2015
Subject: Call Center Update
Submitted For: FAMILY & HUMAN SERVICES COMMITTEE,
Department: County Administrator
Referral No.: 108
Referral Name: Call Center Update
Presenter: Wendy Therrian and Kathy Gallagher

Contact:

Referral History:

On April 16, 2013 the Board of Supervisors referred oversight and receipt of updates on the establishment of the Contra Costa County Covered California Call Center to the Family and Human Services Committee.

Referral Update:

Please see the attached report.

Recommendation(s)/Next Step(s):

ACCEPT the report and transmit the information to the Board of Supervisor's for their information.

Fiscal Impact (if any):

Not applicable.

Attachments

7C Call Center Report

Contra Costa County California Employment & Human Services

Kathy Gallagher, Director

40 Douglas Dr., Martinez, CA 94553 ★ Phone: (925) 313-1579 ★ Fax: (925) 313-1575 ★ www.ehsd.org

DATE: March 9, 2015

TO: The Family and Human Services Committee
Contra Costa County Board of Supervisors

FROM: Wendy Therrian, Workforce Services Bureau Director
Cheryl O'Brien, 7Cs Call Center Site Director
Carolyn Foudy, 7Cs Call Center Quality Control Manager



SUBJECT: Update on the Contra Costa County Covered California Call Center (7Cs)

A. Background

Since the last report to your Committee in December 2014 the Department has continued to successfully operate the Contra Costa County Covered California Call Center and has assisted our customers through the second open enrollment period that was extended from the original end date of February 15, 2015 through February 22, 2015.

Just days before the Health Benefits Exchange's second open enrollment period (which began on November 15, 2014) was to have ended on February 15, 2015, officials announced a five-day deadline extension for individuals who started an application or made an appointment with an enrollment counselor by February 15.

Additionally, a special enrollment period began on Monday, February 23, 2015 and runs through April 30, 2015. Eligible consumers who did not understand or know there was a tax penalty for being uninsured in 2014 or who learned they may face a penalty for 2015 have this additional period to obtain health insurance coverage.

Staff at our Covered California Call Center continue to update themselves on these and other policy and program changes, and continue to exhibit flexibility in assisting our customers with their health care coverage needs.

B. Overall Performance

1. Number and Type of Calls Received

The 7Cs Call Center continues to answer statewide calls and provide ongoing assistance to Covered California customers. The top five (5) types of calls taken at the Call Center include consumers:

- either renewing their health plans for 2015
- reporting a change
- reinstating their cancelled plans
- obtaining open enrollment information
- inquiring on the 1095-A tax form.

Federal Law requires that individuals must either have health insurance throughout the year, qualify for an exemption from coverage, or make a payment when filing 2014 federal income tax returns in 2015. Covered California is sending consumers a new tax form called a 1095-A, which consumers will use when filing taxes to:

- Demonstrate they had health coverage in 2014
- Reconcile the amount of Average Premium Tax Credit (APTC) they received based on their estimated income with the amount of the tax credits they are eligible for based on their actual income reported on their tax return.

As a result of this reconciliation process, some consumers may be eligible for a tax refund, while others may receive a reduced refund or owe back some of the APTC they received.

During the most recent Open Enrollment period, approximately 1,316,043 calls were handled by the Covered California Call Centers. Of the total calls received, the 7Cs Call Center handled **approximately 7% or 87,972 calls**. Eighty-one percent (81%) of the calls were English, 16% Spanish, 2% Asian, and 1% other.

2. [Key Performance Measures](#)

Based on the data reports received from Covered California, the following represents the primary metrics of performance for all three Centers. The chart reflects statistics received after our December report to your Committee.

Month	Number of Calls Handled	Average Speed in which Calls are answered (ASA) in Minutes*	Average Call Talk/Handle Time (AHT) in Minutes**
November 2014	181,826	21	21
December 2014	309,736	11	21
January 2015	374,496	3	18
February 2015	449,985	5	16
<i>Overall Total/ Average</i>	1,316,043	10 minutes	19 minutes
7Cs Center	87,972	12 minutes***	21 minutes****

- * This is the average amount of time callers wait in the queue before calls are answered by agents
- ** This is the average amount of talk time, hold time, and wrap time necessary to complete the phone transaction
- *** No specific stipulated contract performance requirement
- **** Contract performance measure allows for up to 51 minutes of handle time per call

Although not as prevalent, the same issues as those experienced at start-up continue which encompass periodic system, process, and technology problems; and challenges with policy and business procedure development and implementation. Targeted efforts to find workable and permanent solutions to these issues have been ongoing with some success, and Covered California continues to work with us and its other contractors to address these continued system and telephony challenges.

