



Contra Costa County
**Community
Services
Bureau**

**2017-18
Annual
Report**

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Letter from the Director

I am pleased to present the Community Services Bureau's **2017-18** Annual Report and to highlight all the wonderful work we have done in the program to better the lives of children, families and individuals living in poverty. In Contra Costa, one in four children live in poverty and one in every five families struggle to make ends meet. I am proud that through our childcare programs and community action partnerships, we were able to touch over **10,000** lives this year.

We began the year with a new Early Head Start grant to serve **190** additional infants and toddlers throughout the county and began new childcare partnerships in under-served, high need areas. We also expanded our preschool service area into San Ramon, at two public schools. We began new and innovative ways to grow our own workforce through partnerships with Contra Costa and Diablo Valley colleges.

Our childcare programs continued to be an oasis for our families during a time of uncertainty, and our parent satisfaction survey showed that 99% of the families feel that their child is happy and safe in our program. This survey also revealed that 100% of the families are satisfied (16 %) and very satisfied (84%) with the overall quality of the program.

As you delve into this annual report, you will see that through direct services, innovative programs, and extensive partnerships, the Community Services Bureau continues to provide quality services that are responsive to the interests and needs of the community we serve.

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 (CSB)

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 close to \$53 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: Employment, Housing and Nutrition.

In 2017, CSB served **2,401** Head Start and Early Head Start children and their families, which represents approximately 25% of the income-eligible children in Contra Costa County. This year CSB was successful in obtaining a second Early Head Start-Child Care Partnership grant to fund **190** additional children to meet the need for center-based infant and toddler care in the community.

“We are committed to the wellness of all children in our care.”



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
- Approving procedures for hire/termination of staff



* PC Representatives

The Policy Council members receive annual and periodic trainings to prepare them for their roles and responsibilities and to provide an effective oversight of our program.

The annual trainings they receive consist of the Policy Council Orientation, Joint training with the Board, and Facilitative Leadership trainings.

The PC Executive team also participated this year in the Annual National Head Start Association Parent and Family Engagement Conference in Texas. Upon their return, they shared the key topics that empowered them and reinforced their commitment as leaders of the PC.

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 is composed of 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 are: Ajit Kaushal, Chair; Renee Zeimer, Vice Chair; and Dawn Miguel, Secretary.

After conducting three public hearings in the primary regions of Contra Costa County, the EOC declared that the top factors contributing to poverty are Housing & Shelter, Employment & Training, Food & Nutrition, and Comprehensive Health Services. As a result, the EOC awarded 10 direct service providers to further support programs designed to assist low-income families and individuals. Through these efforts, the EOC provides pathways out of poverty to unbar the doors to self-sufficiency.

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.



“We are more than an child development program.”

Parent, Family and Community Engagement

Parent, Family and Community Engagement (PFCE) 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 2017:

Policy Council Orientation: 23 parent and community representatives received instruction in Policy Council program governance including roles and responsibilities.

BOS/PC/EOC Joint Meeting: 43 participated in a shared governance that included interacting with members of the Contra Costa County Board of Supervisors.

Facilitative Leadership Training: Eight Policy Council representatives received training to enhance their leadership and facilitation skills.

Policy Council Trainings: Parent and community representatives received the following trainings at monthly Policy Council Meetings:

- ◆ Make Parenting a Pleasure
- ◆ Parent, Family and Community Engagement Head Start and Early Head Start School Readiness Goals
- ◆ The Impact of Loss and Trauma on Young Children
- ◆ Child Abuse Prevention
- ◆ Building and Maintaining Credit
- ◆ Head Start Program Performance Standards
- ◆ Head Start Eligibility

National Head Start Association Conference: Four Policy Council Executive Committee Members and Managers attended NHTA's 34th Annual Parent and Family Engagement Conference in Austin, Texas. The conference focused on how communities, parents, families and Head Start program staff can best promote both parent and family engagement and children's learning and development. Participants were provided with hands on training specifically designed for Policy Council chairs and members.

Volunteers: 1,700 parents and community members logged 2,800 hours of volunteer services. Volunteers assisted as visiting experts pertaining to various subjects in the classrooms and on field trips, during parent committee meetings, and enhancing our program environments.

CSB Staff Recognition: 18 staff received parent recognition at Policy Council Meetings for their outstanding work with the Head Start and Early Head Start children and families.

Financial Fitness: 88 parents participated in Family Financial Fitness Training to enhance their financial literacy and saving habits, develop money management techniques, establish or improve credit scores/histories, and recognize credit as an asset.

English as a Second Language Classes: 20 parents attended a 10 week course at the George Miller Center in Concord and received instruction to advance their English conversational skills, grammar, reading, writing, pronunciation and vocabulary.

Parent Survey: Each year CSB's parents are asked to complete a survey to gauge families' satisfaction levels with our services. This year 85% of the parents participated in the survey with 84% reporting that they are very satisfied, 16% satisfied and 0% reported not satisfied.



CSB Family Newsletter: Over **1,700** families from HS and EHS programs received family newsletters informing them of program updates and special activities, available program and community resources, education, nutrition, health, mental health and safety articles and tips from contributing CSB content area experts.

Friday Flyers: **19** editions of Friday Flyers were distributed to inform and connect parents with community resources and events to include: adult education, health clinics, libraries, farmers markets, housing assistance, job training, employment opportunities, free tax services, and free or low cost recreational activities for the families among many others.

Reading Advantage Program-Early Literacy Workshops: **15** directly operated sites in collaboration with READ presented early literacy workshops to families during their parent committee meetings. Participants received free books to add to their children's home library.

Itsy Bitsy: **236** EHS family members attended workshops on the value of reading and made a commitment to read to their children for 20 minutes a day. Training packages included early literacy guides, bibs, beanies, puppets and age appropriate books.

Bay Area Discovery Museum Field Trips:

Parents and family members of **392** preschool children at four of our Richmond centers participated and attended field trips to the Bay Area Discovery Museum with their children to deepen their relationship to the natural world.



Preschool Family-Child Monthly Take Home Activities: Families of **810** preschool children received weekly development activities (home links) from the Second Step Curriculum to support their child's social-emotional development. The weekly activities connect the lessons learned in the classroom with an activity for families to do at home with their children. Additionally, all families received a minimum of two books focusing on social-emotional development. Titles of books distributed include *Share and Take Turns*, *Talk and Work it Out*, *Join In and Play*, and *Cool Down and Work Through Anger*.

