

CONTRA COSTA COUNTY EMPLOYMENT & HUMAN SERVICES
DEPARTMENT COMMUNITY SERVICES BUREAU

POLICIES AND PROCEDURES

SECTION 5-Financial & Administrative Requirements **2017-19**

Policy Council Approved:
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Section 5: Financial and Administrative Requirements

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Part I. Financial Requirements

A. Advance Amount for Travel

Advance amounts for travel are not allowed for County employees.

B. Travel Reimbursement-County Employees

County employees are allowed compensation for mileage, meals and miscellaneous other travel expenses. Eligible individuals are entitled to claim reimbursement for actual, reasonable, and necessary expenses arising from the discharge of their official duties, subject to limitations established by law and policy.

1. Mileage

As authorized by the department head or designee, use of private automobiles may be reimbursed for mileage between an individual's normal work location and other designated work locations. The reimbursement rate is set by the County, adjusted periodically to conform to IRS approved rates. Please see note in item #4 below for the time frame of submitting mileage reimbursements.

2. Meals

Actual expenses, including tax and gratuity, for individual meals will be reimbursed. However, such reimbursement shall not exceed the following individual maximums:

- Breakfast: \$10.00
- Lunch: \$20.00
- Dinner: \$35.00

When away from the normal work area for an entire day, individuals eligible for meal reimbursement may claim reimbursement for the actual cost of each individual meal, notwithstanding the maximum per meal amounts specified above. However, the total amount claimed for the day shall not exceed \$65.00.

3. Other Travel Expenses

- Bridge tolls, parking; Telephone and facsimile charges required in connection with County business; BART or bus fares; and Tips, parking, and checking fees in accordance with local custom.

See County Admin Bulletin #204.13 (02-20-08) regarding expense reimbursement and #111.8 (07-13-10) regarding travel.

C. Travel Reimbursement-Parent Reimbursement for Policy Council Activities

Per HSPS 1304.50(f), Policy Council, Policy Committee, and Parent Committee reimbursement-Grantee and delegate agencies must enable low-income members to participate fully in their group responsibilities by providing, if necessary, reimbursements for reasonable expenses incurred by the members (i.e. childcare and transportation).

Parents requesting reimbursement should complete and submit Form CSB 325 to the Clerk of the Policy Council who will verify the request and determine the amount of reimbursement. After approval is received from the ASAlll for Policy Council, a check will be issued, no later than 30 days after the request

Reimbursements are given for approved Policy Council activities only (i.e. monthly PC meetings or committee meetings). Exceptions must be preapproved before reimbursements are issued. Mileage is calculated using distance from home to meeting location. Childcare hours include reasonable travel time to and from meetings and is based on reasonable arrival time to the approved activity.

Representatives attending conferences and out-of-area meetings will be given a per diem allotment for meals and ground transportation, and reimbursed for childcare expenses. Travel requests must be submitted a minimum of 30 days prior to the travel date to allow ample time for approval and advance processing. Upon return from the trip, Liquidation of Cash Advances requires that all receipts must be submitted to the appropriate PC staff person no more than 7 days after return from travel.

If receipts are not received within the 7 day timeframe, a verbal reminder will be given via the ASAlll responsible for Policy Council.

If receipts are still not received after a reasonable amount of time, a certified letter will be sent to the representative and a copy will be maintained in the CSB PC travel files.

Failure to return receipts within the allotted time will prevent the opportunity to attend future conferences and can prevent reimbursement for other PC activities.

**Note-Approved travel reimbursement rates are provided to parents at the beginning of each program year and prior to travel.*

D. Using Employee's Own Funds for County Expenditures

Only in an emergency should an employee use his/her own funds or personal credit cards to purchase materials/services for a County purpose. An "emergency" is when:

- An event occurs which requires material or service to correct a safety hazard, or to prevent damage to facilities or equipment.
- A significant program need occurs which will have a significant impact on the goals of the program.
- Note: Lack of planning is not considered an emergency.
- While it is not encouraged, employees may purchase minor items that would not meet the

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criteria of an emergency as stated above. The purchase of minor items that are required to meet program needs must:

- Be approved by the Assistant Director (AD) in writing if under \$100.00.
- Anything over \$100.00 must be approved by the Director, Division Manager or designee.

E. Reimbursement for Expenses – Employees

Employees will be reimbursed for approved, necessary eligible expenses, provided that reimbursement requests are made on the appropriate forms, in a timely manner and with receipts. When employees incur expenses for an approved purpose, one of the following procedures occurs for getting reimbursed:

1. Petty Cash

Most of the emergencies involving minor purchases can be met by use of the department's petty cash fund maintained in each Division Administrative Office. Normally, this fund is to be used for general office needs and for minor emergency requirements. A supervisor or employee may present a request for petty cash approved by an Assistant Director, to the Petty Cash Fund Custodian for payment.

2. Demand (Form D15*)

In the event you are unable to get payment from the petty cash fund, you may use the Demand (Form D-15) to get reimbursed. This form is to be used to reimburse employees for non-travel related purchases. This form should be used for items of small value, as defined above, not related to travel or entitlements.

*See EHSD Intranet> Community Services> CSB Forms > Fiscal > Demand D15)

3. Employee Travel Demands*

This form is designed for reporting an employee's expenses relating to travel, mileage, or for other employee benefits or entitlements such as training costs. It will normally not be used for any other purpose. The purpose for each expense must be shown; for example, mileage should show the destination, and the reason for the trip (See Employee Handbook).

Note: County regulations allow you to include expenses for only one month on a single Travel Demand. For example, if you have expenses for May and June, you may not combine expenses on one form, but must submit two separate forms - one for May and one for June. Demands are to be submitted to your immediate supervisor for approval. Claims should be submitted within one month of completion of travel. The Bureau has no obligation to pay travel expense reimbursement submitted more than three months following completion of the travel. If an employee has over three months of mileage reimbursement to claim, the employee must submit a request letter, stating the reason for submitting a late claim, to Bureau Director or designee for approval.

*See EHSD Intranet> Community Services> CSB Forms > Fiscal > Travel Demand (Form M8154 Rev. 11/09)

F. Use of Procurement Cards

County Procurement Cards are assigned to an employee at the discretion of the EHSD Director and CSB Director. Card holders must abide by all policies as stated in the Procurement Card Manual, County Administrative Bulletin 111.8, and County Administrative Bulletin 204.13.

CSB card holders must obtain written approval from a Senior Administrative Manager prior to making a purchase to ensure that all expenditures are known about at the time the Approving Official is reviewing and approving the monthly Statement of Account.

- The Procurement Card is to be used for official County business purposes only and may not be used for any personal transactions.
- Card holders are responsible for adherence to all County Policies and Procedures regardless of whether a transaction is allowed at the point of sale.
- The Procurement Card is not intended to avoid or bypass appropriate purchasing procedures.
- Each card has a preset transaction, 24 hour, and billing cycle spending limit which varies by card. Employees are not authorized to exceed their spending limits.
- Disputes to charges must be made as quickly as possible per County Procurement Card manual.
- Authorized Purchases include:
 - Small Tools/ Computer supplies
 - Safety/ First Aid
 - Books/Subscriptions
 - Office Supplies (If not available through our office supply contractor)
 - Conference Registration/ Travel (an approved travel request is still required)
- Unauthorized Purchases include:
 - Repetitive purchases better served under a blanket purchase order
 - Meals/ Alcohol /Entertainment
 - Local/ Long distance telephone charges/Internet connection costs
 - Parking/Fuel
 - Committee membership/Professional Membership Dues
 - Services of any kind
 - Items to be reimbursed through a travel demand
 - Items available under a County Contract
 - Cash/ Gift Card/ Gift Certificate/ Money Order, etc.
 - Fines/Donations
 - Any expense prohibited under County Administrative Bulletins.
- A log must be kept of all purchases which includes:

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- Charges split between the appropriate org codes
- Original sales receipt/ credit or return receipts/packing slips

G. Other Compensation

Refer to Contra Costa County Personnel Policies and Procedures.

H. Salary

Employee salaries are set according to procedures established by the County Board of Supervisors and the Memorandum of Understanding as agreed to by the Board and collective bargaining units.

The Salary schedule and range of steps for Community Services Bureau classifications is available in each work location.

New employees generally are appointed at the minimum step of the salary range established for the particular class of positions to which the appointment is made. The appointing authority, however, may fill a particular position at a step above the minimum of the range.

Upon satisfactory completion of the probationary period, employees receive a salary increase to the next step.

The performance of each employee, except those employees already at the maximum salary step of the appropriate salary range, is reviewed on the employee's anniversary date to determine whether the salary of the employee is to be advanced to the next higher step in the salary range. Advancement is granted on the affirmative recommendation of the appointing authority, based on satisfactory performance by the employee. The appointing authority may recommend denial of the increment or denial subject to one additional review at some specified date before the next anniversary, with the date set at the time the original report is returned. This decision may be appealed through the Grievance Procedure.

Except as provided by County procedures, increments within range shall not be granted more frequently than once per year, nor shall more than one step within range increment be granted at one time, except as otherwise provided in deep class resolutions. Nothing may be construed to make the granting of increments mandatory on the County.

If an operating department verifies in writing that an administrative or clerical error was made in failing to submit the documents needed to advance an employee to the next salary step on the first of the month when eligible, the advancement will be made retroactive to the first of the month when eligible.

A part-time employee is paid a monthly salary (in the same ratio to the full-time monthly rate to which the employee would be entitled as a full-time employee) as the number of hours per week in the employee's part-time work schedule bears to the number of hours in the full-time work schedule of the department.

Any employee who is appointed to a position of a class allocated to a higher salary range than the

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class previously occupied - except as provided by County procedures - receives the salary in the new salary range, which is next higher than the rate received before promotion. If this increase is less than five percent, the employee's salary is adjusted (to the step in the new range which is at least five percent greater than the next higher step), provided that the next step does not exceed the maximum salary for the higher class.

Any employee who is demoted (except as provided under Contra Costa County procedures) will have the salary reduced to the monthly salary step in the range for the class of positions to which he or she has been demoted next lower than the salary received before demotion. If this decrease is less than five percent, the employee's salary will be adjusted to the step in the new range which is five percent less than the next lower step provided that the next step is not less than the minimum salary for the lower class.

Whenever a demotion is the result of layoff, cancellation of position, or displacement by another employee with greater seniority rights, the salary of the demoted employee will be the step on the salary range which would have been achieved if the employee had been continuously in the position to which he/she has been demoted, all within range increments being granted.

Whenever any employee voluntarily demotes to a position in a class having a salary range lower than that of the class from which he/she demotes, the salary remains the same if the steps in the new demoted salary range permit. If not, the new salary is set at the step next below the former salary.

I. Bilingual Pay Differential

A salary differential of one hundred dollars (\$100) per month is paid to incumbents of positions requiring bilingual proficiency as designated by the appointing authority and the Bureau Director of Human Resources.

The bilingual salary differential is prorated for employees working less than full-time and/or who are on an unpaid leave of absence for a portion of any given month. (Refer to Contra Costa County Management Handbook.)

J. Accounting Certificate Differential

Incumbents of Management professional accounting, auditing or fiscal officer positions who are duly qualified as a CPA, CIA, CMA or CGFM shall receive a positive differential of five percent (5%) of base monthly salary. (Refer to Contra Costa County Management Handbook.)

K. Management Longevity Pay

Employees who have completed ten (10) years of appointed service for the County shall receive a two and one-half percent (2.5%) longevity differential.

Employees who have completed fifteen (15) years of appointed service for the County shall receive an additional two and one-half percent (2.5%) longevity differential. (Refer to Contra Costa County Management Handbook.)

L. Management Paid Personal Leave (Admin Leave)

Un-represented management employees (exempt from payment of overtime) receive paid administrative leave (94 hours per year) annually.

