

HEAD START

COMMUNITY ASSESSMENT

CHESTER COUNTY, PENNSYLVANIA



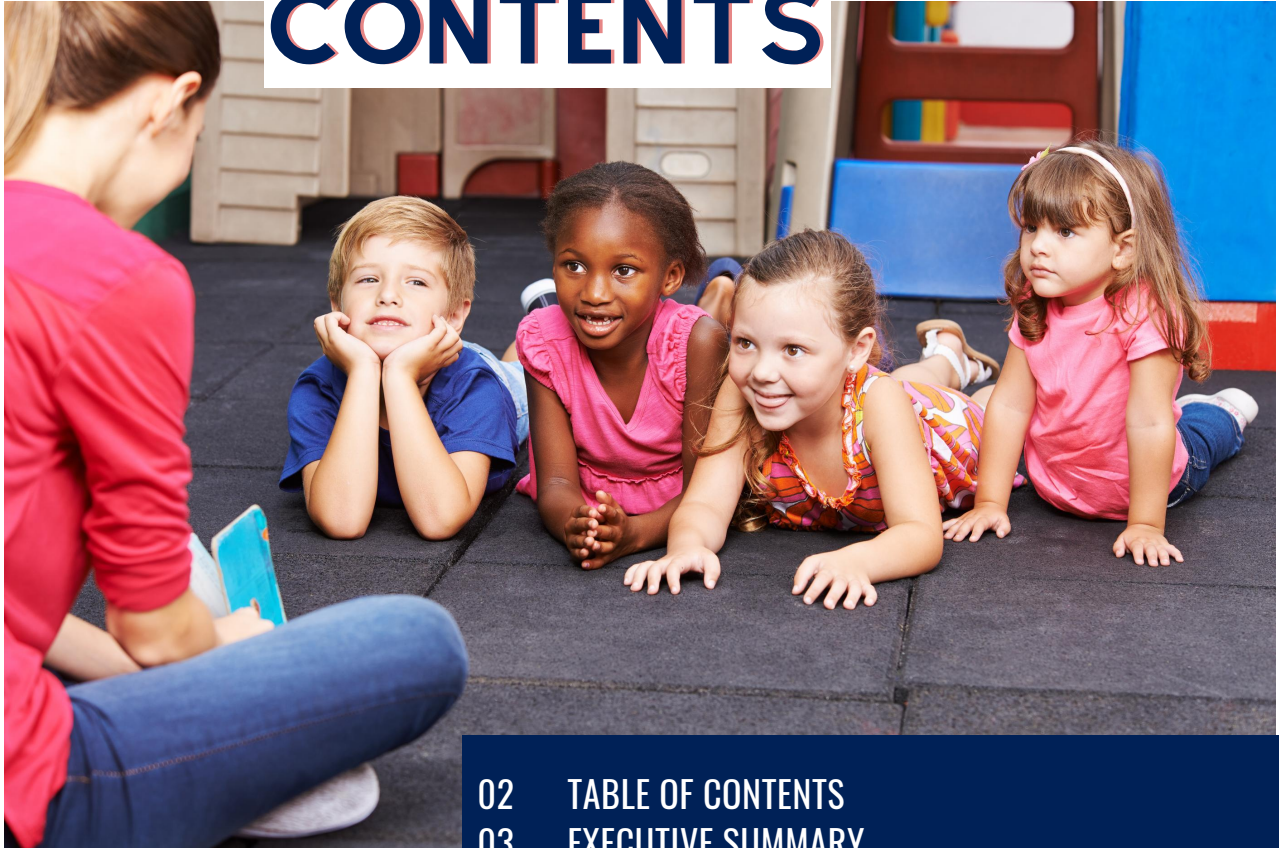
Developed in partnership with
Chester County Health Department and Chester County Head Start

AUGUST 2020





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EXECUTIVE SUMMARY

Between December 2019 and July 2020, the Chester County Head Start and the Chester County Health Department (CCHD) collaborated in the development of this Community Assessment. Members of the two teams worked together to identify trends and issues in the community, service areas, and Head Start programming that impact families with young children in Chester County. Throughout this assessment, qualitative and quantitative data is highlighted to better understand the needs and strengths of the Head Start families and staff. It is important to note that the information in this assessment focuses both on understanding community needs including gaps, challenges, and barriers; as well as the existing strengths and resources. In addition to data collection and analysis, this assessment showcases Chester County Head Start programs and activities, as well as available community resources and services. A key aspect of the assessment process was a commitment to hearing from different voices. Head Start staff, partners, parents, and leadership contributed their unique perspectives – each of which are vital to the health and well-being of Chester County's young children and families.

This assessment leverages internal and external data sources to show both a high-level and in-depth picture of Chester County and Chester County Head Start. Chester County Head Start provided internal information from the My Head Start database and human resource reports including: program regulations including Head Start Performance standards and Licensing regulations, program operational plans; enrollment, recruitment, selection, and attendance plans and reports, and demographic information for enrolled families and Head Start staff. External data was collected and analyzed from a variety of secondary sources, see page 11 for a list of sources.

Chester County: Based on U.S. Census data, Chester County is the wealthiest county in Pennsylvania, with a median household income of \$96,726. This statistic often masks the needs of many county residents with significantly lower income. With a population of 522,046 residents, Chester County is home to 34,217 (6.79%) residents who live in poverty, according to the Federal Poverty Guidelines (FPG). Additionally, 4,120 (11.7%) children under the age of six live at or below 100% FPG (Kids Count, 2019). Throughout the assessment process, stakeholders shared the belief that Chester County is a good place to raise young children, education and schools, green space and parks, walkability, diversity, safety, transportation, access to services (social and health-related), support and resources for families, youth and family programming, Head Start,

WHERE WE ARE TODAY



libraries, and an overall strong sense of community represent a sample of positive features mentioned by stakeholders. Stakeholders also frequently noted the cost of living, transportation, access and affordability of social and health services as key challenges for families with young children. These challenges mirror disparities shown in this assessment's quantitative data analysis.

