

Contra Costa County
Employment & Human
Services Department

Community Services Bureau

2015
Annual
Report



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Letter from the Director

I am pleased to present the Community Services Bureau's 2015 Annual Report. As we celebrated our 50th year as the designated Head Start Community Action Agency for Contra Costa County, I am proud that we once again touched the lives of over 10,000 individuals in our community. Community Services Bureau (CSB) remained the largest childcare program in Contra Costa County, providing quality services to over 2,200 children and their families while our Alternative Payment, Energy Assistance and Weatherization Programs, and our many Community Action partnerships provided additional safety net services to the county's most vulnerable populations.

This was a busy year for us, in addition to a Head Start 50th birthday celebration with alumni, staff and families all celebrating together; the Bureau had four successful federal reviews within the course of just over one year. Each of the reviews resulted in areas of strength noted and no areas of concern identified. These outcomes are a true testament to the Bureau's strong systems, committed staff and the quality services that we are so very proud to provide in this county.

The good work we do in our communities could not be possible without the tireless commitment of CSB's staff, governing bodies and advisory body, in conjunction with linkages to dozens of community partners throughout the county. Together we continue to fight poverty in multiple areas and across barriers to ensure that our children and their families are the best prepared for school and beyond.

Please share in our 2015 successes by taking a few minutes to look at the innovative work CSB has done and will continue to do in the years to come.



Camilla Rand, Director
Employment and Human Services Department
Community Services Bureau



“Our Mission is to support individuals and families to thrive as contributing members of the community by providing high quality services and learning opportunities.”

Community Services Bureau

The Community Services Bureau is part of a national network of Community Action Agencies that was established by the 1964 War on Poverty, to address the underlying conditions that cause poverty. We have an annual budget of close to \$49 million and we employ approximately 400 employees in 16 service locations across the county.

Our largest program is the Child Development Program funded through the State of California that provides both part-day and full-day services and provides a core class curriculum that is developmentally, culturally, and linguistically appropriate for the children served. Each year we combine federal Head Start, Early Head Start, and State Child Development funds to provide early childhood education services to over 2,000 children and their families.

CSB administers several other programs that serve vulnerable households and low income families: Low Income Home Energy Assistance Program (LIHEAP), Weatherization, and CalWORKs Child Care Alternative Payment Programs (C2AP/CAPP). Through the federally-funded, state-administered Community Services Block Grant (CSBG), CSB is also able to fund a variety of community-based organizations operating poverty reduction programs. These programs impact poverty in three priority areas as determined by the community: Jobs/Employment; housing/shelter and Food/Nutrition.

In 2015, CSB served 2,280 Head Start and Early Head Start children and their families, which represents just over 25% of the eligible children in Contra Costa County. In compliance with federal Head Start regulations, our average monthly enrollment as a percentage of funded enrollment was 101% (fully enrolled, including extra transitions).

In late 2015, CSB implemented a new program called the Early Head Start-Child Care Partnership, designed to serve 72 children aged 0 to 36 months in full-day/full-year center-based and children aged 0-48 months in family child care settings. Children enrolled in this program must have the base of their child care paid for through child care subsidies.



Shared Governance

Board of Supervisors

The Contra Costa County Board of Supervisors (BOS) is the policy-making body of county government that oversees the operations of departments and exercises executive and administrative authority through county government and the office of the County Administrator.

Policy Council

The Policy Council (PC) is comprised of elected parent representatives of currently and formerly enrolled children and local community representatives. They work with the Board of Supervisors and the Director of Program Services to achieve Head Start Performance Standards. The Policy Council is responsible for decisions regarding:

- Parent, family, and community engagement,
- Program recruitment, selection, and enrollment priorities,
- Funding applications and amendments,
- Budget planning, including reimbursement for participation in PC activities,
- Policy Council by-laws,
- Policy Council election procedures,
- Recommendations on delegates and grantee service areas,
- Annual, monthly, and periodic reports, and
- Approving/disapproving hires/termination of staff.



2015-2016 Policy Council Executive Committee (ltoR): Sheila Frazier (Secretary), Veronica Covarrubias (Chair), Janelle Lafrades (Vice Chair) and Lettie Dyer (Parliamentarian)

"I'm a Head Start Grandparent and the Executive Committee Parliamentarian for the Policy Council. I attended Head Start when I was 4 years old and as alumni I am honored to again be part of this organization and see the growth that has occurred within the program. As an Executive Officer and Policy Council member it's great to learn the inner components of how the program is produced and implemented which manifests within each site serving our families and communities."

- Lettie Dyer-Policy Council Parliamentarian



Economic Opportunity Council

The Economic Opportunity Council (EOC) is a tripartite advisory board to the BOS and CSB for oversight of the Community Services Block Grant (CSBG). The EOC board composition includes five members from the public/private non-profit sector, five members from the low-income sector, and five members of the Board of Supervisors or their designees. The executive officers include: Ajit Kaushal, Chair; Jelani Killings, Vice Chair, and Renee Zeimer, Secretary.