All management employees exempt from payment of overtime are authorized paid administrative leave credit for each year, in accordance with current Contra Costa County policies.

Use of administrative leave credits may be requested whenever desired by the employee; however, approval of requests is subject to the same department process as used for vacation requests.

All unused paid administrative leave will be canceled on December 31 of each year.

For further information on management paid administrative leave, see Contra Costa County Admin Bulletin #423.3 (06-23-98).

M. Unemployment Compensation

Employees of Contra Costa County may be eligible for unemployment compensation. The cost of unemployment compensation is borne by the County. To qualify for unemployment compensation, an employee must:

- Be unemployed and registered with the State Employment Development Department for work
- Have separated for good cause
- Have received minimum base-period wages as currently established by State law or regulation
- Comply with regulations in regard to filing claims
- Be available to immediately accept suitable work
- Be actively seeking work
- Be physically able to work

On all voluntary resignations, a Notice of Voluntary Termination of Employment (AK-219) must accompany the Notice of Separation (AK-16), and must be immediately forwarded to the

Personnel Office, Records Division.

On non-voluntary separations, complete details must be attached to the separation notice (with the exception of rejection of probation separation). Refer to County Admin Bulletin #420.1 (01-19-81) for further information.

N. Vehicle Use

The County establishes policies on the use and operation of vehicles, both County-owned and privately owned, on County business.

Please see County Admin Bulletins #507.8 (02-20-08), County Vehicle Operation, and #535 (05-20-10), Use of Private Vehicles, for further information.

NOTE: For Contra Costa County's Policies and Procedures, please refer to the Contra Costa County's Administrative Bulletins and Management Handbook.

O. In-Kind (Non-Federal Share)

1. Background

The Head Start Act stipulates that the Federal share of the total costs of the Head Start program will not exceed 80 percent of the total grantee budget unless a waiver has been granted (Head Start Act Section 640(b)). If the grantee agency fails to obtain and document the required 20 percent, or other approved match, a disallowance of Federal funds may be taken. Non-Federal share must meet the same criteria for allowability as other costs incurred and paid with Federal funds.

2. Definitions

- Allowable Cost: Third party in-kind contributions shall count toward satisfying a cost-sharing or matching requirement only where, if the party receiving the contribution were to pay for them, they would be an allowable cost. Allowable costs are determined by the tests of reasonableness, necessity and allocability as defined in Office of Management and Budget (OMB) Circulars A-21, A-87 and A-122.
- In-Kind: Property or services that benefit a grant supported project or program and are contributed by non-Federal third parties without charge to the grantee. In-kind contributions may consist of the value of real property and equipment and the value of goods and services directly benefiting the grant program and specifically identifiable to it. In-kind match is counted for the period when the services are provided or when the donated goods are received and used.
- Volunteer: An individual providing a service that is necessary to the operation of the Head Start program at no cost to a grantee agency.
- CSB Categories for third party in-kind contributions:
 - Classroom Help (CH): In-Kind to assist in the classroom.
 - Field Trip Help (FT): In-Kind to assist supervising children and their activities during a field trip.
 - Home Visits (HV): Volunteer at Home visits where parent is involved in child-directed activities.
 - Parent Meetings/Family Events (PM): Volunteer at Parent Meetings: Participating in site based events.
 - Policy Council Meetings/Subcommittees (PC): Volunteer at Policy Council and approved related events.
 - Home Activities (HA): Volunteer working on educational goals with child at home.
 - Donated Goods (DG): Materials donated directly to HS including land, buildings, or space that offset normal operating expenses.
 - Donated Services (DS): Time provided by professionals within the community

on a professional level; i.e. Fire person, fence builder, mechanic, library aide, doctor, dentist, counselor and other professions.

3. Values of third party in-kind contributions will be determined and computed by CSB Fiscal Unit for the following contributions:

- Classroom Help
- Field Trip Help
- Home Visit Volunteer
- Site Meeting/Family Events Volunteer
- Policy Council Meetings/Subcommittee Volunteer
- Home Activities Volunteer

4. Donated Goods and Services (professional) will be determined by the community member or professional delivering the contribution within the standards of reason for the value and goods of the service.

5-CSB Staff will adhere to the following procedures for collection, documentation, calculation and record keeping of Third Party In-Kind contributions:

- Head/Lead Teachers: Daily/Monthly
 - Prepares CSB320 (CSB-320), in-kind form for classroom
 - Ensures proper completion of in-kind form-Full Name, Type of in-kind contribution, Service Time, signature of volunteer
 - Submit the CSB320 to Site Supervisor by 1st of each month with the 9400 sign-in sheets
- Site Supervisor Monthly
 - Ensures collection of in-kind forms from every classroom by the 1st of each month
 - Reviews and monitors forms for completion and accuracy
 - Sign form indicating review and approval
 - Follows up with any classrooms submitting zero or low in-kind
 - Submits the in-kind form to the Cluster Clerk by the 5th of each month with the 9400s
- Assistant Director Monthly
 - Reviews in-kind sheets and signs off
 - Follows-up with any sites submitting zero or low in-kind
 - Submits to Cluster Clerk for data entry
- Cluster Clerk Monthly
 - Calculates the total number of in-kind hours per activity for each site
 - Calculate EHS and, HS separately as directed by CSB fiscal unit
 - Inputs data into COPA/CLOUDS by the 20th of each month
 - If a cluster clerk receives in-kind forms after the 15th, hold for next month tracking
 - Maintains original documents

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- Fiscal
 - Determines the in-kind rate calculation for volunteer contributions (Non-professional) Annually
 - Monitor volunteer in-kind hours once a month Monthly
 - Ensure proper value of in-kind rates and calculations

- CSM in charge of Parent Involvement / PC Clerk: Monthly
 - Reviews monthly in-kind data entered by Cluster Clerks
 - Reports in-kind hours by site as reported to CSM in charge of Parent Involvement
 - Reports in-kind hours by cluster as reported to Assistant Directors
 - Provides training and support, as needed, to teachers and/or Site Supervisors
 - Provides total in-kind contributions as needed or requested

P. Reduced Days of Attendance Due to Emergency Conditions

1. Background

California Department of Education (CDE) Management Bulletin 10-09 which reminds Agencies that Education Code (EC) 8271 provides against loss of funds due to the circumstances that are beyond the control of the contractor.

It states that in the event that operating agencies are unable to operate due to incomplete renovations authorized by administering state agencies, or due to circumstances beyond the control of the operating agency, including earthquakes, floods, or fires, such programs shall not be penalized for incurred program expenses nor in subsequent annual budget allocations. Circumstances beyond the control of operating contractors include, but are not necessarily limited to:

- Earthquakes
- Floods
- Fires
- Epidemics
- Impassable roads
- The imminence of a major health or safety hazard, as determined by the local health department or law enforcement agency
- A strike affecting transportation services for children provided by a non-agency entity
- Incomplete facility renovations authorized by the California Department of Education, pursuant to California *Education Code* sections 8277.1 and 8277.2
- State of California budget impasse

2. Policy

Whenever a contractor's days of operation are reduced for any of the above reasons, and the reduction in days of operation did not require the contractor to reduce staff through layoffs or unpaid furloughs, the contractor's governing board, or the executive office for contractors

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not having a governing board, must adopt a resolution that clearly and fully describes the nature of the emergency condition as well as the specific effect on program operations. The resolution should include:

- Dates program operation was necessarily suspended or substantially reduced
- Daily attendance for both certified and non-certified children for the week prior to the date operation was suspended or reduce

Whenever the contractor's days of operation are reduced because of a state budget impasse and this reduction requires the contractor to reduce staff through layoffs or unpaid furloughs, the contractor may request reimbursement for ongoing administrative and operational expenses that occurred during the emergency closure. The contractor's governing board, or the executive office for contractors not having a governing board, must adopt a resolution that clearly and fully describes the nature of the emergency condition as well as the specific effect on program operation. The resolution should include:

- Dates program operation was suspended
- A detailed list of actual program expenses incurred during the period of closure

3. Application Submission Requirements

- Whenever an emergency closure happens at any of the CSB or Partner sites that meets the definition of Management Bulletin 10-09 as mentioned above, the Assistant Director (AD) with the responsibility for that site/ASA III (Partner Sites) will:
 - Inform their Division Manager, Child Development Accountant and State Liaison ASA III of such occurrence as soon as possible.
 - Obtain a copy of the verification for the emergency closure. This could be in the form of a utility notice, damage assessment report, unusual Incident/injury report etc.
 - Mark "Non Class Day" for all children affect by the emergency closure for all closure days on CLOUDS via the classroom wall pads or CLOUDS Manual Attendance module.
 - Obtain the daily attendance for both certified and non-certified children of the impacted classroom/site for the whole week prior to date of emergency closure. The attendance sheet should indicate site, classroom, number of children in that classroom, contract type(s) and date. Please use CLOUDS Manual Attendance Module to print the Attendance for the entire week.
 - Submit the closure verification and the attendance to the State liaison ASA III.
 - The State Liaison ASA III will use the above data, verify the attendance and contract types on CLOUDS/CDFS 8501, and submit a request for a board resolution to the Contracts Unit.
 - Once the board resolution is obtained, the State Liaison ASA III will submit the

application to our Early Education and Support Division (EESD) consultant for approval in accordance with the Management Bulletin 10-09.

- The EESD and the Child Development Fiscal Services (CDFS) will jointly review and determine the actual program expenses incurred during the period of closure/reduced operations.
- The approval will be submitted to CSB Business System Unit and Fiscal Unit for processing of CDE's in CLOUDS System and reporting to CA Department of Education respectively.
 - Business Systems Unit will mark all children's Attendance as "Excused" for those closure days which were approved by CDE.
 - Business Systems Unit will update the affected 9400s
 - Business Systems Unit will provide a new CD 9500/8501 report to Fiscal Unit for processing.

Part II. Administrative Requirements

Subpart I. Monitoring

A. Purpose

CSB Ongoing Monitoring is a key management system for ensuring program quality and compliance with Head Start/Early Head Start Performance Standards, California Child Development Title V Regulations, California Desired Results and Environment Rating Scales, NAEYC Standards and Title XXII Child Care General Licensing requirements. Ongoing Monitoring ensures that the program is moving toward achieving its goals and objectives while providing high quality, comprehensive services to the ever- changing needs of the children and families served. CSB is committed to the continuous improvement of our programs through regular and ongoing monitoring of all aspects of our operations.

B. Methodology

The ongoing monitoring process is comprehensive in scope. The system provides a method to examine service delivery including the tracking of child and family outcomes on an ongoing basis and incorporates a process to connect the results to management systems. Staff at all operational levels participate in the ongoing monitoring process and any identified concerns are communicated in writing to the appropriate staff responsible. Corrections are validated according to specific timelines.

Ongoing monitoring occurs on a regular and routine basis to assess systems and program operations for evaluation and continuous improvement of our programs. It includes the review and evaluation of services and systems, documentation of results, tracking and analyzing areas of concern and correction, and validation that correction has been completed. Results of monitoring and completion of corrective actions for findings are shared by the Bureau Director or designee with:

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EHSD Director, Board of Supervisors, Policy Council, Assistant Directors, Site Supervisors and their staff. Results are used to conduct root cause analysis and develop plans for improvement and program planning.

C. Multi-Level Monitoring

1. Center-Level Monitoring is conducted by Site Supervisors, Comprehensive Services Assistant Managers, Clerks, and Teachers for the purpose of monitoring day-to-day center operations, delivery of services, and overall health and safety of internal and external environments of children at the center for which they are assigned. Assistant Directors receive monthly reports from Site Supervisors that provide an overview of each of the centers they are assigned to track any concerns as well as highlight strengths and special activities occurring each month.

For partner centers, the CSB Partners Unit visits subcontracted centers weekly to monitor the delivery of services and health and safety to ensure ongoing communication. The delegate agency provides monthly communication reports to the Analyst responsible for partners and the delegate agency.

