

County of Contra Costa/Community Services Bureau 2019-20 Annual Program Self-Assessment

Executive Summary

Overview

The Community Services Bureau (CSB) conducted its annual Program Self-Assessment for the 2019-20 year on December 10 – 13, 2019. Four external consultants with experience in Federal monitoring joined CSB managers and staff to conduct this year's assessment. The Office of Head Start (OHS) FY 2020 Monitoring Protocol was used to review Federal Performance Measures. Local tools and monitoring procedures were also utilized to conduct more in-depth reviews of children's files, safe environments, and in management and fiscal systems.

A sample of classrooms, including partners and home-based units, were observed and reviewed. Management team members, Board of Supervisor members, and Policy Council members were interviewed by the consultants. The agency's goals and objectives for the program were reviewed and progress assessed.

A total of 23 Performance Measures were evaluated and determinations made in the following three areas:

- Performance Measure was Fully Met
- Performance Measure was Met with Concern(s)
- Performance Measure was Not Met

Results

The Self-Assessment found that 19 of the 23 Performance Measures were fully met and four (4) of the 23 Performance Measures were met with concern(s). There was no designation for a Performance Measure not met. A summary of the Performance Measures and results by service area follows.

Additionally, the CSB program had a total of 77 overall strengths and positive observations. This is an incredibly large number of strengths for a program. The program had a total of 14 non-compliances and 11 areas of concern. "Concerns" are defined as areas that are compliant but could use strengthening.

Jerry Gomez
Self-Assessment Team Facilitator

Service Area: **Program Management and Governance**

Performance Measures:

There were four OHS Performance Measures that addressed management structure, data management, Board oversight, and Policy Council engagement and participation.

Team Determination:

The team determined that all four Performance Measures were fully met.

Summary of Strengths:

The team found 18 strengths and positive observations including the following:

- Excellent organizational structure.
- An experienced management team.
- Qualified staff at all levels of the organization.
- Comprehensive training and professional development for staff.
- 100% completion of annual performance evaluations.
- Comprehensive written policies and procedures.
- Major strength in program's use of technology and the CLOUDS system.
- Sophisticated ongoing monitoring process resulting in quality services.
- Exemplary data reports.
- Comprehensive planning process.
- Supportive, knowledgeable and involved Board of Supervisors.
- Active and engaged Policy Council.
- Excellent training for PC Members and excellent reports for them.

Summary of Compliance Issues or Concerns:

There was only one non-compliance due to record keeping and data entry inaccuracies in enrollment and eligibility. (16% of files sampled.)

There were no other concerns identified.

Service Area: **Child Development & Education**

Performance Measures:

There were four OHS Performance Measures that addressed school readiness, teaching practices, prepared teachers for implementing curriculum, and home-based services that provide high quality learning experiences.

Team Determination:

The team determined that all four Performance Measures were fully met.

Summary of Strengths:

The team found 22 strengths and positive observations including the following:

- Work with 17 school districts to implement Memorandum of Understanding.
- Annual meeting held with 4 largest school district to clarify process and expectations of receiving schools.
- Children have individual school readiness goals after first assessment.
- Goals are based on results of data and are present to Board and PC.
- Transition activities take place to prepare children for Kindergarten.
- Staff support parents of children with disabilities in being familiar with classroom activities.
- Classrooms are individualized based on children's interests and goals.
- EHS classroom teachers encourage children's efforts.
- Fifty percent of grantee-operated centers are NAEYC accredited.
- Program supports partner sites with advocates and coaches.
- Creative Curriculum is utilized along with other enhancements.
- Home-based program is implemented well.

Summary of Compliance Issues or Concerns:

There were no concerns or non-compliances identified.

Service Area: **Health Services**

Performance Measures:

There were four OHS Performance Measures that addressed monitoring of children's health status, care and follow-up, promotion of mental health and social and emotional well being, effective oral health and nutritional practices, and quality services for pregnant women. There was a fifth OHS Performance Measure regarding safe environments and that is addressed in the next section.

Team Determination:

The team determined that all four Performance Measures were fully met.

Summary of Strengths:

The team found 10 strengths and positive observations including the following:

- An effective monitoring system in place to ensure health requirements are met.
- Community oral health partners are engaged to support family needs.
- The CHDP program provides frequent hearing and vision training for staff.
- The program utilizes additional instruments for sensory screening of children.
- Teaching pyramid is implemented along with teacher training to support children's social and emotional well being.
- A staff lounge was built at Ambrose center to give staff space for lunch, breaks, etc.
- Food allergy signage and photos of children readily posted for teaching staffs.
- Ambrose center had an extensive garden that children, parents, and staff maintain.
- All areas observed in classrooms were clean.
- Teachers observed followed and safety practices and knowledgeable of safety postings.
- Pleasant teacher-child interactions observed during site visits.
- Excellent support observed for pregnant women.

Summary of Compliance Issues or Concerns:

There were no concerns or non-compliances identified.