EOC Member, Cesar Zepeda, at RYSE

Shared Decision Making

Together, the BOS, the PC, the EOC, and the director of CSB, form the group responsible for shared decision making in Community Services.



Parent, Family and Community Engagement

Parent, family and community engagement is about building relationships with families that support family well-being, strengthen relationships between parents and their children, and provide ongoing learning and development opportunities for both parents and children. The following includes highlights from 2015:

- **Male Involvement** – 85 participants enhanced their fathering skills and learned about the important roles they have as dad's in their children's lives by attending male involvement meetings and fatherhood classes based on the National Fatherhood Initiative's 24/7 Dad Program.
- **Facilitative Leadership Training** – 11 parents enhanced their leadership and facilitation skills as Policy Council representatives.
- **Policy Council Orientation** – 28 parent representatives received instruction in Policy Council program governance including roles and responsibilities.
- **BOS/PC/EOC Joint Training** – 58 participants received training in shared governance that included interacting with members of the CCC Board of Supervisors.
- **National Head Start Association Conference** – Policy Council Executive Committee members and the Parent, Family, and Community Engagement Manager attended this conference in San Diego, CA and learned about the next generation of partnership.
- **1,970 Volunteers logged 25,074 hours** – Volunteers assisted in the classrooms, on field trips, and as visiting experts pertaining to various subjects.
- **English as a second Language classes** – 9 parents attended a 10 week course at our George Miller Center in Concord and received instruction to advance their English conversational skills, grammar, reading, writing, pronunciation and vocabulary.



- **CSB Staff recognized** – 21 staff members were nominated by parents to receive recognition for their outstanding work with our children and families.
- **CSB Quarterly Newsletter** – Parents of 1630 HS and EHS children received newsletters informing them of program updates and special activities; available parent resources in the program and community; and education, health and nutrition information and tips.
- **Reading Advantage Program-Early Literacy workshop** – 496 parents from directly operated and partner centers participated in workshops and received free books to add to their children’s home library.
- **Workforce Investment Network (WIN) continues to grow** – CSB worked with WIN members to increase employment and training opportunities for CSB families.
- **Family Album Project** – 40 Families had professional photographs taken and received 5”X7” photos with a frame free of charge.
- **Family-Child Monthly Take home activities** – Parents of 1216 preschool aged children received math resources, hands on activities and educational games to play and engage with their children at home.
- **Weekend Beautification Project** – Families joined center staff and participated in a community workday at our CSB operated centers to enhance the center environment.
- **Bay Area Discovery Museum Field Trips** – Families from our Richmond centers participated with their children on field trips to deepen their relationship to the natural world.
- **Pajama Program** – 2000 pajamas were donated to the children of CSB.
- **Policy Council Trainings** – parent representatives participated in the following trainings: Positive Guidance (18); Stress Management (19); Foods for Young Children/Cooking Projects (17); Child Abuse Prevention (25); and using the home as a Learning Environment with an emphasis on Math (23).



School Readiness

2015 Classroom Assessment Scoring System Results

The CSB staff continued to receive training in the Classroom Assessment Scoring System (CLASS), an observation tool that focuses on the effectiveness of classroom interactions among teachers and children. CLASS fosters interactions that promote a child’s social, emotional, and cognitive development. Children thrive when teachers create nurturing, well-managed settings and provide frequent and engaging opportunities to learn. One of the CLASS goals is to help teachers learn how to interact more effectively with their students to provide higher level thinking and language skills.

2015 Countywide Total Average Domain Scores

CSB Directly Operated and Partners		2015 CSB Threshold	Federal Threshold
Domain	Score		
Emotional Support	6.36	6	5.72
Classroom Organization	5.81	6	5.36
Instructional Support	3.27	3	2.20



2015 Desired Results Developmental Profile Preschool

CSB used the California Department of Education’s assessment tool, the Desired Result Developmental Profile (DRDP), to assess the developmental progress of preschoolers three times per program year.

Figure 1 compares the year-end scores of preschool children for each domain in 2012-13, 2013-14 and 2014-15. At year-end, domain rankings were nearly identical in 2015 to rankings in 2013 and 2014. In all three years, scores at year-end were highest on Physical Development (PD), Health (HLTH) and Self and Social Development (SSD), while they were lowest on Language and Literacy Development (LLD).

Figure 2 compares the 2014-15 mean baseline and year-end scores of all preschool children for each domain assessed. Domain rankings at year-end were nearly identical to baseline, with the exception that Language and Literacy Development (LLD) replaced Mathematical Development (MATH) as the domain with the lowest mean score, and Cognitive Development (COG) replaced English Language Development (ELD) as the domain ranked fourth highest. Scores on Physical Development (PD) and Health (HLTH) continued to rank first and second highest, respectively.

