



Northcoast Children's Services

Annual Report for the 2021-22 Year



Table of Contents		Page Number
Letter from the Director		3
About NCS		4
Enrollment		5
Parent Involvement		8
Health Services		10
School Readiness		11
Monitoring Reviews		12
Budgets		13
Appendix A Federal monitoring review report		15

Letter from the Executive Director

I am pleased to share with you the NCS 2021-22 program year's annual report.

During this past program year, we returned to full in person services for both our center and home based programs. Although we continued to face challenges brought with the COVID pandemic, in many ways we saw a return to normal. While we still struggled with filling both staff vacancies and fully enrolling all of our programs, we made a great deal of progress towards our goals.

It is great honor to lead such an amazing program with such caring and dedicated staff. I want to extend a heart-felt thank you to all of our staff, Policy Council members and our Board of Directors who continue to provide such wonderful services to families and children in our community.

Sincerely,

Rodney Oien



About Northcoast Children's Services

Northcoast Children's Services, Inc. is a private non-profit corporation serving low-income pregnant women and families with children from birth to kindergarten age. Founded in 1969, we provide a mix of home visiting and center-based programs focused on providing high quality educational and family services.

The NCS Vision: To nurture and empower the whole child and family, to enhance our quality of life, and create a more peaceful community.

The NCS Mission: Northcoast Children's Services believes that healthy families are crucial to the development that occurs from the beginning of life through early childhood. Respectfully building on each family's strengths and goals, NCS works in partnership with children, families and communities to promote and advocate for healthy development.

Quote from a NCS Head Start Parent:

"our child has blossomed in this class with these teachers and their methods, understanding, and compassion. She's loving school and thriving!"



Program options offered by age:

Pregnant women: Home visiting

Birth-18 months: Home visiting

18 months-3 years: Home base and center base (including year-round childcare)

3-5 years: Home base and center base (including year-round childcare)

Enrollment

2021-22 Enrollment by funding type

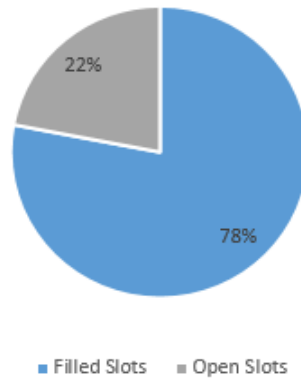
NCS served 627 children & 20 Pregnant women

394 were served in center based programs

148 were served in home base programs

	Head Start (Including state partnership) (3-5)	Early Head Start (Including state partnership) (0-3)	State standalone classrooms (3-5)	Total
Funded	344	198	80	622
Cumulative	295	257	75	627

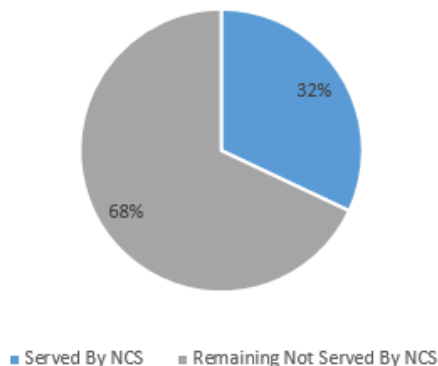
Average Monthly Enrollment



Estimated Head Start eligible children by age group

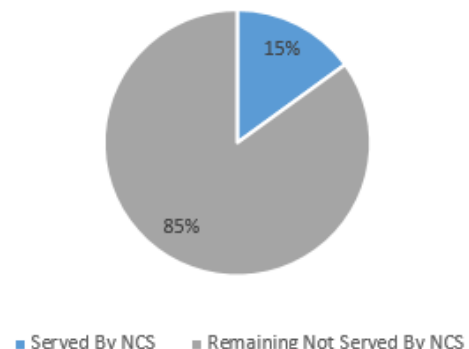
Of the estimated 923 children eligible for HS, 295 were served by NCS

Of an estimated 923 eligible HS children, NCS served 32%



Of the estimated 1768 children & pregnant women eligible for EHS, 257 were served by NCS

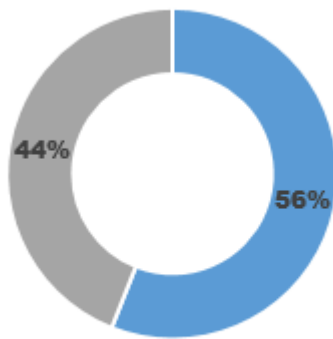
Of an estimated 1768 eligible EHS pregnant women & children, NCS served 15%



Homeless & Foster Youth

In the 21-22 year, 5% of children served by NCS were in the foster care system during the school year and 8% of families were experiencing homelessness.