Infant/Toddler Family-Child Monthly Take Home Activities: Families of a **153** infant and toddlers received monthly gross motor take home activities and resources to support their child's large muscle development. Activities included materials to support the development of various gross motor skills, such as rolling over, sitting up, crawling, walking, and running.

Weekend Beautification Project: **15** directly operated sites participated in the "Weekend Beautification Project" where families joined center staff and participated in a community workday to enhance the center environment.

Workforce Investment Network (WIN) continues to grow: CSB collaborated with WIN members in supporting and linking employment and training opportunities for CSB families.

School Readiness

2017 Classroom Assessment Scoring System Results:

CSB staff continued to receive training on 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. The CLASS tool has ten dimensions of teacher-child interactions rated on a 7-point scale, with 7 being the highest score. Scores within the range of 6-7 represent high quality teacher-child interactions, with effective interactions being consistently observed by the reviewer.

2017 Countywide Total Average Dimension and Domain Scores:

Countywide Total Average Domain Score

Domain	Score	2017 CSB Threshold	Lowest 10% Threshold National
Emotional Support	6.54	6	5.59
Classroom Organization	6.21	6	5.25
Instructional Support	3.46	3	2.22

*Countywide domain scores indicate that CSB was above our internal threshold, as well as the 2017 Federal Head Start threshold.



2017 DRDP Preschoolers Outcomes



CSB used the California Department of Education's assessment tool, the Desired Result Developmental Profile (DRDP2015), to assess the developmental progress of preschoolers three times per program year.

Figure 1 showcases baseline, mid-year, and year-end outcomes of preschool children for each domain based on the DRDP rating of Building Middle or above. The domain with the greatest improvement was Social and Emotional Development: Social and Emotional Understanding (SED 2) showed a 50% increased from baseline to year-end assessment.

Figure 1: Preschool Outcomes for 2016-2017 Program Year

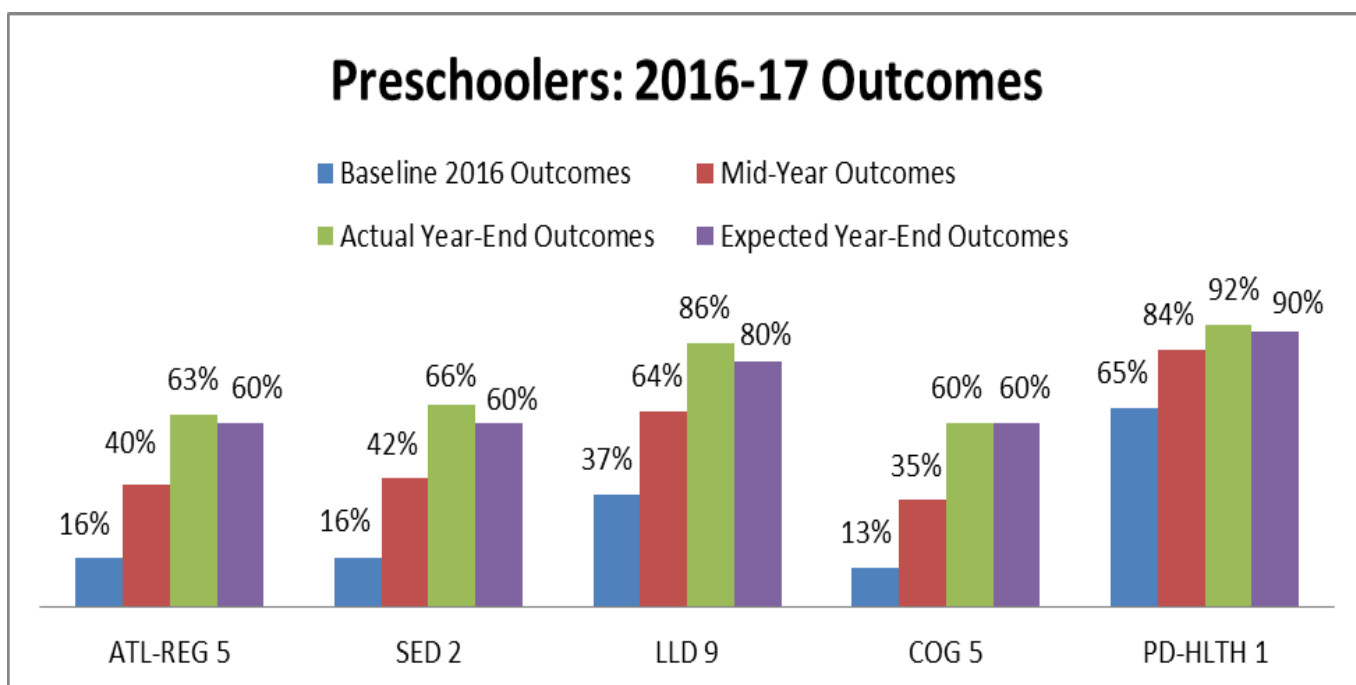


Chart Key: ATL-REG (Self Control of Feelings & Behavior), SED (Social & Emotional Understanding), LLD 9 (Letter & Word Knowledge), COG (Measurement), PD-HLTH 1(Perceptual-Motor Skills & Movement Concepts)

Figure 2 showcases baseline, mid-year, and year-end outcomes of preschool children entering kindergarten for each domain based on the DRDP rating of “Building”, “Later” or “Above”. The domain with the greatest improvement was Cognition, including Math and Science: Measurement (COG 5) showed a 58% increased improvement from baseline to year-end assessment.