Head Start: 3,120 Head Start eligible children live in Chester County, with 15% of eligible children served by Chester County Head Start (OCDEL Reach and Risk, 2017). In the 2019-2020 school year, 574 children were enrolled in Chester County Head Start, Pre-K Counts, Head Start State Supplemental Assistance Program, or Early Head Start.

Similar to stakeholders' perception of Chester County, Head Start was consistently seen in a positive manner. Staff are considered supportive and engaged, the services are beneficial to families, and leadership is committed to making connections and providing wraparound services for children and families. Opportunities to strengthen Head Start programming and services included transportation, adjustments to class structure (class size, teacher to student ratio, classes divided by age), mental health services for children and families, increased support for teachers (trauma training, salary increase), and before- and after-care options.

Unforeseen Circumstances: COVID-19 began to impact the Southeastern Pennsylvania area in February 2020, midway through this assessment. By mid-March, CCHD staff shifted its focus solely to COVID-19 response and recovery and Chester County Head Start closed to protect the safety and well-being of staff, children, and their families. At the time this assessment was submitted (August 31, 2020) 5,561 people in Chester County have been diagnosed with COVID-19 and 355 have died. This virus has impacted everyone's lives and will continue to have physical, financial, and emotional effects for years to come. Even in this unprecedented time, Chester County Head Start rose to the occasion and implemented processes to continue educating children, staying connected with families and children, and providing food and vital resources. Information gathered for this assessment, and conversations in the months to come, will inform Head Start leadership how best to respond to existing and emerging needs as a result of the pandemic.

*COVID-19 data retrieved from Chester County Health Department and Department of Emergency Services, COVID-19 Data Dashboard

Moving Forward: This assessment serves as a valuable resource for staff, families, partners and community members to support Chester County Head Start in the development of short- and long-term goals and strategic priorities. As part of the assessment process, this report will be shared with stakeholders – including those who were not able to participate in focus groups or surveys. Stakeholders' continued involvement in planning, engagement, and policy development is vital to the responsiveness and success of Chester County Head Start in supporting local children and families.

PRIORITY RECOMMENDATIONS

- 1. Increase focus on mental health and trauma-based services and training**
- 2. Supplement resources and services to offset high cost of living in Chester County**
- 3. Increase health education for Head Start parents**
- 4. Increase service utilization by co-locating services and responding to emerging needs.**
- 5. Communicate transportation barriers and options to families**



OVERVIEW OF THE GRANTEE



OVERVIEW

CHESTER COUNTY HEAD START

Chester County Head Start has been providing Head Start services for over 30 years. The Chester County Head Start program is part of larger agency, Chester County Intermediate Unit (CCIU), which serves the 14 schools districts in Chester County. CCIU's major services include: special education and compensatory education programs; career, technical and customized education; mentor training and staff development; technology initiatives; consortia for school business operations; and curriculum services. CCIU is one of 29 regional educational agencies established by law in Pennsylvania in 1971. Collaborating between the Pennsylvania State Department of Education and the local school districts, the intermediate unit's mission is to provide services that can be offered most economically at the regional level. The Chester County Intermediate Unit provides preschool services for children with developmental delays, children from income eligible families, children of high school students enrolled in CCIU's Young Parents program, and children of CCIU employees.

Chester County Head Start Program provides developmentally appropriate early childhood services for children from birth to age five that qualify based on family income and Federal Poverty Guidelines. Head Start aims to educate families to achieve sustainable and successful life skills. Chester County Head Start offers Head Start, Early Head Start Home-Based, Early Head Start Childcare Partnership, State funded Head Start and PA Pre K Counts programs. Children receive free comprehensive medical and dental screenings and nutritious meals and snacks. Head Start provides children with activities that help them grow mentally, socially, emotionally and physically. Parents and guardians are involved in the classroom, program governance, and other volunteer roles. Chester County Head Start serves and recruits households throughout all of Chester County, living at or below 100% of the Federal Poverty Guideline (FPG). In 2020, the FPG for a two-person household is \$17,240, with \$4,480 for each additional household member (85 Federal Register 12, 2020). Children and families may also qualify based on special circumstances such as homelessness, foster status, or parental disability status.

Head Start Schedules

Head Start meets five days per week, six hours per day in almost all classrooms. Three classrooms are run as fully inclusive with Preschool Special Education and follow their extended school year calendar.

Early Head Start - Child Care Partnership follows the hours of childcare centers, at least five days per week and ten hours per day are available to families.

Early Head Start - Home Visiting offers one 90 minute home visit per week, and two socializations per month. Socialization activities are planned in response to the interest and needs of families and offer opportunities for all enrolled families to interact. Typical socialization activities include parent education, a visit to a library, or a family outing to a museum.



HEAD START LOCATIONS



★ **Gordon Early Literacy Center**
351 Kersey St
Coatesville, PA 19320

Downingtown Head Start
455 Boot Road
Downingtown, PA 19335

Jennersville Head Start
280 Pennock's Bridge Road
West Grove, PA 19390

Kennett Square Head Start
380 West Cedar Street
Kennett Square, PA 19348

Octorara Head Start
104 Highland Rd
Atglen, PA 19310

Oxford Head Start
206 Garfield St
Oxford, PA 19363

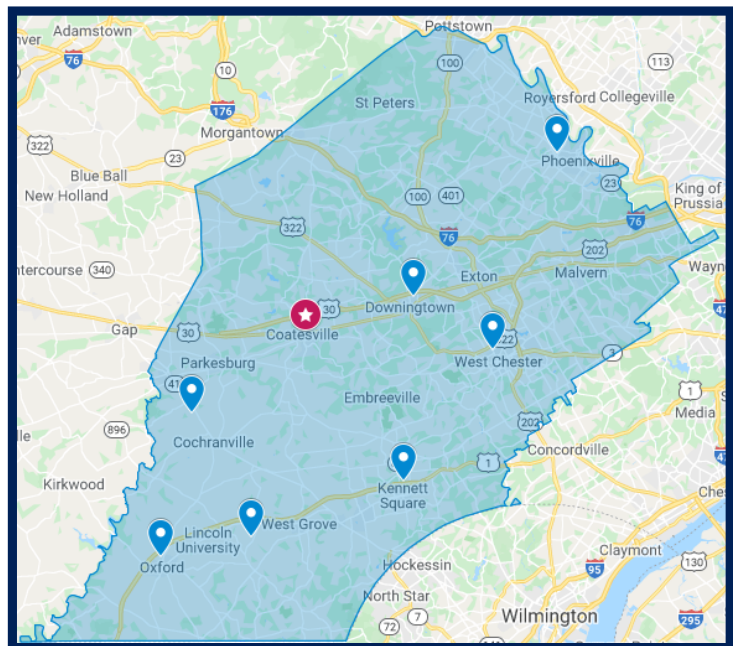
Phoenixville Head Start
1580 Charlestown Rd
Phoenixville, PA 19460