56% or 28 families experiencing homelessness found housing



■ Yes ■ No

	HS	EHS
# of Homeless Children Served	22	29
Estimated # of Homeless Children	182	273
% Homeless Children Served	12%	11%

	HS	EHS
# of Foster Children Served	19	12
Estimated Total Age Eligible Foster Children	49	74
% Foster Children Served By NCS	39%	16%

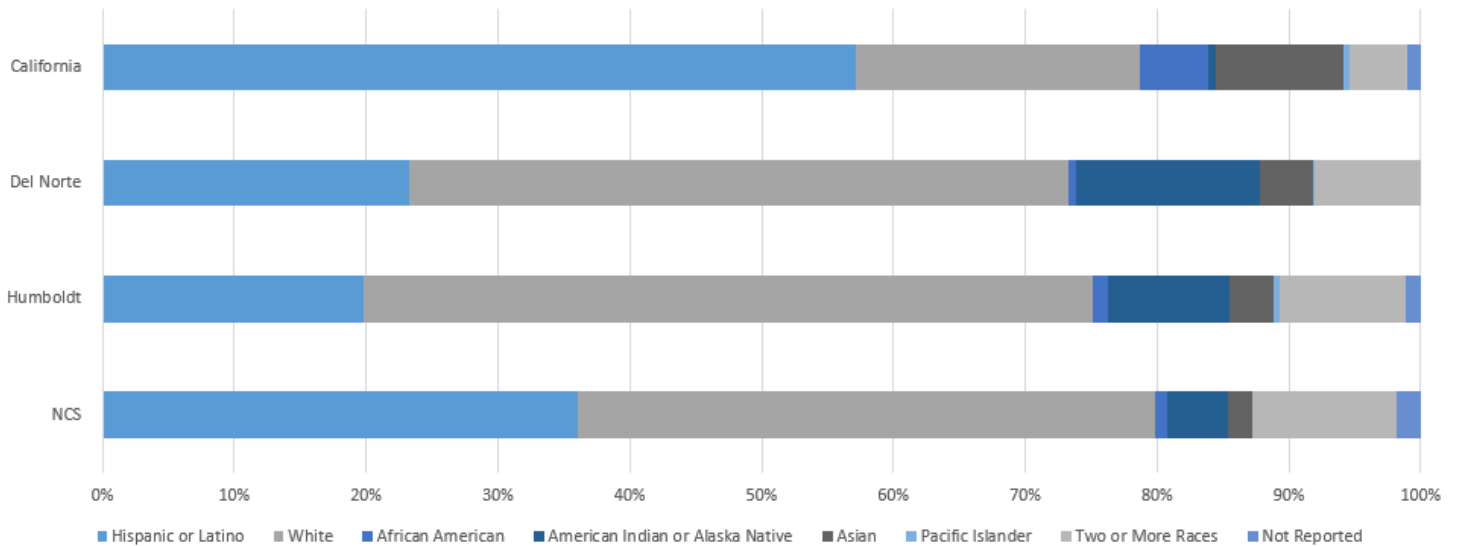


NCS supports families by helping them access resources as well as providing assistance with applications and transportation to necessary appointments. NCS also works with families to prevent the loss of housing.

The NCS Enrollment Manager serves as the preschool liaison for the Humboldt County Homeless & Foster Youth Coalition.

Demographics of children and families served

Race & Ethnicity



English Language Learners by Geographic Area		
	ELL in LEA	ELL in NCS Programs
Eureka	16.8%	29.3%
Crescent City	6.0%	6.5%
Fortuna	13.5%	45.8%
Mckinleyville	3.9%	7.5%
Arcata	1.5%	16.2%
Rio Dell	11.2%	0.0%
Redway	8.0%	81.0%
Willow Creek/ Orleans	0.2%	0.0%
Trinidad	0.5%	0.0%
Blue Lake	3.5%	0.0%

Source: CDE Data Quest

Languages Spoken by NCS Families:	
Language Spoken:	Number of NCS families:
English	397
Spanish	132
Dari	7
Hmong	4
Punjabi	1
Uzbek	1
Farsi	1
Thai	1

Dual Language Learners. In 2021-22, 33% of children enrolled in NCS programs were dual language learners. The primary language of enrolled children were:

- 24% Spanish
- 2% Middle Eastern & South Asian languages
- 6% English with other second language
- 1% other languages
- 67% English only

NCS currently employs bilingual staff in classrooms and as home visitors to support these children in acquisition of English and retaining their home language.

