

# Program Improvement Plan

38-940-0

## Area of Non-Compliance

Grantee Name	Contra Costa County Employment & Human Services Department Community Services Bureau (CSB)	Plan Start Date	October 22, 2019
Grant Award Number	09CH010862	Plan End Date	February 22, 2020
<b>Description of Incident</b>	<b>Underlying/ Root Causes</b> <i>Why do we think this happened?</i>	<b>Actions taken to address this specific incident</b> <i>What were some immediate actions taken?</i> <i>What did we do that specifically addressed this incident?</i>	
Inappropriate Release 1302.47(b)(5)(iv) A child was removed from the center by the incorrect caregiver.	Due to a culture of community caregiving where the elders in the community are on the emergency cards for several children, staff miscommunicated with a caregiver and released the wrong child to an elder.	<ol style="list-style-type: none"> <li>1) Immediately implemented a new sign out procedure whereby staff check IDs against pictures in the ChildPlus database, a module previous not used.</li> <li>2) Immediately updated the Parent Handbook and program policies and procedures to include new procedures for appropriate release and trained staff, parents, and governing bodies.</li> <li>3) Immediately implemented targeted ongoing monitoring of new sign in and out procedures and transitions of all YMCA centers that have CSB enrolled children.</li> <li>4) Began participating in T/TA with STG International for this incident.</li> </ol>	

## Actions Taken to Strengthen Systems Program-wide

<b>Key Element:</b>	Safety Practices				
<b>Intended Outcome:</b>	All children are safe and secure in all CSB directly operated and partner programs and only released to authorized and appropriate caregivers as per emergency release documentation.				
<b>Implementation Activities</b>	<b>Timeline</b>	<b>Staff responsible</b>	<b>Resources/ TTA</b>	<b>Documentation</b>	<b>Status of Activities</b>
Present Appropriate Release of Children PowerPoint to Policy Council and staff All Cluster meeting.	October 16 and November 7, 2019 respectively	Katharine Mason and Christina Reich	PowerPoint	Agenda, minutes and sign in sheets	Completed.

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Implementation Activities	Timeline	Staff responsible	Resources/ TTA	Documentation	Status of Activities
Present Appropriate Release of Children PowerPoint to all Teachers in directly operated and partner programs.	By January 31, 2020/ and ongoing	Julia Kittle-White	PowerPoint	Agenda and sign in sheets	In progress
Present “Building Strong Child Safety Systems and Partnerships with Parents” at ALL parent meetings at partner and directly operated sites to strengthen a culture of safety in a fun and engaging manner.	January 31, 2020 and ongoing	Rita Loza	Comprehensive Services Team Training in December	Agendas and sign in sheets	In progress
Conduct site visits to each partner location to ensure there is a culture of safety approach to child drop off and pick up times such that parents are fully engaged with staff and their child during these times with particular attention to location of sign in/out records and parent participation in handwashing, health checks, and greetings upon entry to the center and upon leaving the center.	January 31, 2020 and ongoing	Julia Kittle-White	Partner Team; Report Form	Completed report forms designed to monitor pick up/drop off activities and completed action plans for any items needing correction or improvement.	In progress; form is developed
Revise CSB Ongoing Monitoring to include safe drop off and pick up practices.	January 15, 2020 and ongoing	Nelly Ige	Policies and procedures for all partners and for CSB	New tools and monitoring reports demonstrating performance.	In progress

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Implementation Activities	Timeline	Staff responsible	Resources/ TTA	Documentation	Status of Activities
Distribute the handout “Parent Guidance for Keeping Children Safe” to all parents in the partner and directly operated sites.	December 31, 2019 and ongoing	Ana Araujo	Copies – two sided in English and Spanish	Friday Flyer, Family Newsletter, photos of flyers in cubbies, back of CSB Menu	Completed and integrated into publications annually.
Enhance annual Pedestrian Safety training to include appropriate release training and “Parent Guidance for Keeping Children Safe” each year for all partner and directly operated program participants to strengthen a culture of safety.	January 31, 2020 and ongoing	Julia Kittle-White	Training materials	Training packet, sign in sheets, training plan	

**Summary of progress towards outcome:**

### Area of Non-Compliance

Description of Incident	Underlying/ Root Causes <i>Why do we think this happened?</i>	Actions taken to address this specific incident <i>What were some immediate actions taken? What did we do that specifically addressed this incident?</i>
Reporting 1302.102(d)(1)(ii)	The grantee director was following ACF-IM-HS-15-05 which states that reports must be made within three days of learning of incident. The partner director informed the grantee director on August 5 <sup>th</sup> and the grantee director reported to the Regional Office on August 8 <sup>th</sup> , within three days and was under the impression this followed the intent of the IM.	1) Clarified with Program Specialist that the expectation is as soon as possible and practicable and not later than three days total.

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### Actions Taken to Strengthen Systems Program-wide

<b>Key Element:</b>	Reporting				
<b>Intended Outcome:</b>	All significant incidents involving the health and safety of program participants will be reported to the Regional Office by the Grantee as soon as possible and practicable, but not later than three days from the occurrence of any significant incident involving the health and safety of a child.				
Implementation Activities	Timeline	Staff responsible	Resources/ TTA	Documentation	Status of Activities
Amend all partner contracts to include the requirement to report any significant incident involving the health and safety of program participants within 24 hours of the incident instead of the current requirement of 48 hours.	By February 22, 2020	Nasim Eghlima	Contracts and Grants Unit County Administrator County Counsel	Executed contracts in place.	In progress
Train all partner staff to the new contract requirement and the Partner Learning Community Meeting	November 26, 2019 and ongoing	Christina Reich	Presentation	Agenda, sign in sheets, and meeting minutes.	Completed on 11/26/19 and integrated into annual refresher training ongoing.
Amend CSB Record Keeping and Reporting Policies and Procedures to include the requirement that the Head Start Director or her designee report any significant incident involving the health and safety of program participants as soon as possible and practicable but not later than three days after incident.	January 15, 2019	Carlos Ribeiro		Policy & Procedure Addendum in place.	In progress

**Summary of progress towards outcome:**