

# Contra Costa County Employment and Human Services Department Community Services Bureau (CSB) 2020 Annual Self-Assessment Report

December 7-11, 2020

## *Overview of Methods*

The purpose of the annual self-assessment is to determine the effectiveness of CSB’s efforts in meeting program goals and objectives and in implementing Federal regulations. CSB’s self-assessment was conducted during the week of December 7<sup>th</sup> 2020 and was designed as follows:

- Included select Directly-Operated, Delegate Agency and Partner sites
- Included all program models and options: family childcare (FCC), home base, and center base (part day and full day)
- Employed teams comprised of both grantee and delegate staff, board members, community partners, and parents
- Utilized the 2021 FA1 Monitoring Protocol and the COVID Addendum
- Assessed a total of 10 sites during the week of the self-assessment, as indicated in the table below:

Program Area	Centers
Program Management & Quality Improvement	CSB Administration & FBHS Administration
Quality Health Services	GMC & Belshaw
Education & Child Development	Las Deltas & Aspiranet (Home Base)
Family & Community Engagement	Marsh Creek & Julia Pastor (FCC)
ERSEA/Fiscal	CSB Administration & FBHS Administration
Health & Safety Checklist	Contra Costa College & Lone Tree

### *Service Areas, Instruments, and Methods*

Six service areas were assessed using Office of Head Start Ongoing Monitoring Protocols that were modified for use in an interview setting with subject matter experts as indicated in the table below:

Service Areas	Instruments	Methods
1. <b>Program Management &amp; Quality Improvement</b>	FY 2021 Office of Head Start Focus Area 1 Monitoring Protocol & COVID Addendum	Grantee & Partner Interviews
2. <b>Quality Health Services</b>	FY 2021 Office of Head Start Focus Area 1 Monitoring Protocol & COVID Addendum	Grantee & Partner Interviews
3. <b>Education &amp; Child Development</b>	FY 2021 Office of Head Start Focus Area 1 Monitoring Protocol & COVID Addendum	Grantee & Partner Interviews
4. <b>Family &amp; Community Engagement</b>	FY 2021 Office of Head Start Focus Area 1 Monitoring Protocol & COVID Addendum	Grantee & 1 Family Childcare (FCC) Provider Interviews
5. <b>ERSEA/Fiscal Infrastructure</b>	FY 2021 Office of Head Start Focus Area 1 Monitoring Protocol & COVID Addendum	Grantee and Delegate Interviews
6. <b>Health &amp; Safety</b>	Locally designed center-based monitoring tool inspired by the Office of Head Start health and safety guidelines	Grantee and Delegate Interviews

## Key Findings

### Areas of Strength:

The following table represents the areas of strength noted for the program by self-assessment teams:

Components	Areas of Strength
<b>Program Management &amp; Quality Improvement</b>	<ul style="list-style-type: none"><li>• Communication Systems: Management systems and organization structure allows for two-way information sharing with staff and governing bodies; there are effective systems for communicating with families remotely.</li><li>• Adaptations to service design during the pandemic: virtual socialization opportunities connecting in-class and distance learning children.</li></ul>
<b>Quality Health Services</b>	<ul style="list-style-type: none"><li>• Staff knowledge of key policies and procedures, and collaborative efforts between staff and parents.</li><li>• Training around COVID, extra measures set in place: i.e. to eliminate cross contamination in high touch point areas.</li></ul>
<b>Education &amp; Child Development</b>	<ul style="list-style-type: none"><li>• Staff shift and adapt to distance learning and its techniques, preserving effective engagement with families.</li><li>• Implementation of evidence-based curriculum at critical times in the life of new parents and children that provides comprehensive support.</li></ul>
<b>Family &amp; Community Engagement</b>	<ul style="list-style-type: none"><li>• Transparent communication with parents; diverse ways of implementing parent engagement throughout all service areas.</li><li>• Strong and effective communication between staff and parents regarding resources, engagement opportunities and wellness check-ins.</li></ul>
<b>ERSEA/Fiscal</b>	<ul style="list-style-type: none"><li>• Both ERSEA &amp; Fiscal teams employ multiple layers of oversight and checks and balances to ensure the accuracy of their respective work. Fiscal includes data and input from the various groups within CSB when developing the budget.</li></ul>
<b>Health &amp; Safety Checklist</b>	<ul style="list-style-type: none"><li>• Health and safety practices observed and followed well, including implementation of COVID health and safety guidelines and other measures set in place to enhance health and safety for our staff and families.</li></ul>

### Areas of Concern:

There were no areas of concern or non-compliances identified during the 2020 Self-Assessment.