




To: David Twa, Contra Costa County Administrator
From: Kathy Gallagher, EHSD Director
Subject: Community Services Monthly Report
Date: March 2020

News /Accomplishments

- Due to March 16, 2020 Health Ordinance to shelter-in-place, all CSB childcare centers closed as of March 17th and will remain closed through May 1 pending further guidance from Health Services and in consultation with State and Federal funders, local school districts and Head Start Governing bodies. Services to all children and families continues as described below.
 - Family Resource Hotline: A family resource hotline has been established (925-272-4766) for families to use to alert staff of their needs. This hotline is accessed everyday by staff at 9 am and 1 pm, with a 24 hour response time.
 - Messaging to Families: Using our CLOUDS data base to text and email our families, and Facebook and Twitter to disseminate information, the following messaging is going out:
 - Hotline Number
 - Educational Activities
 - Complete your Census
 - Fill out Food Survey - Link to Survey Monkey sent out
 - Loads of helpful resources
 - Personal Phone Calls to Families:
 - Same messaging as above but also updating contact information, checking in, referring families to social media, text, and emails.
 - Diaper, Wipes, and Baby Formula Grab-and-Go distribution: We are in the process of establishing distribution of these vital items that our families are demonstrating that they are struggling with and will go live during the week of March 30.
- During the COVID-19 Shelter-in-Place, Stage 2/CAPP and LIHEAP programs are still running in order to meet the continuing needs of our families in Contra Costa County.
- The Assistant Director for the Partner's unit is working with the Family Childcare Providers to support them with essential guidance and supplies to keep children safe and healthy. The team is also supporting Aspiranet in their efforts to provide all Early Head Start families in their program with a weekly call providing child development activities, and strategies for parents to use at home to create a learning environment to support lifelong learning skills for their children.
- On March 18th, Community Services Bureau (CSB) submitted the 2019 annual report to the Department of Community Services and Development (CSD). Through partnerships with community agencies, CSB was able to report on the following outcomes for the year:


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- Safety net wrap-around services for 1, 200 residents in Contra Costa County Including nutritional information, health education and wellness activities.
- Emergency shelter for victims of abuse along with their children in addition to trauma-informed services, emergency food, and access to job-training programs.
- Adult Mental Health services to at least 350 adult residents in:
- Support services including family counseling, support with family reunification or placement by social services to a minimum 100 homeless youth.
- Over 400,000 pounds of fresh, high quality food to non-profit agencies in the county.

I. Status Updates:

a. Caseloads, workload (all programs)

- Head Start enrollment: 98.74%
- Early Head Start enrollment: 100%
- Early Head Start Child Care Partnership # 1 enrollment: 100%
- Early Head Start Child Care Partnership # 2 enrollment: 98.8%
- Head Start Average Daily Attendance: 84.11 %
- Early Head Start Average Daily Attendance: 84.31%
- Early Head Start Child Care Partnership (CCP) Attendance:
 - CCP 1: 92.33%
 - CCP 2: 82.27%
- Stage 2: 526 families and 639 children
- CAPP: 135 families and 247 children
 - In total: 661 families and 886 children
 - Incoming transfers from Stage 1: 22 families and 28 children
- LIHEAP: 148 households have been assisted
- Weatherization: 7 households have been assisted

b. Staffing:

- Due to the shelter-in-place order for the County, all CSB child care centers are closed and hiring of new staff has been limited by CCC HR Department only to priority positions needed in this time of State and Nation-wide state of emergency. As a result, CSB has temporarily stopped all hires. Interviews for Child Nutrition Food Services Transporter and Accountant II were rescheduled and will be conducted when HR lifts hiring restrictions. Interviews to fill other permanent vacant and temporary positions have been placed on hold due to the current emergency in an effort to reduce the spread of COVID-19.

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

c. Union

- o A Meet and Greed between CSB's Sr. Management team, PEU Local 1, and CSB Line Unit, was conducted on March 2, 2020. The purpose of the meeting was to address concerns expressed by union members and for CSB management to update the Union on the Bureau's initiatives and upcoming events and efforts. The meeting was well received by both parties.
- o Two Meet and Confer meetings were scheduled with Local 1 to discuss Proposed Changes to the Program Year 2020-2021 and to discuss updates to the Job Descriptions for Intermediate and Sr. Clerk-Project. Both meetings were canceled due to the current situation. Detailed information on the proposed 2020-2021 Program Changes were submitted to the Union and the Bureau is waiting to hear if a Meet and Confer will be required or the changes will be accepted by the union without further discussion.

II. Emerging Issues and Hot Topics:

- CSB is working in partnership with the Office of Emergency Services, Health Services Department, County Office of Education, Local Planning Council, CoCoKids, First 5, and others to open Emergency Childcare for Healthcare and other essential workers for their children ages 3 months to 5 years old. CSB is in the final stages of planning. However, the ability to open and operate is contingent upon securing emergency funding from the government and/or philanthropic organizations. Operations are currently planned to start at George Miller Center in Concord and Balboa Center in Richmond.

To note: The Credit Card report for February 2020 is not attached, but will be submitted with next month's CAO submission.

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