West Chester Head Start
540 E. Union Street
West Chester, PA 19382

West Chester PreK Counts
127 S. Matlack St
West Chester, PA 19382

Phoenixville PreK Counts
290 S. Whitehouse Rd
Phoenixville, PA 19460

Phoenixville PreK Counts
320 2nd Ave
Phoenixville, PA 19460



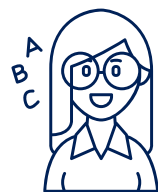
*Atglen (Octorara Head Start) is located between
Parkesburg and Cochransville



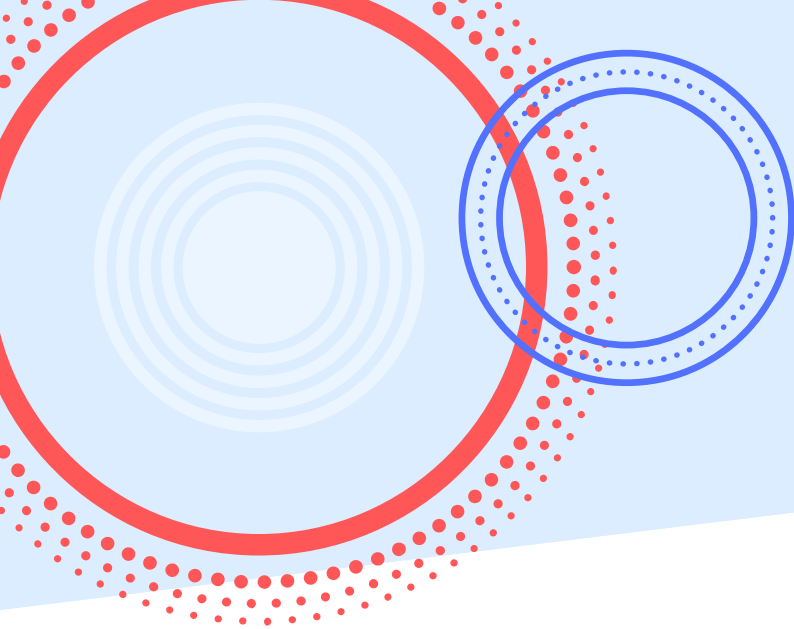
11 CENTERS



574 CHILDREN



75 STAFF



METHODOLOGY



METHODOLOGY

According to Head Start Program Performance Standards, Subpart A 1302.11(b)(1) a Head Start/Early Head Start agency must conduct a Community Assessment within its service area at least once over the five-year grant period. The assessment is an opportunity to gain new knowledge, identify and address significant changes in its population, understand the strengths and opportunities across its programming, and uncover underlying community needs. The goal of this Community Assessment is to provide both a broad and nuanced overview of the current community environment for Chester County Head Start's service area- specifically low-income families. Through the collection and analysis of qualitative and quantitative data, this Community Assessment serves to support Chester County Head Start and its critical role within Chester County. The information included in this report will also drive program and strategic planning, goals, and outcomes. An annual review of the Community Assessment offers an opportunity to evaluate progress, identify challenges, and reassess as needed.

COMMUNITY ASSESSMENT PROCESS

The assessment process was led by staff from the Chester County Head Start and the Chester County Health Department (CCHD). At Head Start, Tamara Acuna (Head Start and Related Services Supervisor; Interpretation and Translation Services Supervisor) and Terry Kenworthy (Head Start Supervisor, Health and Family Services) planned focus groups, contributed secondary quantitative data, and maintained assessment oversight. From CCHD, Ashley Orr (Population Health Supervisor), Meghan Smith (Health Planning and Promotion Coordinator), and Stephanie Steiner (Public Health Planner) supported focus group planning and facilitation, data collection and analysis, and developed the final report. Throughout the assessment process, members of both agencies communicated on a regular basis—in person and virtually— to ask questions, provide data and guidance, identify assessment needs and challenges, and share progress updates. Both the Chester County Head Start Parent Committee, Policy Council, and Health Services Advisory Committee participated in focus groups and were given the opportunity to read the report and provide feedback.

