

**EMPLOYMENT AND HUMAN
SERVICES DEPARTMENT -
COMMUNITY SERVICES BUREAU**

**A PRESENTATION TO THE
FAMILY AND HUMAN
SERVICES
COMMITTEE**



Presented by:
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COVID-19 Response Key Highlights

- Providing modified childcare services since re-opening for the 2020-21 program year in September with limited in-class capacity and strict infection control measures in accordance with federal, state and local guidelines specific to this pandemic. However, the surge in cases in the community over the past several months has resulted in the need to close nineteen classrooms cohorts since July, fourteen of which occurred in August
- Per the recent Office of Head Start guidance, we will “ramp up” in-class services in a gradual manner now through the month of December.
- By January 2022, CSB and partner classrooms will be at full in-class capacity and will resume the majority of in-person comprehensive services

New COVID-19 CARES Act Funding

Funding totaling \$4,405,517 are being used in a variety of ways as stipulated by the following guidance.



\$2,302,066



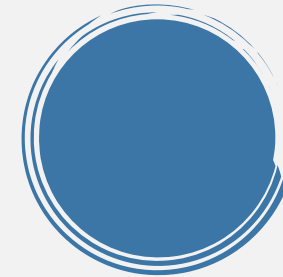
\$1,124,079



\$914,176



\$579,065



- Head Start and Early Head Start funds are used to support facility modifications, purchase of PPEs and cleaning supplies, conduct specialized cleaning, and purchase of materials, supplies and equipment used for distance-learning and on-site services.
- CAPP funds supported childcare services for essential workers.
- Low-income Home Energy Assistance (LIHEAP) funds were used to expand services, with priority to those impacted by unemployment and Vulnerable Populations defined as elderly individuals, disabled individuals or children age five and under.
- LIHEAP assisted a total of 1,820 clients under the CARES Act. LIHEAP will continue to promptly and efficiently provide relief on a first-come, first-served basis to eligible households impacted by the pandemic under ARPA funds.

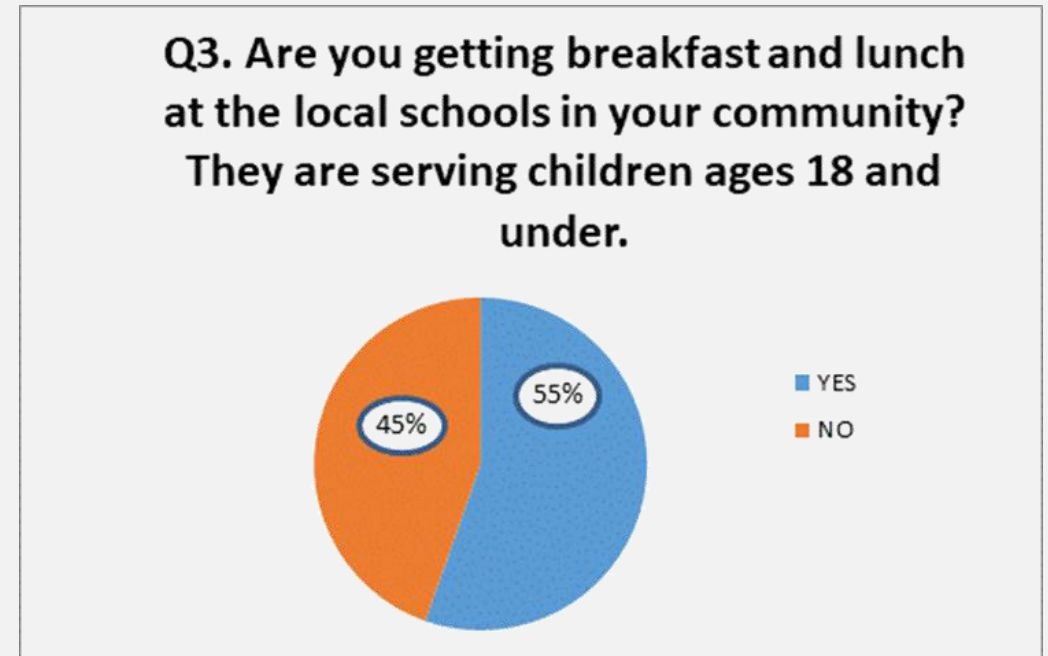
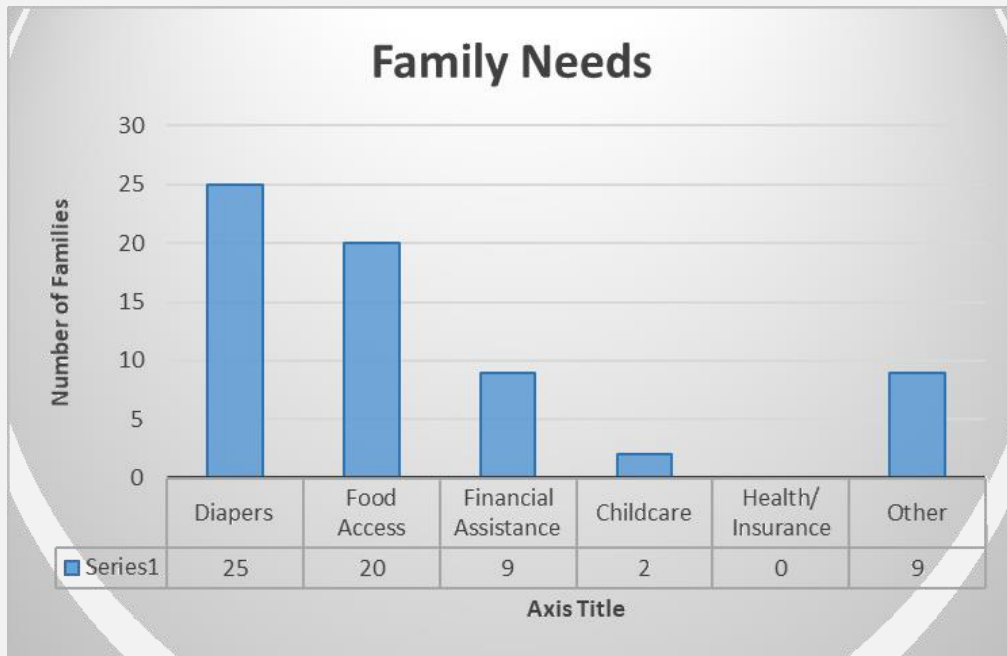
Family Support Resources