Figure 1: Year-End Mean Scores by Domain, 2013 – 2015

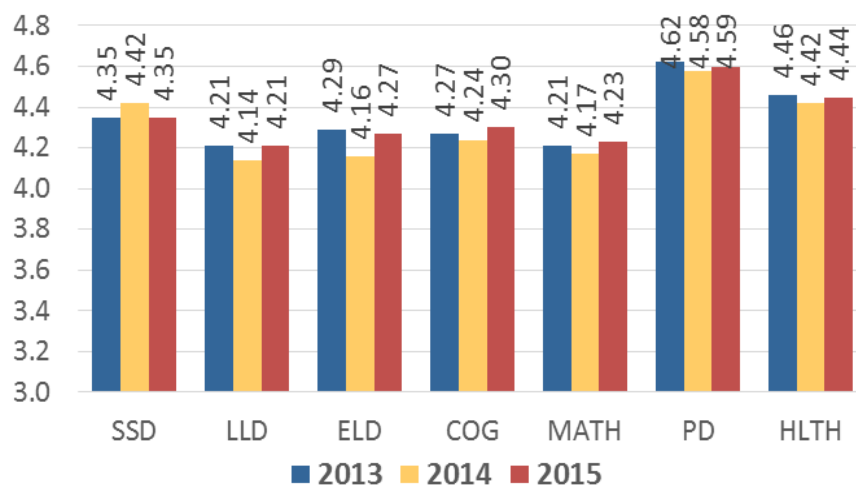
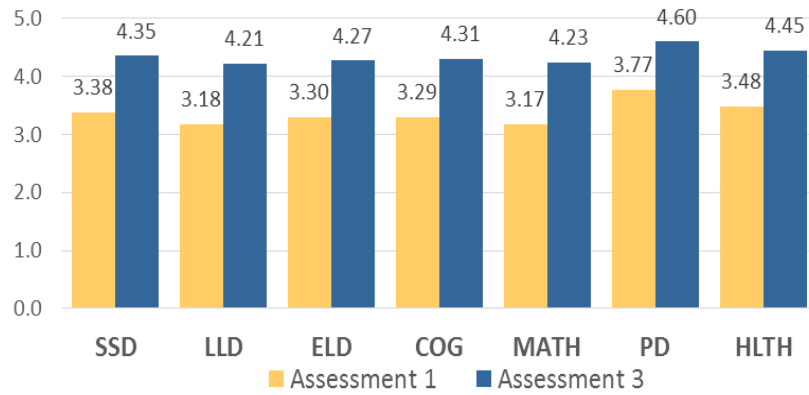


Figure 2: Baseline and Year-End Mean Scores by Domain, 2014-15



2015 Desired Results Developmental Profile-Infants & Toddlers

CSB used the California Department of Education’s assessment tool, the Desired Result Developmental Profile – Infant and Toddlers (DRDP-IT), to assess the developmental progress of infants and toddlers three times per program year.

Figure 1 presents the 2014-15 mean baseline and year-end scores of all infants and toddlers for each domain assessed. The lowest mean scores at year-end were on the two domains of Cognitive Development (4.05) and Self and Social Development (4.07), while the highest score at both baseline and at year-end was on Motor and Perceptual Development (MPD).

Figure 2 shows the children’s improvement in the 2014-15 program year on all five domains, ranging from a 0.83 percentage point increase on Motor and Perceptual Development (MPD) to a 1.02 point increase on Language and Literacy Development (LLD). The domain with the lowest mean scores at baseline, Cognitive Development (COG), gained 0.97 percentage points by year-end, which demonstrates more improvement than all other domains except Language and Literacy Development (1.02).

Figure 1: Baseline and Year-End Mean Scores by Domain, 2014-15

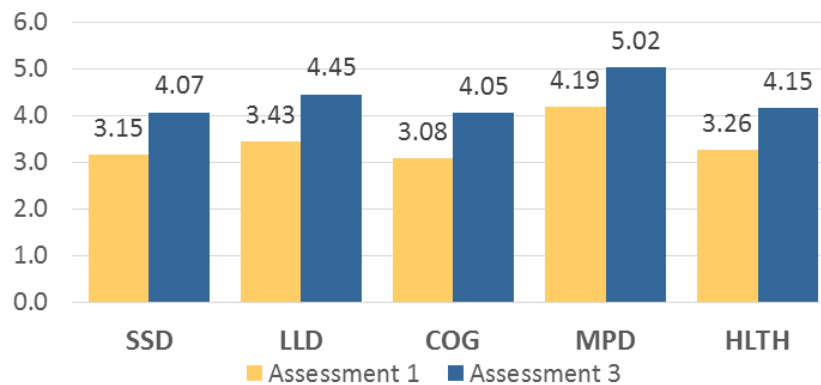
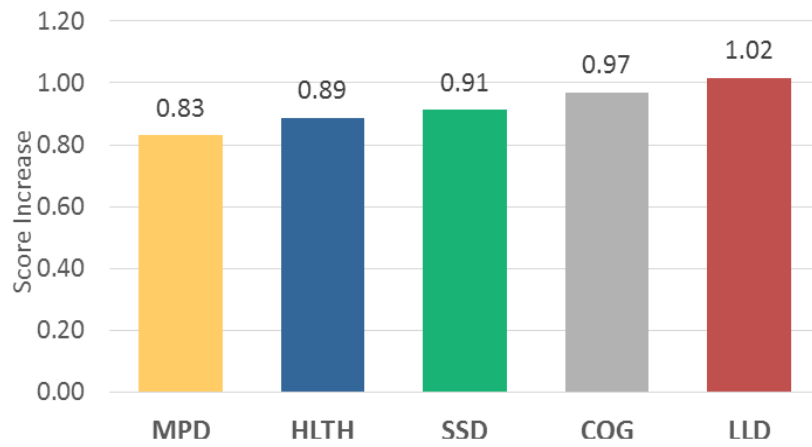