Parent Involvement

Parent Involvement in 2021-22

171 parent events were held. In addition to parenting education, these meetings covered a broad array of topics supporting family health, life skills, nutrition and child development.



34 parents served on the Policy Council in the 21-22 program year; participating in program planning, assessment and governance.



3065 home visits with **138** families in our home base program.



29 parents completed a Parenting Education class series.



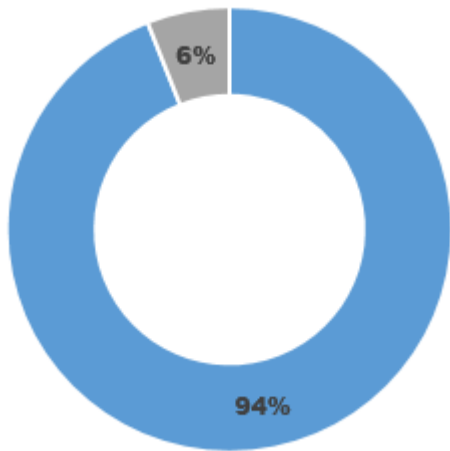
25 Parents were certified in First Aid

Family Engagement

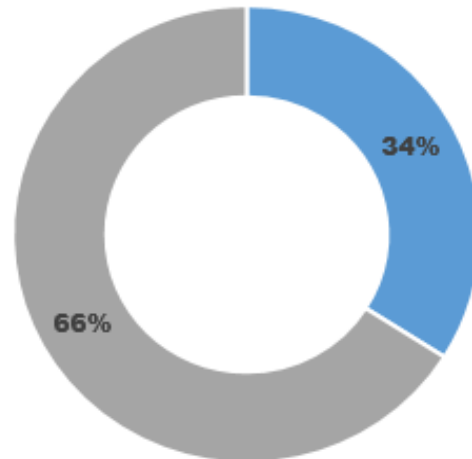
NCS families set **1034** goals and **850** goals were met

380 current and former parents completed **116,670** volunteer hours for NCS programs

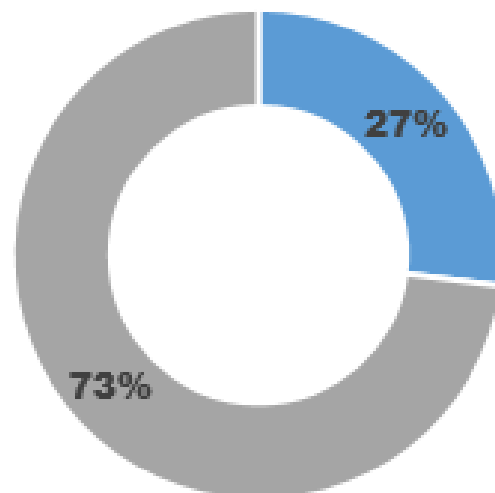
94% of NCS HS/EHS families received family services



34%, or 168, of NCS HS/EHS families received emergency/ crisis intervention



27% of families were able to move off public cash assistance



Quote from a

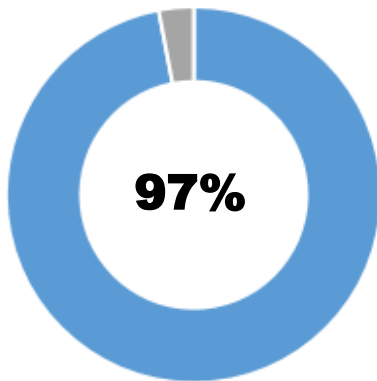
NCS Head Start parent:

“They have provided so much support over there last two, challenging years. Whether it by phone or zoom check-ins, the staff has provided emotional support, along with supporting our connection with organizations in the community for specialized needs.”