2. Cluster and Content Area Monitoring is conducted by Site Supervisors, Comprehensive Services Managers and Analysts responsible for a specific content or service area to ensure that staff are trained and comply with funding requirements and regulations around a specific content or service. CSMs and Analysts review trends across centers and services and identify risks or concerns and provide ongoing training as well as targeted training when needed.

For partner agencies, the designated Analyst reviews monthly reports and monitoring performed by the agencies and provides support and training as needs are identified. The delegate agency completes its own internal ongoing monitoring. Monthly reports on these activities, including corrective actions, will be submitted to the Analyst overseeing the Partner Unit.

3. Agency-level monitoring is conducted by the CSB Quality Management Unit (QMU). This unit is responsible for conducting compliance monitoring of directly operated, partner and delegate agency centers in five key areas: center health and safety, comprehensive services compliance, need and eligibility, education (environment), and Classroom Assessment Scoring System (CLASS™) observations. Corrections for non-compliances are completed by the responsible person at the center and are validated by a Comprehensive Services Assistant Manager or designee. The members of QMU or designee will select a random sample of 50% of the non-compliant files and conduct a final review of correction and validation.

- i. **File Monitoring:** Each directly operated; partner and delegate agency center is monitored once per year (July-June). A random sample of 30% of files is reviewed in the areas of need and eligibility and comprehensive services compliance. Areas of strengths and non-compliances are documented on CLOUDS forms. For centers that do not utilize CLOUDS, information will be extracted to communicate the findings on a MS document version of the tool and feedback form. The site has seven days to send questions, concerns, and items that are considered false non-compliances to the QMU. The monitors will be responsible for reviewing, investigating, and correcting any false non-compliance items on the tools as mentioned by the site, revise and communicate changes to tools if applicable. Four weeks after the 7 day period, QMU staff will revisit the center to validate 50 percent of the files that had been flagged with items of concerns to ensure that they have been corrected, if

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applicable, If the files do not pass the 50 percent validation review, the Assistant Directors and/or designee will create a corrective action plan within seven business days and submit to CSB-Monitoring@ehsd.cccounty.us. After the submission of the corrective action plan, QMU staff will schedule a revisit 4 weeks from the validation monitoring date for a full review of the non-compliant items.

- ii. **Center Health & Safety Monitoring:** Thirty percent sample of classrooms in the center receives a health and safety monitoring. Areas of strengths and non-compliances are documented on CLOUDS forms. For centers that do not utilize CLOUDS, information will be extracted to communicate the findings on a MS document version of the tool and feedback form. The site has seven days to send questions, concerns, and items that are considered false non-compliances to the QMU. The monitors will be responsible for reviewing, investigating, and correcting any false non-compliance items on the tools as mentioned by the site, revise and communicate changes to tools if applicable. Center based staff will correct non-compliances and document it on CLOUDS forms, MS documents. QMU clerk will monitor to ensure that all corrections are documented within 5 weeks, or notify the Assistant Director or designee to follow-up, as applicable.
- iii. **Education Monitoring:** All directly operated, partner, and delegate agency classrooms are monitored for education environment. QMU monitors the classroom using a revised version of ECERS and ITERS. Classroom must receive a score of 5 or better to be complaint. Non-compliant items are marked on the tools and the findings are documented on the feedback forms. QMU staff will visit the classroom for a minimum of 3 hours during the prime times of the day. After completing the observation period the monitor will meet with the lead teacher and share observations and ask any questions as needed. Within three days, QMU staff will send the reports to the responsible persons. It is the expectation that all monitoring reports, regardless of type of findings, are shared with the team whose work was reviewed. The site has seven days to send questions, concerns, and items that are considered false non-compliances to the QMU. The monitors will be responsible for reviewing, investigating, and correcting any false non-compliance items on the tools as mentioned by the site, revise and communicate changes to tools if applicable.

If there are no non-compliances, the feedback form is signed by the Assistant Director or designee and submitted to CSB-Monitoring@ehsd.cccounty.us within five weeks of monitoring.

If there are non-compliances, with five weeks from the monitoring, the Site Supervisors will complete and sign a corrective action plan and submit it to the Cluster's Comprehensive Services Education Manager for approval. The Site Supervisor or designee will submit the signed Corrective Action Plan to CSB-Monitoring@ehsd.cccounty.us. An additional five weeks to have the Comprehensive Services Education Manager validate that the corrective action plan has been implemented and submits it to CSB-Monitoring@ehsd.cccounty.us.

- iv. **CLASS Monitoring:** CLASS™ Observations are conducted by a trained CLASS™ reliable observer working with the QMU. Fifty percent of the eligible classrooms are randomly selected using an automated system. Selected classrooms receive CLASS™ observations twice in the year. The following year, CLASS™ will be completed for the remaining classrooms that did not receive observations. Ratings below cut-off scores require a corrective action. CSB's CLASS™ cut-off scores for corrective action may vary from year-to-

year as they are established after the National Designation Renewal System trigger scores have been made available. Teachers must receive a score of 6 or better in the domains of Emotional Support and Classroom Observation and a score of 3 or better in the Instructional Support domain. Classrooms review two twenty-minute observations, twice per year. Within three days, QMU staff will send the reports to the responsible persons. It is the expectation that all monitoring reports, regardless of type of findings, are shared with the team whose work was reviewed. The site has seven days to send questions, concerns, and items that are considered false non-compliances to the QMU. The monitors will be responsible for reviewing, investigating, and correcting any false non-compliance items on the tools as mentioned by the site, revise and communicate changes to tools if applicable.

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Data collected from monitoring is compiled into agency reports for review by staff, managers, the Policy Council and Board of Supervisors to inform of agency trends, strengths and areas in need of improvement. All reports and findings are shared with the partner and delegate agencies.

The Analyst overseeing the QMU compiles results and findings and distributes reports to senior management, Comprehensive Services Managers, Site Supervisors, center staff, Board of Supervisors, and the Policy Council twice per year. These reports are a high-level representation of the agency's compliance and non-compliance concerns in the five areas monitored by QMU. Comprehensive Services Managers and senior managers responsible for a content or service area review these bi-annual reports to identify trends and develop staff training.

4. The Bureau Director or her designees will monitor all administrative internal team members with responsibility over service areas. This may include periodic walk-through activities or unannounced visits to sites.

5. Additional information on multi-level monitoring is available in the Appendix of the Policies and Procedures.

D. Fiscal Monitoring of the Delegate Agency by the Grantee

The Grantee certifies that the Delegate Agency is complying with regulations and generally accepted accounting principles. Monitoring is conducted using the following format:

- Monthly Reports: Delegate Agency shall submit monthly financial reports that record cumulative and accrued expenditures and obligations through the end of the contract year.

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Monthly reports are due on the 20th of each month for the preceding month. Reports shall be submitted on Form M2092 (Monthly Financial Report) and shall include, at a minimum:

- Separate reports for Program Accounts 20 and 22
- Reimbursement reports for the Child Food Program
- Line item documentation of administrative expenditures
- Copies of contractor's monthly financial statement and payroll reports
- A separate monthly report summarizing the local share reported in the financial report.

E. Fiscal Officer or his/her designee reviews the financial information for content and consistency before reimbursing monthly expenditures

Annual On-Site Monitoring: After the annual audit by a Certified Independent Accountant, the Grantee performs an on-site review of the Delegate Agency records using the OHS Monitoring Protocol. This procedure is performed no later than May of each year for the prior award year.

The following is monitored:

- Accounting Records: Records are reviewed to assure that they adequately identify the source and application of funds for contract-supported activities, and that they are maintained. Records are reviewed to make sure that they contain information pertaining to contract awards, authorizations, obligations, unobligated balances, assets, outlays, income, and liabilities.
- Internal Controls: Controls are reviewed for effectiveness, and that accountability is maintained for all contract cash, real and personal property, and all other assets. Contractor is reviewed for adequately safeguarding all such property and that property is used solely for contract purposes.
- Budgetary Controls: The actual and budgeted amounts for each contract allocation are compared. The grantee will conduct regular and routine monitoring including delegate agency annual management and fiscal systems review.

F. Center Visit Documentation

The CSB Director, Assistant Directors, or other Administrative Managers may conduct unscheduled/unannounced monitoring visits at directly operated or partner agency sites. These visits are documented on the Center Visit Documentation form. Any issue requiring a corrective action is documented and validation of correction is assigned and verified upon completion.

G. Client Concern Tracking

CSB maintains a log to record and track customer concerns/complaints.

1. Site Supervisor and Comprehensive Services Manager Responsibility :

- Site Supervisors and CSMs will document all customer complaints on the monthly log and submit to their AD or ASAIII monthly.
- A new sheet or document will be used each month. Do not combine months when submitting to AD/ASAIII. At this time this log is not yet posted on CSB Forms or Intranet and so each SS/CSM should keep a blank template of this log on hand to start a new one each month.
- Complaints to be documented include all complaints from the public, enrolled families or families attempting to be enrolled.
- The completed monthly log shall be maintained by the SS/CSM.

2. Assistant Director/ASA III Responsibility:

Upon receipt of the monthly client concern tracking log, AD or ASAIII will combine all reports onto the Quarterly Complaint Log and submit to their supervisor quarterly.

3. Division Manager/Business Systems Manager Responsibility: The DM or BSM will provide the report quarterly to the Director.

H. Procedures for Review, Analysis and Reporting

The monitoring analyst will ensure that the data is entered into the Monitoring database and that reports are distributed to all stakeholders, including the Bureau Director, Assistant Director, and Comprehensive Services Managers and site staff. A monitoring results report is also prepared for the Delegate Agency. All monitoring results will be formally submitted to the delegate agency. Issues or corrections cited will be communicated with corrective action requirements as part of the notification.

1. Monitoring Database

- The program uses databases designed in-house to track monitoring findings and areas of strength to inform the reporting process and ensure the system is working effectively and efficiently. The analyst responsible for the ongoing monitoring system uses the database to track completion of corrective actions to ensure that closure is established for any item found to be non-compliant.
- The databases allow program managers to view trends and isolated incidences and assist them in conducting root cause analysis and plans for improvement as appropriate in a timely fashion.
- Non-compliances will be utilized by all staff to: to identify program weaknesses; to correct identified non-compliance issues; and to seek continuous improvement.

2. Monitoring Reports

- Monitoring analyst compiles results and findings such as: program strengths, areas of improvement, site performance reports and other reports as needed.
- Reports are disseminated to: senior management, comprehensive services unit, site supervisors, and site staff, Board of Supervisors, and Policy Council.

- Monitoring Analyst will complete a semi-annual Root Cause Analysis report and provide roll up summaries within 4 weeks of completion of Period 1 (July-December) and Period 2 (January-June).

3. Root Cause Analysis

Content Area Managers will review semi-annual monitoring reports for trends across their service area and complete a Root Cause Analysis and provide an Ongoing Monitoring Corrective Action Plan in response to areas identified as needing improvement within 4 weeks of report distribution.

- Review the monitoring reports for areas needing improvement to address and identify root causes for non-compliances (tangible, materials items failed, something was done incorrectly, system or process to do work requires revision).
- Define the problem, collect data, identify possible causal factors surrounding the problem, and identify the root cause.
- Submit an action plan to the Assistant Director to recommend and implement solutions, identify responsible persons.
- Effectiveness of action plan will be reviewed at the release of the following semi-annual monitoring report.

I. The Ongoing Monitoring Plan

For more detailed description of the ongoing monitoring system, refer to the Ongoing Monitoring Plan located in the CSB Intranet.