Our partnership with Covered California to provide access to affordable healthcare has continued to be strong, open and collegial; and the 7Cs Call Center management and support staff continue to be involved in regular conference calls and meetings.

3. Contracted Performance Measures

We have consistently maintained hours of operation and staffing ratios as required/approved by the Health Benefit Exchange. Based on our own internal performance assessment including informal feedback received from Covered California (not yet formally measured), the key performance measures as outlined in our existing contract are being met. Scheduled Adherence is currently under review with Covered California.

- Quality Monitoring which measures the overall quality of agent interactions with customers, adherence to established procedures, and overall accuracy of information provided and data entered: **85%** (previously in the contract at **91%**)

The 7Cs Call Center Quality Action Team (QAT) which is comprised of Customer Service Agent (CSA) II's and their respective Supervisors continue to assist with both the more difficult calls and consumer escalations providing a better quality of service to our customers.

Based on Covered California guidelines, the QAT also monitors and scores all CSAs on script adherence and mandatory customer authentication procedures. The 7Cs QAT meets weekly and works with all Agents and Supervisors to ensure minimum compliance of 85%.

- Customer Satisfaction determined by independent customer surveys on courtesy, understanding, knowledge, and problem resolution: **87%**
- Schedule Adherence (measures the percentage of time an agent is actively logged into the Automated Call Distribution (ACD) system compared to the forecasted schedule): **90%** (was previously **97%** under our contract)

Schedule Adherence is defined by individual agents logged into the phone system and available for calls. Agents must log on timely at the beginning of their shifts, and take their breaks and lunches as scheduled by the Covered California Command Center. They must meet the schedule and number of hours on the phones as previously determined by the Command Center.

We are currently working with Covered California to confirm our performance on Schedule Adherence and to determine the calculations used to determine our overall percentage of Schedule Adherence which requires adjusting to our specific business processes as stipulated under our existing contract. The provisions under our existing contract most impacting Schedule Adherence are as follows:

- Exhibit A.A.1.a.: *The Exchange shall not restrict County hiring conditions, processes, or any other matters relative to the employment of staff under this contract such as required attendance at County or Department trainings, meetings and any necessary work activities of accommodations.*
- Exhibit B.A.1.: *Customer Service Agents (CSAs) will also be allowed 30 minutes following the end of their shifts to end calls, complete any wrap-up activities and log-off of systems.*

This “end of shift” policy allows our CSAs to finish assisting consumers without jeopardizing their shift departure and without the need or use of overtime which is not currently available for the 7Cs Call Center. Consequently, the use of the 30 minute wrap-up period guards the use of County funds, but may have a negative impact on our overall schedule adherence percentage. We are currently in discussion with Covered California on the preliminary information received on this measurement.

We have just recently received preliminary reports from Covered California in regards to key performance indicators from February 1 through February 15 and are aligned with the performance of other Centers.

Performance Indicator	7Cs	Rancho	Fresno	Greenhaven	Armstrong
Average Handle Time in Minutes	18	17	18	17	19
Average Calls Per Hour	1.5	1.4	1.7	2.5	2.4
Average Attendance	93.6%	92.9%	90.1%	87.2%	85.6%
Average Schedule Adherence	70%	64%	65%	74%	71%

C. Staffing

There are currently one hundred and thirty-four (134) Customer Service Agents (CSAs) an increase of fifty-four (54) CSAs since our December 2014 report, eighty-three (83) of which are permanent full-time and fifty-one (51) permanent intermittent. There are ten (10) CSA Supervisors (eight (8) permanent full-time and two (2) permanent intermittent), a Quality Assurance Monitor, a Trainer, a Quality Control Manager, and a Site Director. These staff are supported by a four (4) member clerical/administrative team.

