



# CSB 2020 ANNUAL REPORT

# *A Word from the Director*



*Camilla Rand, Director of CSB, visiting the children at Balboa*

**I** am pleased to present the Community Services Bureau's 2019-20 Annual Report which highlights the impactful work we have done in the program to better the lives of children, families and individuals in Contra Costa County this past year. It is a somber fact that one in four children lives in poverty and one in every five families struggles to make ends meet in this county. We have also seen more families come through our doors without adequate shelter to call home.

I am proud that through direct program services and community partnerships, we were able to touch over 10,000 lives this year through a comprehensive approach to wellbeing and self-sufficiency. We were once again able to ensure that the 782 children and their families transitioning to kindergarten were equipped with the tools needed to succeed in school.

**“We were able to touch over 10,000 lives this year”**

*A little girl proudly showing the CSB Director her artwork*



Through our innovative programs, we continued to improve and streamline services through technology to meet family needs. We have multiple initiatives to support staff such as our wellness program and our continued work with Trauma Informed Practice and Reflective Supervision, which support our investment in Community Services staff to equip them with the tools they need to be their best.

As with each year since 1964, we could not do the great work we do without the ongoing support from the County Board of Supervisors, the parent elected Policy Council and the Economic Opportunity Council. It truly takes a village to make impact in the community!

*Camilla Rand*

# About Community Services Bureau



The Community Services Bureau is the Community Action Agency for Contra Costa County and the largest childcare provider in the county. We offer services in 14 directly operated and 14 partner childcare centers across the county. At CSB, we thrive to provide high quality comprehensive services to the families of Contra Costa County. We offer services in the areas of early learning, school readiness, nutrition & health, mental health, disabilities, energy assistance and family support.

Our largest program is the Child Development Program funded through the State of California that provides both part-day, full-day and voucher-based services. Each year we combine Federal Head Start, Early Head Start, and State Child Development funds to provide early childhood education services to over 3,500 children and their families. This includes the services provided by our CalWORKs Child Care Alternative Payment Programs (CWAP/CAPP).

CSB administers several other programs that serve vulnerable households and low-income families: Low Income Home Energy Assistance Program (LIHEAP), Weatherization, and through the federally funded, state-administered Community Services Block Grant (CSBG).

## Board members

A tripartite of advisory board members collaborate and oversee the various programs that CSB offers. This tripartite includes the Contra Costa County Board of Supervisors, the Economic Opportunity Council and the Policy Council.

# Community Impact



A Head Start parent volunteering  
at the George Miller Location

**During the last year, CSB's team has made strides in achieving its goals**

## Noteworthy achievements are:

- Acquiring five self-service kiosk stations
- Enhancing the interactive web portal for electronic form submissions
- CSB's enrollment hotline conversion to an Interactive Voice Response format
- The Plusoptix vision equipment was purchased and screenings began in February 2019
- Math related activities have been sent home to families on a monthly basis
- Six people graduated in January in a Work Study Program
- A total of 15 teacher assistants have started their curriculum this spring
- Wellness activities to increase staff retention and moral have been conducted regularly via CSB's Staff Health Improvement Plan (SHIP) team
- Staff have been trained on the MPAP Curriculum



A pre-schooler getting acquainted  
with technology

# Parent Involvement



Father and son work on a hand and eye co-ordination project

**“Families of 805 Head Start and 169 Early Head Start children received take home activities and resources”**

## Make parenting a Pleasure Curriculum:

- The Make Parenting a Pleasure Full Curriculum has expanded and now includes three areas of the county – east, central & west
- Accessible to additional families Make Parenting a Pleasure is a research and evidence based positive parenting curriculum available to all families

## English as a Second Language Classes:

- In collaboration with Martinez Adult CSB offers English as a Second Language classes
- All families interested in advancing their English conversational skills, grammar, reading writing, pronunciation and vocabulary

## Take Home HS Family Activities:

- All HS and EHS families receive monthly take home educational activities and resources that support children's school readiness skills
- The activities enhance the collaboration between the teachers and families and support families in continuing to be lifelong educators

# Parent Story

Dreams do come true!

High school mom  
graduates with the  
help of Head Start.

Brizeida Alberto is a teen parent of 8-month old twins Moises and Aron Vargas. Brizeida attended Crossroads High School while her twins attended the infant care and education program at Crossroads in Concord. She has been committed to her education as well as her children's education. Brizeida graduated from Crossroads High School on March 23, 2020. She is planning on continuing her education and enrolling at Los Medanos College. Brizeida is still deciding on whether she wants to become a nurse or a police officer. She is very happy that she was able to have the support needed for her children from Head Start so that she could achieve her goal of having good attendance and grades in school. She did it! We wish Brizeida continued success!



Brizeida and Aron writing together as part of a parent participation activity

# Compehensive Services

**CSB supports families and collaborates with community agencies to ensure all children enrolled in the programs receive timely, high quality nutrition and health care services.**



*Children at Lavonia Allen during physical education*

## Nutrition:

Many of the centers received help in creating a garden at their centers ranging in size from a window box to garden boxes. CSB partners with the Food Bank of Contra Costa and Solano Counties in helping the children and families celebrate Food Day on October 24th.

Over 1,500 pounds of fresh produce was handed out to our families to inspire them to eat more fresh produce. Child Nutrition prepared and delivered 403,217 meals and snacks in 2019 to the 1,183 children that were enrolled in Head Start and Child Development childcare centers.

## Dental Exam:

CSB participates annually in the National Give Kids a Smile Day event Local dentists provided 535 free dental exams, fluoride varnish applications and take



*CSB teacher planting in the garden box with help of the children*

home dental kits at centers. In addition, mobile dental vans provided 532 on-site dental exams and fluoride varnish application.