Service Area: **Safe Environments**

Performance Measures:

There was one OHS Performance Measure under Health Services that addressed monitoring and maintenance of healthy and safe environments at all sites.

Team Determination:

The team determined that this Performance Measure was met with concerns.

Summary of Strengths:

The team found four (4) strengths and positive observations including the following:

- All areas in classrooms observed including toilets appeared clean and safe.
- Teachers and children observed followed health and safety practices.
- Teachers were knowledgeable of practices and able to identify locations of items that needed monitoring.
- Pleasant teacher-child interaction observed during site visits.

Summary of Compliance Issues or Concerns:

There were 11 instances of non-compliance identified that included:

- Four classrooms were missing seals on disaster/earthquake barrel.
- Eleven classrooms had indoor/outdoor areas that were not kept free of undesirable materials.
- Three classrooms did not have emergency response phone numbers posted by phone.
- Three classrooms did not have tall furniture secured to the floor or wall.
- Two classrooms had cleaning agents that were not stored properly.
- Two classrooms had electrical outlets that were uncovered and within children's reach.
- Two classrooms had cots that were less than the required 18 inches apart.
- One classroom did not have an illuminated exit sign at the main door.
- One classroom did not have plans of actions for health emergencies in backpack.
- One classroom did not have emergency procedures for fire, earthquake, and disaster posted.
- One classroom had a dirty stovetop and ants found on kitchen countertop.

There were two concerns (not a non-compliance)"

- Three classrooms did not have team assignments for cleaning and sanitation posted.
- One classroom did not conduct the "Shelter in Place" on a monthly basis.

Service Area: **Family and Community Engagement**

Performance Measures:

There were three OHS Performance Measures that addressed the program collaborating with families to support parent's aspirations and goals, recognizing parent's roles and encouraging their engagement in child's education, services that strengthen parent-child relationships and parent skills, and recognizing parents' roles as lifelong educators and engaging in their child's education.

Team Determination:

The team determined that all four Performance Measures were fully met.

Summary of Strengths:

The team found nine (9) strengths and positive observations including the following:

- Family partnership agreements initiated early in the year with resources and referrals provided.
- "Friday Flyers" sent to all sites twice a month that offer current resources and community information for families.
- Five staff are certified trainers for "Make Parenting a Pleasure."
- Trainings and workshops are offered in 3 locations and include ESL and financial literacy.
- Father engagement activities support fathers and resources are provided.
- Parents are invited to be "visiting experts" to present on important topics.
- Program has developed strong partnership with Children's Discovery Museum where children visit and where the museum staff come to them.
- Teacher apprenticeship program currently includes four parents.
- Family newsletter is provided three times per year in English and Spanish.

Summary of Compliance Issues or Concerns:

There were no concerns or non-compliances identified.

Service Area: **Fiscal Infrastructure**

Performance Measures:

There were four OHS Performance Measures that addressed program's development and implementation of its budget, planning and implementation of a fiscal management system, financial management system that provides for effective control over and accountability for all funds, property, and other assets, and fiscal compliance with application, prior approval, and reporting requirements.

Team Determination:

The team determined that three Performance Measures were fully met and one Performance Measure was met with concerns.

Summary of Strengths:

The team found six (6) strengths and positive observations including the following:

- The County supports the program by providing staff at the program's location.
- Fiscal duties and responsibilities are described in a calendar of events.
- The County HR department is hiring a consultant to conduct a comprehensive comparability study.
- The indirect rate to the County is partially charged to assure administrative costs do not exceed the legislative mandate.
- Monitoring system assures corrective actions are taken.
- The CSB organization develops well-organized grant proposals with the input, review, and approval of the Board and Policy Council.

Summary of Compliance Issues or Concerns:

There was one non-compliance identified due to 9 of 28 contracts reviewed showing approving signatures dated after the contract began.

There was one concern identified relating to inventory and assuring all assets (including those under \$5,000 are included in the agency's database.

Service Area: **Eligibility, Recruitment, Enrollment, Selection and Attendance (ERSEA)**

Performance Measures:

There were three OHS Performance Measures that addressed programs enrolling children categorically eligible and meet income guidelines, enrolling at least 10% children having a disability, and maintaining enrollment for all participants.

Team Determination:

The team determined that two Performance Measures were fully met and one Performance Measure was met with concerns.

Summary of Strengths:

The team found four (4) strengths and positive observations including the following:

- The program has a very good centralized enrollment system and for tracking status.
- The program enrolled 13.5% of its overall enrollment with children having a disability.
- The program was 99% enrolled as of the review.
- The program has an excellent tracking system through CLOUDS.

Summary of Compliance Issues or Concerns:

There was one non-compliance identified due to the delegate agency, First Baptist, being enrolled at only 91.8% as of the review.

There was one concern identified relating to written enrollment procedures and the need to more specifically outline the procedures for determining income-eligibility.