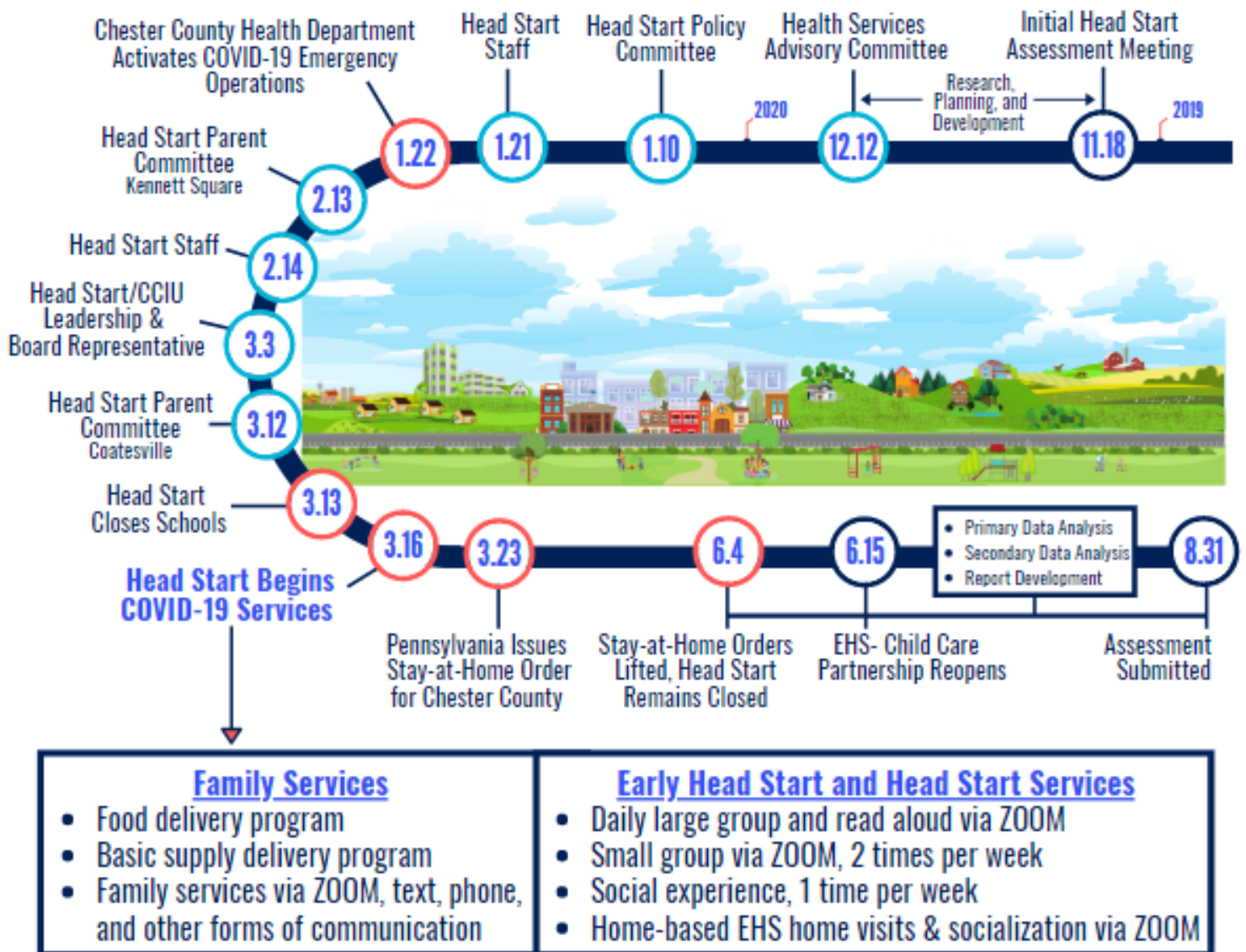
COVID-19

The week following the final focus group meeting, CCHD transitioned to essential work only and all assessment team members were reassigned to the COVID-19 pandemic response. On March 13th, 2020 Chester County Head Start closed its centers for safety and health reasons in response to COVID-19. Head Start and CCHD maintained communications during this time and adjusted timeline, deliverables, and expectations accordingly.

Following the necessary closure of Head Start centers, Chester County Head Start immediately adapted food delivery services and developed new approaches to engage with families including a YouTube channel and Zoom social hours/socialization. Consistent remote instruction on March 30th and family services continue throughout the pandemic. Early Head Start – Child Care Partnership opened on June 15th and virtual home visits continue throughout the closure for home-based Early Head Start. At the time of finalizing this assessment, no in-person services, other than EHS/Childcare Care Partnership and food delivery, have re-opened. Chester County Head Start is actively developing re-opening plans for the 2020-2021 school year.

ASSESSMENT TIMELINE

○ Administrative ○ Focus Group ○ COVID-19



METHODS OF DATA COLLECTION AND ANALYSIS

Primary data was gathered from a series of focus groups facilitated by CCHD. Between December 2019 and March 2020, CCHD met with seven groups comprised of specific stakeholders (See timeline graphic above). Scripts were used at each focus group, with minimal variations in questions based on the type of stakeholder group. (See Appendix A). CCHD provided a facilitator and two note-takers (computer transcription and whiteboard/easel) for each group to ensure all notes and insights were accurately captured. Additionally, a notes sheet was provided to each participant as an option for sharing thoughts some may have felt uncomfortable sharing out loud or to capture thoughts about a previous topics/question. At the end of each meeting, participants were asked to write on the notes sheet the top two areas or issues they felt Head Start needs to focus on in the coming years. Participants' notes sheets were collected at the end of the meetings. CCHD provided focus group questions and PowerPoint slides in both English and Spanish and Chester County Head Start staff offered on-site Spanish translation as needed. The Kennett Square parents' group was conducted entirely in Spanish with support from Head Start staff members.

Following each group, notes were compared and compiled in Microsoft Word and Microsoft Excel. Responses and comments shared more than once – either in the same groups and/or across different groups – were identified as “themes” and are displayed on pages 41 through 48.

In addition to primary data collection through focus groups, data was collected through a parent survey, created and distributed through Qualtrics in July 2020. The survey was available in both English and Spanish. The survey was planned for distribution in March 2020 but was delayed due to the COVID-19 pandemic. Survey questions are available in Appendix B. The survey was distributed to 220 parents on July 1st, with a reminder sent on July 7th. The survey was closed on July 13th with a total of 95 responses collected. It is important to note that the survey was administered during COVID-19 while all other primary data was collected prior to the pandemic.

As such, additional data collection is needed to determine how the pandemic has affected Head Start families and to identify changes in community needs.

QUANTITATIVE DATA COLLECTION AND ANALYSIS

This assessment leveraged internal and external data sources to show both a high-level and in-depth picture of Chester County and Chester County Head Start. Chester County Head Start provided internal information from the My Head Start database and human resource reports including: program regulations including Head Start Performance standards and Licensing regulations, program operational plans; enrollment, recruitment, selection, and attendance plans and reports, and demographic information for enrolled families and Head Start staff. External data was collected and analyzed from a variety of secondary sources including: U.S. Census Bureau, U.S. Bureau of Labor Statistics, U.S. Department of Agriculture, Pennsylvania Department of Vital Statistics (EDDIE), Pennsylvania Department of Education, Pennsylvania Department of Health, Kids Count Data Center, County Health Rankings, CARES Engagement Network/ SparkMap, Eviction Lab, Feeding America.org, Chester County Planning Commission, Chester County Food Bank, Centers for Disease Control and Prevention. Additionally, several peer-reviewed studies were referenced to provide context for this assessment.