Your Board recently approved the conversion of two (2) permanent, intermittent CSA Supervisor positions to full-time permanent. With this approval, ten (10) of our twelve (12) CSA Supervisors will be permanently in place at the 7Cs Call Center. The position numbers have been approved and a request for bids will be disseminated to staff.

All CSAs hired throughout October, November and December of 2014 have completed training and are currently taking calls. This was a total of ninety-one (91) agents: 5 full-time CSA IIs, 3 full-time CSA Is and 83 permanent intermittent CSA Is. The CSA II test will be announced soon as we continue to recruit and test as planned to meet our contractual agreement. Both CSA I's and CSA II's can be hired from the list established by this test.

With the non-open enrollment period beginning February 16, 2015 , our schedule changed to adhere to the new operational hours of Monday through Friday, 8:00 a.m. to 6:00 p.m.; and Saturday, 8:00 a.m. to 5:00 p.m. Staff were allowed to bid new schedules to accommodate these new hours.

D. Media Campaigns and other Covered California Events

Covered California has consistently praised the 7Cs Center for its level of performance, cooperation, dedication and enthusiasm. Peter Lee, the Executive Director of Covered California, visited the 7Cs Center on Monday, January 5, 2015 to express his appreciation and to motivate staff for the current open enrollment period. He also shared that Covered California spent a major part of January planning press events to raise awareness of the 1095-A tax form and the processes consumers would need to follow accompanying the form.

Other campaigns and data:

- Covered California recently completed an immigration fact sheet for immigrant and undocumented family members advising them that information provided to Covered California will not be used for immigration enforcement purposes even if family members are undocumented or immigrants in Temporary Protected Status or deferred action. In 2013, the U.S. Immigration and Customs Enforcement (ICE) clarified that it “does not use information about immigration obtained for purposes of determining eligibility as a basis for pursuing immigration enforcement action”.

- Covered California is offering a special enrollment opportunity for consumers who did not know or understand there was a tax penalty for being uninsured in 2014 or who learned they may face a penalty for 2015. From February 23 until April 30, 2015 consumers are eligible to apply for health coverage during special enrollment by attesting that they did not realize there was a tax penalty. Peter Lee told reporters that many Californians may only be realizing they face penalty as they file their taxes for 2014, the first year that they are required to have health coverage. While there is no way for most of those people to avoid a fine in 2014, Covered California wants to give them more time to avoid one when they file in 2015 at which time the penalty will double, to at least 2 percent of household income.
- Enrollment since October 2013 totals 1.4 million individuals with approximately 474,000 signing up during the last open enrollment period.

E. Contract and Fiscal

1. Contract

An amendment to the original contract (to have ended January 31, 2015) was successfully negotiated and executed on January 26, 2015 extending the contract through June 30, 2017 at a total dollar amount of \$33,754,425. Other contract terms successfully negotiated or included were:

- Identified and included all Center services including health care plan enrollment and certification; addressing questions/discrepancies in health care plans, coverage, or payments, or to assist with broker assistance; and, in determining the status of either paper or on-line applications.
- Deleted existing references in Exhibit A pertaining to the ratio of Customer Service Agents (CSAs) to Supervisors and the ratio of Supervisors to Managers for performance and cost purposes
- Included chat and email as other means of customer communication with the 7Cs CSAs beyond phone calls
- Allowed for reimbursement for the time our CSAs log-on and off the CalHEERs and CRM systems
- Included Covered California informing us in advance (when feasible) of any system or technology problems which may affect Call Center operations, service levels, or performance
- Deleted the training certification as a pre-requisite for CSAs to take calls
- Included a new mandated section on Background Investigations for staff

2. Fiscal

Since the initiation of the 7Cs Center, the Department has followed the budget detail and payment provisions as specified under the contract and by the Board of Supervisors with there being no outlay of County General funds. All invoices submitted for payment/reimbursement for contract expenditures incurred from April 2013 to November 2014 have been subsequently paid in full. The composite reimbursement of these seventeen (17) fiscal demands totals \$13,115,114.57. The most recent payment demand in the amount of \$742,580.61 was mailed out on February 13, 2015.

We have experienced no problems or delays in our invoice submissions and payment from Covered California.