Figure 2: Pre-kindergartener Outcomes for 2016-2017 Program Year

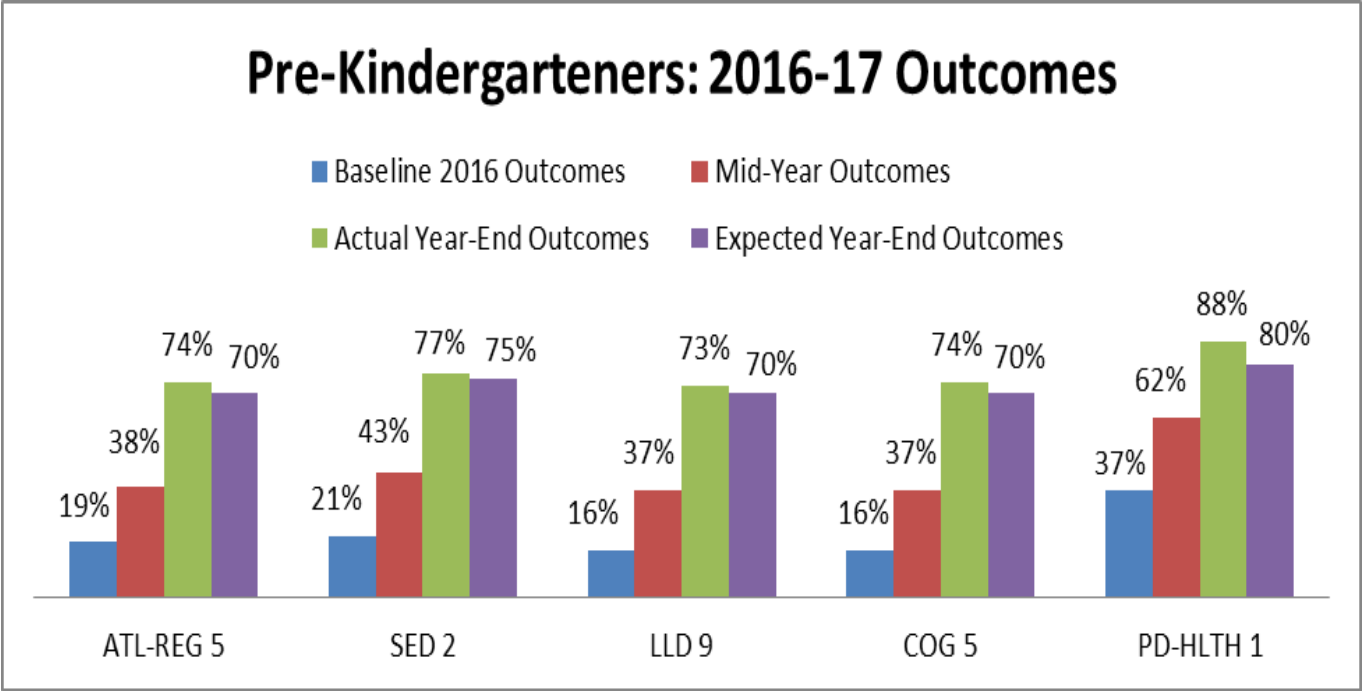


Chart Key: ATL-REG (Self Control of Feelings & Behavior), SED (Social & Emotional Understanding), LLD (Letter and Word Knowledge), COG (Measurement), PD-Health (Perceptual-Motor Skills & Movement Concepts)



2017 DRDP Infant & Toddlers Outcomes



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 showcases baseline, mid-year, and year-end outcomes of infants for each domain based on the DRDP rating of “Responding Later” or above. The domain with the greatest improvement was Language and Literacy Development: Interest in Literacy (LLD 5) showed a 22% increased improvement from baseline to year-end assessment.

Figure 1: Infant/Toddler Outcomes for 2016-2017 Program Year

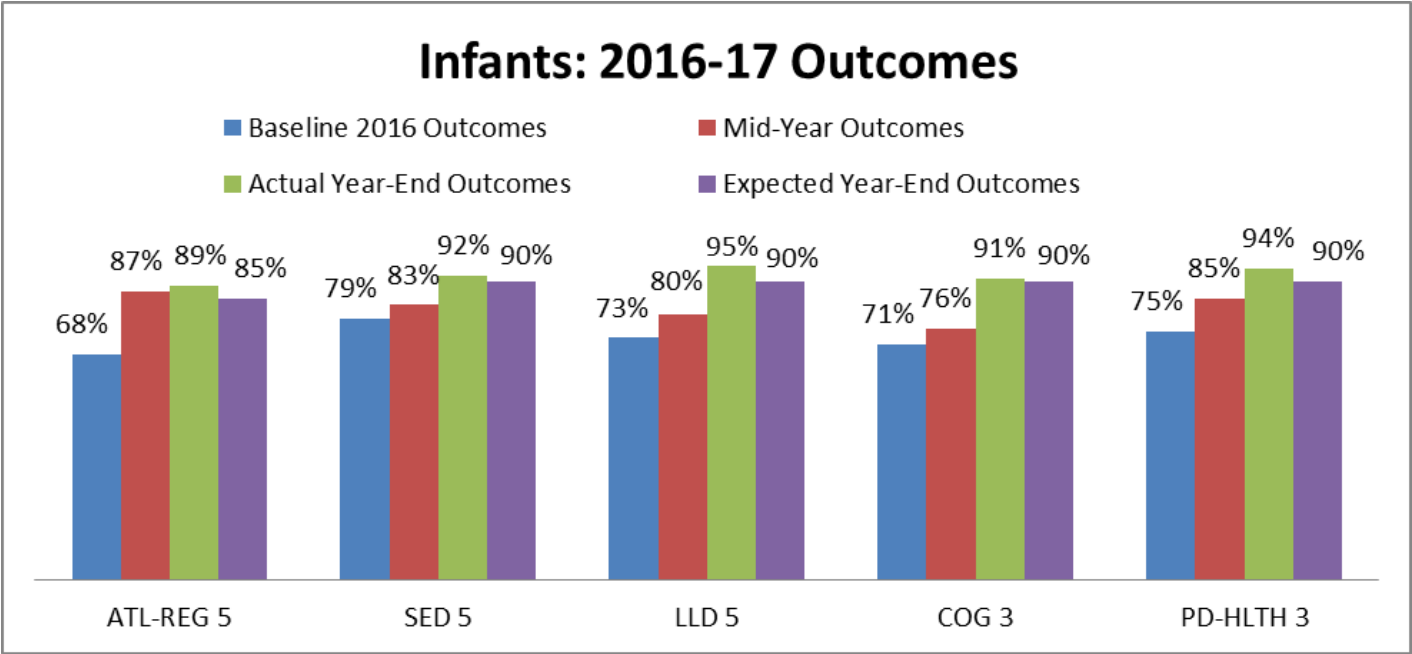


Chart Key: ATL-REG (Self Control of Feelings & Behavior), SED (Social & Emotional Understanding), LLD 9(Letter &Word Knowledge), COG (Measurement), PD-HLTH 1(Motor Skills)

Figure 2 showcases baseline, mid-year, and year-end outcomes of toddlers for each domain based on the DRDP rating of Exploring Later or above. The domain with the greatest improvement was Cognition, including Math and Science: Number Sense of Quantity (COG 3) showed a 55% increase of improvement from baseline to year-end assessment.