QUANTITATIVE DATA FINDINGS



QUANTITATIVE DATA FINDINGS & ANALYSIS

QUANTITATIVE DATA ORGANIZATION

Data was collected for the Chester County population. When possible, the data was filtered by the population living under 100% Federal Poverty Guidelines and is noted as "Head Start Eligible Families." A number of indicators could not be filtered by eligibility, therefore data was collected and analyzed for Chester County as a whole.

To provide further information about eligible families, key indicators including race/ethnicity, language, economic indicators and educational attainment were collected for the eight municipalities with Head Start locations. Additionally, information about internet access was included for each geographic area. The COVID-19 pandemic demonstrates how vital access to internet is - as it affects how we access credible information, find resources and services services, and how we learn, work, and play.

GEOGRAPHIC AREAS

- ATGLEN (OCTORARA)
- COATESVILLE
- DOWNINGTOWN
- KENNETT SQUARE
- OXFORD
- PHOENIXVILLE
- WEST CHESTER
- WEST GROVE (JENNERSVILLE)

When compared to other counties in Pennsylvania, Chester County has the highest household median income, \$96,726, with many health and quality of life indicators exceeding national and state averages (ASC 5-year estimates; 2014-2018; County Health Rankings, 2019). According to the Massachusetts Institute of Technology (MIT)'s Living Wage Calculator, which estimates the actual income needed to support a household, a family of four with two working adults needs an annual income of \$66,000 to live in Chester County (MIT, 2020).

Statistically, poverty rates are relatively low throughout most of the county, with approximately 35,000 residents living in poverty (6.79%). However, there is considerable income disparity within Chester County. For every household with an annual income below \$25,000, there are more than four households with an annual income above \$100,000. The median rent in Chester County is over \$1,200, approximately 40% higher than the state's median rent. Approximately, 44% of rental households are cost-burdened, where more than 30% of the household income is spent on rental costs (ASC 5-year estimates; 2014-2018).

Wealth inequality, coupled with needing a high income to sustain basic living expenses, creates disproportionate burdens for low-income residents. For example, lower income residents often experience food insecurity. (Pickett & Wilkinson, 2015; WHO, 2008). The average meal cost in Chester County is \$4.01, close to 30% higher than the state average (\$3.11); and government assistance programs including SNAP, do not factor in the cost of living into eligibility requirements. This results in an estimated 51% of the food insecure population without the option of government assistance (Feeding America, 2018; SNAP, 2017; Chester County Food Bank, 2018).

Chester County has several prominent areas that experience higher poverty levels. These areas, often described as "pockets of poverty," are overshadowed by the county's wealth and quality of life statistics. Using primary data collection and analyzing meaningful secondary data, this needs assessment discusses the hidden pockets of poverty and is intended to provide a deeper representation of Chester County than the surface level statistics.

SOCIAL DETERMINANTS OF HEALTH AND WELL-BEING

For children to thrive, it is important to focus not only on education, but also the factors that affect a child's ability to learn, including their quality of life. A child's quality of life is influenced by where and how they live, learn, age and play. These factors, commonly referred to as Social Determinants of Health, can significantly impact a child's ability to thrive and ultimately, live a healthy life (Healthy People 2020, WHO, 2008). Understanding and addressing social determinants is a significant step towards improving Head Start families' quality of life. Chester County Head Start works towards this goal by facilitating access to social services and economic opportunities, offering in-home educational resources, ensuring access to healthy foods at school and through food distribution, and fostering positive social interactions and relationships.

Figure 1 illustrates how a person's health is dependent on a multitude of factors.

- 40% of a person's health is influenced by socioeconomic factors such as education, job status, family and social support, income, and more.
- 10% of health is influenced by the physical environment a person lives in, including factors such as food environment, air and water quality, transportation infrastructure, etc.
- 30% of health is influenced by behaviors including tobacco use, alcohol consumption, diet and exercise, sexual activities, and additional personal health behaviors
- 20% of health is influenced by health care, including access to and quality of healthcare in a person's community.