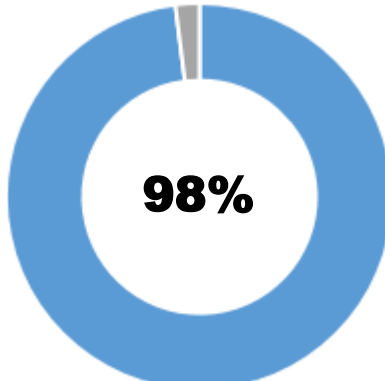
Health Services

- Enrolled HS/EHS children receive health, vision, hearing, mental health, and dental screenings. Additionally, families receive assistance in connecting to a medical & dental home, insurance & support with any follow up of ongoing treatment needs.
- Each HS/EHS child also receives nutrition assessments and follow up support as appropriate.
- NCS provided 62,151 meals (29,376 breakfasts and 32,775 lunches) and 14,487 snacks. All meals are free to enrolled children and subsidized through the California Adult & Child Care Food Program.

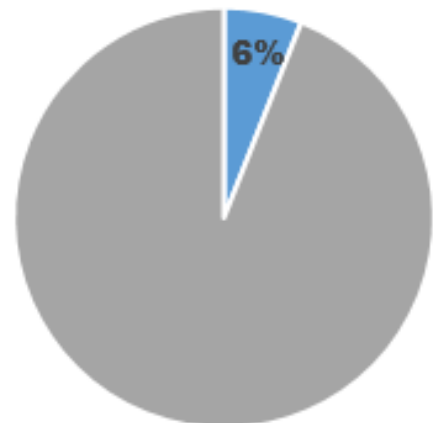
286 HS children received medical exams



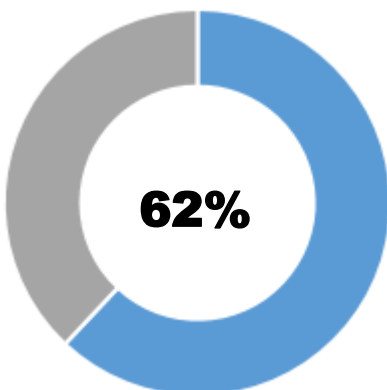
252 EHS children received medical exams



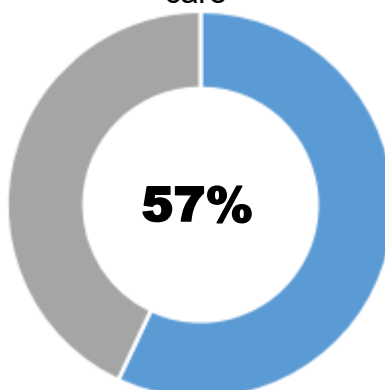
33 children were diagnosed with a chronic health condition