Figure 2: Toddler Outcomes for 2016-2017 Program Year

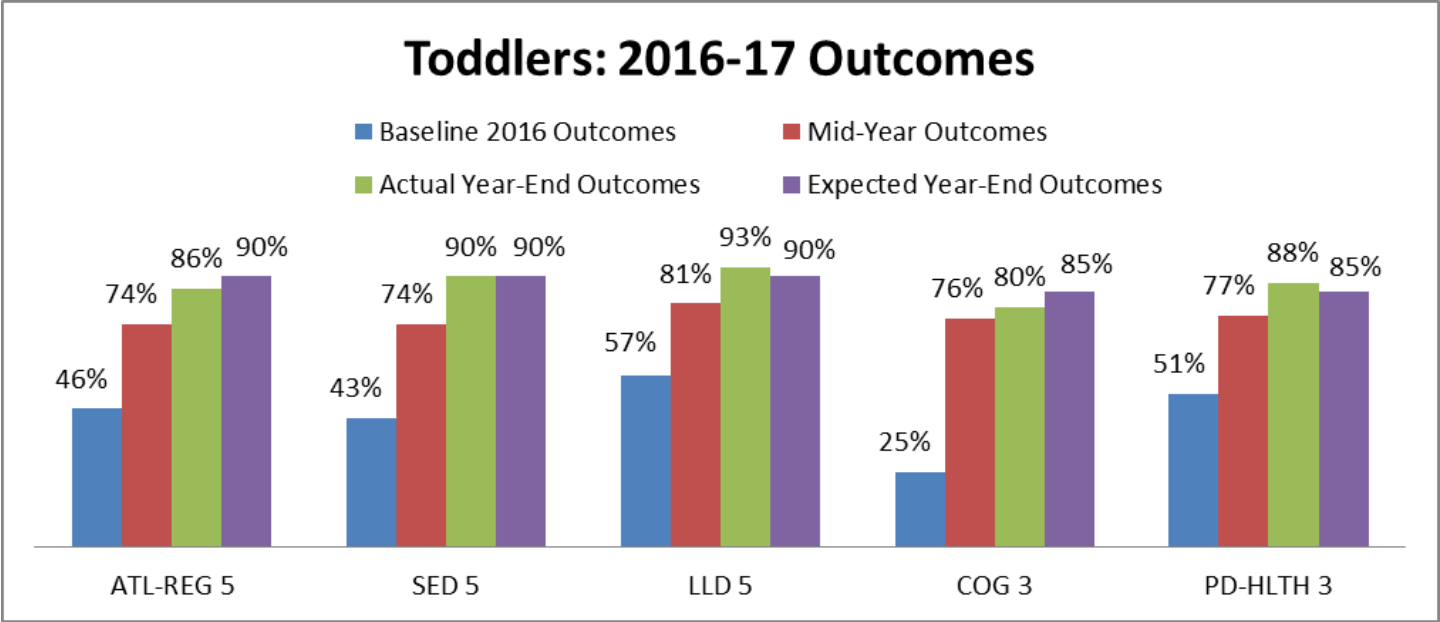


Chart Key: ATL-REG (Self Control of Feelings & Behavior), SED (Symbolic and Socio Dramatic Play), LLD (Interest in Literacy), COG (Number Sense of Quantity), PD-HLTH (Motor Skills)



Transition to Kindergarten



Preschool children make the transition into kindergarten more successfully when there are collaborative efforts between the families and the school. CSB recognizes the need for teachers and families to work together to promote the health, well-being, and learning of all children. The partnership between teachers and families helps to develop strong relationships that enable children to thrive and succeed throughout their school years.

Classroom teachers implement the **Creative Curriculum** for preschool. The **Creative Curriculum** offers step-by-step guidance to help meet the Head Start Child Development and Early Learning Outcomes Framework, in addition to state early learning standards, including Common Core State Standards. The Creative Curriculum has a specific (*Getting Ready for Kindergarten*) Teaching Guide that our teachers use for planning that focuses on kindergarten readiness through literacy, math, arts and technology, which allows children to think critically, solve problems, and connect ideas. The strong parent component of the curriculum helps to make the connections between home and school.

Teachers use the **Second Step Early Learning** 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 (3) 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. The *Road Map to Kindergarten* provides a guide for parents to help promote successful kindergarten transitions for their children. It also helps to increase parents' knowledge of early childhood developmental milestones and school readiness indicators. The pamphlet includes steps for parents to implement, from fall to summer, including:

- ◆ **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. Families were also encouraged to attend their local elementary schools' open houses to learn more about the kindergarten classroom and expectations.

All children who transition to kindergarten received a backpack of school supplies that includes parent-child activity kits, summer reading lists, 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.



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 help CSB children and their families learn and maintain a healthy lifestyle. CSB continues to make good health a priority through the following initiatives:

- Contra Costa Health Services or Fresh Approach conducted **14** physical activity or nutrition-oriented, educational workshops to CSB families at the centers regularly scheduled parent meeting. Topics included *Healthy Eating on a Budget* and *Keeping Fit, Keeping Healthy*.
- CSB's nutritionist contributed articles to the parent newsletters, such as Health Tips for 2017 and New CACFP Meal Patterns.
- Child Nutrition prepared and delivered **454,475 meals and snacks** in 2017 to more than **1,075** children enrolled in Head Start and Child Development childcare centers throughout the county.
- Celebrating Food Day on October 24th - CSB partnered with the Food Bank of Contra Costa and Solano Counties to bring approximately **1,500 pounds of fresh produce** to our families, as part of our efforts to promote healthy, affordable food prepared in a sustainable and humane way.
- On the other side of the menu titled *Nutrition News*, is where parents can find nutrition information. Some of this information has come from *Harvest of the Month*, and there are also tips on gardening, healthy eating for preschoolers, planning a month filled with daily physical activities, etc.
- CSB's nutritionist sent out at least two physical activities for teachers to include in their lesson plans each month.
- CSB has been asked to take part in projects funded by the CC Health Services Obesity Prevention Grant, which will be implemented over the next three years. Five centers from west county have had three trainings from Contra Costa Health Services, on topics ranging from *The Importance of Active Play* to *Strategies for Increasing Opportunities for Active Play*.
- Nutrition education resources were sent out to families several times over the year. They included flyers about local farmers markets and information about the whole range of services offered by the Food Bank.
- The nutritionist assisted all the centers in applying for the 2017 Head Start Garden Grant Project.