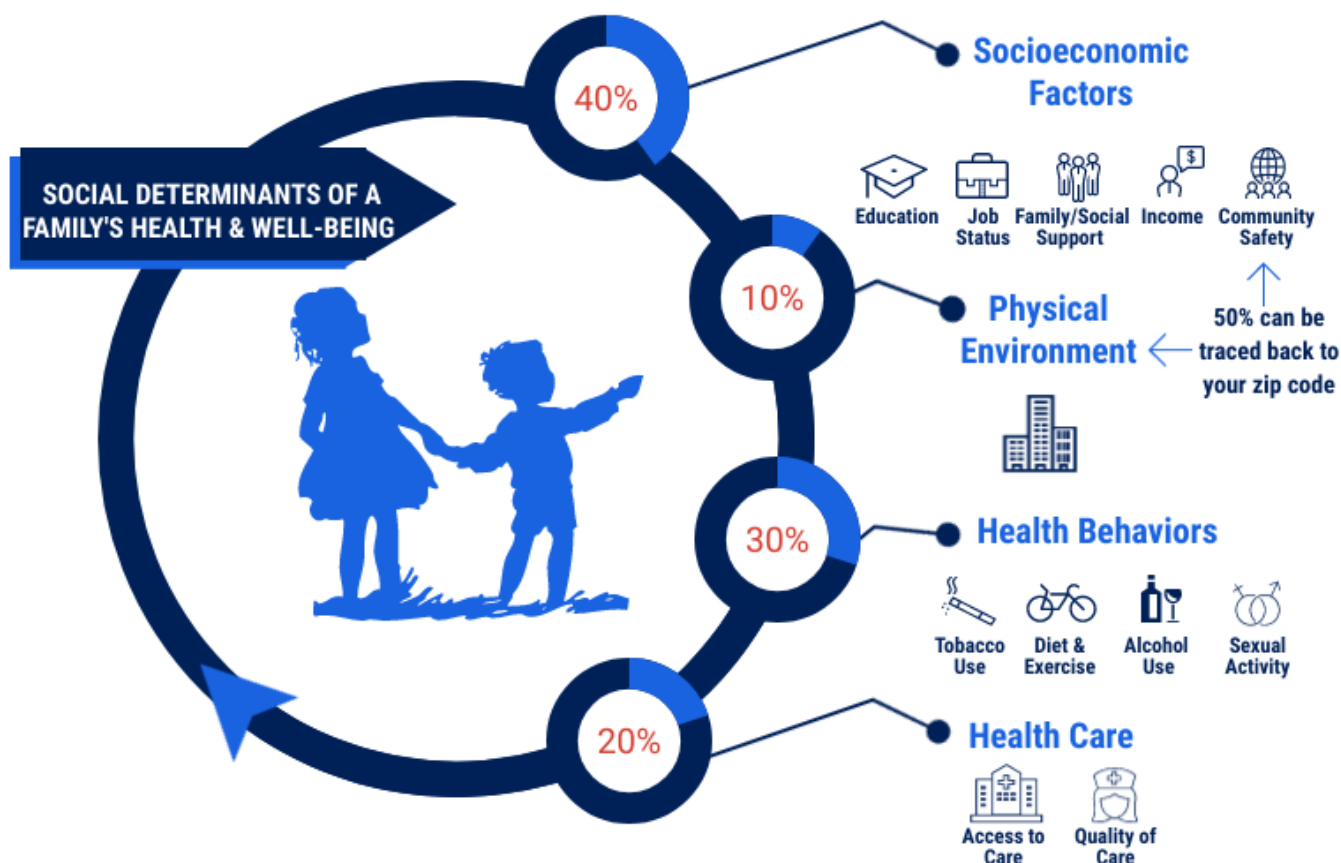


Figure 1

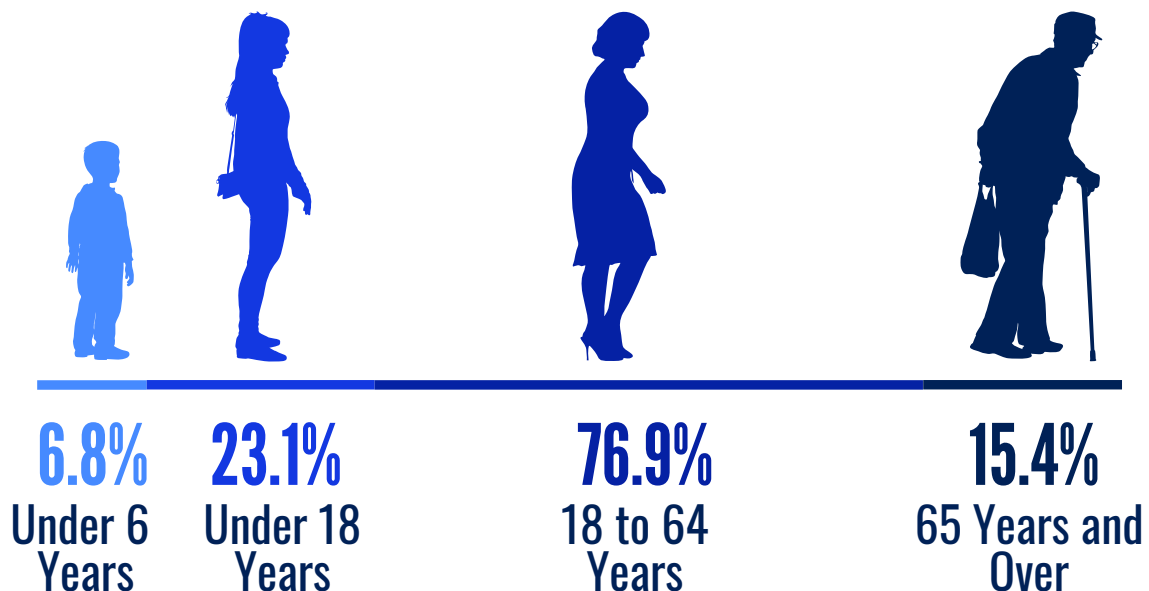
DEMOGRAPHICS

CHESTER COUNTY POPULATION

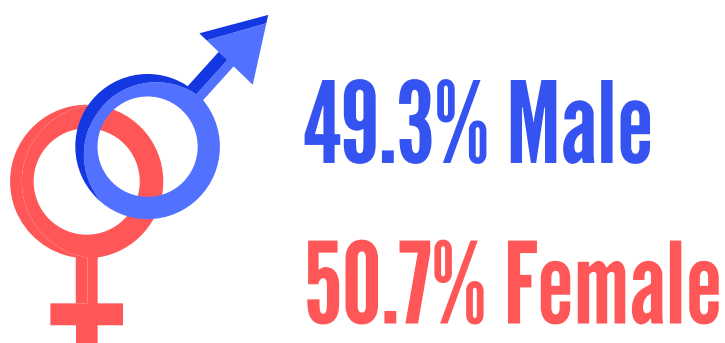
| | | | |
|------------------|---------------------------|--------------|----------------|
| 522,046 | 35,152 | 5,378 | 134,073 |
| Total Population | Children Under 6 years | Births | Families |

Demographic data was collected from ACS 5-Year Estimates (2014-2018), Total Population was collected from ACS 1-Year Estimate (2019)