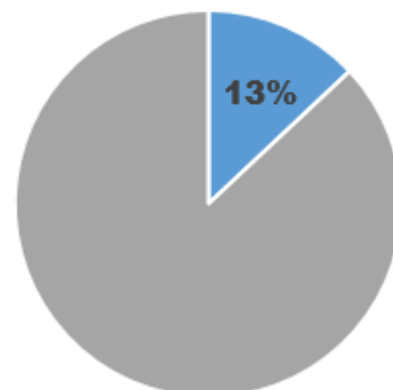
183 HS children received dental exams



146 EHS children were up to date with preventative dental care



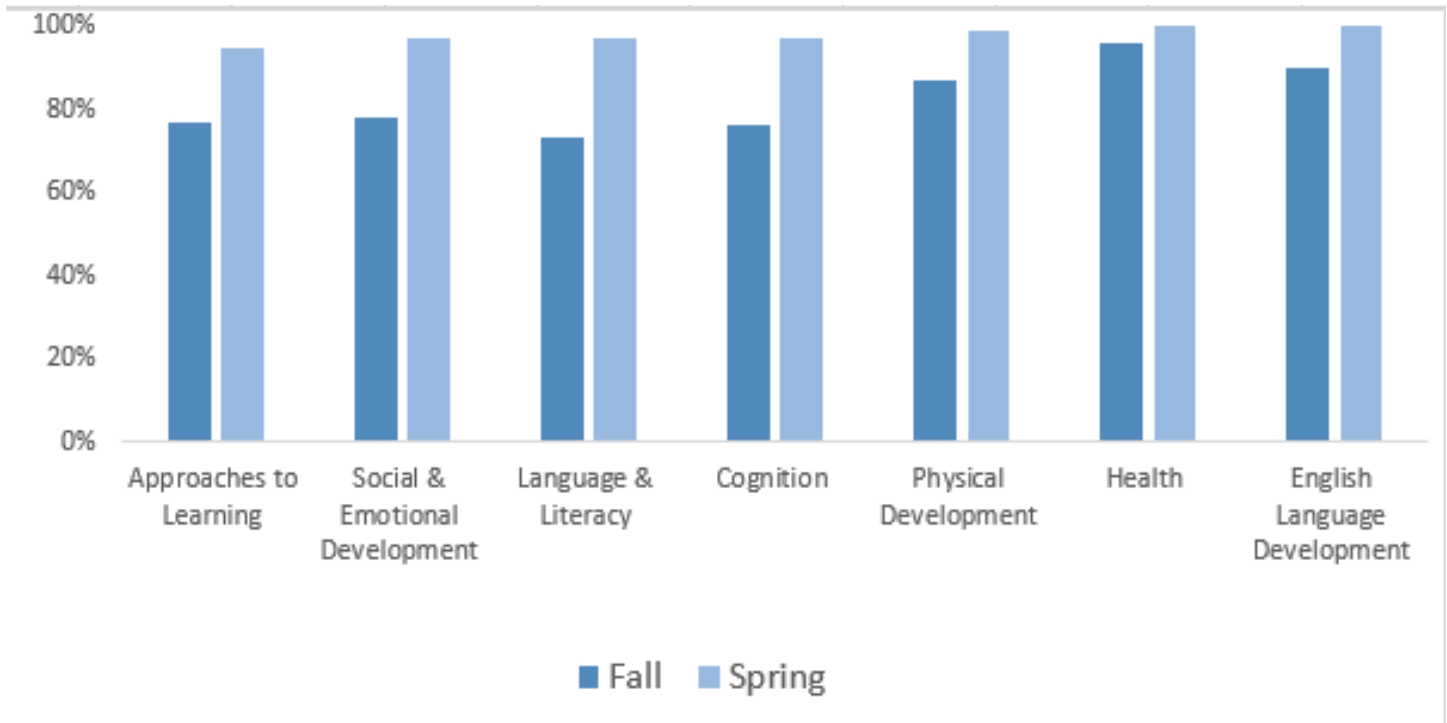
69 Children were eligible for special education or early intervention services under IDEA



Preparing Children for Kindergarten

Teachers prepare individualized and group activities that promote children's growth and development. Head Start teachers assess children's development across multiple domains 3 times per year (fall, winter & spring), using the Desired Results Developmental Profile

Developmental Progress of Children Ages 4 & 5 who entered Kindergarten in the 22-23 school year.



NCS exceeded its benchmark goals of ensuring at least 80% of children reach the developmental levels expected for their age in each domain by the Spring assessment period.



State & Federal Monitoring Review Results

As a program funded primarily through federal and state dollars, NCS is subject to regular monitoring reviews to ensure compliance with program requirements and proper expenditure of public funds. Below are the summaries of the most recent reviews of NCS operations conducted by our funders.

California Department of Education (CDE)

The CDE conducted a contract monitoring review from May 10-14, 2021 and all items reviewed met state requirements. The review assessed NCS compliance with governance & administration, parent involvement, standards, assessment & accountability, staffing & professional development, opportunity & equal educational access, and teaching & learning. NCS was found to be in compliance in all areas.

California Adult & Childcare Food Program (CACFP)

The last CACFP review was conducted in March of 2020 and assessed Financial Viability, Administrative Capability, and Program Accountability. The reviewer found all areas to be in compliance and commended the Food Program Manager and staff on an excellent job ensuring that the NCS children are provided healthy and nutritious foods for all meals served.

Head Start/ Early Head Start Focus Area 2 Monitoring Review *

From January 4, 2022 to January 7, 2022, the Administration for Children and Families (ACF) conducted a Focus Area Two (FA2) monitoring review of the NCS Head Start and Early Head Start programs. NCS programs were found to be compliant in all areas. No program areas of concern or deficiencies were identified through the review.

* See Appendix A for complete review results.



*Quote from a
NCS Head Start parent:*

“NCS has helped my child with her speech, and allowing me as a newly single mom to maintain a job! This program and staff has been amazing overall and my daughter loves to come to school each day, I would highly recommend it to anyone with their littles!”