Figure 2: Change in Mean Scores since Baseline, 2014-15



Transition to Kindergarten

Research indicates that a majority of families who receive information about kindergarten from their child's preschool have a more positive outlook about their child going to kindergarten. The connections that Community Services Bureau staff makes with families serve as a bridge for child, family, and school from the time each child enrolls to the day they exit our program.

To assist staff with information and activities to implement successful kindergarten transition practices, centers received a copy of the Creative Curriculum Teaching Guide on getting ready for kindergarten. The book includes four weeks of kindergarten transition classroom activities including read aloud books on the topics of change, small and large group activities and conversations, and family engagement opportunities. Children transitioning to kindergarten also had the opportunity to view a video titled "*From Kindergartener to Kindergartener: What's Important for You to Know*" and the teacher engaged the children in a conversation about what to expect when they go to kindergarten.

Teachers also used the Second Step curriculum to support children throughout the school year and in particular for those children going to kindergarten, during the last few weeks of school. Second Step is a social emotional curriculum that focuses on skills children need to be successful in school and life. The last three lessons in Second Step that focus on transitions to kindergarten include:

- Week 26: Learning in Kindergarten; Children will be able to demonstrate Listening Rules and demonstrate focusing attention, listening and using self-talk during an activity. The Listening Rules and skills for learning help children become better learners in kindergarten.
- Week 27: Riding the Kindergarten Bus; Children will be able to identify feelings they have learned when presented with facial cues and demonstrate the Calming-Down Steps. When faced with new stressors (such as riding the bus), these skills help children avoid undue stress.
- Week 28: Making new Friends in Kindergarten; Children will be able to demonstrate Fair Ways to Play and demonstrate inviting others to play and asking to join in play. Friendship skills help children integrate successfully into new school environments.

The ***Road Map to Kindergarten*** is a pamphlet given in the fall to each parent of a child who will go to kindergarten. It includes steps for parents to implement, from fall to summer such as:

- Practicing healthy habits and safety
- Listening and thinking skills
- Practicing responsibility
- Building partnership with the teachers
- Scheduling a field trip to local elementary school

Family members were encouraged to attend parent meetings focused on helping their child make a smooth transition to kindergarten. Such parent meetings include an elementary school teacher or principal as the guest speaker, planning a field trip to a local kindergarten classroom, and/or discussing their feelings about their child's transition and how they are preparing themselves and their child. All children who transition to kindergarten received a bag of school supplies that includes parent-child activity kits, paper, a ruler, a pencil, an eraser, a box of crayons and glue.

The preschool years are a critical period for children's overall development, especially their social development. Ensuring a smooth transition to kindergarten for children and their families will have a positive impact on success in school for many years to come.



50th Anniversary of Head Start



2015 was a historic milestone for Head Start as it celebrated 50 years of preparing over 32 million children for school and life through educational and comprehensive services.

In collaboration with Supervisor John Gioia's office, CSB held its 50th anniversary celebration on October 16, 2015 at George Miller III Children's center in Richmond. Children, parents, alumni, community members, elected officials, and staff attended the celebration. A magic show, face painting and fun family table activities were arranged for the guests. During the celebrations CSB Director Camilla Rand stated, "Research shows that investing in quality early education yields a return on investment of \$7 in savings for every dollar spent in terms of fewer people incarcerated, unemployed or rely on public assistance".



Comprehensive Services

Nutrition

Nutrition impacts all of us, especially young children. Poor nutrition poses a threat to our children's health and social-emotional status. We can make sure all children and their families learn and maintain a healthy lifestyle. CSB continued to make good health a priority through the following initiatives:

- Rethink Your Drink is a traveling displays that helps children and parents learn about sugar content in typical drinks, such as sodas and fruit juices and how to prevent the early onset of diabetes.
- Contra Costa Health Services continued to bring nutrition-oriented, educational workshops to CSB families. Topics included Healthy Eating on a Budget and Keeping Fit. Centers also had a CC Health Services Physical Activity workshop at one of their monthly parent meetings.
- CSB's Nutritionist contributed articles to the parent newsletters, such as Physical Literacy which suggested physical activities parents can do with children of all ages, from tummy time for babies to pumping on a swing for five year olds. Parents were also informed about the Early Care and Education Learning Collaborative (ECELC) Project, which focuses on combatting obesity in the early child care setting in a long-term, sustainable way.
- Celebrating Food Day on October 24th - CSB again partnered with the Food Bank of Contra Costa and Solano Counties to bring fresh produce to our families, as part of our efforts to promote healthy, affordable food prepared in a sustainable and humane way.
- UC Cooperative Extension continues to train all home educators using their 10-lesson Expanded Food and Nutrition Education Program (EFNEP).
- The back of the monthly menus continue to have nutrition education, and physical activities for families.
- Since July 2015, CSB's Nutritionist sends out at least two physical activities for teachers to include in their lesson plans each month.



