

# EMPLOYMENT & HUMAN SERVICES COMMUNITY SERVICES BUREAU 2023 SELF-ASSESSMENT REPORT

August 28<sup>th</sup> - September 1<sup>st</sup>, 2023

## Background

The Self-Assessment is a required Head Start activity, that provides structure to review ongoing monitoring data. During this time, data is reviewed and discussed to determine the Community Services Bureau's (CSB) effectiveness in meeting internal program goals and compliance standards set forth by the Office of Head Start (OHS). The purpose of meeting program goals and requirements is to ensure that families in Contra Costa County can grow with the support of a well-functioning, informed, collaborative Head Start program.

During last year's Self-Assessment, CSB was in the early stages of a Quality Improvement Plan (QIP) from OHS. CSB's QIP team, with the engagement and support of Employment and Human Services (EHS) and Contra Costa County, identified implementation strategies focused on increased monitoring and oversight utilizing new and/or revised monitoring tools for staff and governing bodies in all program areas. As a result of the implementation of these tools, increased communication, transparency of data, increased engagement from Policy Council and the Board of Supervisors, CSB has made significant strides in operational compliance and continuous improvement.

This year, the Self- Assessment allowed CSB to focus on the significant improvements that were made, in addition to continuing the discussions around further opportunities for improvement. While we acknowledge that CSB has come a very long way, and is meeting compliance, CSB's engagement in continuous improvement means it will continue to identify opportunities for growth to support children and families in Contra Costa County to achieve school readiness and to establish and maintain healthy interdependence with their community.

## Overview of Methods

The annual self-assessment is conducted to determine the effectiveness of CSB's programming, ensuring we continue to meet our program's goals and objectives, and consistently achieve compliance with local, state, and federal regulations. This year, CSB's self-assessment was conducted between August 28 and September 1, with teams that included Teachers, Site Supervisors, Managers, and Board of Supervisors. In an effort to increase collaboration and transparency regarding program performance, all staff, Policy Council members, and the Board of Supervisors are included in the ongoing discussions, review, and oversight of data for continuous improvement throughout the program year. Policy Council members take part in the Self-Assessment by reviewing ongoing data and providing input to the Self-Assessment process throughout the year at Policy Council Meetings and more extensively at the Policy Council Ongoing Monitoring and Self-Assessment Subcommittee meetings. The Board of Supervisors receive monthly updates regarding Head Start, including monitoring data, at monthly County Board of Supervisor meetings and more extensively at the Board of Supervisors Head Start Standing Committee. CSB and EHSD staff are regularly informed and engage in discussion during documented monthly Senior Management Meetings, Content Area Management Meetings, Cluster Meetings, and Professional Development Training Days.

As CSB recently completed the QIP and corrective action period with OHS, the agency has continued to implement changes to improve operations, including health and safety in classrooms, and enhanced administrative functions in the areas of governance and fiscal operations. The self-assessment was

conducted using a strategic approach of R.I.O. - Record review, Interviews, and Observation. The record and data review was conducted using information included in the Semi-Annual Monitoring Report and Content Area Manager File Reviews. Interviews were conducted with two Board Members, who also assisted staff with onsite observations of classrooms. This year the Self-Assessment focused on the following program areas:

- Classroom Assessment Scoring System (CLASS)
- Program Management and Governance
- Quality Education and Child Development Program Services
- Quality Family and Community Engagement Services
- Classroom Health and Safety Practices
- Fiscal Oversight