Funding for Northcoast Children's Services programs

NCS programs are primarily funded by Federal grants and State contracts and are supplemented with funds raised by the community. Meals for children enrolled in the programs are free to families and subsidized by the United States Department of Agriculture through the California Adult & Childcare Care Food Program.

2021-22 Year Approved Budget Projections

Object Class Category	HS Program Operations	HS T & TA	EHS Program Operations	EHS T & TA	HS/EHS Total
Personnel	\$2,966,596	\$10,850	\$2,321,810	\$7,001	\$5,306,257
Fringe Benefits	\$1,117,076	\$1,500	\$771,871	\$1,100	\$1,897,547
Equipment	\$15,500	\$0	\$0	\$0	\$15,500
Travel Away	\$0	\$15,034	\$0	\$0	\$32,034
Supplies	\$233,185	\$8,618	\$120,532	\$10,597	\$372,932
Contractual	\$64,682	\$0	\$14,387	\$0	\$79,069
Other	\$621,021	\$21,868	\$393,563	\$49,866	\$1,086,318
Total Direct	\$5,018,060	\$57,870	\$3,628,163	\$85,564	\$8,789,657
Indirect	\$445,165	\$0	\$322,906	\$0	\$768,071
Total HS /EHS Budget	\$5,463,225	\$57,870	\$3,915,069	\$85,564	\$9,557,728

21-22 HS/EHS Program and Training Funding	\$9,557,728
One time ARP and CRSSA HS/EHS Funding (4/2021-3/2023)	\$811,628
One Time HS/EHS Carry Over Funding	\$1,904,733
Total 2021-22 Head Start/ Early Head Start Funding	\$12,274,089
California State Department of Education	\$1,164,008
California Department of Social Services (CCTR)	\$612,125
USDA & California Adult & Childcare Food Program	\$273,633
Funds raised by Community	\$58,805
Total NCS Funding	\$14,382,660
Required Non-Federal Share (In kind by community)	\$3,068,522

2021-22 Actual Revenues & Expenditures

Object Class Category	HS Program Operations	HS T & TA	EHS Program Operations	EHS T & TA	HS/EHS Total
Personnel	\$3,098,354	\$10,850	\$2,450,429	\$10,623	\$5,570,256
Fringe Benefits	\$1,020,757	\$1,500	\$746,191	\$1,523	\$1,769,971
Equipment	\$98,288	\$0	\$91,112	\$0	\$189,400
Travel Away	\$0	\$9,176	\$0	\$5,106	\$14,282
Supplies	\$510,898	\$6,179	\$259,292	\$16,310	\$792,679
Contractual	\$20,570	\$0	\$4,845	\$0	\$25,415
Other	\$642,031	\$30,165	\$366,029	\$52,002	\$1,090,279
Total Direct	\$5,390,898	\$57,870	\$3,917,950	\$85,564	\$9,542,282
Indirect	\$467,676	\$0	\$342,262	\$0	\$809,938
Total HS /EHS Budget	\$5,858,574	\$57,870	\$4,260,212	\$85,564	\$10,262,220

21-22 HS/EHS Program and Training Revenue	\$9,049,062
One Time HS/EHS Carry Over Revenue	\$623,637
One time ARP and CRSSA HS/EHS Revenue (4/2021-3/2023)	\$589,521
Total 2021-22 Head Start/ Early Head Start Actual Revenue	\$10,262,220
Calif. State Department of Education	\$1,397,075
Other State Funding (CCTR)	\$409,271
USDA & California Adult & Childcare Food Program	\$184,599
Funds raised by Community	\$61,937
Total NCS Actual Revenue	\$12,315,102

The program wide independent Audit for the year ending June 30, 2021 had no findings on internal controls for both material and non material weaknesses. Field work included reviewing internal controls, fraud risk and grant compliance testing including attendance, eligibility, and in-kind contributions.



Program Performance Summary Report

Program Management and Quality Improvement

Program Management

The recipient establishes a management structure consisting of staff, consultants, or contractors who ensure high-quality service delivery; have sufficient knowledge, training, experience, and competencies to fulfill the roles and responsibilities of their positions; and provide regular supervision and support to staff.

Ongoing Monitoring and Continuous Improvement

The recipient uses data to identify program strengths, needs, and areas needing improvement; evaluate progress toward achieving program goals and compliance with program performance standards; and assess the effectiveness of professional development.