F. Customer Feedback

Customers continue to provide feedback and share their stories and compliments on the excellent customer service provided at the 7Cs Call Center. Below are a few comments received since our last report:

- “Sherry took my difficult phone call; her customer service was more than excellent, professional and kind. Sherry was knowledgeable and very patient with all my millions of questions. I was a little stressed out about picking a plan. Her attitude and demeanor helped calm me down. I feel so much better about my health plan. I can’t say enough about how professional she was.”
- “Kelly was great and very patient. I am very appreciative of the time and effort she took to assist me.”
- The consumer stated that her agent was one of a kind and walked her through the various changes in her plan.
- Consumer was very happy and satisfied with Teri’s assistance. She stated that Teri was a pleasure to work with in getting her issue solved.
- Consumer stated that the agent did an excellent job in helping her enroll. She had a great, great, great experience with Heidi. She stated that Heidi was really knowledgeable and helpful. The consumer was really pleased with her experience.
- A customer was very happy to have spoken to Mary. The customer called and had been enrolled in an enhanced silver plan and interested in a gold plan. Mary took the time to explain the benefits of an enhanced plan and helped the customer make a decision on her plan selection. The customer was very pleased with the results. She further stated that Mary walked her through and helped her understand what was difficult for her to understand. Mary was patient and repeated. The customer stated she has never had better customer service in her life. She stated that Mary was the very best and her patience and professionalism was wonderful to experience.

- “Ted saved my life. I did everything with my insurer that I could do, and they would not take my money. Ted came in and fixed everything. He got me better coverage with a lower premium. He saved my life. I have a prescription that I had to have. He took the time to fix it. I am so grateful. I am 43 years old and I have never had this kind of customer service before. You cannot imagine my gratitude. I don’t break down easily, but he really made a difference in my life.”

G. [Important Next Steps](#)

We continue to work with Covered California in taking statewide calls from consumers. The types of calls have changed from primarily taking applications and processing renewals and plan changes to assisting the consumers with special enrollment and tax inquiries.

With an emphasis on performance; we continue to concentrate on our quality monitoring of staff, internal performance data reviews, and on-going training of our Center staff to assure the 7Cs meets, if not exceeds, all performance expectations.

Our long-standing contacts and liaisons with Covered California are changing, but we are confident our close working relationship with Covered California will continue the excellent partnership we have established in providing and enhancing our services to the residents of California to readily access and obtain affordable health care coverage.



Contra Costa County Board of Supervisors

Subcommittee Report

FAMILY AND HUMAN SERVICES COMMITTEE

6.

Meeting Date: 03/09/2015
Subject: Local Planning Council for Child Care and Development Activities
Submitted For: FAMILY & HUMAN SERVICES COMMITTEE,
Department: County Administrator
Referral No.: 81
Referral Name: Local Child Care Planning & Development Council Activities
Presenter: **Contact:**

Referral History:

On January 17, 2006 the Board of Supervisors referred to the Family and Human Services Committee an annual review of the activities of the Local Planning Council for Child Care and Development to provide a pathway for communication between the Council, the Department of Education and the Board of Supervisors.

Referral Update:

Please see the attached report.

Recommendation(s)/Next Step(s):

Accept the report from the Local Planning Council for Child Care and Development and refer the report to the Board of Supervisors.

Fiscal Impact (if any):

Not applicable.

Attachments

Local Planning Council Activity Report



MEMORANDUM

DATE: March 9, 2015

TO: Supervisor Federal D. Glover, District V, Chair
Supervisor Candace Andersen, District II

FROM: Ruth Fernández, LPC Coordinator/Manager, Educational Services

SUBJECT: Local Planning Council for Child Care and Development – Council Activities-Referral #81

CC: Contra Costa County Office of Education
Karen Sakata, Contra Costa County Superintendent of Schools
Dr. Pamela Comfort, Deputy Superintendent of Schools, Contra Costa County

RECOMMENDATION(S):

ACCEPT written report of activities, accomplishments and challenges during fiscal year 2014 -2015 for the Local Planning and Advisory Council for Early Care and Education (LPC).