Subpart II. Self-Assessment

A. Self-Assessment Team

The Grantee and the Delegate Agency conduct a joint Self-Assessment each year. The role of the Bureau Director and Delegate Director and/or their designees in the self-assessment process are as “advisor” to team. The analyst responsible for the Self-Assessment is the Team Leader and may be supported by a consultant. Small teams are comprised of grantee and delegate agency management and non- management staff, parents, community partners, and representatives of the Board of Supervisors. A cross-section of staff is represented on each team. Teams are formed beginning in November of each year and finalized in January.

B. Methodology

1. Components of the self-assessment monitoring may differ year to year. The team leader and consultant, if applicable, identify sites and classrooms for the self- assessment. The following factors are considered in site selection:

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- Monitoring results, including recent Federal Review, licensing visits, and assessment Findings
- History of site inclusion in last three years of self-assessment
- Program options and funding models to ensure all variations are assessed
- Representation of Supervisory Districts
- Site based special initiatives and projects
- Operational days

2. The current Office of Head Start (OHS) Program Monitoring Instrument and the Classroom Assessment Scoring System (CLASS™) are the tools used for the self-assessment each year. Slight modifications may be made to the tool by the team leader to streamline it for ease of use by community partners, parents, and board representatives. Other tools may be introduced as needed.

3. A timeline is established which includes ample time for site visits and report writing, scheduled team check-in sessions, and ongoing training and technical assistance.

4. Training is provided to all team members in January of each year and addresses the following items:

- Purpose and Approach
- Self-assessment process
- Methods of collecting applicable data
- Timelines
- Confidentiality
- Reporting procedure used in the “non-compliant” portion of each review team’s report
- Report writing format and techniques

C. Parent Involvement

The Policy Council has a Self-Assessment sub-committee, which forms in November of each year after being provided with a description of the work of the committee. The Policy Council is oriented to the self-assessment process and timeline in November, at which time additional members of the sub- committee are recruited. These parents are trained fully with the rest of the team in January and are paired with an experienced manager to mentor them through the process, if necessary. The varying availability of parents is accommodated to maximize the involvement of all parents who express an interest in participating. Non-English speaking parents are encouraged to get involved and are paired with a staff person who speaks their language.

D. Process of Self-Assessment of Agency’s Program Services

The Self-Assessment is conducted in February of each year. Each team is assigned specific service areas and several sites to assess and determine compliance. Examples of tasks of the various teams include:

- Interviewing appropriate staff, community partners, and parents

- Observing the classroom environment
- Reviewing documents such as policies, procedures, and service plans
- Observing procedures as they are implemented in the field
- Completing checklists for health and safety and eligibility

Teams check in regularly to report progress, problem solve questionable compliance areas, and plan their next day. At the conclusion of the data-collecting process, individual teams meet and review their findings, and determine the following:

- Program strengths and compliances
- Non-compliances
- Recommendation of a plan of action to meet compliance
- Evaluate the process using a plus/delta approach which is used to inform the process for the next year.

E. Self-Assessment Results

Individual results of the self-assessment teams are submitted to the Analyst, who consults with the Bureau Director and Delegate Agency Director, and then compiles a complete report of the self-assessment.

The written report is sent out to staff, and if non-compliances are found, content area experts are assigned to develop a corrective action plan. Once the corrections are validated (immediately for health and safety items and within 30 days for all other items), the self-assessment report and plan of action are submitted to the Policy Council and Board of Supervisors in March. An approval is obtained for any corrective action plan involved. The final report, inclusive of the validation of submission and/or approval by the Policy Council and Board of Supervisors, is then submitted to the Administration for Children and families (ACF).

The results of the self-assessment are to be used in the planning process, in developing and improving program services, and in formulating the program approach, service plans, and goals and objectives for the program.

F. Monitoring the Plan of Action Resulting from Self-Assessment

Throughout the year, management staff responsible for any areas of non-compliance identified in the self-assessment process shall continue to monitor the status of the corrective action, using the results of ongoing monitoring efforts, to ensure the issue is resolved and continues to remain compliant.

Part III. Record Keeping and Reporting

A. General Description

Record-Keeping and Reporting Systems

The effective and efficient reporting system used in CSB meets federal guidelines as spelled out in the Performance Standards Record-Keeping Instruction and the state guidelines as required by state contract and licensing requirements.

The system provides for accurate and timely information regarding children, families and staff and meets the Confidentiality Policy of the bureau.

Each area of program services maintains the appropriate record-keeping and reporting systems according to the above mentioned federal and state guidelines to include: child and family records, site safety records, child records, child health records, family records, and personnel records. Systems for maintaining the records, specific to a program service area, are described in each section of these policies and procedures.

A file and records system is established/maintained by the Contra Costa County Community Services Bureau personnel office. In addition, copies of certain personnel records pertaining to all permanent staff, including Teacher Assistant Trainees job qualifications are kept at each child care center as required by state licensing.

Confidential files and records system shall be maintained in a locked cabinet to include official documents for each staff member.

- Procedure for File Transfers: When staff transfers to another site, it is the responsibility of the Site Supervisor at the new site to assure all required personnel files are sent to the new site by communicating with the Site Supervisor of the site from which the employee is transferring.
- The following procedures are in place to protect confidentiality of all sensitive material:
If files are faxed by CSB Personnel to the employee's new location, CSB Personnel will contact the site supervisor and request the site supervisor to oversee the fax machine to verify all confidential information is transmitted to the site supervisor only, protecting the employee's HIPAA rights to privacy.
- After the Personnel Staff receives a confirmation from the fax machine, the Personnel Staff will call or e-mail the Site Supervisor to ensure that all the documents sent to that site have been received.
- The site supervisor at the employee's previous location will shred all documents pertaining to the transferred employee, and will send email verification to CSB Personnel when shredding is complete.
- Employees have the option of personally transporting their files to their new site. The employee must sign for the file material, and immediately transfer the file contents to their new site supervisor. The site supervisor must send verification to CSB Personnel when proper filing procedures have been completed.
- Under no circumstances may files be transmitted by interoffice or pony mail.

B. Personnel Files

All personnel files are stored in the Personnel Unit in a locked cabinet and in a locked office. The access to the personnel files is granted only to the authorized personnel. An employee's union representative must have a written authorization from the employee to obtain access to his/her personnel file. When reviewing a personnel file, a member from the personnel staff must accompany the authorized personnel at all times in the closed door office. The authorized personnel must sign, date and write the reasons on the "Access to File" card located in front of each personnel file.

C. Family Files

1. Center Based

The Site Supervisor, comprehensive service staff or the head teacher at each site is responsible for maintaining the family's basic data file at each site. All children's files must be kept in a locked file cabinet. Access to files is permitted only by authorized personnel. When authorized personnel must access a child's file, the protocol must be adhered to. Two types of access and removal of a file from the cabinet can take place.

- The file is taken off site for audit or review:
Authorized staff must record the removal of the file off the site premises on the "Record Keeping Log" located at the site; He/she must log: "check in/out status" by completing the required information on the template.
- The file is accessed on site:
Authorized staff needing to work on a file on site must pull the file and in its place insert the file check-out card indicating: date, name and signature of staff pulling file. Upon return of the file, staff must sign in verifying the return of the file, and the check-out Card is removed.

In both of the above situations, an "Access to File" form must also be completed by the authorized person accessing the file. This is located on the right hand side of the first section of the child's file. One must indicate date, name, and purpose for accessing the file.

Files are kept on site for the current enrollment year until after the annual audit is complete. After the audit, files are prepared to be archived, and sent to a warehouse for storage. Children's files are kept for five years after our services to the family ends. Files are then shredded.

Effective January 1st 2014, any document or record may be maintained on electronic format if it was originally created in an electronic format and kept in its original unconverted electronic format. Documents or records created in paper form cannot be scanned and stored electronically alone. These records must be stored in their original paper format. Independently of being hard copy or electronic format, all records must be kept for at least five years

2. Alternate Payment Program: All family files must be kept in a locked file cabinet. Access to files is permitted only by authorized personnel.

Any document or record may be maintained on electronic format if it was originally created in an electronic format and kept in its original unconverted electronic format. Documents or records created in paper form cannot be scanned and stored electronically alone. These records must be stored in their

original paper format. Independently of being hard copy or electronic format, all records must be kept for at least five years. After this period, hard copy files will be shredded.

D. Client Files for Low Income Home Energy Assistance Program

All Client records and documents must be scanned in a secure folder. All scanned and hard copy client records are retained for three years from the contract close out. After three years from the contract close out date, the hard copies are then shredded.

E. Contract Files

Contract files are stored in designated cabinets in the Contract & Grants Administration office. Contract staff is required to maintain current and accurate records of contract activity. This includes contracts, board orders, insurance verifications, required clearances and Internal Revenue Service (IRS) documentation. The documents are kept in individual contract files, labeled by contractor name and contract number. Board orders are kept with each corresponding contract and in a general board order file, organized by month and year. EHSD Contracts and Grants Unit will maintain a record of all contractors' files and will include all licensing and program mandated forms. The following documents are maintained by the Contracts & Grants Unit:

- Independent Contractor contract files
- County Administrator Office Questionnaire for determining Independent Contractor status
- Corporation (non-profit and for-profit) Contractor contract files
- Contract files for contracts with other legal status, such as general partnership
- Contra Costa County Small Business Enterprise award forms (where applicable)
- Board of Supervisors board orders
- IRS W-9s and IRS W-4s (where applicable)
- Certificate of Liability Insurance
- Fingerprint clearance form (where applicable)
- Current Health Screening Form or proof of current physical exam and TB clearance (where applicable)
- Contra Costa County Auditor-Controller Insurance clearance
- CSB Contract Request forms, with authorizing signatures

F. Public Access to County Records

In accordance with the California Public Records Act and the Better Government Ordinance, any person is entitled to inspect and to receive copies of the public records of the County, including records of individual departments. Upon a request for a copy of public records, county staff is to make the requested records available to any person upon payment of applicable fees. Disclosable county records may be inspected anytime during regular business hours. Every attempt should be made to allow prompt inspection of the requested disclosable records. If copies are requested, they should be provided no later than the next business day if possible to do so.

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i. Disclosable Records:

Any existing writings containing information relating to the conduct of the public's business prepared, owned, used or retained by the County regardless of physical form or characteristics are considered public records and should be disclosed by request. These include, but are not limited to, papers, books, maps, charts, photographs, audio tapes, and video tapes, information stored in non-paper form on a computer or other electronic media and other material. Additionally, writings that are not, in whole or in part, exempt from disclosure under the Public Records Act and the Better Government Ordinance.

ii. Exempt from Disclosure Records:

Personnel, medical or similar records which cover intimate and personal information such as: employee performance evaluations, employee home address, home telephone number and all personal information are exempt from disclosure. Certain other public employee information may be released: (1) amount of an employee's gross salary and benefits, job classification, and job duties; (2) Merit board and arbitration disciplinary proceedings and writings submitted in such proceedings; (3) information in case of emergency or need when such disclosure appears reasonable to protect any person's health or welfare; (4) information for authorized criminal law enforcement purposes; (5) information required by subpoena, testimony or other legal process; (6) information authorized to be released to third parties by the written consent of the effected employee; and (7) any other information, when reviewed and approved by CC County Counsel prior to release.

- Investigatory records compiled for correctional or law enforcement purposes such as: records of complaints, preliminary inquiries if a crime or violation has been committed, full investigations, and memoranda "closing" an investigation.
- Examination data such as questions, scoring keys, examination data used to administer a licensing, employment or academic examination.
- Confidential legal writings such as writings to or from the CC County Counsel to an attorney who represents the County or writings especially prepared for or by the County Counsel providing legal advice, analysis of proposed legislative actions or positions, terms of settlement of litigation, post-negotiation reports.
- Health Services contracts between the County and the State and writings related to those contracts.
- Particular statutory exemptions related to specific situations such as information about health facilities, assessment records, agricultural information, etc.
- Real estate appraisals or engineering studies relating to the acquisition of properties or to prospective construction contracts.
- Preliminary drafts, notes, memoranda and "deliberative process".

