

EHSD, COMMUNITY SERVICES BUREAU
2018-2022 GOALS & OBJECTIVES, 2019-20 Program Year
JANUARY UPDATES

<p>Goal 1: Through the use of multiple technologies, CSB will develop systems to enhance staff and client communication while coordinating program-wide approaches to effective data management and ensuring high quality service delivery.</p>
<p>Objective 1: By June 30, 2020, CSB will implement the use of interactive self-service kiosks, web portal, and mobile application with user-friendly interface and software that interacts with CSB’s data management system.</p>
<p>January Update: <i>Kiosk installation is in progress with plans to deploy the use of a web application that communicates with the CLOUDS data management system. Additional enhancements have been requested after testing. Families will soon be able to apply for services using the Kiosks.</i></p>
<p>Objective 2: By June 30, 2020, CSB will develop communication protocols to maximize the use of Short Message System (SMS) and e-mails through CSB’s data management system to enhance communication with families and staff.</p>
<p>January Update: <i>CSB has been exploring use of the SMS and e-mail features available in CLOUDS. A team of CSB managers are in the process of developing protocol to provide guidance for utilizing these forms of communication.</i></p>
<p>Objective 3: By June 30, 2020, CSB will expand the use of the Interactive Voice Response (IVR) system that allows the database to interact with families for purposes of automated alerts to support recordkeeping.</p>
<p>January Update: <i>The business systems unit is working with CLOUDS developers and the request to expand IVR to support absence reporting is in progress.</i></p>
<p>Goal 2: Due to an 84% increase in Early Head Start slots (from 311 to 623) in two years, CSB will enhance its Early Head Start programming through a multi-faceted approach.</p>
<p>Objective 1: In February 2020, CSB will pilot two Early Head Start oral health curricula during Oral Health Month to determine which curriculum will be used in our program moving forward.</p>
<p>January Update: <i>Oral Health Curriculum has been purchased and is pending delivery. Teeth for Tots Curricula is designed to support families and caregivers of children birth to three. Teeth for Two Curricula is designed to support staff who work with pregnant women. Presentations will be scheduled during Early Head Start Parent Meetings at Aspiranet, Crossroads, Ambrose and CC College.</i></p>
<p>Objective 2: By June 2020, select program staff will receive Infant/Toddler CLASS coaching with a certified Infant/Toddler CLASS consultant to increase their understanding of best practices in adult/child interactions.</p>
<p>January Update: <i>On January 7th, CSB began providing CLASS coaching services for Early Head Start teachers at partners sites. Teachstone consultant, Angela Beeck is leading two groups, Making the Most of Classroom Interaction (MMCI), a face-to-face coaching group, and My TeachStone Direct coaching online group.</i></p>
<p>Objective 3: By June 2020, both CSB and the partners will increase family collaborating and understanding of school readiness through various family engagement activates based on the first assessment date in the child outcomes report.</p>

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<p>January Update: Families have participated in the pre-survey to report their comfort level in supporting their child’s learning in the selected area of development. Families have started receiving monthly take-home activities and educational materials.</p>
<p>Goal 3: CSB will implement a “Grow Our Own” approach to hiring, developing, and retaining a robust staff across all service areas that are responsive to the clients and intrinsically motivated to be the best they can be through a variety of supports and services.</p>
<p>Objective 1: By December 2020, 15 additional Teacher Assistant Trainees will complete the core 12 units by participating in the ECE Work Study Program, in partnership with the colleges of Contra Costa and the YMCA of the East Bay.</p>
<p>January Update: Four Teacher Assistant Trainees were enrolled in classes this past Fall 2019 and all passed their classes. One TAT graduated from the program and is in the process of applying to the AT permit while the other three continue in the program this Spring 2020. Two additional TATs have been accepted into the program and begin classes this Spring as well.</p>
<p>Objective 2: By December 2020, 10 teachers will acquire classes in pursuit of degrees and a higher-level permit.</p>
<p>January Update: Information on the Brandman University accelerated BA program at presented at the November 2019 All Cluster and invites were issued to teachers to attend the January 2020 informational session.</p>
<p>Objective 3: By December 2020, the Staff Health Improvement Plan in partnership with the Wellness Champions will improve CSB’s holistic wellness in the areas of: 1) Consistent information dissemination 2) Nutrition and physical activity 3) Effective Stress Management.</p>
<p>January Update: The 2019 CDC Scorecard has been conducted at all 3 pilot sites and indicates the following: (1) Organizational Support increased between 10 – 27 points, (2) Physical Activity increased between 7-9 points at two sites and one site remains the same, (3) Stress Management increased at one site, one site remains the same, the other decreased by one point.</p>
<p>Objective 4: By December 2020, CSB will utilize innovative recruitment strategies to increase the number of qualified Teacher Assistant Trainees (TAT) and Associate Teachers (AT) by 10%.</p>
<p>January Update: CSB is aggressively recruiting utilizing various strategies to attract qualified ATs and TATs. In addition to using traditional methods, the Bureau expended its recruitment to include new sources such as LinkedIn, Lear4Good, Edjoin and some movie theaters. Currently the Bureau is working with the County’s Bus System to use the county busses to advertise for its teaching positions, and other innovative recruitment strategies to attract qualified ATs and TATs. As a result of these increased recruitment efforts for the period July 1st, 2019 – December 31st, 2019, CSB hired 2 permanent and 5 temporary ATs and 1 TAT.</p>
<p>Goal 4: CSB will implement data-driven Parent, Family and Community Engagement (PFCE) services that embrace the PFCE framework and result in measurable impacts that achieve the mission of the organization.</p>
<p>Objective 1: By June 2020, CSB staff will participate in a learning series targeted at boosting staff confidence and enthusiasm in working with parents to achieve meaningful and appropriate engagement in program activities.</p>
<p>January Update: Identified staff have registered in Leadership Equity & Opportunity (LEO) trainings to support lasting systems that have the capacity to enhance social, economic and racial equity and improve the well-being of county residents. Trained staff will support CSB with developing the Strong Parents/Strong Families re-design Parent Committee Meetings.</p>

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Objective 2: By June 2020, CSB will introduce “*Strong Partners/Strong families,*” a new approach directed at re-designing Parent Committee Meetings and enhancing meaningful participation by parents and staff.

January Update: *Current positive Parent Committee meeting trends have been identified to support re-designing Parent Committees. Parent Committee meetings data from previous parent meetings has been analyzed by comparing number of participants against agenda topics. Identified topics in need of enhancement to inform changes to support the provisions of robust and engaging parent committee meetings.*

Objective 3: By June 2020, CSB will build pro-fathering knowledge, attitudes, and skills of the fathers and other male caregivers by piloting the Fathering in 15^(TM): Online Learning for Dads.

January Update: *CSB purchased Fathering in 15^(TM), an online program from the National Fatherhood Initiative (FNI). Pilot timelines have been designed to guide the implementation of the pilot, with a representative sample of sites was selected; Contra Costa College, Los Aborles, and Aspiranet. The pilot includes dispersal of marketing material to successfully recruit fathers/father figures. On their own time, fathers will have about five months to complete the 15 on-line training topics and complete the pre/post-training surveys.*

Objective 4: By June 2020, CSB will implement a comprehensive approach to serving homeless families that addresses all of their needs that result from the devastating effects of homelessness.

January Update: *All Comprehensive services staff completed the ECLKC training by October 2019. A referral process with the Contra Costa County Office of Education was developed and disseminated to School districts in December 2019. By April 2020, a referral process will be developed and implemented with Community Action Partners.*