- CSB quickly established a Family Hotline for families to call when they needed assistance; however, it was replaced with text messaging, emailing, and social media so that parents could contact us immediately.
- Technology has been maximized by greater use of Facebook and conducting monthly parent meetings and Policy Council meetings via Zoom.
- A weekly “grab & go” distribution of diapers, wipes and formula was implemented along with a resource blast on text messaging, emailing, and Facebook of school-based and community food distribution sites. Phone call follow up was made to ensure the families were getting their needs met, averaging 245 calls per day.



Family Resources Survey Results

To support enrolled families, the Comprehensive Services Team re-tooled their approach and developed new strategies and resources to meet families' needs based on data collected from a newly established Family Resources Hotline and from survey responses. The Family Support Hotline showed the highest needs were in rental assistance, food resources and diapers.



The survey also revealed that 72% of parents were not aware of the CSB YouTube Channel that has abundance content for distance learning, healthy cooking, and story time. By virtue of survey, they are now better informed.

Staff Wellness

Five CSB staff virtually attended 6-day Trauma-Informed Care Institute hosted by the UCLA Anderson School of Management and sponsored by the Office of Head Start. This training event focused on strategies to promote resilience and wellness for Head Start staff through a trauma-informed lens. The goals for this training were to:

- Obtain an overview of professional quality of life
- Gain an understanding of compassion satisfaction
- Understand the concept of compassion fatigue, and how the following relate to compassion fatigue:
 - Chronic Stress
 - Burnout
 - Secondary Traumatic Stress
- Reflect on compassion satisfaction and compassion fatigue as it relates to your life

As a result of this training, CSB developed a Trauma-Informed Care (TIC) plan that includes many of the strategies we learned and we wrote wellness supplies and activities in to our Head Start Grants.



Ongoing Challenges

TEACHING STAFFING STORAGE:

- **A 10% SHORTAGE IN OUR TEACHING POSITIONS, PRIMARILY IN POSITIONS WORKING WITH INFANTS AND TODDLERS IN THE ASSOCIATE TEACHER CLASSIFICATION, AS WELL AS TEACHER ASSISTANT TRAINEES FRO THE FOLLOWING REASONS:**
 - The COVID-19 pandemic resulted in a loss of teaching staff as teaching staff retired or decided to leave the field due to its vulnerability or left to care for family members.
 - Low teacher salary: This is an issue in our County as it is nation-wide.
 - High cost of living in the Bay Area. Many of our staff struggle to make ends meet.
 - Staff migration: Our greatest staffing shortage is in West County. Staff are moving out of the county or farther east.
 - Transitional Kindergarten and other subsidized programs in the area.
 - Nation-wide shortage: programs throughout the state/ nation are experiencing teaching staff shortages.

Staffing Issues – Successful Outcome

Salary Increase

Eight classifications were recommended for varying levels of salary increases to bring wages up to livable and competitive levels. Salary increases have been implemented for all classifications.

Recruitment

CSB has embarked on a recruitment campaign for teaching staff.

Quality Improvement

Implementing the recommended increases and has secured Quality Improvement (QI) funds from Office of Head Start to support salary increases.

Staffing Issues – Successful Outcome

Quality Improvement (QI) Funds from the Office of Head Start:

PROGRAMS	QUALITY IMPROVEMENT (QI)
EHS-CCP	\$104,540
Head Start	\$359,366
Early Head Start	\$113,826
Total QI Funding	\$577,732
First Baptist Head Start	\$ (47,181)
QI Funding available	\$530,551

Total Budget for Teacher Salary Increase	\$ 651,633
Shortage covered by Base Grant	\$ (121,082)

Moving Forward

Replacing CSB's Central Kitchen

- Facility secured at 303 41st Street in Richmond.
- August 2020 construction started and included structural work
- November 2021 will start with demolition of the existing interior.
- May 2022 Kitchen construction to start and will include kitchen appliances, office/cubicles spaces and bathroom upgrades.

Continued Investment In Our Staff

- Growing Our Own through work experience and ECE apprenticeship programs
- Staff Wellness efforts to continue to strengthen quality in the provision of our services for staff and community
- Recruitment of new teaching Staff which includes a robust and comprehensive digital marketing campaign utilizing state of the art technology and highly targeted recruitment efforts

State Review Year

- Received a Contract Monitoring Review and Error Rate Review by California Department of Education (CDE) on April 2021, held over from 2019-2020 due to pandemic.
- CSB met all areas from the Contract Monitoring Review and Error Rate Review.

QUESTIONS ?



THANK YOU!