Health

CSB works to ensure that all children enrolled in the various programs receive timely, high quality health care services. Services received include:

- Access to medical and dental services - **100%** of children obtained ongoing access to high quality services through a medical and dental home.
- Vision screenings (children ages 3-5) - **100%** of children received vision screenings through their medical provider or CSB's Certified Vision Screeners. Glasses were obtained for those children identified as in need.
- Hearing screenings (children ages 3-5) - **100%** of children received screenings through their medical provider or CSB's Certified Audiometric Screeners with follow-up provided to children identified as in need.
- Otoacoustic Emissions (OAE) hearing screenings (children ages 0-3) - CSB's pilot program screened 10% of Early Head Start children with plans to expand to 100% in the 2015-2016 school year.
- Oral health education (children ages 0-5) - **100%** of families received oral health education at their initial home visit and each child received a toothbrush.
- Dental exams - CSB participates annually in the national Give Kids a Smile Day event with participants including children without a prior exam and those at risk. Free dental exams, fluoride varnish and take home dental kits were provided to **572** children. Free in-office treatment was provided to **85** children.



Mental Health

The Mental Health Unit facilitated 112 new referrals during 2015. All children with a mental health diagnosis received intervention in the form of play therapy at their sites. Children without a diagnosis were supported individually in collaboration with their parents and classroom teachers by creating a positive guidance plan. The unit provided staff with monthly newsletters that supported their work in the classrooms and included topics like stress management, transitions, and grieving.



The unit also provided staff and parents training in the following areas:

- Child Abuse Prevention and Awareness
- Strategies to Address Challenging Behaviors
- Conflict Resolution
- Team work
- Children's Mental Health Awareness
- Stress Management



Disabilities

CSB maintained a memorandum of understanding with the Contra Costa Special Education Local Planning Area (SELPA). CSB also collaborated with eight Contra Costa County school districts in an effort to support children and families in accessing early intervention services and assisting them in transitioning into kindergarten programs as needed.

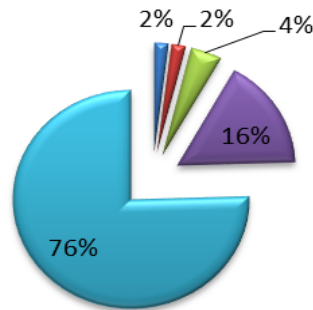
The school districts with which we have close collaboration are: West Contra Costa USD, John Swett USD, Martinez USD, Mount Diablo USD, Pittsburg USD, Antioch USD, Oakley Union Elementary, and Brentwood Union SD.

In the 2014-2015 program year, 43 (2%) children enrolled in the Early Head Start program had an Individual Family Services Plan (IFSP) and 219 (11%) children enrolled in Head Start had an Individualized Education Program (IEP). All of these children received 100 percent full inclusion services at their sites and teaching staff supported and enhanced their education in our classrooms.

The chart below represents the breakdown of the types of disabilities and developmental delays of children that CSB served at the various sites.

**2014-2015
Number of Children with Diagnosed or Developmental
Delays**

- 5 - Other Disabilities
- 5 - Multiple disabilities
- 11 - Autism
- 43 - Non Categorical Developmental Delay
- 197- Speech and Language Impairment



As a result of a formalized collaboration between CSB and West Contra Costa USD - Cameron School, the following programs provide dual enrollment to serve children with disabilities:

- Infant Toddler early intervention program at Cameron served 25 children
- Special Day Class at Balboa served 12 preschool children
- Special Day Class at GMIII served 9 preschool children
- Inclusion Program at Brookside served 11 children
- Response to Intervention (RTI) is an approach to identify children with potential speech delays and provide intervention on site in a three-tiered approach:
 - Tier I – **270** children received instruction to build language and literacy skills.
 - Tier II - **40** children received push up small group instruction to strengthen language skills. The support was given in collaboration with Cameron Speech Therapists and classroom teachers.
 - Tier III - **35** children received small group intervention, including children with IEPs.



Program Information Report (PIR)

Each year, CSB is required to submit a Program Information Report (PIR) to the Office of Head Start (OHS). The PIR survey measures how well programs are doing in relation to OHS's rules and regulations that govern the programs and are referred to as Performance Standards. OHS compiles these reports regionally and nationally, subsequently sharing these ratings with Congress to inform them in their Head Start and Early Head Start decision making processes.

CSB performed at or above the national average for almost all PIR indicators. The chart below, separated for Head Start and Early Head Start, with the exception of Disabilities Services, highlights some key health and disability indicators to demonstrate CSB's performance at or above the national average. The exception was preventative and primary care for EHS families, which was slightly lower than the national average. The exception is due to a current lack of timely access to health care services as a result of impacted health care systems as more individuals obtain health insurance.