The Contra Costa LPC is proud to report key accomplishments during the fiscal year 2014-2015. Projects and activities of the Contra Costa LPC align with legislative intent for Local Planning Councils to serve as a forum to address the child care needs of all families and all child care programs, both subsidized and non-subsidized in Contra Costa County (Ed code Sections 8499.3 and 8499.5). Activities are organized under the four goal areas identified in the Contra Costa Countywide Comprehensive Early Care and Education Plan 2014-2017.

ACCOMPLISHMENTS:

- Plan and coordinate the 2015 11th Annual Young Children's Issues Forum—"Speak Out For Children: Educate and Advocate" to be held on Saturday, March 28th, 2015 at the Pleasant Hill Community Center, in Pleasant Hill, CA. Expect over 300 preschool teachers and administrators, college faculty, community advocates, parents, public officers and school district administrators attended the event. Forum registration open on-line at: <http://www.plan4kids.org/events.html>
- Hosted first Annual LPC Community Café on October 7, 2014. Convened over 50 community stakeholders in Contra Costa County to learn about LPC scope of work, projects and opportunities for collaboration. LPC plans to host at least one Community Café during each fiscal year.
- Recruited and successfully processed three LPC appointments therefore reducing number of outstanding vacancies. Only three vacancies remain, two in East County and one in Central/South County.
- LPC received one-time funding allocation from the CA Department of Education to administer the new California Transitional Kindergarten Stipend Project with an allocation of \$405,286 over a three-year period. The 2014-15 California Budget Act determined that lead teachers placed in Transitional Kindergarten (TK) classrooms after July 1, 2015 must have a minimum of 24 Early Childhood Education (ECE) credits, or a Child Development Teacher Permit, or comparable professional experience. Additionally, after July 1, 2015 all TK classrooms would be required to align their curriculum to the CA Preschool Learning Foundations and Frameworks. While current TK teachers

are "grandfathered in," any TK teachers hired after July 1, 2015, will have 5 years to meet the above requirements.

The 2014-15 Budget Education Act allotted \$15 million for Local Planning Councils (LPC) to support these teacher educational requirements. This one-time funding allocation makes it possible for TK teachers to receive reimbursement for educational costs linked to the new educational requirements for TK educators. Local Planning Councils are charged with disbursing funding through a local model that meets the needs of TK teachers across school districts within the county.

CHALLENGES:

- Continued 50% reduction in annual state funding allocation for the Local Planning Council – See Attached LPC Profile.
- 44% reduction in annual state funding allocation for the AB212 Professional Development Program Staff Retention activities (2009-2015).

ACTIVITIES IDENTIFIED FOR REPORTING PERIOD

(July 2014 – March 2015)

GOAL 1: Access to Quality Child Care

- Facilitated and hosted an information session about the Federal Early Head Start (EHS) Partnership Grants application to increase services provided for infants and toddlers in Contra Costa County. All publicly funded agencies were invited to the information session. The intent of the information session was to promote dialogue among possible applicants, foster ideas for collaboration and partnership, review application guidelines and types of applications, and to invite questions about the application process. Contra Costa County Office of Education and Contra Costa LPC submitted a letter of support for this grant application. Contra Costa County successfully secured \$1,100,000 for infant/toddler slots through an EHS Partnership Grant led by Contra Costa Community Services Bureau.
- Actively participate in County's Consortia coordinating and implementing the federal Race-to-the Top (RTT) Early Learning Challenge Grant Quality Rating and Improvement System (QRIS) Initiative. Additionally, the LPC also supported the application for the California State Preschool QRIS Block Grant for FY 2014-15 which secured \$1.4 million in new state funding for rating and continuous quality improvement services for state preschool programs in the County.
- The LPC Coordinator administers and oversees CCCOE's contract with First 5 Contra Costa for the monitoring and rating of 100 programs participating in the RTT QRIS Initiative led by First 5 Contra Costa. The LPC Coordinator will also co-lead the administration of the new QRIS Block Grant awarded by the CA Department of Education to the Contra Costa County Office of Education and First 5 Contra Costa.
- The LPC continues to convene quarterly meetings with all state-funded contractors in Contra Costa County. The State-funded Program Administrators Network meetings are held at the Contra Costa County Office of Education and are facilitated by the LPC Coordinator. The work of planning and coordinating local services, ongoing professional learning opportunities and quality improvement activities will be a key focus for the state funded network meetings facilitated by the LPC Coordinator. Potentially, 32 out of 58 State Preschool Sites in Contra Costa will be actively participating in QRIS activities.