CSB employees are encouraged to contact Personnel when approached with requests for disclosure of documents by the public. Personnel staff will provide advice or contact County Counsel for additional clarification. In such cases, the employees are expected to provide the requestor/s with timelines in which the requested information will be provided to them.

Part IV. Business Systems

A. Overview

The Business Systems Unit supports the operation of CSB programs by ensuring that CSB has:

- Safe, secure facilities.
- Technology and related services to effectively manage work.
- Safe transportation for travel as necessary and available.
- Grant writing leadership and support.
- Ongoing monitoring, planning, and communication systems.
- Equipment and supplies necessary to operate a quality program; and
- Forums for sharing ideas and implementing continuous improvement.

B. Facilities

1. Physical Environment and Facilities

- Both CSB and their designated contractors shall endeavor to operate offices and childcare centers that are free of exposure from toxins such as cigarette smoke, pesticides, herbicides, lead, and other air pollutants as well as contaminants from the soil and the water.
- Smoking is not permitted under any circumstances on the premises of the centers and is posted as such. Anyone found bringing in a lit cigarette, electronic cigarette, or cigar shall be directed to immediately leave the office/center until the item has been safely extinguished outside of the building.
- No center or office shall be sprayed with herbicides or pesticides when children or staff is present.
- Each center has a thermostat that must maintain a minimum of 68 degrees F. and a maximum of 85 degrees F.
- All plumbing fixtures must be sanitary, safe and in working condition at all times, including hot and cold water availability (a minimum of 105 degrees F. and not to exceed 120 degrees F) and may not serve more than 15 children.

i. Children's Centers-Outdoor Environment

The outdoor space must be safe and free from hazards at all times. Each morning, before the children go outside, the Site Supervisor or designee must assess the entire outside area including the sandbox, climbing area, playground surfacing, fences and any other area in use by the children to ensure compliance with state and federal health and safety requirements. This is done by using the "Outdoor Health and Safety Checklist".

If there are hazards on the playground, the Site Supervisor must:

- Assess what needs to be done immediately to fix the hazard. If he/she is unable to fix the situation immediately, he/she must make alternate space for the children until the situation is fixed.
- Report the hazard to his/her immediate supervisor.
- Complete a Facility Work Request after receiving approval from the Site Supervisor.
- In centers with infants, toddlers and preschoolers, the age groups must be kept separated at all times.

ii. Children Centers-Indoor Environment

The indoor space must meet applicable state and federal regulations at all times. Each morning, the opening staff member(s) must conduct an indoor health and safety check to ensure the facility is ready for children.

iii. Infants Environment

The indoor and outdoor spaces for infants must be separate from areas for children of differing ages. Inside it can be a separate room or separated by moveable walls or partitions that have correct square footage in each area. The moveable walls or partitions must be at least four feet high, made of sound absorbing material and designed to minimize injury to infants.

The calculation of the indoor space does not include the space used by cribs. The sleeping area must be physically separate from the activity area. This can be accomplished by having a separate room or with the partitions described above.

2. Building Security/Alarms and Maintenance

i. Building Closure

Procedures are established at each site based on the whether they have an Electronic Access System and/or Building Security Alarm. Each site and the administrative office is responsible for developing and enforcing a building opening and closing procedure. The Site Supervisor or senior staff member is responsible to see that all appropriate staff are informed and trained on the procedure of locking the building and arming the alarm (if applicable). Information on how to contact the alarm company and who to contact for after hour emergencies is posted on the alarm panel.

ii. Building Security Alarms

Building security alarms are turned on by assigned staff when leaving the site at the end of the day and turned off at the beginning of the day. Assigned staff may not share individually assigned alarm

codes unless it's an emergency situation. If there are problems with arming or disarming the system, staff must call the alarm monitoring company at the phone number shown at the arming station. If assistance cannot be provided over the phone, an alarm technician will be sent to the site. If error codes are present but the system is functioning, staff should submit an electronic work order to Facilities stating the error code.

The Security system performs a self-test and displays a trouble code for any required maintenance on a daily basis. An emergency contact list is provided to the alarm monitoring company of staff to contact in case of an alarm being triggered after hours.

iii. Fire and carbon monoxide monitoring systems

Fire and carbon monoxide monitoring systems are tested annually by the Public Works staff and inspection reports are kept on site. Any identified deficiencies must be repaired and pass re-inspection. Repair work orders are submitted electronically to Facilities by the Site Supervisor along with a copy of the Fire Inspection Report on the day of the inspection.

Trouble codes are sent from the alarm system to the monitoring company which alerts the fire department. When the alarm sounds, staff must evacuate the building to the designated evacuation area and wait for emergency personnel.

iv. Exterior door alarms

Exterior door alarms are located at the top of the door(s) and are to remain active in the "On" position at all times. Alarms can be over-ridden by the use of a key that turns the alarm to the "Off" position and allows access to and from a classroom.

The Site Supervisor will submit a work order to Facilities the same day as problems occur, for example the alarm not sounding when the door is opened without turning the key to the "Off" position. The exterior doors alarms are battery operated and beep when a battery becomes weak. Facilities Building Services Workers will replace batteries within 24-hours of receiving a work order request notifying them of a low battery alert.

The Safety Officer performs a test of exterior door alarms as part of the monthly health and safety checklist and all problems are reported to Facilities immediately through submission of an electronic work order request.

v. Alarmed Push Bars on Half-doors

Alarmed push bars on half-doors are located in building entrances and must be armed at all times. The Safety Officer tests all half-doors in the facility as part of the monthly health and safety checklist and all problems are reported to Facilities immediately through submission of an electronic work order request. The Site Supervisor will submit a work order the same day as problems occur, for example when the alarm doesn't make a sound when opening the door and pressing on the bar, or if the alarm does not reset after the door is closed. A half door that is armed will show a red light on the alarm panel. No light or a green light indicates the alarm is not set.

To activate the alarm: the key is turned to the off/green light position, staff waits 30 seconds, and then turns to the on/red light position. Keys to the doors are to be kept out of the reach of

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children at all times and in a discrete location from visitors. Staff is to demonstrate proficiency in arming the system. Facilities staff will review and provide training on arming the doors upon request.

Centers with alarmed push bars on playground gates are to include the testing of the gates in the monthly Health and Safety checklist. Playground gates do not have alarm panels with lights and are armed at all times.

vi. Electronic Access Card Systems

Electronic access card systems on exterior entry doors maintain the security of the facilities by limiting access. Staff is issued electronic access cards to sites that work like electronic keys. Exterior doors remain locked from the outside while allowing staff access with their electronic card. The cards are also printed with staff names and photos to be used as identification cards. If an electronic access card is lost or stolen it will be promptly deactivated to maintain the security of the facility. Repairs to access card systems are rarely needed and are made when issues are reported by the Site Supervisor to the Facilities unit through an electronic work order request.

vii. Keys

Keys for entry to the Community Services Bureau buildings will be furnished by Business Systems per the request of the Site Supervisor or employee's supervisor.

At the time of the issuance of keys, the employee will be requested to sign the Portable Media/Access Policy and key sign out sheet.

Upon receiving access to any of the site keys, the staff member is responsible for safe keeping the key and its use as well as to ensure that all building doors are secured prior to leaving the building. Keys are not to be loaned or made available to others and any lost or stolen keys should be reported to Business Systems immediately. For more information, refer to the Portable Media/Access Device Policy.

viii. AiPhone (Video/intercom) Systems

AiPhone systems are used at some sites to allow staff to easily allow access to families while keeping the facility secure. Visitors to a center press the buzzer outside the entrance and are greeted over the intercom, when they are visually identified the door is unlocked.

ix. Video Surveillance Systems

Video surveillance systems operate 24 hours a day 7 days a week. The Site Supervisor monitors the surveillance cameras daily and confirms cameras are directed to show a clear unobstructed view of the classrooms, entrances and playgrounds. Any obstructions to the view or misdirected cameras are reported to Facilities through an electronic work order request by the site supervisor the same day as they occur. The Facilities staff will check the video feed from their location and report the problem immediately to Public Works. The facilities unit will work with Public Works to make any necessary repairs within 24 hours of the reported problem.

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Requests for video footage are made to Facilities by the Site Supervisor or senior management staff through an electronic work order request. Requests must be made as soon as possible as the system only retains footage for up to a week.

3. Acquiring Space

The Policy Council must be consulted on the location of space acquired for the program's use. The space acquired must meet all applicable local ordinances for both classroom and office use. Additionally, all space acquired for classroom use must meet all the state and federal regulations. Negotiation of leases is delegated to Contra Costa County Lease Management and lease costs must be within budgeted amounts designated for such expenditures. Lease Management prepares/finalizes all leases for the Assistant Director's signature. In addition, the Business Systems Manager or Division Manager must approve/sign all the leases negotiated for CSB.

4. Use of County Facilities

The use of county facilities is covered by the following regulations:

- Use of County building space by private organizations is regulated by inter-agency agreement.
- Departmental officials may make arrangements for posting official announcements on County bulletin boards through the General Services Department. Use of County bulletin boards by private organizations for advertising, except as provided by ordinance for employee organizations, is prohibited.
- CSB program managers are responsible for County facilities and property used by employees under their jurisdiction. While controlling and administering use of space/facilities, managers must see that employees do not introduce material which others would find objectionable / offensive for reasons such as different social, political, religious, or moral beliefs.
- Solicitation of contributions and sale of merchandise within County buildings except for purposes authorized by the Board of Supervisors is prohibited.
- Restrooms and lounge facilities are provided for employee use.
- CSB classrooms and offices are not to be used as lunch or coffee rooms.
- All facilities serving children must meet applicable state and federal regulations pertaining to health, safety, and developmentally appropriate practice.

5. Document Posting

Before classes begin each program year, the Site Supervisor obtains and assures the proper posting or filing of the following documents at each facility and/or classroom:

- Evacuation Plan
- Fire / Earthquake Drill Schedule
- Emergency Guidelines for Illness and Accident First Aid Manual
- Emergency phone numbers for fire, police, paramedics, nearest emergency hospital, poison control center, physician, and administrative office
- Parents' Rights Form
- Children's Rights Form

- No Smoking signs
- Employee Safety Policy Statement
- Current license
- Any other document mandated by the state or federal government.

Note: Children's contact numbers are never to be posted.

6. Safety Officer

For each building which houses CSB personnel, a safety officer has been designated. General responsibilities of safety officers are to:

- Complete a monthly health and safety checklist.
- Instruct co-workers in emergency procedures.
- Assist the Supervisor/Manager in charge during an emergency.
- Keep track of persons assigned to each building.
- Know the conditions under which a building should be evacuated.
- Know what procedures/equipment is available for the evacuation of handicapped persons.
- Know the location of all primary and alternate building exits and know direct routes to each exit.
- After evacuating a building, search to make certain all individuals have left.
- When emergency responders arrive, report to them any injured person requiring special attention.
- Call roll at the evacuation assembly area and report missing persons to emergency responders.
- Know the location of all fire alarms and fire extinguishers.
- Know how to operate fire extinguishers.
- Know the location of all the first aid and emergency kits.
- Know first aid and CPR.

C. Use of Technology

CSB utilizes a variety of technology throughout the bureau and is supported by the Contra Costa County Department of Information Technology.

1. Child Location Observation Utilization Data System (CLOUDS)

CSB uses CLOUDS as its management information system. Staff are required to keep the system up-to-date in accordance with their respective roles in the organization. These roles are detailed in these policies and procedures in each service area. In addition, teachers are responsible for ensuring that parents sign their child in and out electronically. Manual systems are in place for back-up purposes.

i. User Support

CLOUDS user manuals are posted on the CSB intranet and in the Shared Drive (x:\CLOUDS) that details how to use the system. In addition, training is provided in an ongoing fashion via user groups. New staff is assigned a mentor user to orient them to the system.

ii. Ongoing System Enhancements

All system enhancements must be requested via the content area expert for the respective portion of the system. Content area experts formally request the enhancement to be placed in the project queue via the CSB Help-Desk System (Track-It). Enhancement requests must include attachments with screen shots and indicate the level of priority with a justification for the priority level. The Business Systems Manager will evaluate all requests and notify requestor of the final decision regarding placement in the project queue. As enhancements are developed, content area experts are required to test them and then to inform staff regarding proper usage of enhancement. User manuals will be updated with finalized enhancements by the vendor.