Health:

CSB supports families and collaborates with community agencies to ensure all children enrolled in the various programs receive timely, high quality health care services. In the 2017-2018 school year the following services were provided to all CSB's children:

Access to medical and dental services: ongoing access to high quality services through a medical and dental home.

Vision screenings (children ages 3-5): children received vision screenings through their medical provider, California-Hawaii ELKS Major Project staff or CSB's Certified Vision Screeners. Support was provided to obtain glasses for those children identified as in need.

Hearing screenings (children ages 3-5): 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): children in directly operated programs received OAE hearing screenings through CSB's trained screeners, with follow-up provided to children identified as in need.

Dental exams: CSB children obtain dental exams and treatment through their dental provider as well as through on-site dental opportunities. Mobile dental vans provided **271** on-site dental exams and fluoride varnish applications and **35** treatment appointments while linking children to dental homes in the community.

In addition, CSB also participated in the annual and national Give Kids a Smile Day event where local dentists provided **293** free dental exams, fluoride varnish applications and take home dental kits.



Parent Education Opportunities: 100% of the families received the following:

- ◆ Parents received education on the Early and Periodic Screening, Diagnosis and Treatment (EPSDT) Schedule to ensure thorough and high quality health care for their children.
- ◆ SIDS/Safe Sleep education was provided to all families with a child 12 months old or younger in an effort to reduce sleep related deaths.
- ◆ Oral Health Education (children ages 0-5) - families received oral health education at their initial home visit and each child received a toothbrush.
- ◆ Communicable Disease Education (children ages 0-5) - families received information on handwashing at their initial home visit.
- ◆ Idle Free Bay Area information was distributed to families in an effort to improve air quality and health, save money and reduce our carbon footprint.
- ◆ Additional parent education opportunities were provided on health topics such as Lead Poisoning Prevention, Shaken Baby Syndrome, Rapid Response in an Emergency, etc.
- ◆ Newsletters: The importance of good oral health, current child passenger restraint laws, water safety, and protecting children from heat and sun were just some of the health and safety topics addressed in newsletters distributed to all parents.

Mental Health:

The Mental Health Unit facilitated **87** new referrals during the 2017-2018 program year. From those, **59** HS/EHS children received evaluations, diagnosis and intervention in the form of play therapy and **10** children were referred to community agencies. Children who did not meet the diagnosis were supported individually in collaboration with their parents and classroom teachers by creating a positive guidance plan. The unit provided support to staff with stress management, transitions and grieving as needed.

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:

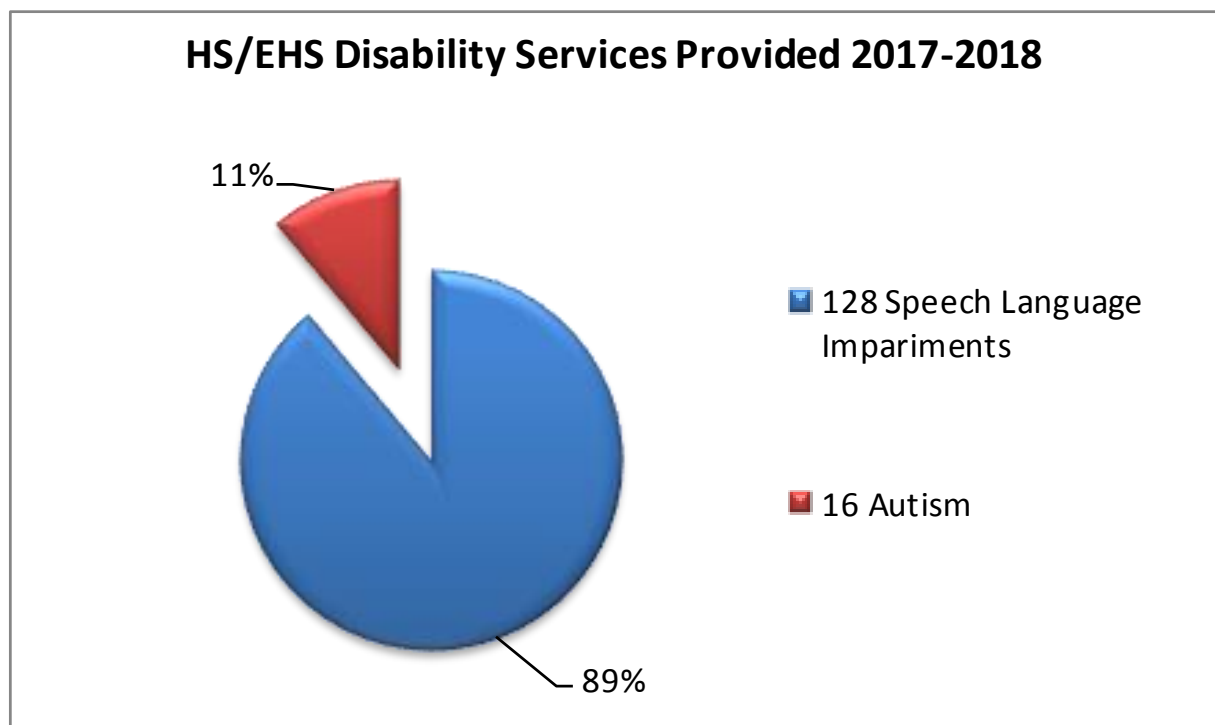
CSB maintained a memorandum of understanding with the Contra Costa Special Education Local Planning Area (SELPA). CSB also collaborated with eight Contra Costa County school districts in an effort to support children and families in accessing early intervention services and assisting them in transitioning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