The Contra Costa State Funded Program Administrators Network is committed to: a) problem solve, share, and test new ideas; b) share best practices and strategies; c) build consensus about local challenges

and opportunities that Title V programs face in Contra Costa County; d) be a sounding board for discussion and collaboration amongst programs representing a variety of funding sources and program models; e) provide support for Directors of Title V programs, especially new Directors; f) leverage on free collaboration opportunities; g) make connections to local, state, nationwide resources and information; h) give input to the LPC about the needs that Title V programs face regarding staff's professional development, retention, and continuing education.

LPC Coordinator continues to inform State contractors about the Voluntary Temporary Transfer of Funds (VTTF) opportunity and key timelines and eligibility requirements. The California Department of Education (CDE) directed each Local Planning Council (LPC) to establish a local fair and transparent policy regarding the voluntary, temporary contract fund transfer process established by California *Education Code* Section 8275.5.

The primary intent of the VTTF process is to ensure to the greatest extent possible that state funds allocated for Contra Costa County child care services are spent within the county.

GOAL 2: Develop and Nurture a Trained Early Care and Education Workforce

- The LPC administers AB212 state funding through the Contra Costa County Office of Education with the goal to retain qualified staff at State-funded Programs in Contra Costa County. Funding allocation for fiscal year 2014-15 is \$278,303.
- During 2014-15 staff working at State-funded programs in Contra Costa County continue to benefit from services provided by the AB212 Professional Development Program. Services offered to teaching staff, site supervisors and program directors include: CA Child Development Permit processing, Temporary County Certificate processing, professional growth and educational advising, coaching, mentoring, and customized trainings and professional development opportunities.

Component I - Contra Costa's AB212 Professional Development and Retention Program — offers financial incentives to staff working at State-funded programs that meet program eligibility and participation requirements. The AB212 Professional Development Program provides stipends for the following categories:

- 1) Annual Participation Stipend (stipend amount determined at end of year based on number of eligible applications received and funding availability – not to exceed \$1,200) – participants complete a minimum of 6 approved college units toward degree completion.
- 2) Degree Completion Stipend - \$1,000 – Upon certification of degree completion from an accredited educational institution.
- 3) Lost Wages Stipend – not to exceed \$1,000 – Stipend determined by approved hours of a practicum course at an accredited educational institution.
- 4) Foreign Transcript Evaluations – up to \$350 – Evaluation services of foreign transcripts are offered to eligible and active AB212 Professional Development Program participants.

Component II - AB212 Site Supervisor and Director Professional Learning Community –

The LPC recognizes that investing in a program's leadership is essential and crucial to quality improvement. The Site Supervisor and Director Professional Learning Community (PLC) strives to support and nurture leadership competencies for administrators. As essential change agents in their programs, participant engage in regular reflection and discussion with other peers about skill building, staff development, communication, advocacy, leadership, professionalism, and other topics that support a culture committed to continuous quality improvement. The Site Supervisor and Director PLC goals are to:

- Develop a stronger framework of administration and supervision, leadership, and professionalism in early childhood programs in Contra Costa County;
- Build a network of colleagues across the county for supports and resources that strengthen your professional competencies;

- Provide opportunities to complete professional development that supports QRIS and ongoing professional growth for supervisors and directors of early childhood programs; and
- Benefit from financial incentives that support your professional development goals.

GOAL 3: Foster and Promote Coordination and Collaboration with the Community

Implementation and Development of A Road Map to Kindergarten® Project

- The Contra Costa LPC and the Contra Costa County Office of Education (CCCOE) continue to partner with Community Services Bureau and the five First 5 Family Resource Centers to implement A Road Map to Kindergarten® as a family involvement initiative.
- The LPC established the School Readiness Committee to oversee the implementation and ongoing expansion of A Road Map to Kindergarten® Project. The LPC School Readiness Committee identified the following goal and strategies to guide their work:
Goal:
 Promote systemic sustainable school-family partnerships in Contra Costa County that involve and engage families.
Objectives:
 1. Support families' knowledge of the K-12 education system and opportunities for involvement in school readiness using the RMTK.
 2. Support early educators in preparing children and families for school success.
 3. Enlist a variety of community and civic resources to support school readiness using the Road Map to Kindergarten as a means for support.
- The CCCOE in partnership with Mills College secured an internship position for a Mills' graduate student in the Early Childhood Education Program to work under the supervision of the LPC Coordinator to continue to collect relevant data about the impact of A Road Map to Kindergarten® on parents' preparedness to support their children's transition to Kindergarten.
- The LPC Coordinator will continue to offer countywide Trainer-of-Trainers seminars on the use of A Road Map to Kindergarten®.