Performance Indicators	National 2014-2015	CSB 2014-2015
Health Insurance	HS – 96.9% EHS – 97.4%	HS – 99.8% EHS – 98.3%
Immunizations Up-to-Date, Possible or Exempt	HS – 94.3% EHS – 93.3%	HS – 99.1% EHS – 97.8%
Percentage of children up to date on a schedule of preventative and primary health care per the state's EPSDT schedule at the end of the enrollment year	HS – 87.1% EHS – 80.5%	HS – 87.4% EHS – 79.1%
Disabilities Services – Mandate is 10%	ALL – 12.2%	ALL – 12.2%

* Data does not include children enrolled for less than 45 days.



Alternative Payment Programs

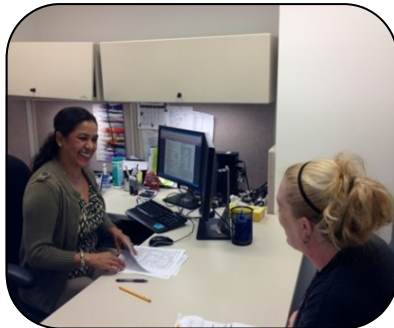
CSB continued to operate the CalWORKs Stage II Childcare Program (Stage II) and the Childcare Alternative Payment Program (CAPP). Both are designed to maximize parental choice in selecting childcare alternatives that meet the needs of the child and family. Parents select licensed childcare centers, licensed family childcare homes, license-exempt, or in-home providers. The age limit for childcare provided through these programs is 0–12 years of age (with the age limit subject to extension under certain limited circumstances). Stage II is limited to parents who are in receipt of, or have received CalWORKs cash assistance, within the past 24 months.



Alternatively, CAPP primarily assists families that have been referred by Children & Family Services. CSB served approximately **800** families and over **1,060** children, with a combined funding of \$2,656,949 for Stage II and CAPP.

Low-Income Home Energy Assistance Programs and Weatherization (LIHEAP)

The Low-Income Home Energy Assistance Program (LIHEAP) is a federally-funded program that assists low-income households with their heating and cooling needs, while also protecting the health and safety of families in the household. Priority for funding and services is given to households with the highest energy burden, while also taking into consideration vulnerable populations, such as the elderly, disabled, or families with young children. In total, **5,839** households were funded by the program in 2015. Of these households, **3,513** had their energy services reinstated or avoided their services being disconnected.



The Weatherization Program is designed to improve energy efficiency of households, resulting in reduced energy usage and cost. The program is available regardless of whether individuals own or rent, live in a house, apartment, or a mobile home. In addition to the appliance inspection, the inspector will conduct an evaluation of the home to determine what energy saving measures are needed. Weatherization measures may include, but are not limited to, weather-stripping, insulation, caulking, water heater blankets, refrigerator replacement, heating and cooling repairs, and thermostat replacements. In 2015, CSB's weatherization program was able to service approximately 300 residential units.

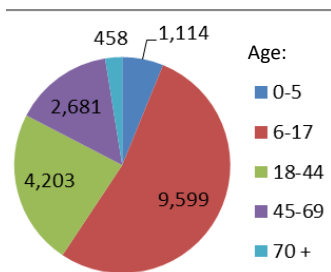
Community Services Block Grant Program (CSBG)

CSB, in partnership with the Economic Opportunity Council (EOC), awarded CSBG funding to the following subcontractors and directly operated service provider in an effort to ameliorate poverty from our communities.

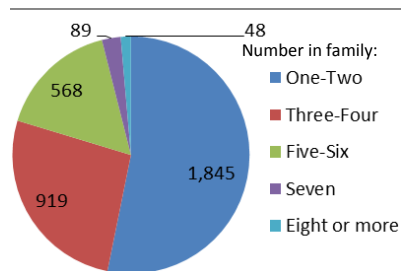
Name of Agency	Description of Services
Bay Area Community Resources	Workforce Development/Youth leadership
Bay Are Legal Aid	Legal Safety Net-Housing
Opportunity Junction, Inc.	Job training/ Employment
RYSE, Inc.	Employment / Educational support
Monument Crisis Center	Nutrition/Education/General Assistance
The Contra Costa Clubhouses, Inc.	Job training /Education/ Employment
Loaves and Fishes	Food/Nutrition
Food Bank	Food/ Nutrition
Community Services Bureau	Job training/Employment

The following charts show key characteristic of the services provided through these programs to a total of **18,080 individuals**.

