



To: Monica Nino, Contra Costa County Administrator
From: Kathy Gallagher, EHSD Director
Subject: Community Services Monthly Report
Date: July 2021

News /Accomplishments

- The Community Services Bureau (CSB) is proud to showcase its Student Intern Program funded through Head Start and Community Services Block Grant (CSBG). Mele Tupou, who was a Student intern in 2014 and was then a permanent Intermediate Clerk and then a Senior Clerk, has been hired as a Comprehensive Services Assistant Manager to the Community Action unit! The student intern program works and leads to “living wage” jobs!
- The Economic Opportunity Council revised their overarching statement to accompany the 2022-23 Community Action Plan, which was approved by the Board of Supervisors on July 13th. The revised statements are as follows:
 - The Economic Opportunity Council declares that the top factors in order to lessen the effects of poverty and foster the health and well-being of all individuals in Contra Costa County are: (1) Affordable Housing & Shelter, (2) Food & Nutrition, (3) Mental Health Access and (4) Employment & Job Training leading to skilled-based, “living wage” jobs.
 - In addressing these top factors that have been compounded by the pandemic, we recognize there are overarching systemic issues to meaningful access namely service capacity limitations, delays in service response times, difficulties linking to appropriate, culturally sensitive services, and service integration.
 - Health and well-being refers to the recognition of poverty as a public health issue and that the health and well-being of all residents is an overarching concern as it relates to all priority areas.
 - Meaningful access refers to conditions of poorly resourced individuals who struggle with limited transportation options, inadequate or lack of electronic hardware, software and know-how to access online services, limited language access, and fear and/or difficulty producing acceptable personal identification documents needed to qualify for services.
 - Integration refers to universal qualification metrics and seamless coordination of service delivery among programs, departments and providers.
- CSB Director met with Kim Bonnema, recently hired Executive Director of our delegate agency, First Baptist Head Start. Aaron had a great visit with key members of their staff, as well as some of their Board members. We look forward to seeing our Director strengthening the partnership with First Baptist.
- CSB Director attended his first “First 5” Contra Costa Commission meeting. Kathy Gallagher, who is one of the Commissioners, named Aaron as her alternate. Aaron will be meeting with First 5’s Executive Team in the next few weeks.


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- The CSB Parent, Family and Community Engagement Manager created Summer Family Newsletter for distribution to all families enrolled in childcare services with CSB. Newsletter included summer safety tips, highlights for the centers, and parenting tips to improve communication with their children.
- CSB recently purchased the book, Culturally Responsive Self-Care Practices for Early Childhood Educators, and it was distributed to all Site Supervisors and Managers. This is one of the first books designed specifically for the early childhood field regarding self-care that is filled with helpful strategies that can be implemented immediately both in the classroom and personally.
- CSB's Child Nutrition Unit held its second Food Service Meeting for Families on Wednesday, July 7, 2021. The virtual meeting gave families the opportunity to learn more about our Child Care Food Program and how menu items are selected. Families were also able to participate in a Question and Answer session with our Child Nutrition Unit Manager, Edgar, and CSB Nutritionist, Sophia.
- CSB teaching staff and Site Supervisors participated in an In-Service Education Training on Wednesday, July 7, 2021, which was presented by our Education Team. The training reviewed all education guidance, due dates and timelines, curriculum review, and social-emotional support practices.
- The CSB Health Manager and Central Eligibility Unit Analyst created a recruitment bookmark: one side has oral health education for families and the other has a list of the directly operated child care centers and the enrollment hotline phone number.

I. Status Updates:

a. Caseloads, workload (all programs)

- o Head Start enrollment: 58.40%
- o Early Head Start enrollment: 89.07%
- o Early Head Start Child Care Partnership enrollment: 80.53%
- o Head Start Average Daily attendance: 77.0%
- o Early Head Start Average Daily attendance: 81.26%
- o Early Head Start Child Care Partnership attendance: 80.53%
- o Stage 2: 413 children
- o CAPP: 431 children
 - In total: 844 children
 - Incoming transfers from Stage 1: 8 children
- o LIHEAP: 241 households have been assisted
- o CARES LIHEAP: 0 households served
- o Weatherization: 4 households served

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

b. Staffing:

- During the month of July, CSB hired a Teacher Assistant -substitute, Teacher Assistant Trainee, and Student Intern. The Bureau also processed several promotions, and filled temporary upgrades and extensions. For all other vacancies, the Bureau is working through the established process to fill vacancies permanently or by TU with support from EHSD Personnel and HR.

c. Union:

- One Grievance - pending Step 3 Grievance

II. Emerging Issues and Hot Topics:

- Recruitment of teaching staff is one of CSB's biggest challenges. CSB Director is teaming up with his management team, along with EHSD's Public Information Office, to develop a comprehensive and innovative recruitment plan, including the creation of new recruitment videos and the potential utilization of a digital marketing firm.
- During the week of July 19, 2021, CSB Director, Aaron Alarcon-Bowen, met with key staff to develop a plan to, hopefully, achieve full enrollment (and pre-pandemic conditions) at our Head Start and Early Head Start centers by January 1, 2022. This is a process that started on July 15th and will gradually continue until full enrollment is reached.

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