D. Equipment and Supplies**1. Procedures for Ordering Materials - Employees and Supervisors****i. General Description**

An employee or supervisor has alternatives for obtaining non-emergency material or services:

- Office Supplies - Approved ordering staff at each location prepare an on-line order form. CSB has an approved shopping list of discounted items that should be utilized whenever possible. Items can be added from the general catalog if they are not on the approved list. The completed order is sent electronically to the Assistant Director/Program Manager for approval and submission to the office supply company. Ordering staff can track their order progress online.
- Classroom Supplies – Requests for classroom supplies are sent from the Site Supervisor to their Assistant Director for approval. The designated Assistant Director orders classroom supplies for all sites.
- Health / Janitorial Supplies – All health and janitorial supplies may be ordered on an online Supply Order Form. Supply orders should be completed on a monthly basis by the Site Supervisor and are approved by the Assistant Director. The order is then sent electronically to the Purchasing Unit for processing.
- Open Purchase Order - The County has established a number of Open Purchase Orders (POs) with vendors in the area authorizing certain persons to pick up material and charge it to the CSB account.
 - If you wish to order materials from these vendors, submit a purchase requisition to your supervisor for approval of the Assistant Director. If approved, it will be forwarded to a person authorized to purchase material under the Open PO by credit card or other arrangement. If an order is over \$5,000 it must be signed by the Division Manager.
 - After the purchase is made, the requisition and the vendor's receipt will be forwarded to the CSB Accounts Payable Unit. When the bill is received, the Accounts Payable Clerk will match it to the approved requisition and receipt prior to payment. CSB has established Open Purchase Orders with many vendors. A current list can be obtained from Fiscal. If you are making a large number of purchases from a vendor that does not have an Open PO you may request that one be established by contacting the purchasing clerk.

CSB Requisition: If there is no Open PO available for the material required, you must submit an approved CSB purchase requisition to your division's purchasing clerk. After a purchase is made, the requisition and packing receipt must be forwarded as soon as possible to CSB Accounts Payable Unit. When the bill is received the Accounts Payable Clerk will match it to the approved requisition and receipt for payment.

ii. Purchasing Procedures - Purchasing Clerks

Purchasing clerks are located in the CSB Administrative Office and are responsible for processing all department requisitions. Once the purchasing clerk receives a CSB requisition he/she has several options of procurement methods depending on the situation. Below is a description of the methods available to the purchasing clerk.

- Warrant Request - CSB can normally use a Warrant Request to purchase items with a total cost under \$500. This form needs to be signed by the requester and an authorized manager. This procedure is faster than a purchase order as it does not need to be processed by County Purchasing.
- CSB cannot use a Warrant Request to purchase any item that can be purchased using an open purchase agreement. In addition, the following items cannot be purchased using a warrant request:
 - Furniture
 - Printing Services
 - Appliances
 - Professional Services
 - Cellular Telephones
 - Building Related Charges
- County Requisition (Form REQ) - For vendors not having an Open PO, or not qualifying for a Warrant Request, items are purchased using an approved Purchase Order. The purchasing clerk completes a County Requisition form based on the submitted requisition form and forwards it to the General Services Purchasing Division for preparation of a Purchase Order.

There is no dollar limit for a Purchase Order however it can be an extensive process as it may have to go through the County's procurement process and involve soliciting competitive bids and awarding of the contract to the lowest qualified bidder depending on the dollar amount of the proposed contract. It should be noted that, when time is critical, CSB might ask the Purchasing Division for a PO number. If they agree, CSB is allowed to make the purchase without the normal process.

- Equipment Definition: purchase of equipment must adhere to both Grantee policies and guidelines outline in the Contra Costa County Head Start Administrative Manual. (For local purposes, "equipment" is defined as any purchase costing \$5,000 or more.) Any equipment/equipment purchase not identified in the annual grant (or subsequent applications) must receive Policy Council, Regional, and Executive Director's approval. Such requests must be made prior to the end of the Head Start fiscal year (by December 31st of each year). Equipment funded in part or wholly through CA Department of Education must have prior approval on any single item of \$5,000.
- Supplies: Supplies purchased for CSB programs must be deemed necessary and appropriate by the Bureau Director. (The process for expenditures of funds for supplies is outlined in the

procurement procedure on file in the fiscal office. It must be followed.) All expenditures of funds must be approved by the Program Director.

2. CSB Equipment, Toys, Materials, and Furniture

i. General Description

CSB sites must provide clean sheets and blankets for children's use at naptime and they are to be washed each week or as needed. If there are not sufficient sheets and blankets, the Site Supervisor must notify the Assistant Director immediately.

All play structures and equipment used by the children must meet the following requirements:

- Age and developmentally appropriate.
- Maintained in good condition.
- In sufficient quantity to allow full participation.
- Free of health and safety hazards.
- Free of toxic substances.
- If any material in the environment does not meet the above standards, it must be removed immediately or deemed off limits to the children until it can be safely removed.

ii. Infant Furniture

- The infant equipment and furniture, inside and outside, must be developmentally appropriate and includes cribs, cots or mats, changing tables and other necessary equipment. The type, height, and size of all furniture and equipment must be age appropriate. There must be a variety of age appropriate washable toys and equipment.
- CSB does not use swings, playpens, walkers or high chairs. Walkers may not be kept on the premises. Equipment that is assembled when purchased must not be modified, and if assembly is needed, it must be assembled according to the manufacturer's instructions.
- Supplies containing toxic materials or substances shall not be purchased and used on the centers.
- All equipment and furniture must be maintained in good repair, safe condition and disinfected after each use. Equipment must be safe and must not have sharp points or edges or splinters, or be made of small parts that can be swallowed.
- Toilets and hand washing sinks must be in close proximity to the activity areas.

Infant changing tables must:

- Have a padded surface no less than one-inch thick and be covered with washable vinyl or plastic
- Have raised sides at least three inches high

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- Be maintained in good repair and safe condition
- While in use, be placed within arm's reach of a sink
- Not be located in the kitchen/food-preparation area

Toy storage containers must meet the following requirements:

- Lids and the hardware used to hinge lids on boxes or chests must be removed
- All edges and corners must be rounded and padded
- The container must be well ventilated
- The container must be lockable
- The container must be maintained in good repair and safe condition
- Metal and wood boxes must not have sharp or splintery surfaces

Pacifiers must have a shield or guard large enough that the child cannot choke. Rattles must be large enough that they cannot become lodged in the infant's throat and constructed so that they will not separate into small pieces.

It is recommended that all infant sites comply with the US Consumer Product Safety Commission advice for the selection and safe use of children's toys. Avoid toys with small parts. Look for the age recommendation on labels. Toys should be suited to the skills, abilities and interests of children.

iii. Infant Napping Equipment

Each crib, mat or cot must be occupied by no more than one infant at a time.

For each infant who is unable to climb out of a crib, a standard size crib meeting the following requirements is provided:

- Slats must be no more than 2 and 3/8 inches apart.
- Tiered cribs are not allowed.
- Cribs must not limit the ability of the staff to see the infant.
- Cribs must not limit the infant's ability to stand upright.
- The mattress must be at its lowest position.
- Cribs will have stationary sides.

Crib mattresses must be:

- Covered with vinyl or similar moisture resistant material.
- Wiped with disinfectant daily when soiled or wet.
- Maintained in a safe condition with no exposed foam, batting or coils.
- Bumper pads must not be used at CSB facilities.

- Each infant must have his/her own bedding used solely for him/her. It must be replaced when wet or soiled or when it is to be occupied by another infant.
- Bedding must be changed daily or more often if required, and placed in a container that is inaccessible to children.
- Floor mats or cots must be provided for all infants who have the ability to climb out of a crib.
- Cribs, mats or cots must be arranged so that the staff can reach each infant without having to step over or reach over any other infant. Placement must not hinder going in and out of the nap area.

3. Use of County Communication Services

i. General Description

Communication services are provided for the use of County employees for work-related communications. For example:

- The telephone system is provided for the use of Contra Costa County employees in the conduct of their assigned duties. (See EHSD & CSB Internet/Email/IT Standard Usage Policies)
- Contra Costa County provides a message service (to forward written material and small packages among various County facilities on a regular route and time schedule). Each work site served posts the time of pickup and delivery; this service is to be used where available (Supervisors have further information regarding this program).
- The Contra Costa County Public Works Department provides a centralized United States Postal Service operation. All mail must be processed through this Center (except for emergency situations). Materials to be mailed may be submitted through Messenger Service.
- The department pays for all postage charges, but receives reduced costs for bulk and ZIP code mailings. Contra Costa County's Postal Service is provided for office use of County staff. It is not to be used for personal benefit of employees or the public (Supervisors may be contacted for rules and Regulations regarding United States Postal Services).
- Fax machines are available for Contra Costa County use. Telephone numbers for fax machines are listed in the Inter-Office Telephone Directory. CSB implemented the use of E-fax, faxes received and sent by email, and paperless faxing through copiers to switch to paperless faxing.

ii. Portable Communication Devices

Smart phones, two-way radios, tablets, laptops and wireless modems (collectively referred to as portable communication devices) are utilized by CSB to allow management personnel to stay in

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communication when away from their primary office, when traveling on business, and in emergency situations. Portable communication devices are county property and are covered under the same requirements as other county property.

Employees are responsible for the security of communication devices and are to report lost, damaged or malfunctioning devices to their supervisor as soon as possible after discovery.

- Employees are responsible to ensure the confidentiality and security of information contained on or obtained through communication devices.
- All communication on the device is considered county business and as such is not considered personal or private.
- Voice messages, text messages, e-mails, photos and other methods of communication or storage of information can be reviewed at any time by appropriate county personnel. This includes call, data and text logs.
- Communication devices are to be used for county business only. Inappropriate use of county property, including the personal use of communication devices that cause excess use charges to be incurred whether reimbursed or not, can result in loss of privileges to use county property.
- Communication devices are to be used only by the county employee they are assigned to. If devices are to be used by more than one authorized employee they will be assigned to specified employees for a defined time period before reassignment to other employees. (Sites make assignments on the Equipment Check-out Log).
- Use of a device for texting while driving, whether in a county vehicle or personal vehicle on county business, is prohibited by state law. Phone calls made or received while driving are strongly discouraged, but are allowed only if possible with the safe use of hands-free devices.
- CSB is required to submit reports on the use of the devices to DoIT and the CAO. The reports will contain information specific to each device, including any use of a device that caused additional charges to be incurred, and confirmation of reimbursement of those charges.
- As with all county property, each communication device (including accessories) is to be returned upon change of position or separation of employment.

Two-Way Radio: In the event of an emergency such as natural disasters, storms and other emergency situations where normal methods of communication are disconnected and all else fails, the use of the two-way portable radios as a primary communication option is a must. Two-way radios have played a vital role as the most reliable form of communication, which is why it is primarily used by the military, law enforcement and other emergency personnel.

In the event of an emergency, a transmission will be relayed county wide to all centers from the Administrative office at Civic Court. A "roll call" will be conducted along with center status checks. In some cases, there could be an emergency/event only affecting one particular area of the county. If this

is the case, certain centers may be directed to switch to a secondary channel to transmit (our radios have a primary and secondary channel).

Please refer to the "Two-Way Radio Guideline" on the CSB Intranet Resource Center under the "Facility Guidelines" folder for information on how to utilize the radios.