Age of Recipients:



Number of individuals in the family:



Funding & Expenditures

FY 2014-15 Revenues	
Program Name	Amount
Head Start	17,209,156
LIHEAP/Weatherization	1,924,873
Early Head Start	4,015,487
CDE Contracts (Stage II, CAPP, Child Development)	22,554,715
USDA/CCFP Meal Reimbursements	1,952,082
CSBG	800,354
County Contribution	997,997
Total	48,454,664

FY 2014-15 Expenditures	
Program Name	Amount
Head Start	18,161,426
Child Development	17,349,153
CAPP & Stage II	5,022,076
Early Head Start	4,180,617
USDA/CCFP Meal Reimbursements	956,965
CSBG	852,625
LIHEAP/Weatherization	1,931,802
Total	48,454,664

FY 2015-16 Budget			
Program Name	Expenditures	Revenues	Net County Cost
Head Start	15,689,730	15,689,730	-
CA Department of Education Contracts	17,395,878	17,398,878	-
Early Head Start	5,275,178	5,275,178	-
CA Dept. of Community Services Contracts	3,868,880	3,710,092	158,788
USDA/CCFP Meal Reimbursements	949,748	949,748	-
Total	43,179,414	43,020,626	158,788

Audits, Reviews & Compliance

EHSD Community Services Bureau			
2015 Audits and Reviews by Federal, State, and CPA Firms			
	Name of Agency	Purpose	Outcome
1.	Office of Head Start	2015 Head Start & Early Head Start Fiscal & ERSEA Review	No findings
2.	Macias, Gini & O'Connell (MGO)	FY 2014-2015 Single Audit	No findings
3.	Badawi & Associates	FY 2014-2015 State Child Development Audit	No findings
4.	California Department of Community Services and Development	2014 Department of Energy Weatherization Assistance Program (WAP) and 2014 Low Income Home and Energy Assistance Program (LIHEAP)	There were 3 findings related to programmatic requirements, which were all resolved.
5.	Office of Head Start	2015 Environmental Health and Safety Review	No findings
6.	Office of Head Start	2015 on-site CLASS Review	CLASS scores Exceeded the National threshold.



Innovation

In Reach Programs

CSB expanded its partnership with REadingADvantage to serve parents who are incarcerated at the West County Detention Facility or who are in residential treatment at Ujima Recovery Centers throughout the county and are separated from their children. The partnership seeks to develop, preserve, and enrich the relationship between the parent and child by recording the parent while reading quality children’s literature and then delivering the recording along with the book to the child that is “on the outside.” The partnership will include the parents of children already enrolled in our program and will also work with parents with children that are eligible for our program while they are awaiting an enrollment opportunity.



Child Location Observation and Utilization Data System (CLOUDS)

CLOUDS is a management information system designed in 2012 to provide increased safety for children and to enhance staff productivity in the childcare centers. Through the use of CLOUDS technology, CSB staffs are able to ensure the optimum safety and visibility of preschool children in their care in real-time which is a benefit to our families knowing that we have taken extra measures to ensure their children’s safety in our centers. In 2014, CLOUDS was the first electronic system in California to be approved by the California Department of Education (CDE) to use its electronic attendance management system at its centers. CSB continued to work with CLOUDS’ design team to create new reports and features or expand the capabilities of existing ones, such as the implementation of the Mobile i-Attendance/Meal Count System Tablets. Teachers are now able to carry these mobile devices along with them in the classroom, playground and during fieldtrips so that parents can sign-in/out their children on the spot. This electronic paperless attendance system has saved thousands of man hours and paper that no longer needs to be printed.

Quality Rating Improvement System (QRIS)

All fifteen child development centers within Contra Costa County CSB sites participated in the QRIS this past year in collaboration with the County Office of Education and First 5 Contra Costa. This program helps centers to rate themselves on a series of quality indicators and work as a learning community to identify and address areas for quality improvement, including professional development for staff and material enhancement. CSB centers have received QRIS high rating scores of 4 and 5, measured on a 5-tiered rating scale.

Practice Based Coaching

CSB contracted with two experts to coach and mentor teachers using the Teacher's Learning and Collaborating (TLC) approach. This approach is a group format Practice Based Coaching (PBC) model for ongoing professional development. It combines a PBC trained facilitator, peers and self-coaching. The process focuses on teaching practice using videos recording, reflection, and group and individual feedback. It promotes effective teaching practices that result in positive outcomes for children and promotes school readiness. Over 20 teachers in three cohorts have benefited from this program since it began in 2014.

The Early Head Start-Child Care Partnership (EHS-CCP)

EHS-CCP partnership is a new competitive grant opportunity that incentivizes local partnerships between Early Head Start programs and child care programs to increase the number of infants and toddlers in high quality early learning programs.

The EHS-CCP funds provided to CSB by the Office of Head Start expounded high quality early learning opportunities to 72 infants and toddlers through EHS-CC Partnerships throughout Contra Costa County. These partnerships support working families by providing a full-day, full-year program option at Family Child Care (FCC) providers and child care centers; so that low-income children have the healthy and enriching early experiences they need to realize their full potential.



The Early Head Start-Child Care Partnership (EHS-CCP) Cont'd

EHS-CCP brings together the best of EHS and child care through layering of funding. All infants and toddlers attending an EHS-CCP program benefit from facilities and homes that are licensed and meet safety requirements. Children in classrooms with EHS-CCP-enrolled children also benefit from qualified teachers receiving ongoing supervision and coaching to support implementation of curriculum and responsive caregiving. The EHS-CCP program will provide comprehensive services that benefit children, families, and teachers, including: health, developmental and behavioral screenings, higher health, safety and nutrition standards, increased professional development opportunities for teachers and FCC providers, and increased parent engagement opportunities.