## Components, Instruments, and Measures

| Program Area                             | Instruments/Documents Reviewed  | Sites/Staff Participating   |
|--|---|---|
| CLASS                                    | Classroom Assessment Scoring System (CLASS) Data Roll Ups   | 31 Classrooms across 13 sites: <ul style="list-style-type: none"> <li>- Balboa</li> <li>- George Miller III</li> <li>- Lavonia Allen</li> <li>- Los Nogales</li> <li>- Marsh Creek</li> <li>- Verde</li> <li>- YMCA East Leland</li> <li>- YMCA Richmond CDC</li> <li>- YMCA Belshaw</li> <li>- YMCA Kid's Castle</li> <li>- YMCA Fairgrounds</li> <li>- YMCA Lone Tree</li> <li>- YMCA Giant Road</li> </ul> |
| Program Management and Governance        | Internal Checklist based on Office of Head Start Focus Area 2 Monitoring Protocol<br><br>Monthly Contra Costa Board of Supervisor Minutes | Interviewees: <ul style="list-style-type: none"> <li>- Supervisor Carlson</li> <li>- Supervisor Glover</li> </ul> Interviewers: <ul style="list-style-type: none"> <li>- Stephanie Canulli</li> <li>- Amanda Cleveland</li> <li>- Deborah Drake</li> <li>- Melissa Molina</li> </ul>  |
| Education and Child Development Services | Semi-Annual Monitoring Report Data  | Data Review Teams <ul style="list-style-type: none"> <li>- Ongoing Monitoring and Self-Assessment Subcommittee</li> <li>- CSB Sr. Managers</li> <li>- CSB Content Area Managers</li> <li>- CSB Monitoring Collaboration Team</li> </ul>   |
| Family and Community Engagement Services | Semi-Annual Monitoring Report Data  | Data Review Teams <ul style="list-style-type: none"> <li>- Ongoing Monitoring and Self-Assessment Subcommittee</li> <li>- CSB Sr. Managers</li> <li>- CSB Content Area Managers</li> <li>- CSB Monitoring Collaboration Team</li> </ul>   |
| Classroom Health and Safety Practices    | Semi-Annual Monitoring Report Data<br><br>Daily Facility Checklist Review   | Data Review Teams <ul style="list-style-type: none"> <li>- Ongoing Monitoring and Self-Assessment Subcommittee</li> <li>- CSB Sr. Managers</li> <li>- CSB Content Area Managers</li> <li>- CSB Monitoring Collaboration Team</li> </ul> On-site Reviews: <ul style="list-style-type: none"> <li>- Crossroads</li> <li>- Riverview</li> </ul>  |
| Fiscal Oversight                         | Subrecipient Monitoring Data  | Data Review Teams <ul style="list-style-type: none"> <li>- CSB Senior Administrative Management (SAM) Team</li> <li>- Quality Improvement Plan (QIP) Team</li> </ul>  |

## Key Findings

| Areas of Strength                        |  |       |                               |                |                            |
|--|--|-------|-------------------------------|----------------|----------------------------|
| CLASS                                    | Countywide Total Average Domain Score  |       | 2022-2023<br>CSB<br>Threshold | 2022 Threshold |                            |
|  | Domain   | Score | Score                         | (lowest 10%)   | (Medium 50%) (Highest 10%) |
|  | Emotional Support *  | 6.39  | 6                             | 5.6875         | 6.08 6.38                  |
|  | Classroom Organization   | 6.09  | 6                             | 5.3241         | 5.82 6.17                  |
|  | Instructional Support  | 4.44  | 3                             | 2.3333         | 2.92 3.45                  |
|  | *Negative Climate was inverted to calculate average for Emotional Support  |       |                               |                |                            |
| Program Management and Governance        | <ul style="list-style-type: none"> <li>- Recommended action from previous year complete: increase data review opportunities to key stakeholders <ul style="list-style-type: none"> <li>o Weekly discussions with CSB staff, partner, and delegate staff took place during the monitoring periods through July 2023 and will reconvene in October 2023 for the start of the official monitoring period.</li> <li>o The Ongoing Monitoring and Self-Assessment subcommittee held additional meetings to provide opportunity for longer, in-depth discussions around monitoring data.</li> </ul> </li> <li>- Board members demonstrate engagement and understanding of program goals and requirements for Head Start. <ul style="list-style-type: none"> <li>o During site visits, Supervisors Carlson and Glover followed up on concerns regarding enrollment and teacher recruitment that were previously shared in monthly Head Start updates.</li> <li>o Supervisors Carlson and Glover discussed how the monthly updates and information support them in making decisions for Head Start to benefit the children and families in Contra Costa County.</li> </ul> </li> <li>- Throughout the program year, the monthly updates to the County Board of Supervisors (BOS) have evolved to include more and more information as part of the formal updates. <ul style="list-style-type: none"> <li>o The previous action item of establishing a method for the Board to review more in-depth information has been completed with the establishment of the Head Start Standing Committee, which meets monthly.</li> <li>o Board is included on Policy Council meeting invitations, which include the reports for Policy Council.</li> </ul> </li> </ul> |       |                               |                |                            |
| Education and Child Development Services | <ul style="list-style-type: none"> <li>- Teachers/caregivers continue to demonstrate: <ul style="list-style-type: none"> <li>o seamless communication</li> <li>o continuity of care</li> <li>o collaborative efforts</li> </ul> </li> <li>- Lesson plans are implemented, and the curriculum used to fidelity across sites. <ul style="list-style-type: none"> <li>o Individualization for children, especially for children with IFSPs/IEPs are present.</li> <li>o Health and Safety activities specific to the site or as a part of Head Start requirements are present and appropriate for the age of children in the classroom.</li> </ul> </li> </ul>  |       |                               |                |                            |
| Family and Community Engagement Services | <ul style="list-style-type: none"> <li>- Providing relevant resources in the community, specific to parent needs and sites.</li> <li>- Providing activities for engagement in each classroom and program.</li> <li>- Communicating opportunities through virtual platforms and in person. <ul style="list-style-type: none"> <li>o Weekly flyers shared via text, email, and parent boards are rich with employment opportunities, community events, parenting classes, and activities for families.</li> </ul> </li> </ul>  |       |                               |                |                            |