E. Vehicle Usage Policy

1. General Procedures

CSB maintains vehicles for use by authorized personnel in order to conduct official County business. Policies on the use and operation of vehicles on County business also apply to driving personal vehicles while on County business. Vehicles are reserved through designated clerical staff or vehicle reservation calendars. In an effort to ensure that CSB vehicles are kept in top condition, the following procedures must be followed.

- County vehicles can only be used by authorized employees.
- Authorized drivers must have a valid California Driver's license.
- Authorized drivers are to immediately notify their supervisor of any change in the status of their California Driver's license.
- County vehicles are to be used only for authorized county business.
- Drivers are responsible for safe driving, including parking in a well-lit area, and locking the vehicle at all times.
- Drivers are to be courteous and practice defensive driving and fuel conserving practices.
- Authorized drivers are to observe all traffic rules and regulations.
- Carpooling in county vehicles is strongly encouraged when multiple employees are attending the same business function.
- Employees are prohibited from carrying unauthorized riders while on county business.
- Moving, parking and toll violations are the personal responsibility of the driver.
- No smoking is allowed in county vehicles.
- While the vehicle is in operation no eating or drinking is allowed.
- Cell phones and other hand held devices are not to be used while operating a vehicle, unless:
 - The device is secured in a mounting system to the dashboard (including air vents) or windshield (placed in one of two positions on the windshield - in the lower left or right hand corner).
 - Can be operated by tapping or swiping the screen with one finger.
- All persons driving or riding in a vehicle are to be properly secured with the use of seat belts or other approved restraint systems.
- Vehicles are to be returned free of trash or other debris.
- Car seats and other cargo should be secured in the cargo area of the vehicle so that they will not become projectiles in case of a sudden stop or accident.
- Drivers are to wear appropriate footwear, no backless or loose sandals.
- Vehicles are to be returned with a minimum of a half tank of fuel.
- County vehicles are to be fueled regularly at the County Fleet station or other approved facilities.

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- The County credit card is to be used exclusively for purchasing gasoline at authorized fueling centers. (See list of centers and addresses in the vehicle binder fuel tab.)
- If the credit card is lost it must be reported immediately to avoid fraudulent use.
- County vehicles will be serviced at the Fleet Service Center on Waterbird Way, except in after-hour emergencies.
- CSB does not use Fleet loaner vehicles. Contact the Facilities clerk for possible temporary use of another CSB vehicle if necessary.
- County vehicles are not to be taken to a personal residence without Sr. Management approval.
- Vehicle binders and keys are to be returned punctually after vehicle use.

It is CSB policy to use a county vehicle when one is available in lieu of using a personal vehicle. If a county vehicle is available it must be utilized unless a supervisor determines that the use of a personal vehicle is justified. Justification for the use of a personal vehicle is documented by the supervisor's signature on the request for reimbursement of travel expenses.

2. Accident and Maintenance/Repair Reporting

Drivers are to report any accident or service need the same day as the occurrence. All accidents must be reported and the proper paperwork to be completed and submitted to Risk Management within 24 hours of the accident. Any unusual sound, odor, low fuel, maintenance light or other indication that the vehicle is malfunctioning or may need service is to be reported to the clerk when returning the vehicle binder.

3. Child Passenger Safety Procedures

A child will be transported in county vehicles only if the child is fastened in an approved developmentally appropriate safety seat, seat belt, or harness appropriate to the child's weight, and the restraint is installed and used in accordance with the manufacturers' instructions for the car seat and the motor vehicle. Each child must have an individual seat belt and be positioned in the vehicle in accordance with the requirements for the safe use of air bags.

Age and size appropriate vehicle child restraint systems shall be used for children under 8 years of age, less than 80 pounds or under 4'9" tall. Vehicle restraint systems should be secured in the back seats only. Children shall ride facing the back of the car until they have reached two years of age or weigh over 40 pounds or are 40 or more inches tall. A booster child safety seat shall be used when the child has outgrown the convertible child safety seat. A vehicle seat belt can only be used when the child is 8 years of age or older, 80 pounds or 4'9" in height. The seat belt only fits properly when the lap belt lies low and tight across the child's hips (not the abdomen), touching the upper thighs and the shoulder belt lies flat across the shoulder, snugly across the mid chest, away from the neck and face. Never tuck the shoulder belt under the child's arm or behind the child's back. The child's knees should bend easily over the edge of the vehicle seat.

Staff transporting children must be aware of the following:

- The rear of the vehicle is the only place for a child to ride.
- Staff should use the diagram of the seating plan when placing children in a vehicle.

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- Lap-belt only positions can only use the 5-point harness car seats.
- Shoulder and lap belt positions close to the sliding door should be last position to seat a child.
- The car seat and seat belts should be checked before each use to make sure they are installed correctly and that the belt straps are not twisted.
- Empty car or booster seats should be strapped in with the seat belt system or stowed in the cargo area away from the passengers.
- No loose items should be on the floor.

The following are child passenger safety basics for each type of car seat:

- **Rear-Facing**
 - Must ride rear facing until at least 2 years of age, weighs 40 pounds or is 40" tall
 - Do not bundle or swaddle; no heavy clothing
 - Harnesses at or below shoulder level
 - Harnesses snug and flat across infant
 - Retainer clip at armpit level
 - Must ride at a 45 degree angle
 - Seat secured tightly to vehicle with less than 1 inch of movement side-to-side and forward
- **Forward-Facing**
 - Children 2 years of age and 40 pounds but weighing less than 80 pounds or under 4'9" tall, ride either in a convertible or forward facing seat in the forward facing position
 - No heavy clothing
 - Harnesses above shoulder level and in reinforced slots
 - Harnesses snug and flat across infant
 - Retainer clip at armpit level
 - Generally ride fully upright
 - Seat secured tightly to vehicle with less than 1" of movement side-to-side and forward
 - Top tether in use when available and appropriate
- **Belt Positioning Boosters**
 - For children who have outgrown the car seat but do not yet fit the adult lap/shoulder belt
 - Lap belt crosses pelvis or top of thighs
 - Shoulder belt crosses chest
 - Middle of child's head is below the top of the vehicle seat or booster

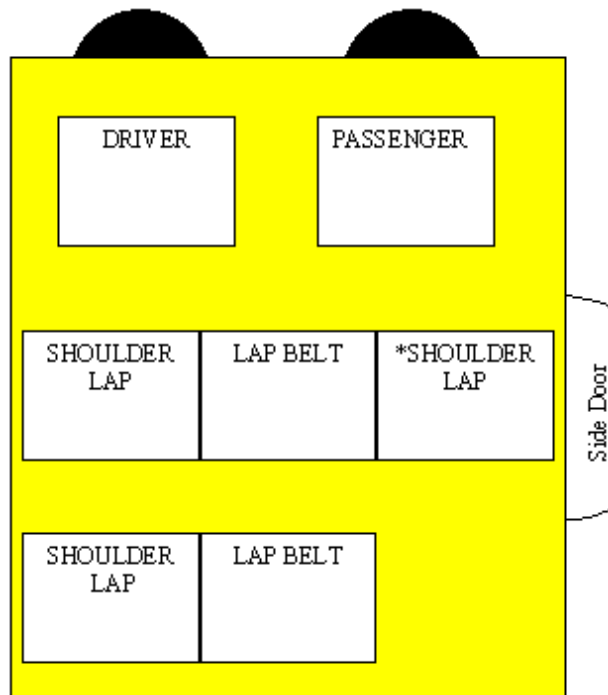
F. Transportation

While CSB does not provide direct transportation services to and from the centers each day, the Site Supervisor or Comprehensive Services team member must assess the needs of each family upon enrollment and attempt to make reasonable effort to assist if the family is in need of transportation services to the center.

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Transportation services are offered for the following:

- To / from socialization activities
- To / from Policy Council Meetings
- To / from field trip locations



- Lap Belts – use only 5-point Harness Seats. No Boosters
- Shoulder Lap with Star (*) is the last Shoulder Harness to fill
- No loose items in the vehicle
- Unused car or booster seats are strapped in or removed from the passenger area of the vehicle.

G. Emergency Procedures

1. Gas Leak/Power Outage

i. If you detect an odor of natural gas:

- Determine where the odor of gas is emanating from.
- Contact PG&E at (800)743-5000.
- Contact the local Fire Department.
- Evacuate the building (if you feel there is an immediate threat to children and staff).
- If the gas odor emanates from outside the building, close all windows and doors and remain inside.
- Contact your Supervisor and Facilities.

ii. Power Outage:

- Have your flashlight ready to move through darkened areas.
- Contact PG&E at (800)743-5001.
- Contact your Supervisor and Facilities.

2. Shelter in Place

In the event of a chemical release, safety sirens in Contra Costa County's industrial corridor will sound to alert the public. If you hear the sirens, or are told to Shelter-in-Place, emergency officials recommend that you Shelter, Shut and Listen:

- Stay inside.
- Close all windows and secure doors (locking provides a tighter seal).
- Close the center.
- Post the Shelter-In-Place notification sign on the front of the building or Suite doors.
- Children, staff and any visitors are to remain inside the building*.
- Turn off all ventilation systems such as heating or air conditioning.
- If there are gaps in windows or doors, seal with tape or damp towels.
- Have an AM radio for emergencies and tune to KCBS, 740 AM for more information.

*No one (with the exception of First Responders) will be allowed to enter or exit the building until the Shelter-in-Place is lifted

3. Earthquake

You cannot tell from the initial shaking if an earthquake will suddenly become intense, so always Drop, Cover and Hold On immediately (Center staff must assist children first)!

- DROP to the ground (before the earthquake drops you!).
 - COVER your head and neck with your arms and seek shelter by getting under a sturdy desk or table, if nearby.
 - HOLD ON to your shelter and be prepared to move with it until the shaking stops.
- i. **Indoors:** Drop Cover and Hold On. Avoid exteriors walls, windows, hanging objects, mirrors, tall furniture, large appliances, and kitchen cabinets with heavy objects or glass. However, do not try to move more than 5-7 feet before getting on the ground. Do not go outside during shaking! The area near the exterior walls of a building is the most dangerous place to be. Windows, facades, and architectural details are often the first parts of the building to break away.
- If you are unable to Drop, Cover, and Hold on: If you have difficulty getting safely to the floor on your own, get as low as possible, protect your head and neck, and move away from windows or other items that can fall on you.
 - In a wheelchair: Lock your wheels and remain seated until the shaking stops. Always protect your head and neck with your arms, a pillow, a book, or whatever is available.

- ii. **Outdoors:** Move to a clear area if you can safely do so; avoid power lines, trees, signs, buildings, vehicles, and other hazards.

4. Fire

i. **If a fire occurs, GET OUT, STAY OUT, and CALL FOR HELP:**

- Remain calm.
- If you smell smoke, activate a fire alarm.
- Follow exit route and evacuation procedures for your center/office. Make sure to feel the door before opening it. If it is hot, do not open it, look for an alternate exit. If there is none, remain in the room and call for help. Close the door on your way out to help isolate the fire.
- Center staff must sweep the area and ensure all children are evacuated.
- Assist all children and those who are unable to exit the building on their own if it will not put yourself at additional risk.
- Do not use elevators.
- If the area you are in fills with smoke, drop to the floor and crawl to the nearest exit or smoke-free area.
- If your clothes catch on fire, immediately STOP, DROP, and ROLL.
- Once you are in a safe area, call for help

i. **You should only attempt to fight a fire if the following conditions exist:**

- If the fire is small and contained.
- You are safe from toxic smoke.
- You have a means of escape.
- Your instincts tell you it is safe.

ii. **You should flee a fire if:**

- If the fire is spreading rapidly or is a large fire.
- You are unsure of how to operate the extinguisher.
- The extinguisher runs out of agent.
- The fire could block your escape route.