***1,500 pounds of fresh produce handed out***

***403,217 meals delivered***

***535 free dental exams offered***



*The children at George Miller enjoying healthy snacks*

# *Community Action Programs*

**“Through these CSBG community partnerships, CSB has made an impact in the lives of over 11,000 low income County residents”**

Community Services Bureau, the Community Action Agency of Contra Costa County, administers the Low Income Home Energy Assistance program (LIHEAP) and Community Services Block Grant (CSBG). In 2019, twelve (12) community organizations, throughout the county, received CSBG funding to reduce poverty, revitalize low income communities, and to empower low income families and individuals to become self-sufficient.

## **CSBG Partners:**

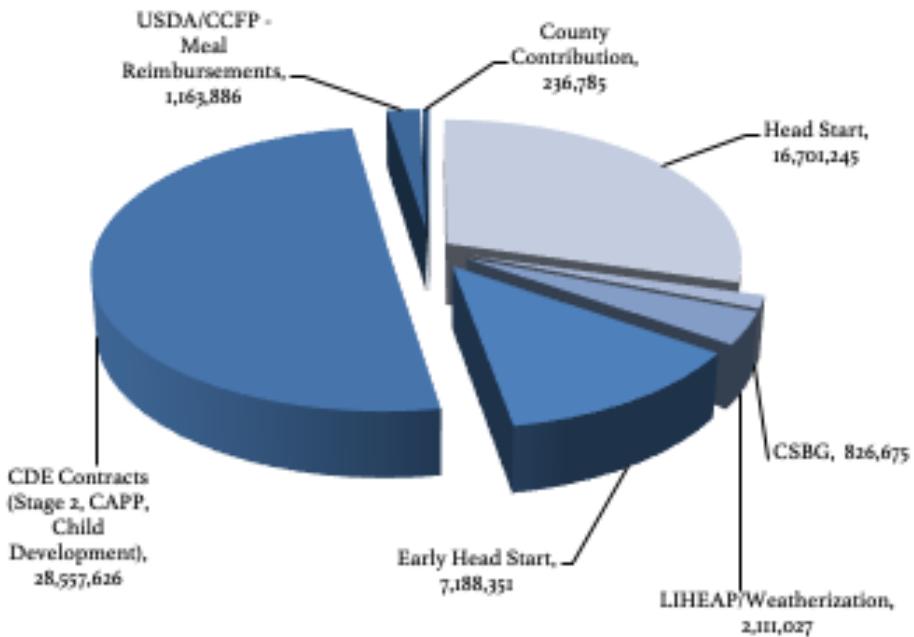
- I. Bay Area Resources
2. Contra Costa Clubhouse
3. Contra Costa Health Services
4. Greater Richmond Interfaith Program (GRIP)
5. Lao Family Community
6. Loaves and Fishes
7. Monument Crisis Center
8. Opportunity Junction
9. Shelter Inc.
10. St. Vincent de Paul
- II. STAND! For Families
12. White Pony Express



*CSBG Partners representing Head Start at the Parents annual meeting*

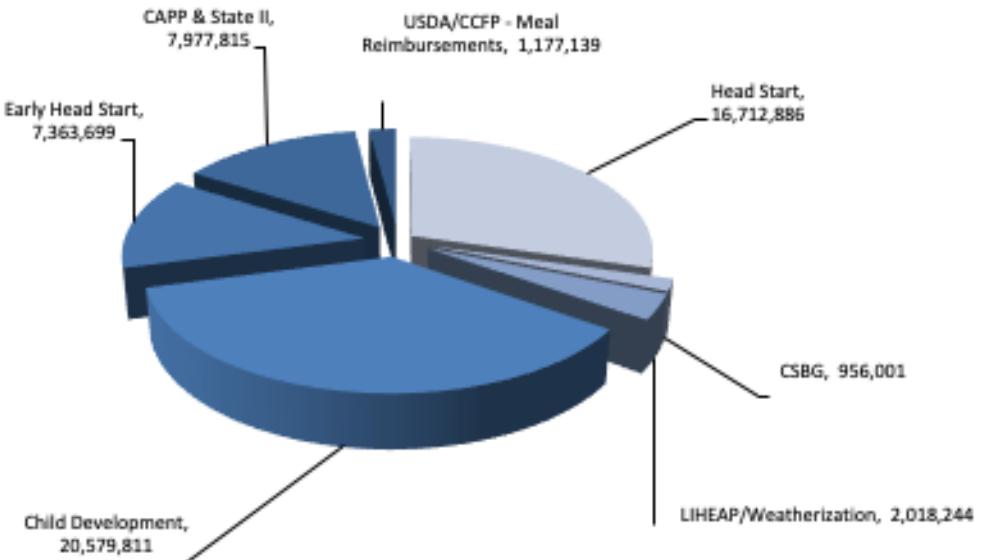
# Budget Overview

## 2019-20 Revenues



In 2019, Federal, State and CPA firms performed five audits. The outcomes of the audits was no findings.

## 2019-20 Expenditures





## CSB'S LOCATIONS

- 1. Balboa
- 2. George Miller III
- 3. Las Deltas
- 4. Verde
- 5. Contra Costa College
- 6. Bayo Vista
- 7. George Miller
- 8. Riverview
- 9. Ambrose
- 10. Lavonia Allen
- 11. Marsh Creek
- 12. Los Nogales



Contra Costa County  
Community Services Bureau  
[www.ehsd.org](http://www.ehsd.org)