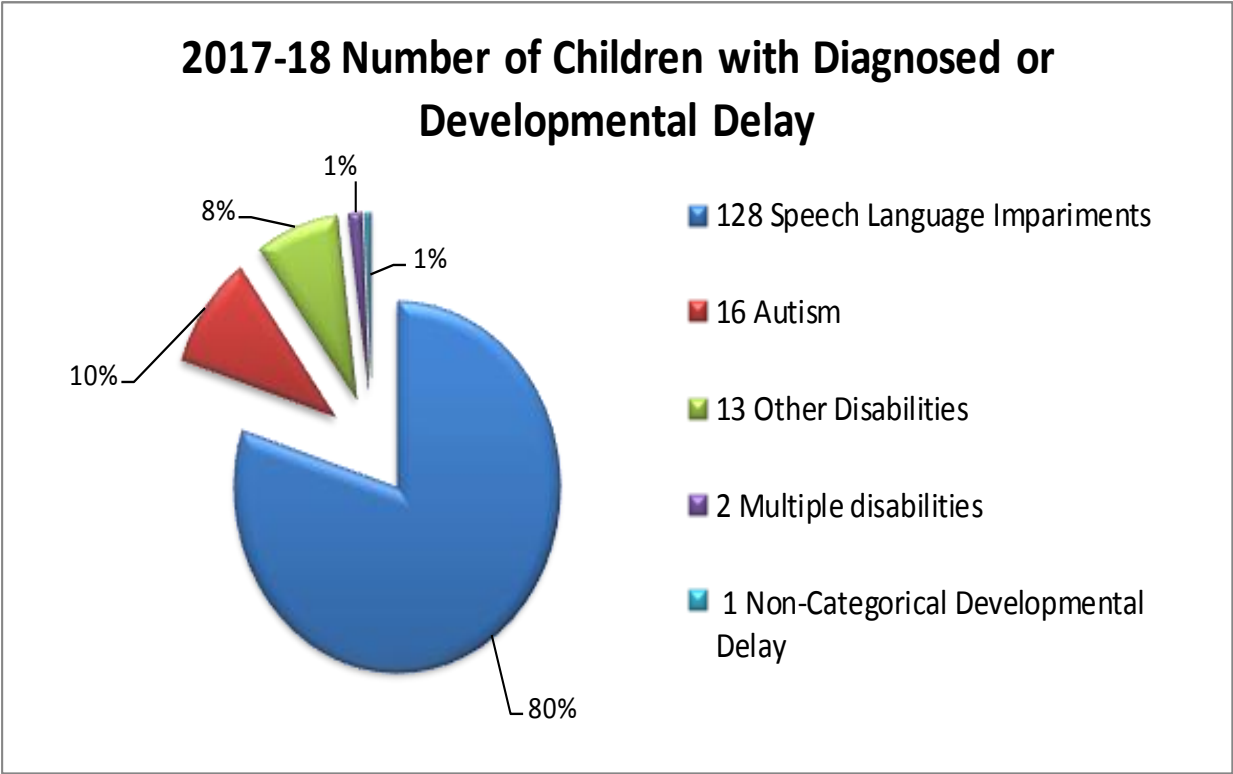
As a result of a formalized collaboration between CSB and West Contra Costa USD, and Cameron School and Mount Diablo USD, the following programs provide dual enrollment to serve children with disabilities:

- Special Day Class through Cameron School at Balboa served **12** preschool children and quarterly collaboration meetings with Cameron School.
- Inclusion Program through MDUSD at George Miller Concord served **12** children.
- The Local Education Agencies (LEA) provide services to **162** children with disabilities ages 3-5 for Head Start
- The Regional Center of East Bay (RCEB) and CSB developed a referral process that will ensure timely identification of children who may be in need of early intervention services from either agency that included communication, referral procedures, screening/evaluation and ongoing assessment, Individual Family Services Plan (IFSP), service coordination and delivery and transition.
- The Regional Center of East Bay (RCEB) provided services to **18** children with disabilities ages 0-3 for Early Head Start.

In 2017, **144** children received disability services. The chart below represents HS/EHS Disabilities Services provided 2017-2018:



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



Program Information Report

Each year, CSB submits a Program Information Report (PIR) to the Office of Head Start (OHS) for each Head Start grant. In 2017, CSB submitted a PIR for Head Start, Early Head Start, and Early Head Start- Child Care Partnerships. The PIR survey measures how well programs are doing in relation to OHS's rules and regulations that govern the programs, 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 highlights some key health and disability indicators to demonstrate CSB's performance at or above the national average. The exception was children who were enrolled in Early Head Start and received disability services, which was lower than the national average. The exception is due to the community experiencing a delay in timely processing of referrals for early intervention for infants and toddlers.

Performance Indicators	National 2016-2017	CSB 2016-2017
Percentage of children with health insurance at the end of the enrollment year	HS – 97% EHS – 97.5% EHS-CCP – 95.5%	HS – 100% EHS – 100% EHS-CCP – 100%
Percentage of children who are current on all possible immunizations to date	HS – 96.9% EHS – 91.6% EHS-CCP – 91.7%	HS – 100% EHS – 100% EHS-CCP – 91.7%
Percentage of children who are 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 – 85.28% EHS – 74.2% EHS-CCP – 73.9%	HS – 88.7% EHS – 91.8% EHS-CCP – 84%
Percentage of children who were enrolled and received disabilities services **Mandated to enroll at least 10%	HS – 12.63% EHS – 12.9% EHS-CCP – 12.9%	HS – 13.7% EHS – 5.5% EHS-CCP – 4%

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

HS= Head Start

EHS= Early Head Start

EHS-CCP= Early Head Start Child Care Partnership



Alternative Payment Program

CSB continued to operate the CalWORKs Stage 2 Childcare Program (Stage 2) and the Childcare Alternative Payment Program (CAPP). Both are designed to maximize parental choice in selecting childcare providers that meet the needs of the child and family. Parents may select from a variety of providers such as 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 criteria). Stage 2 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 **1089** children, with a combined funding of \$6,542,819 for Stage 2 and CAPP.

Low Income Home Energy Assistance Program (LIHEAP) and Weatherization

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, **4,174** households were funded by the program in 2017. Of these households, **2,971** 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 2017, CSB's weatherization program was able to service approximately **350** residential units.



Community Services Block Grant (CSBG)

Community Services Bureau (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. In 2017, CSBG programs touched the lives of **7,728** low-income residents with the numerous services listed below by identifying and responding to the needs of our most vulnerable population.