Program Governance

The recipient maintains a formal structure of program governance to oversee the quality of services for children and families and to make decisions related to program design and implementation.

The policy council is engaged in the direction of the program, including program design and planning of goals and objectives.

Program Management and Quality Improvement Summary

Northcoast Children's Services, a non-profit agency, provides Head Start and Early Head Start services for 542 children and families living in northern California. The program's service area starts at the Oregon border and stretches south along the Pacific Coast for 170 miles. The program operates centers in small rural communities, offering convenient access to center-based services and home-based activities.

The program ensured staff received supervision and support that enhanced services available to children and families. The staffing structure designated supervisory responsibilities at multiple levels. Within each component area, the managers met with staff individually and in groups to offer guidance, provide training, and assess individual goals. To strengthen the professional development opportunities available to staff, the program worked with representatives from 15 agencies to learn how to use data to encourage staff growth and guide program improvement. The program also increased staff skills and knowledge by providing training on reflective supervision, embracing equity, and supporting mental wellness.

During the pandemic, Northcoast Children's Services utilized technology to continue providing services with the least disruption for children, families, and staff. Program leadership developed a COVID-19 data dashboard to help determine classroom closures, inform parents about potential exposure, and pivot to virtual instruction as needed. The program supported children's and parents' continued participation by providing electronic tablets, internet access, and software applications for each family. These resources enabled the program to provide services while protecting the health and safety of children, families, and staff.

Program Performance Summary Report

Monitoring and Implementing Quality Education and Child Development Services

Alignment with School Readiness

The recipient's school readiness efforts align with the expectations of receiving schools, the Head Start Early Learning Outcomes Framework (HSELOF), and State early learning standards.

Effective and Intentional Teaching Practices

The recipient's teaching practices intentionally promote progress toward school readiness and provide high-quality learning experiences for children.

Supporting Teachers in Promoting School Readiness

The recipient prepares teachers to implement the curriculum and support children's progress toward school readiness.

Home-based Program Services

The recipient ensures home-based program services provide home visits, and group socialization activities provide high-quality learning experiences.

Education and Services Summary

As Northcoast Children's Services returned to in-person classes, teachers observed many children struggled with self-regulation skills and expressing their feelings. In response, the program trained teachers to implement a research-based social-emotional curriculum. This resource provided strategies and materials to support relationship-building, self-regulation, and positive classroom behaviors. Feedback from the education staff indicated that the curriculum's resources and lesson plans helped them improve their classroom management skills and create emotionally safe environments. The program's targeted efforts fostered children's social-emotional development and school readiness skills.

Monitoring and Implementing Quality Health Services

Mental Health

The recipient supports a program-wide culture that promotes mental health and social and emotional well-being, and uses mental health consultation to support staff.

Oral Health and Nutrition

The recipient maintains and monitors for effective oral health practices and nutrition services that meet the nutritional needs and accommodate feeding requirements and allergies.

Safety Practices

The recipient implements a process for monitoring and maintaining healthy and safe environments.

Services to Expectant Families

The recipient provides quality services that facilitate expectant mothers access to health care and provide information to support prenatal, postpartum, maternal, and infant health and emotional well-being.

Heath Services Summary

Northcoast Children's Services monitored children's health data to identify children's needs and support their overall well-being. The program educated parents about following a schedule of age-appropriate medical and oral health care and worked together to create and implement targeted care plans. By tracking children's health statuses and services, the program was able to identify care patterns. For example, data demonstrated that Early Head Start families were reluctant to obtain health services due to their fear of COVID-19 exposure. In response, the program equipped home visitors with resources to mitigate families' concerns. This data-driven approach informed service enhancements and contributed to children's positive health outcomes.

Monitoring and Implementing Quality Family and Community Engagement Services

Family Well-being

The recipient collaborates with families to support family well-being, parents' aspirations, and parents' life goals.

Strengthening Parenting and Parent-Child Supports

The recipient provides services that strengthen parent-child relationships and support parents in strengthening parenting skills.

Family Engagement in Education and Child Development Services

The recipient provides education and child development services that recognize parents' roles as children's lifelong educators and encourage parents to engage in their child's education.

