



To: David Twa, Contra Costa County Administrator  
From: Kathy Gallagher, EHSD Director  
Subject: Community Services Monthly Report  
Date: July 2019

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### News /Accomplishments

- The Community Services Bureau (CSB) received notice from The Office of Head Start that the CLASS (Classroom Assessment and Scoring System) federal review is scheduled the week of October 21, 2019. CLASS is an observation tool used to rate Pre-K Teacher-Child interactions on a 7-point scale in three domains: Emotional support, Classroom Organization and Instructional Support. A team of reviewers will visit a random sample of CSB, partner and delegate classrooms to observe staff in each of the domains. CSB staff eagerly anticipates this review.
- CSB held an all-staff Professional Development Day on August 28, 2019 at Centre Concord. Over 320 employees attended the training. Keynote speakers and presenters included, Kenneth Wesson, Robert Huffman, Mary Claire Heffron, and Terry Fulton. Workshops focused on stages of brain development, discovering and utilizing talents within the workplace, and building cohesive teams to list a few. CSB Division Managers introduced the Bureau's 2019-20 Strategic Goals and requested written feedback from the participants (see attachment *10\_CSB 2019-20 Draft Strategic Goals*). The feedback will be compiled, analyzed and reviewed. The day was filled with fun, networking and learning new skills and concepts. Participants left the event feeling inspired and energized.
- The Program Information Report (PIR) was reviewed and submitted to the Office of Head Start. The report validates all of the important services that the Head Start program provides to families. Gathering and compiling this information for a program as large as CSB can be a challenge, but is accomplished through the collaborative efforts of many dedicated staff.
- The 2019-20 Policy Council Orientation will be held on September 28, 2019 at the Concord Hilton from 8:45-11:45 AM. Newly elected representatives will receive an overview of the Community Services Bureau, Head Start and the important role they will have in shared decision making.
- CSB's centralized enrollment unit is in the process of enrolling the last wave of the over 700 children transitioning into our program from the community. These children are replacing those who have moved on to Kindergarten.
- CSB, in collaboration with TeachStone, conducted all-day Early Head Start CLASS primer trainings for all partner sites. Trainings focused on Emotional Support, Classroom Support and Instructional Support.
- CSB Assistant Directors pulled all Year-End DRDP Assessment reports to analyze and compare data. The data was used to draft Child Outcomes Year-End reports for preschool and infants and toddlers. Drafted reports were presented to the Head Start

  
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(HS) Policy Council Program Committee for their input and feedback. Information will be analyzed and incorporated in the final report.

- Comprehensive Services center staff are welcoming families to the new 2019 – 20 school year. Staff members are working with families to complete health history questionnaires, and conduct 30 and 45-day screenings for height/weight and vision/hearing requirements.
- Family Engagement activity planning for the year is underway with the return of many meaningful activities from the previous year and with the addition of new activities.
- On August 21st, CSB celebrated the HS Policy Council for a successful 2018-19 program year. Representatives received appreciation awards and certificates for their contributions to our programs.
- Education Managers participated in a webinar on designing experiences for boys in the classroom that guide positive behavior. The information will be shared with Site Supervisors and teaching teams.
- The Economic Opportunity Council (EOC) met on August 3<sup>rd</sup> and created a highly actionable Strategic Plan focused on their four priority areas: housing, employment, nutrition, and health services. The day was facilitated by Renee Zeimer, EOC Chair, and was very productive.
- The EOC held its annual board training on August 8<sup>th</sup> which was presented by Lawrence Heiner, Director of Training and Technical Assistance for CalCAPA.

**I. Status Updates:**

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

- o Head Start enrollment: 97% Adjusted for open slots
- o Early Head Start enrollment: 97.2%
- o Early Head Start Child Care Partnership enrollment: 92%
- o Early Head Start Child Care Partnership # 2 enrollment: 98%
- o Head Start Average Daily Attendance: 76.4%
- o Early Head Start Average Daily Attendance: 84.4%
- o Early Head Start Child Care Partnership Attendance: 84.4%
- o Stage 2: 482 families and 706 children
- o CAPP: 128 families and 225 children
  - In total: 610 families and 931 children
  - Incoming transfers from Stage 1: 15 families and 20 children
- o LIHEAP: 202 households have been assisted
- o Weatherization: 20 households have been assisted

**b. Staffing:**

- o CSB is looking to fill vacancies for a permanent Site Supervisor II, Assistant Director, and Children Services Manager to meet the bureau's needs. The Bureau is also seeking to fill two permanent and two

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temporary Child Nutrition Services Transporter positions, several temporary clerical positions in the Personnel and Centralized Enrollment Units, and two temporary Building Services positions.

**c. Labor Relations:**

- There are updates to report at this time.

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

- CSB staff submitted a request to County Human Resources to conduct an in-depth salary study for several classifications within the bureau to ensure the program remains competitive with other Bay Area programs.

\* Please note that the Credit Card financial report for July will be sent with next month's submission.

cc: Policy Council Chair  
Administration for Children and Families  
Program Specialist, Chris Pflaumer