Name of Agency	Description of Services
Bay Area Community Resources	Workforce Development/Youth leadership
Bay Area Legal Aid	Legal Safety Net Housing
Contra Costa Health Services	Homeless Youth
Contra Costa Interfaith Housing	Assistance with Affordable housing and afterschool program
Opportunity Junction, Inc.	Job training/ Employment
Shelter Inc.	Shelter/Nutrition/General Assistance
STAND! For Families Free of Violence	Emergency Shelter/Transitional Housing
The Contra Costa Clubhouses, Inc.	Job training /Education/ Employment
White Pony Express	Food/ Nutrition/Clothing
Community Services Bureau	Job training/Employment

“The mission of the Economic Opportunity Council, the Community Action Agency of Contra Costa County, is to arm the community with hope, knowledge, resources and voice. Through our advocacy, inclusion and influence we provide pathways out of poverty to unbar the door to full participation and self-sufficiency.”



*EOC Chair, Ajit Kaushal, volunteering at White Pony Express

Funding & Expenditures

FY 2016-17 Revenues

Program Name	Amount
Head Start	15,526,167
LIHEAP/Weatherization	2,524,129
Early Head Start	5,461,300
CDE Contracts (Stage II, CAPP, Child Development)	25,702,695
USDA/CCFP Meal Reimbursements	1,084,517
CSBG	1,035,932
County Contribution	164,474
Total	51,499,214

FY 2016-17 Expenditures

Program Name	Amount
Head Start	15,690,641
Child Development	19,250,216
CAPP & Stage II	6,452,479
Early Head Start	5,461,300
USDA/CCFP Meal Reimbursements	1,084,517
CSBG	1,035,932
LIHEAP/Weatherization	2,524,129
Total	51,499,214

FY 2017-18 Budget

Program Name	Expenditures	Revenues	Net County Cost
Head Start	19,201,561	19,195,197	6,364
CA Department of Education Contracts	27,826,056	27,826,056	-
Early Head Start	9,233,748	9,233,748	-
CA Dept. of Community Services Contracts	2,347,152	2,194,728	152,424
SDA/CCFP Meal Reimbursements	968,981	968,981	-
Total	59,577,498	59,418,710	158,788

Audits, Reviews & Compliance

In 2017, five audits were performed by Federal, state and CPA firms - the outcomes of all the audits were ***no findings***. The areas audited were:

- FY 2016-2017 Single Audit
- FY 2016-2017 State Child Development Audit
- 2016 Department of Energy Weatherization Assistance Program (WAP)
- 2016 Child and Adult Care Food Program (CACFP)
- 2017 Community Services Block Grant Program (CSBG)



Child Care Partnerships

Community Services values its many childcare partnerships throughout the county. These critical collaborative relationships support communities to increase the number of State- funded, Head Start and Early Head Start childcare slots. By combining funds and partnering with programs in areas not served by CSB's directly operated program, more families are able to take advantage of comprehensive services and high quality early learning environments. Support to partners include training and technical assistance opportunities, additional funding for quality services and on-going monitoring and support. This year, more than **900** of CSB's funded children were in childcare partnerships, including:

- **First Baptist Church (Delegate Agency), Antioch and Pittsburg**
- **We Care Services for Children, Concord**
- **YMCA of the East Bay, Richmond**
- **Martinez Early Childhood Center, Martinez**
- **Richmond College Preparatory School, Richmond**
- **Crossroads High School, Concord**
- **Little Angels Country Day School, Antioch**
- **Aspiranet, County-wide**
- **New! San Ramon Unified School District, San Ramon**
- **COCOKIDS, Countywide**
- **New! Baby Yale, Brentwood**
- **New! Kindercare, Antioch**
- **New! Tiny Toes, Brentwood**



Initiatives

CSB consistently strives to create new partnerships and to be at the forefront of innovation in order to help support the ongoing development of our staff, children and families. Some of the key initiatives this year include:

Bay Area Discovery Museum Connections Program:

Connections is a comprehensive outreach program offered through the Bay Area Discovery Museum in an effort to create sustainable relationships between the Museum and the diverse communities of the Bay Area. Children, families and staff visit the museum five times a year to experience child-directed play in the Museum's immersive exhibits.

Child Safety and Location RFID System: In 2015 CSB fully implemented the Child Safety and Location RFID System to all centers county-wide. There are now **13** CSB centers with RFID (Radio Frequency Identification) technology. Funding through the county's Venture Capital Grant allows for the first phase of implementation. A key highlight with this system is the immediate notification received on a mobile device if a child is ever without an adult.

CLOUDS (Child Location Observation Utilization Data System): CLOUDS is a management information system designed to provide increased safety for children and to enhance staff productivity in the childcare centers. Through the use of CLOUDS technology, CSB staff are able to ensure the optimum safety and visibility of preschool children in their care in real-time. In 2017, CSB was approved by the State of California, Department of Social Services, to store children's files electronically on CLOUDS. In addition, CSB deployed the CLOUDS Interactive Texting (SMS) service to contact clients, including automated SMS messages to families requesting absent child information. This unique system guarantees that our child care centers are in compliance with the Federal and State requirement for child care programs.

CSB Strategic Priority 2: Competencies & Teams: In late 2016, CSB prioritized efforts to increase job-related competencies and team effectiveness. This work group consists of 12 employees from different job classifications such as clerk, teacher, site supervisor, assistant manager, manager, and senior managers. Some of the initiatives and projects, which are currently in various implementation stages, are leadership training, team effectiveness training, CSB Peer Recognition Program based on our shared values: Respect, Responsiveness and Relationship, "Peer Coaching Circles", "Reflective Practice & Supervision", and a Buddy System for newly hired employees.

English as a Second Language (ESL) Classes: In collaboration with Martinez Adult Education, CSB provides an opportunity for families to take English as a Second Language (ESL) classes. ESL classes are offered at several locations throughout Contra Costa County. Participants receive instructions to advance their English conversational skills, grammar, reading, writing, pronunciation and vocabulary. The program lasts nine weeks, and each class is 1.5 hours in length. Child care and snacks are provided to support the parents availability. New classes are scheduled to begin in March 2018.



Family and Community Engagement- Technical Assistance (FACE-TA): CSB received a grant from *Save the Children* to enhance the family and community engagement practices of the Early Head Start program. The program allows a consultant to provide technical assistance efforts, which are designed to bolster family and community engagement. Projected events and activities include one-on-one technical assistance and coaching, consultations, webinars, and access to useful online resources for caregivers and families.

