



To: David Twa, Contra Costa County Administrator  
From: Kathy Gallagher, EHSD Director  
Subject: Community Services Monthly Report  
Date: October 2016

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Camilla Rand, M.S.  
Director



**I. Good News Update/Accomplishments:**

- The Head Start Program Performance Standards (HSPPS) were published September 2016 and has been implemented as of November 7, 2016. CSB has progressively been implementing the HSPPS since the publication in September. Content area experts have developed systems to identify areas of improvements and are ensuring adequate preparation for effective and timely transitions. Staff has been conducting program-wide trainings at all levels to Policy Council, Board of Supervisors, staff and parents at directly operated, delegates and partner agencies; including center-based, home-based and family child care programs. Goals and objectives, policies and procedures, family handbooks, and community assessments are being reviewed and processes are revised to ensure service delivery aligns with the new mandates. CSB will continue to coordinate approaches, developments, and trainings to facilitate the continuance of quality services as stated in the standards.
- CSB's week-long Triennial Review of the Community Action Program began on October 31, 2016 and concluded on November 4, 2016. Analyst Cha Xiong, from California's Department of Community Services and Development (CSD) spent the week reviewing fiscal and internal program files, fiscal reports, and interviewed both CSB staff and Community Services Block Grant (CSBG) subcontractors. During her visit, the Analyst also attended the 2016 Joint Training, the Economic Opportunity Council (EOC) Executive Committee meeting, and visited 2 CSBG subcontractors. The review concluded with an exit interview where she praised the work of the CSBG subcontractors and Clerical Assistant Trainee program. In the end, the analyst thanked the Community Action unit for being a small but mighty team and having no findings.
- On November 2, 2016, Community Services Bureau (CSB), in conjunction with the Contra Costa County Board of Supervisors, Economic Opportunity Council (EOC), and the Head Start Policy Council (PC) gathered for the 2016 Joint Training at the Hilton Hotel in Concord. Keynote speaker Jaime Harris, from Interaction Associates, enlightened the participants on the importance of Shared Governance and The Three Dimensions of Success – results, process and relationships. Several CSB's partner agencies were also in attendance at the event.
- October was National Head Start Awareness, and in celebration, CSB had the opportunity to meet with Congressman DeSaulnier's Chief Education staff from Washington D.C. and District Director at our George Miller Head Start Center in Concord. We provided a tour of the Head Start site and provided education and information about our program strengths and services to the families of Contra Costa County.
- On October 27<sup>th</sup> and 28<sup>th</sup> all CSB Managers and Supervisors participated in a one-day training on Reflective Supervision, which is "the regular collaborative reflection between service provider and supervisor that builds on supervisee's

use of her thoughts, feelings, and values within a service encounter.” This supervisory approach complements the goals and practices of a Trauma Informed System, which CSB is working to develop alongside many Contra Costa community partners. With this goal in mind, over the next several months CSB will additionally provide Trauma Informed Training to all staff and implement Peer Coaching Circles among managers and supervisors to support their reflective practice.

- Over the past few months, all of CSB staff has received training on active shooter procedures. In collaboration with Risk Management, retired Sgt. Louis Houle (CCC Office of the Sheriff) conducted several trainings for CSB staff on: Active shooter procedures (Run, Hide, and Fight), what to expect in an active shooter event, steps to take to stay safe, law enforcement response and recovery steps. Sgt. Houle was also able to provide a more customized training for childcare center staff; since their first initial response differs from an office setting (center staff would go on lockdown/shelter in place). CSB regularly evaluates and updates emergency preparedness plans in place, to ensure staff are able to respond appropriately to the numerous potential emergencies that could possibly occur, whether in an office or childcare environment.
- On October 20, 2016 at 10:20 a.m., CSB participated in its fifth Great California Shake Out drill, along with many schools and businesses throughout the state. Every year, the California Governor’s Office of Emergency Services conducts the “Great California Shake Out”, to remind Californians that they can increase their chances of surviving an earthquake if they “Drop, Cover and Hold On”. CSB’s Administrative Office and 15 Child Care Center locations dropped, covered and held on, once the earthquake drill had commenced. Children and staff held their position until an “all clear” was given. This was a great opportunity for staff and children to practice on how to be safer during a big earthquake. CSB continues to review and update emergency preparedness plans and supplies, and conduct structural inspections at our center locations in order to prevent damage and injuries.
- Rita Loza, CSB Comprehensive Services Manager overseeing Parent, Family and Community Engagement hosted and facilitated the Region 9 quarterly Family Services Cluster Meeting at George Miller III Center in Richmond on October 7, 2017. Thirteen representatives from Monterey, Santa Cruz, Santa Clara, San Francisco and Berkeley attended and actively participated in the meeting. This full day interactive meeting was an opportunity for managers from various areas to come together to network, share ideas, and discuss a multitude of topics relevant to Parent, Family and Community Engagement.

## **II. Status Updates:**

### **a. Caseloads, workload (all programs)**

- Head Start enrollment: 100.46 %
- Early Head Start enrollment: 101.29%
- Early Head Start Child Care Partnership enrollment: 100.00%
- Head Start Average Daily Attendance: 88.2%
- Early Head Start Average Daily Attendance: 87.2%

- Early Head Start Child Care Partnership Attendance: 87.2%
- Stage 2: 333 families and 528 children
- CAPP: 78 families and 122 children
- In total: 411 families and 650 children
- Incoming transfers from Stage 1: 22 families and 25 children
- LIHEAP: 310 households have been assisted
- Weatherization: 20 units

**b. Staffing:**

- During the month of October CSB conducted interviews to fill various vacant positions. The Bureau hired 4 Associate Teacher-Project and a Teacher-Project. CSB conducted additional interviews to fill vacant Site Supervisor II - Project, Child Nutrition Worker I- Project and clerical positions. The Bureau continues to hire substitute teaching staff to build a viable pool of substitutes.

**c. Union issues:**

- N/A

**III. Emerging Issues and Hot Topics:**

- N/A

cc: Policy Council Chair  
Family & Human Services Committee  
Maureen Burns-Vermette, ACF