|                                    |   |
|------------------------------------|---|
| <b>Classroom Health and Safety</b> | <ul style="list-style-type: none"> <li>- Classrooms are consistently meeting compliance in providing safe spaces for children to learn and develop. <ul style="list-style-type: none"> <li>o Indicators on tools consistently show active supervision and secondary safety measures are consistently present.</li> <li>o Non-compliances that are identified are resolved quickly to avoid potential health and safety concerns for children.</li> </ul> </li> </ul>  |
| <b>Fiscal Oversight</b>            | <ul style="list-style-type: none"> <li>- Recommended action from the QIP complete: improve subrecipient monitoring to include ongoing oversight and implementation of the subrecipient to complete fiscal self-monitoring.</li> <li>- Contra Costa County has adopted Resolution 2023/499 in response to ensuring the practices pertaining to Internal Controls for Head Start Funding are adhered to.</li> <li>- The most recent Single Audit of the subrecipient, YMCA of the East Bay, cited no findings.</li> </ul> |

| <b>Opportunities for Growth</b>                 |  |
|---|--|
| <b>Family and Community Engagement Services</b> | <ul style="list-style-type: none"> <li>- A trend identified across monitoring data is specific to Parent Boards displaying outdated and/or irrelevant information. <ul style="list-style-type: none"> <li>o Some changes have been implemented to improve this area including using QR codes linked to weekly opportunities for community engagement, employment, and parenting support. A QR code is also in development for the monthly PC meetings and minutes for easy access.</li> <li>o A root cause analysis was completed, and it was determined that staff would take the following steps: <ul style="list-style-type: none"> <li>▪ Head Start Managers would determine who will retain oversight of updating site level parent meeting information in the absence of a site supervisor and/or site admin.</li> </ul> </li> </ul> </li> </ul> |
| <b>Classroom Health and Safety</b>              | <ul style="list-style-type: none"> <li>- A trend across monitoring data is specific to areas being free of clutter. <ul style="list-style-type: none"> <li>o A root cause analysis was completed, and it was determined that staff would take the following steps: <ul style="list-style-type: none"> <li>▪ Clarify the definition of “clutter” in tool guidance.</li> <li>▪ Specify that monitors/observers discuss concerns of clutter with staff while conducting monitoring.</li> </ul> </li> </ul> </li> </ul>  |

| <b>Areas of Concern (Findings)</b> |  |
|------------------------------------|--|
| <b>None</b>                        | <ul style="list-style-type: none"> <li>- No areas have been noted as requiring a corrective action plan. While there are areas for improvement, plans already exist and are demonstrating vast improvement, as stated above, to address these items and therefore no additional corrective action is required at this time.</li> </ul> |