Family Financial Fitness: CSB, in collaboration with the Community Financial Resources (CFR), funded by the Annie E. Casey Foundation, implemented a Family Financial Fitness program that includes group workshops and incentives for CSB parent participants who demonstrate beneficial money management behaviors, such as setting up a children's savings account. The following three rotating workshop modules were offered to families: Setting Financial Goals; Taking Control of Your Cash Flow; and Banking and Credit. In addition, this collaboration has expanded to provide this learning opportunity to CSB staff as well.

Make Parenting a Pleasure: Make Parenting a Pleasure is a group-based positive parenting curriculum that promotes child and family well-being by focusing on parents and their strengths. The curriculum offers staff with resources and information to train parents on topics such as: child development, parents as teachers, and positive interactions between parent and child.

Give Kids a Smile Day: Through the collaborative efforts of CSB, Contra Costa Dental Society, the Children's Oral Health Program and Diablo Valley Community College, the annual and national Give Kids a Smile Day event is observed every February. Children receive on-site dental exams from local dentists volunteering their services, while students from Diablo Valley College's (DVC) dental program apply fluoride varnish to children's teeth and provide oral health education to children, parents and CSB staff.

Nutrition Education and Obesity Program (NEOP): CSB is participating in a grant that CCC Nutrition and Physical Activity Promotion Contra Costa Health Services received. The focus is on preventing obesity by creating more opportunities for children to be physically active. In 2016-17, five CSB childcare centers participated in the program, and the remaining 10 centers were added over the course of two years, culminating in all sites being part of the grant in year three.

Reading Advantage -Itsy Bitsy and Parent Power READ: CSB has reestablished a partnership with REading ADvantage, Inc. (READ) to provide literacy services to new families and young children. The program, Itsy Bitsy READ, will focus on the importance of parents reading to their infant, toddlers and unborn children. Coaches and Comprehensive Service staff will meet with pregnant women, new moms and fathers, and father figures to instill the habit of reading for 20 minutes a day to their children.

Tandem: Similar to Raising A Reader, Tandem is a school-to-home book sharing program that supports and promotes early literacy in preschool children. The school-to-home book sharing program includes high-quality collections of books that help support children's literacy skills in addition to a love of reading. Each week, children take a bag of books home to share stories with their families. After they return their bag the following week in exchange for a new bag of books, and the book-sharing cycle begins again.

Growing Our Own: The Community Services Bureau offers multiple educational opportunities to support the professional growth and development of our staff and families, which are: the Student Intern Program, the Teacher Apprenticeship Program (TAP) and the Teacher Assistant Trainee (TAT) Program. The Student Intern Program is a unique one year training program that supports the professional growth and development of participants by providing meaningful work experience and a web-based training. The Teacher Apprenticeship Program (TAP) offers an 18-week on-the-job training designed to recruit, train and prepare participants who have an interest in working with young children, and improving their professional knowledge, skills and practice. Participants have an opportunity to complete four Early Childhood Education (ECE) courses to obtain their Associate Teacher Permit. The Teacher Assistant Trainee (TAT) Program is designed to prepare parents and community members for a career in ECE. TATs receive 18 months to complete 12 ECE units and become eligible for their Associate Teacher Permit.



“Our focus on quality supports staff, children and their families.”

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 that occurred during 2017.

Training Title	Training Description	Number & Position
2017 DRDP	Teachers discussed DRDP data and how to analyse data for effective teaching and lesson planning.	132 Teaching Staff and Site Supervisors
Reflective Supervision	Using coaching strategies, teachers and supervisors are encouraged to look back into their practices and interactions with one another and to consider the meaning of what has transpired in their relationships.	112 Teaching Staff and Site Supervisors
Trauma Informed Training	Helps participants understand how trauma impacts an individual's life and development. Provides different strategies to approach various types of trauma with a focus on Adverse Childhood Experiences (ACEs).	200 Teaching Staff and Site Supervisors
Curriculum Fidelity	Teaching teams discussed fidelity and how it relates to implementing curriculum with "fidelity."	149 Teaching Staff and Site Supervisors
Positive Guidance 2.0	Through hands-on activities and group work, teaching teams learned about behaviors that "push their buttons" and why children may be behaving in a certain way.	157 Teaching Staff and Site Supervisors
School Readiness	Teaching teams were introduced to the 2017-2018 School Readiness Goals and action plans. Teachers reflected on the framework for effective practice and the five integral elements of quality teaching, which include providing nurturing teaching practices, using a research based curriculum, using assessments to guide practice and instruction and engaging families.	142 Teaching Staff and Site Supervisors
Language Development/ Reading Advantage	The goal of the training, part of the Itsy Bitsy Project, was on enhancing the development of language skills in young children. Special attention was given on building listening, vocabulary building, reading, developing imagination, love of books and quality child-adult interactions.	20 Teaching Staff from various CSB's Child Care Partner centres

Training Title	Training Description	Number & Position
Relationship, Reflections, and Joyful Learning	As part of an all-day staff retreat, teachers enjoyed a workshop where they reflected on the joy of teaching and learning.	202 Teaching Staff and Site Supervisors
Being an Effective Team Member	This training discussed the importance of collaboration and building a supportive and healthy work environment through employees working together, building agreements and synergy.	358 Teachers, Managers, Site Supervisors, Comprehensive Services and Administrative Staff
Providing Culturally Sensitive Care (Part I)	This training focused on understanding cultural issues and building cultural sensitivity.	56 Teaching Staff and Site Supervisors



* CSB Administration Staff



*CSB Teaching staff

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



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 Phone: (510) 374-3444, 3446, 3469, 3470
Fax: (510) 374-3564



Lavonia Allen LIC: 073400254 94 ½ Medanos Ave., Bay Point 94565
Phone: (925) 427-8270, 8272 Fax: (510) 427-8355



Los Arboles LIC: 073402350 240 Las Dunas Ave., Oakley 94561
Phone: (925) 427-8930, 8931, 8932, 8933 Fax: (925) 427-8935

Los Nogales LIC: 073400495 321 Orchard Dr., Brentwood 94513
Phone: (925) 427-8531, 8601 Fax: (925) 427-8594



Marsh Creek LIC: 073401411 7251 Brentwood Blvd.,
Brentwood 94513 Phone: (925) 427-8576, 8577 Fax: (925) 427-8594

Riverview LIC: 073404270 227 Pacifica Ave., Bay Point 94565
Phone: (925) 427-8340, 8341 Fax: (925) 427-8378



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