AGE AND GENDER DISTRIBUTION

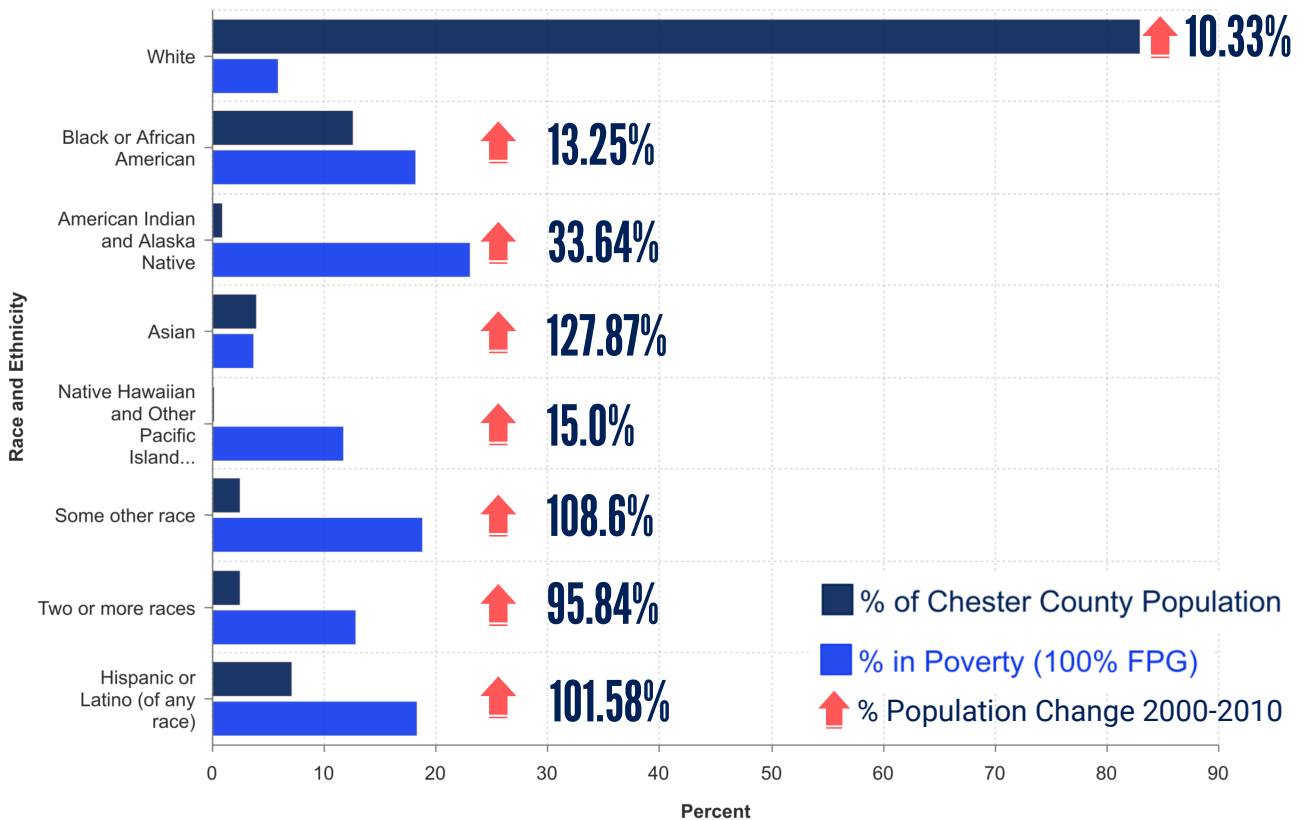


MEDIAN AGE: 40.4 YEARS



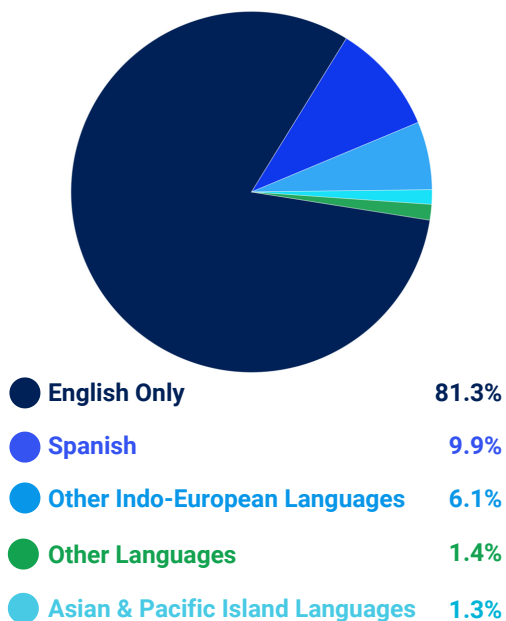
DEMOGRAPHICS & POPULATION TRENDS

RACE & ETHNICITY



LANGUAGE SPOKEN AT HOME

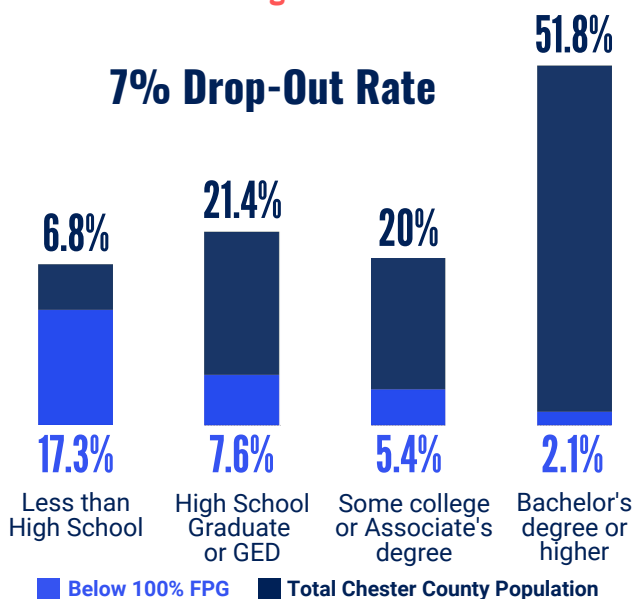
Head Start Eligible Families



EDUCATIONAL ATTAINMENT

Total Population & Head Start Eligible Families

7% Drop-Out Rate



POVERTY STATUS

According to U.S. Census ACS 5-Year Estimates, there are an estimated 4,120 children under 6 years and 650 expectant mothers at or below the FPG. Poverty rates in Chester County are low compared to state and national rates. However, several areas have significantly higher rates of poverty. Childhood poverty rates in census tracts near Coatesville range from 33% to 50.8% of the population. Similarly areas near West Chester, Phoenixville, and Kennett Square have poverty rates 3.5 to 5 times higher than Chester County as a whole (ACS, 2014-2018).