Northcoast Children's Services helped families achieve their goals by connecting them to impactful community resources. In addition to linking families to providers, staff helped to decrease service barriers by assisting families with scheduling appointments and providing transportation as needed. The program tracked family needs and referrals and found that the most cited needs involved food, clothing, and housing assistance. In response to these data, the leadership team developed partnerships with agencies that focused on these challenges. Through collaborative relationships with community organizations, the program addressed parents' needs and supported positive family outcomes.

Family and Community Engagement Services Summary

Monitoring and Implementing Fiscal Infrastructure

Budget Planning and Development

The recipient develops and implements its budget to sustain management, staffing structures, and the delivery of services that support the needs of enrolled children and families.

Ongoing Fiscal Capacity

The recipient plans and implements a fiscal management system that supports the organization's ongoing capacity to execute its budget over time and meet the needs of its organization.

Budget Execution

The recipient's financial management system provides for effective control over and accountability for all funds, property, and other assets.

Facilities and Equipment

The recipient complies with application, prior approval, and reporting requirements for facilities purchased, constructed, or renovated with Head Start funds.

Fiscal Infrastructure Summary

Northcoast Children's Services' leadership team worked with the fiscal director, the governing body, and the policy council to develop a budget aligned with program goals. These leaders analyzed community assessment and historical spending data and reviewed program needs to define budget priorities. Additionally, the recipient supported the shift to virtual Head Start and Early Head Start services during the pandemic by using Coronavirus Aid, Relief, and Economic Security Act funds to purchase electronic tablets for all families and staff. This collaborative approach to budget development promoted progress toward program goals and concentrated on family needs.

Monitoring ERSEA: Eligibility, Selection, Enrollment, and Attendance

Determining, Verifying, and Documenting Eligibility

The recipient enrolls children or expectant mothers who are categorically eligible or who meet defined income-eligibility requirements.

At least 10 percent of the recipient's total funded enrollment is filled by children eligible for services under IDEA or the recipient has received a waiver.

Enrollment Verification

The recipient maintains and tracks enrollment for all participants including expectant mothers.

ERSEA Summary

The recipient's innovative recruitment efforts involved staff, parents, and community partners in identifying and enrolling children with the greatest need. To increase enrollment during the pandemic, the ERSEA team helped to create program yard signs that were distributed and posted throughout the community by Head Start staff and families. Program staff also developed a painted rock campaign that centered on children painting colorful rocks with the program's name and contact information and placing them in their neighborhoods to help attract more families seeking early childhood programs for their children. Furthermore, the recipient distributed "appreciation cookies" to personally thank those who referred or enrolled a child into the program. As a result, the program made incremental increases in its progress toward enrollment.

End of Report



Quotes from NCS families

My child has learned how to write her name, count, and identify colors better than before, and she seems much happier and it is easier for her to work with other kids!



My daughter has blossomed since starting this program. The staff and services has been amazing and lifesavers at times.

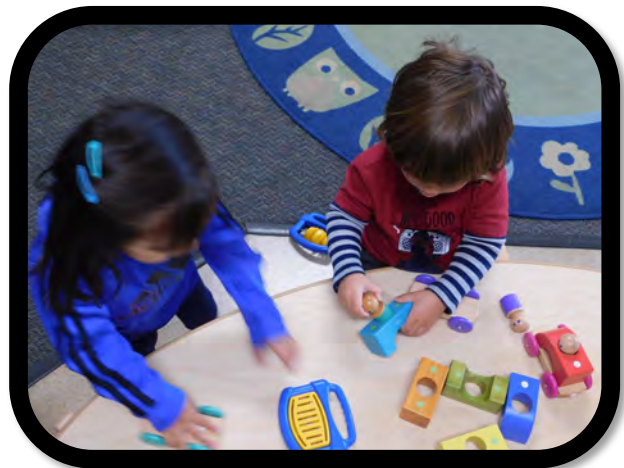
NCS has helped my child become more socially confident and happy about spending time with friends. And of course, it's made it possible for me to return to work, which helps my family financially and makes me a happier person and better parent and partner.



Head Start has been a wonderful program to help us with developmental activities to do with our son and giving us information about other programs that might help our family. I would recommend the Head Start program to everyone.



NCS has helped my child and family in multiple ways. They have given me multiple resources for food and clothing expenses. They give me tips on how to handle tough situations.





Northcoast Children's Services

Head Start, Early Head Start & State Preschool Programs

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