



ADMINISTRATION FOR
CHILDREN & FAMILIES

Office of Head Start | 4th Floor – Switzer Memorial Building, 330 C Street SW, Washington DC 20024 eclkc.ohs.acf.hhs.gov

Program Performance Summary Report

To: Authorizing Official/Board Chairperson

Mr. John Gioia
Contra Costa County
1470 Civic Ct
Ste 200
Concord, CA 94520 - 5242

From: Responsible HHS Official

Date: 10/17/2019
Dr. Deborah Bergeron
Director, Office of Head Start

On 9/26/2019, the Administration for Children and Families (ACF) conducted a monitoring review of Contra Costa County Head Start and Early Head Start programs. We wish to thank the governing body, policy council, staff, and parents of your program for their cooperation and assistance during the review. This monitoring report has been issued to Mr. John Gioia, Authorizing Official/Board Chair, as legal notice to your agency of the results of the program review.

Based on the information gathered during our review, your program was found to be out of compliance with one or more applicable Head Start Program Performance Standards, laws, regulations, and policy requirements. The report provides you with detailed information in each area where program performance did not meet applicable Head Start Program Performance Standards, laws, regulations, and policy requirements. Each area of noncompliance identified in this report should be corrected within 120 days following receipt of this report.

Please contact your ACF Regional Office with any questions or concerns you may have about this report.

DISTRIBUTION OF THE REPORT

Copies of this report will be distributed to the following recipients:

Ms. Jan Len, Regional Program Manager
Ms. Kathy Gallagher, Chief Executive Officer/Executive Director
Ms. Camilla Rand, Head Start Director
Ms. Camilla Rand, Early Head Start Director

Glossary of Terms

Compliant	No findings. Meets requirements of Head Start Program Performance Standard.
Area of Concern	An area for which the agency needs to improve performance. These issues should be discussed with the grantee's Regional Office of Head Start for possible technical assistance.
Area of Noncompliance	An area for which the agency is out of compliance with Federal requirements (including but not limited to the Head Start Act or one or more of the regulations) in one or more area of performance. This status requires a written timeline of correction and possible technical assistance or guidance from the grantee's program specialist. If not corrected within the specified timeline, this status becomes a deficiency.
Deficiency	<p>As defined in the Head Start Act, the term "deficiency" means:</p> <p>(A) a systemic or substantial material failure of an agency in an area of performance that the Secretary determines involves:</p> <ul style="list-style-type: none"> (i) a threat to the health, safety, or civil rights of children or staff; (ii) a denial to parents of the exercise of their full roles and responsibilities related to program operations; (iii) a failure to comply with standards related to early childhood development and health services, family and community partnerships, or program design and management; (iv) the misuse of funds received under this subchapter; (v) loss of legal status (as determined by the Secretary) or financial viability, loss of permits, debarment from receiving Federal grants or contracts, or the improper use of Federal funds; or (vi) failure to meet any other Federal or State requirement that the agency has shown an unwillingness or inability to correct, after notice from the Secretary, within the period specified; <p>(B) systemic or material failure of the governing body of an agency to fully exercise its legal and fiduciary responsibilities; or</p> <p>(C) an unresolved area of noncompliance.</p>

Performance Summary

Applicable Standards	Grant Number(s)	Timeframe for Correction	Compliance Level	Service Area
1302.47(b)(5)(iv)	09CH010862	120 days	Noncompliance	Inappropriate Release
1302.102(d)(1)(ii)	09CH010862	120 days	Noncompliance	Inappropriate Release

New Area of Noncompliance Determination(s)

Inappropriate Release

Noncompliance **1302.47(b)(5)(iv)**

Timeframe for Correction: 120 days

1302.47 Safety practices (b) A program must develop and implement a system of management, including ongoing training, oversight, correction and continuous improvement in accordance with §1302.102, that includes policies and practices to ensure all facilities, equipment and materials, background checks, safety training, safety and hygiene practices and administrative safety procedures are adequate to ensure child safety. This system must ensure: (5) Safety practices. All staff and consultants follow appropriate practices to keep children safe during all activities, including, at a minimum: (iv) Only releasing children to an authorized adult,

The grantee did not ensure all staff and consultants followed appropriate practices to keep children safe during all activities, including, at a minimum, only releasing children to an authorized adult.

On August 2, 2019, teaching staff at the 8th Street Child Development Center released a child to an adult who was known to the staff and was authorized to pick up children; however, the adult was not authorized to receive the child released to her. The 8th Street Child Development Center was operated by the YMCA of the East Bay, a partner to the grantee. The adult was authorized to pick up an infant and a preschool child from the center; however, she left the center with the infant she was authorized to receive, and a preschool child she was not authorized to receive. Center staff immediately realized the situation and called the adult to return the preschool child, which she did within 5-8 minutes.

The YMCA of the East Bay Head Start Director informed California Community Child Care Licensing of the incident on August 5, 2019, and a Facility Evaluation Report was completed by the Licensing Division on August 8, 2019.

A review of the investigation documents provided to the Regional Office by the grantee on August 14, 2019, showed the child was incorrectly identified, signed out, and left the program. The incident occurred because center staff did not follow established policies and procedures to manage the child release process, including checking identification and confirming the adult's status as an authorized receiver. The grantee's Head Start Director shared training would be provided to all persons authorized to pick up children, so the incident did not recur.

Following the incident, the grantee and partner took action to address the issues that led to the incident. A review of the grantee's corrective action plan provided to the Regional Office on August 14, 2019, showed training on child supervision and release procedures were incorporated into scheduled training in August 2019, with all teaching staff required to confirm their participation and understanding of the protocols. Sign-in and sign-out resources were also improved, with photographs added to tablet computers used to manage the arrival and departure processes. Monitoring by the partner and the grantee was increased to ensure the expanded policies were correctly implemented, including announced and unannounced visits.

In a follow-up call with the Regional Office on August 29, 2019, the grantee stated it spoke with the mother of the child who was incorrectly released on August 2, 2019, to explain the situation and include her in the corrective action planning. The two teachers who incorrectly released the child were terminated from their employment with the partner agency.

The grantee did not ensure all staff and consultants followed appropriate practices to keep children safe during all activities, including, at a minimum, only releasing children to an authorized adult; therefore, it was not in compliance with the regulation.

Reporting

Noncompliance **1302.102(d)(1)(ii)**

Timeframe for Correction: 120 days

1302.102 Achieving program goals. (d) Reporting. (1) A program must submit: (ii) Reports, as appropriate, to the responsible HHS official immediately or as soon as practicable, related to any significant incidents affecting the health and safety of program participants, circumstances affecting the financial viability of the program, breaches of personally identifiable information, or program involvement in legal proceedings, any matter for which notification or a report to state, tribal, or local authorities is required by applicable law

The grantee did not submit reports, as appropriate, to the responsible Health and Human Services (HHS) official immediately or as soon as practicable, regarding any significant incidents affecting the health and safety of program participants as required by applicable law.

On August 2, 2019, teaching staff at the 8th Street Child Development Center released a child to a known adult who was not authorized to receive the child. The 8th Street Child Development Center was operated by the YMCA of the East Bay, a partner to the grantee. YMCA notified the grantee of the incident on August 5, 2019. The Regional Office was notified of the incident on August 8, 2019.

The grantee did not submit reports, as appropriate, to the responsible HHS official immediately or as soon as practicable, regarding any significant incidents affecting the health and safety of program participants as required by applicable law; therefore, it was not in compliance with the regulation.

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