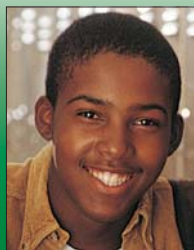
Provide Leadership and Contribute to Ongoing Work of Early Childhood Leadership Alliance (ECLA)

- The LPC Coordinator is currently the Chair for ECLA and LPC Chair also actively participate in ECLA's Steering Committee. ECLA's mission is to bring together leaders from child-serving agencies in Contra Costa County to work collectively to reduce barriers and effect systemic change for the benefit of our community's children. ECLA strives to ensure that all families have equal access to effective early detection, support, and intervention for their children's medical, mental health, and developmental needs. ECLA has identified three key goal areas to guide its work:
Goal 1 - SYSTEM DEVELOPMENT:
 Comprehensive services are provided to children 0-5 years and their families by organizations that work together in an efficient and coordinated manner.
Goal 2 - COLLECTIVE ADVOCACY:
 Collective impact is magnified by developing a unified voice and shared strategies for influencing policy that affects families with young children.
Goal 3 - COMMUNITY AWARENESS & EDUCATION:
 Providers understand the importance of children's development and the system of services that support it

GOAL 4: Advise Sponsoring Entities on Local Issues and Priorities Related to Early Care & Education

The LPC will be identifying local funding zip code priorities for Contra Costa County by May 30th, 2015. Proposed zip code priorities for child care services to be submitted to the Family and Human Services Committee for approval in May 2015.

Contra Costa County
Local Planning and Advisory Council
for Early Care and Education (LPC)



SAVE THE DATE!
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Coordinated by the
Contra Costa County Office of Education





Local Planning Councils: An Essential Role in the Era of Education Reform and Local Control

Introduction

Local Planning Councils (LPC) are advisory bodies established by state legislation in every county in California to plan for child care and development services based on the needs of families in local communities.

This paper quantifies and categorizes the contributions of LPCs at the local and state levels. It is intended to substantiate efforts to receive an allocation of sufficient funding to ensure that each county has a full-time LPC Coordinator position to support the important work of coordinating, connecting and leveraging the various pieces of local early care and education systems in meaningful ways.

In 1991, Congress established the federal Child Care and Development Block Grants (CCDBG) through which each state is allocated funds to assist low-income families in obtaining child care and development services. As a result, a plan was developed to ensure that California would have a local voice to establish priorities in the allocation of CCDBG funds in each community.

During the same year, Assembly Bill 2141 was passed, establishing the creation of LPCs in local communities. LPC's membership and responsibilities were revised in 1997 as mandated by AB 1542 establishing welfare reform legislation (CalWORKs).

In requiring the LPCs, the federal government saw the need to establish independent, diverse groups to quantify the need for child care and development services and determine the areas within each county demonstrating the greatest need for subsidized care. Only LPCs have been charged with collaborating with subsidized and non-subsidized early care and education providers, county welfare departments and human service agencies, regional centers, job training programs, employers, integrated child and family service councils, tribal councils, local and state children and families commissions, parent organizations, early start family resource centers, local resource and referral programs, and other interested groups to build the local child development infrastructure.

The Need to Invest in Local Infrastructure

As an essential part of the early care and education infrastructure in California, one of the LPCs many roles is to act as liaison between local governments, families with children, early care and education providers, and community representatives. Our purpose is to promote, support, and improve the coordination of local efforts to provide early care and education services for all children and families in California.

The box on the next page summarizes the major accomplishments of the LPCs throughout the state, including the legal mandates according to California Education Code and local work that goes well beyond state law. Due to the recent influx of new early care and education initiatives and funding streams at the state and county level, the need for local coordination has greatly increased.