5. Severe Weather

i. **Heat Wave Safety Tip:**

Elderly persons, small children, chronic invalids, those on certain medications or drugs (especially tranquilizers and anticholinergics) and persons with weight and alcohol problems are particularly susceptible to heat reactions, especially during heat waves in areas where a moderate climate usually prevails. The following safety tips are recommended:

- Slow Down, strenuous activities should be reduced, eliminated, or rescheduled to the coolest time of the day.
- Individuals at risk should stay in the coolest available place, not necessarily indoors.
- Limit sun exposure between 10am and 4pm. Play in the shade, if at all possible. Keep babies under six (6) months of age out of direct sunlight.
- Dress for summer. Lightweight light colored clothing reflects heat and sunlight, and helps your body maintain normal temperatures.
- Drink plenty of water or other non-alcohol fluids. Your body needs water to keep cool. Drink plenty of fluids even if you don't feel thirsty. Persons who (1) have epilepsy, or heart, kidney, or liver disease, (2) are on fluid restrictive diets or (3) have a problem with fluid retention, should consult a physician before increasing their consumption of fluids.
- Spend more time in air-conditioned places. Air conditioning in a home and other buildings significantly reduces danger from the heat.
- Don't get too much sun. Sunburn makes the job of heat dissipation that much more difficult. Wear sunscreen and reapply per the manufacturer's directions.

ii. Lightning Storms:

- When thunder roars, go indoors!
- Stay away from windows and doors.
- Avoid water, high ground, trees, open spaces, metal objects and find shelter in a building.
- Avoid electronic equipment of all types; lightning can travel through electrical systems.
- Avoid corded phones, however, cordless or cellular phones are safe to use during a storm.
- Avoid concrete floors and walls.
- Wait at least 30 minutes after hearing the last clap of thunder before leaving your shelter.
- Call 9-11 if a person has been struck by lightning.

iii. Flood:

- Do not walk through moving water. Six inches of moving water can make you fall.
- Never try to walk, swim, drive or play in flood water. You may not be able to see how fast the flood water is moving, see holes or submerged debris.
- Beware of low spots, such as underpasses, underground parking garages, and basements as they can become death traps.
- Beware that flash flooding can occur. If there is any possibility of a flash flood, move immediately to higher ground. Do not wait for instructions to move.
- Beware of streams, drainage channels, canyons, and other areas known to suddenly flood

6. Active Shooter:

i. Administration Office:

- Be aware of your environment and any possible dangers.
- Take note of the two nearest exits in any facility you visit.

- If you are in an office, stay there and secure the door.
- If you are in a hallway, get into a room and secure the door.
- As a last resort, attempt to take the active shooter down.
- CALL 9+911 or 911 WHEN IT IS SAFE TO DO SO!
- Quickly determine the most reasonable way to protect your own life. Remember that customers and clients are likely to follow the lead of employees and managers during an active shooter situation.
 - RUN/ESCAPE: If there is an accessible escape path, attempt to evacuate the premises.
 - HIDE OUT: If evacuation is not possible, find a hiding place.
 - TAKE ACTION/FIGHT: As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter.

ii. Childcare Centers:

Initiate a lockdown: The purpose of a lock down is to keep children and staff inside the building, by securing them inside a classroom or other secure safe are, due to an immediate threat in or around the center.

- Remain in the classroom, locking all entry doors if you have the ability to do so
- Tie down the door handle(s), if possible, using belts, purse straps, shoe laces, etc.
- Turn off all lights
- Cover the windows if possible
- Create a barricade at the main entry door with anything available (desks, chairs, rolling cabinets, etc.)
- Stay clear of any doorways and windows
- Try and keep as many barriers between you and any doors and windows
- Move children to the safest location in the room
- Drop and Cover (Lay as flat as you can, while covering your head)
- Silence or place your cell phones on vibrate
- No one is allowed to enter or exit any safe areas, until the “all clear” is issued by the Site Supervisor or law enforcement

7. Acts of Violence

If you witness an employee or customer threatening violence or becoming overly agitated because of a problem, alert a supervisor immediately. If the person becomes physically menacing, call 9+911/911 or signal for a coworker to make the call.

- Remain calm
- If someone threatens you with a weapon, remember that the person hasn't decided to use it yet. They are probably as scared as you are. Remain clam. You might look like the person that is in control. If you panic it might aggravate the situation.
- Be courteous and patient
- Listen attentively and follow the instructions of the person with the weapon.
- Plan an escape route
- Try to stay as far away from the person as possible. Pay close attention to your surroundings. Plan an escape route in case the situation becomes more serious.

8. Serious Injury & Illness at work

All serious injuries* and illnesses incurred by a County employee or a contractor while on a County site or work assignment, must be reported to Cal/OSHA. (*This includes illnesses that may not be work-related)

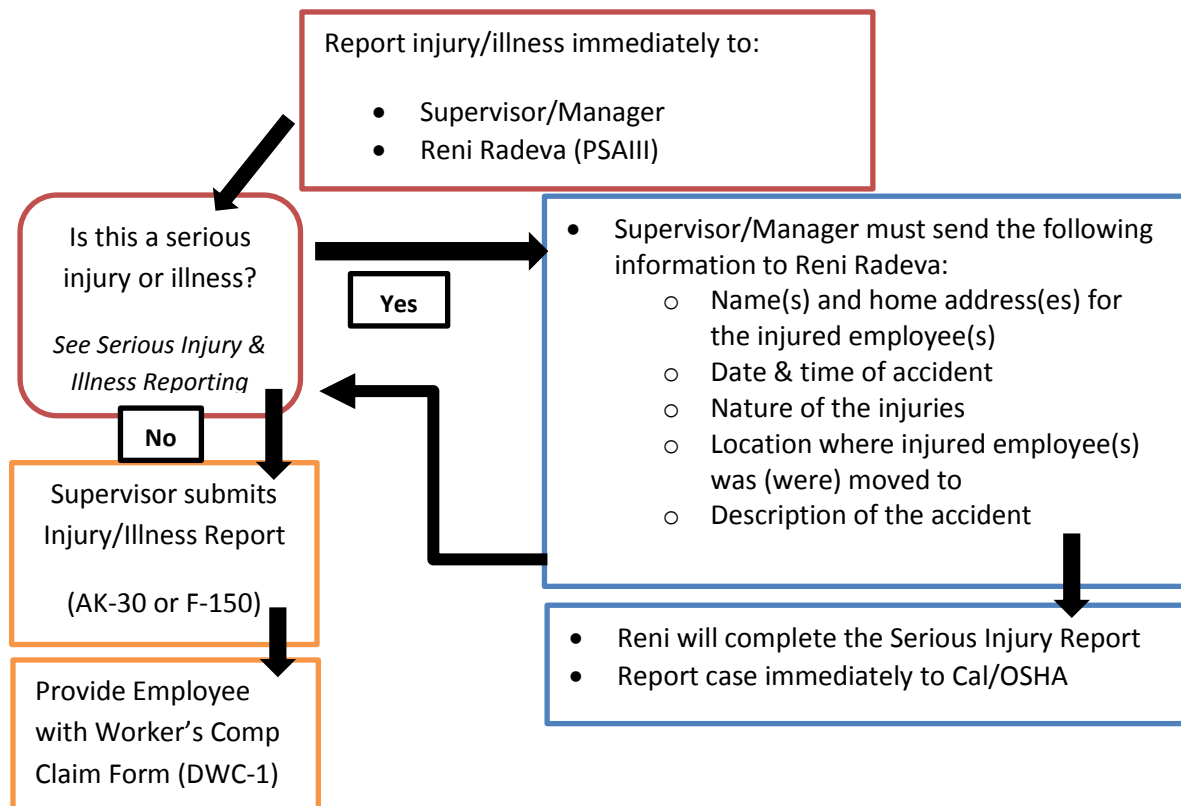
Follow the Injury and Illness Reporting Procedure below. Notify your Supervisor and Reni Radeva, PSA III. Immediately means as soon as practically possible, but no longer than eight (8) hours after the employer learns of the incident.

Serious Injury or Illness includes:

- Fatality, the loss of any member of the body, or any serious degree of physical disfigurement.
- Any injury or illness which requires inpatient hospitalization for a period in excess of twenty-four (24) hours for treatment other than medical observation.
- Any minor injury or illness which becomes a serious injury.

Note: If an employee goes to the hospital directly from work or an AMBULANCE responds to the site, closely monitor the situation and use the Serious Injury Decision Tree to see if a Cal/OSHA report is needed.

Injury and Illness Reporting Procedure



9. Dental Emergency:

i. In the event of an accident to the tongue, lips, cheek or teeth:

- Attempt to calm the child.
- All incidents should be handled quietly and calmly; a panicky child may cause further trauma.
- Check for bleeding. If the child is bleeding:
 - Stop bleeding by applying pressure to area;
 - Wash affected area with clean water;
 - Apply ice for swelling.

If tooth is knocked out, fractured, chipped, broken or loose:

- Staff should calm the child;
- If injured area is dirty, clean gently;
- Place cold compresses on the face in the injured area to limit swelling;
- Take the child to a dentist immediately for treatment.

If a tooth or teeth are loosened in an accident:

- Rinse out child's mouth;
- Do not attempt to move teeth or jaw;
- Take the child to the dentist immediately.

If tooth is knocked into gums (intruded):

- Do not attempt to free or pull on the tooth;
- Rinse out the child's mouth;
- Take the child to the dentist immediately.

If injury to tongue, cheek, or lips occurs:

- Rinse affected area;
- Apply ice to control swelling;
- Place cold compresses on the face in the injured area to limit swelling;
- Take the child to a dentist or physician if bleeding continues or wound is large.

ii. Miscellaneous: In the event of any other soft tissue injury, as in the case where the tongue or lips become stuck to an object and the tissue tears:

- Stop the bleeding;
- Cover the area with sterile petroleum jelly;
- Take the child to a dentist or physician.

10. Adult or Child Choking

i. Mild Obstruction

- With a mild airway obstruction, the person is able to cough forcefully or even speak. Do not interfere. If the person can speak, he/she can breathe.

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- Treatment:
 - Ask the person, “Are you choking?”
 - If the person can cough forcefully or speak, do not interfere.
 - Encourage coughing until the obstruction is relieved.
 - Monitor for progression to a severe obstruction.

ii. Severe Obstruction

- A person with a severe obstruction cannot breathe, cough effectively, or speak. He/she may make a high-pitched sound when inhaling or turn blue around the lips and face. Act quickly to remove the obstruction, or the person will soon become unresponsive and die.
- Ask the person, “Are you choking?”
- If he nods “yes” or is unable to speak, tell him you are going to help. Do not leave the person.
- Stand behind him and reach under his arms.
- Make a fist with one hand and place it just above the navel, thumb side in. Grasp the fist with your other hand.
- Perform quick, forceful inward and upward abdominal thrusts until the object is expelled or he becomes unresponsive.

iii. Unresponsive Choking Person

When a choking person becomes unresponsive, carefully lower the person to the ground. Use CPR to relieve the obstruction.

- Send a bystander to call 9-1-1.
- If alone with an adult victim, go call 9-1-1 yourself, then return to perform CPR.
- If alone with a child victim, call 9-1-1 after 2 minutes of CPR.
- Perform CPR with the added step of looking in the mouth after each set of compressions. If you see the obstruction, remove it and continue CPR.
- Continue CPR until the person begins to breathe normally.

Chest Thrusts:

- Chest Thrusts – Large or Pregnant Person
- If a rescuer cannot reach around the waist of a large person, or the victim is obviously pregnant, use chest thrusts to relieve the obstruction.
- Place one fist in the middle of the chest on the lower half of the breastbone, with your thumb against the chest.
- Grasp the fist with your other hand.
- Pull straight back on the chest quickly and forcefully.
- Continue until the object is expelled or the victim becomes unresponsive.