Technology

In addition to the CLOUDs System, CSB continued to incorporate technology into existing practice. Staff who monitor the classrooms are equipped with tablet computers that allow them to input data into a real-time monitoring system that immediately provides alerts for health and safety issues. Each classroom also continued to be equipped with surface tablets for the children to explore learning applications such as ABC Mouse.com.



Clerical Assistant Trainee Program (CATs)

CSB developed a comprehensive on-the-job training program which trains a cohort of 15 low-income individuals with no higher education to be clerical assistants. Using an industry recognized, web-based- training curriculum, participants must master an initial 12-course core curriculum and obtain a positive performance review in the first six months of placement to be eligible for a second six month placement. Many of these participants leave the program to gain full-time permanent employment with the County, which is considered the gold standard by the job training community. The job-placement rate in 2015 was 75%.

Professional Development

CSB believes that continuing education and Training and Technical Assistance (T&TA) is critical in meeting or exceeding the Head Start Performance Standards, realizing program goals and objectives, determining priorities based on data and systems analyses, and achieving continuous improvement as an agency. Detailed below are training highlights occurring during 2015.

Training Title	Training Description	Number & Position
2015 DRDP Assessments Tools and DRDP Tech	Understanding the new 2015 DRDP Assessment Tools and the on-line data system.	153 Teaching Staff/ 23 Comprehensive Services Staff and Supervisors
Positive Guidance	Teaching strategies to interact with children with challenging behaviours.	49 Teaching Staff
Ready to Learn Curriculum	CSB's locally designed curriculum on safe and developmentally appropriate environments and transitioning children into school.	123 Teaching Staff
Individualization	Implementing the individualization process and documentation for each child.	151 Teaching Staff
ECERS-3	ECERS-3 builds upon the importance of the appropriateness and variety of materials with and enhanced focus on teaching and interactions	84 Teaching Staff
Second Step Curriculum	Helping children develop socio-emotional skills aimed at reducing impulsive and aggressive behaviours while increasing social Competence.	160 Teaching Staff
School Readiness	Supporting teachers in preparing children to be successful in kindergarten including developing social emotional practical skills that children need to successfully function in a classroom of peers.	178 Teaching Staff
Chronological Supervision	An understanding of effective supervision strategies and systems, including Progressive Discipline and Chronological Supervision so that supervisors are well prepared to support high quality performance and effectively address under performance.	62 Comprehensive Services Managers, Assistant Managers, Site Supervisors, & Admin Staff
Facilitative Leadership	Strategies for facilitating maximum staff involvement in meetings and in daily work.	16 Site Supervisors & Admin Staff
Managing With Impact	Provides participants with practical ideas, skills, tools, perspective, and confidence so they can manage people in a way that brings out the best in everyone and contributes directly to the success of the organization.	19 Comprehensive Services Managers & Assistant Managers, & Site Supervisors
Family Development Credential	Complete California Head Start Association credentialing program to enhance knowledge and skills to support families' development.	7 Comprehensive Services Assistant Managers and Clerks

CSB Childcare Center Locations

Ambrose LIC: 073402849 3103 Willow Pass Rd., Bay Point 94565
Phone: (925) 427-8463, 8464 Fax: (510) 427-8465

Balboa LIC: 073400249/IT073402613 1001 S. 57th St., Richmond 94804
Phone: (510) 374-7025, 7026, 7027, 7028 Fax: (510) 374-7024



Bayo Vista LIC: 073402140 2 California St., Rodeo 94572
Phone: (510) 374-7492 Fax: (510) 374-7512



Brookside LIC: 070213108 847 "B" Brookside Dr., Richmond 94801
Phone: (510) 374-3732, 3733, 3736, 3765 Fax: (510) 374-3729

Contra Costa College LIC: 073404255 2600 Mission Bell Dr., Rm 118 & 121, San Pablo 94806
Phone: (510) 235-1277, 1251 Fax: (510) 235-1244



Crescent Park LIC: 070211591 5050 Harnett Ave., Richmond 94804
Phone: (510) 374-3701 Fax: (510) 374-3741



George Miller LIC: 73400252/IT073402545 3068 Grant St., Concord 94520
Phone: (925) 646-5646 Fax: (925) 646-5054

George Miller III LIC: 073404440 300 S. 27th St., Richmond 94804
Phone: (510) 374-3526 Fax: (510) 374-3553



Las Deltas LIC: 073404675/IT-070213144 135 W. Grove Ave., Richmond 94801
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Phone: (925) 427-8270, 8272 Fax: (510) 427-8355

Los Arboles LIC: 073402350 240 Las Dunas Ave., Oakley 94561
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Marsh Creek LIC: 073401411 7251 Brentwood Blvd., Brentwood 94513
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Riverview LIC: 073404270 227 Pacifica Ave., Bay Point 94565
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Verde LIC: 070212633 2000 Giaramita Ave., North Richmond 94801
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