Per California Education Code, Section 8499.3-8499.7, Local Planning Councils are mandated to:

- **SUPPORT** training and professional development of early care and education professionals
- **IDENTIFY** zip code priorities for allocation of state and federal child care and development funds
- **COLLABORATE** with community organizations and government agencies to provide families the best possible early learning and care services
- **PROMOTE** access to high-quality early care and education
- **ASSESS** the County's overall child care needs at least once every five years
- **PREPARE** a countywide child care plan to mobilize public and private resources

Leveraging the LPC Role at the Local Level

In addition to the state mandates, LPCs across the state engage in extra efforts to ensure that children and their families have access to high quality early care and education services in their local communities.

LPCs are responsible for administering the AB 212 Salary and Retention Program for staff working with children and their families in state-funded programs. In addition, LPCs facilitate the Voluntary, Temporary Transfer of Funds (VTTF) between contractors to maximize services to children all over the state. The administration of the newly created California Transitional Kindergarten Stipend (CTKS) program will also be added to LPCs' scope of work this fiscal year.

LPC Accomplishments

The following are examples of accomplishments made by LPCs and identified by the California Child Care Coordinators Association:

Building Capacity and Quality

All LPCs build quality and capacity by holding workshops and conferences, conducting outreach campaigns, promoting inclusion of children with special needs, acting as professional growth advisors, and providing other supports to the early care and education professionals in their counties. These include leading and supporting local Quality Rating and Improvement Systems (QRIS) planning and implementation in their counties.

Given their diverse set of skills, relational influence, and knowledge of the early care and education system locally, LPC Coordinators are well-equipped to assist and in many cases lead the planning, administration, and implementation of QRIS Initiatives in their counties.

Continued on next page



California Child Care Coordinators Association

Our Vision

Child Care Coordinators will have the support and recognition they need to work collaboratively and effectively, locally, regionally and statewide, to create a high quality early care and education system for all children in California.

Our Mission

Our Association's mission is to strengthen and support effective coordination of county-level early care and education services for all children birth through 12 years by providing state level leadership to influence policy and by offering on-going professional development for our membership.

<http://www.california-childcare-coordinators.org>

LPC Accomplishments Continued

Outreach and Collaboration

LPCs reach far beyond their statutory requirements to collaborate and to be inclusive in their membership activities. Local collaborations are numerous and extensive and include: child development programs-private and publicly funded-child care resource and referral agencies; First 5 commissions; Head Start grantees; alternative payment programs; tribal groups; child abuse prevention councils; mental health services and public health departments; child welfare reform teams; foster care agencies; P-16 councils; social services departments; special education departments; Chambers of Commerce; workforce investment boards; economic development corporations; and city and county governments.

Economic and Workforce Development

LPCs have provided additional support to higher education, serving on advisory boards, creating and teaching classes, creating career pathways that start with high school students, and facilitating cohorts for Early Childhood Education (ECE) degree programs. LPCs have created Economic Impact Reports for their counties to show the critical linkages between child care and economic development, and the value in dollars of the early care and education industry.

Child Care Facilities Development

The majority of LPCs work with their county and city planning departments and other officials to ensure that child care facility development be included in city and county general plans. Some LPCs work with their local officials to provide input on the use of developer fees to support facilities. Other LPCs have hosted workshops for planners, or have mapped child care facilities in collaboration with their local Office of Emergency Services to ensure that children in care are safe in crisis situations.

Leveraged Funding

- LPCs have facilitated the retention of over \$3 million in state contract funds to directly serve children in their communities through the Voluntary, Temporary Transfer (VTT) of contract funds administered by the California Department of Education.
- LPCs have secured local Maintenance of Effort (MOE) required as a match for all LPC contracts; many counties exceeded the required MOE match.
- LPCs have obtained grant funding from federal, state, local, and private foundations for the implementation and coordination of local projects and quality improvement initiatives at the County level.

LPCs are the driving force at the county level that orchestrate the planning, implementation, and the mobilization of resources and services in the local early care and education system. Without adequate funding to hire full-time staff-LPC Coordinators who are dedicated to the effective coordination of participating organizations and agencies, we sabotage the likelihood of achieving sustainable quality improvement and workforce development initiatives in our communities.