6.8% OF CHESTER COUNTY RESIDENTS

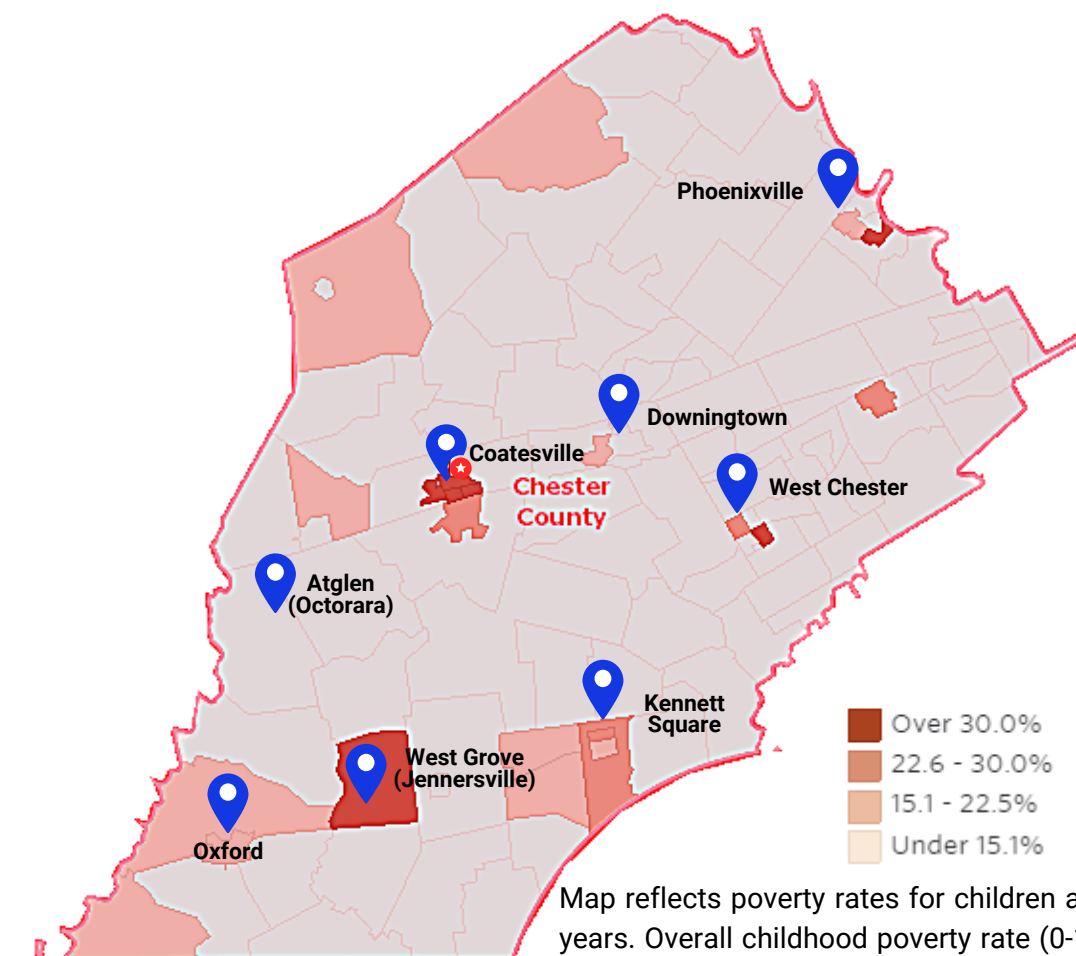
6.6% OF FAMILIES WITH CHILDREN (UNDER 18 YEARS)

11.7% OF CHILDREN UNDER 6 YEARS

24.6% OF FEMALE HOUSEHOLDS WITH CHILDREN (UNDER 18 YEARS)

11.7% OF WOMEN WHO GAVE BIRTH IN THE PAST 12 MONTHS

CHILDHOOD POVERTY BY LOCATION



ACS 5-Year Estimates 2014-2018; CARES, 2020



HOUSING & HOUSEHOLD CHARACTERISTICS

189,592 HOUSEHOLDS

134,073 FAMILY HOUSEHOLDS

\$347,000 MEDIAN HOME VALUE

\$1,272 AVERAGE MONTHLY RENT

HOUSING TENURE & MOBILITY

2.0% Net Migration Rate*

4.5% Moved in 2017 or later

10.3% Moved in 2015 to 2016

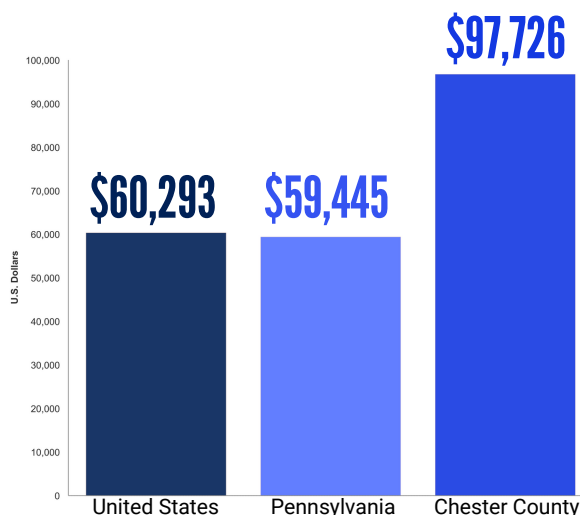
24.1% Moved in 2010 to 2014

29.2% Moved in 2000 to 2009

16.0% Moved in 1990 to 1999

15.9% Moved in 1989 and earlier

MEDIAN HOUSEHOLD INCOME



24.8% RENTER OCCUPIED

75.2% OWNER OCCUPIED

*Net migration rate is the share of the community that moved into or out of the county

HOUSING QUALITY AND COST BURDEN HOUSEHOLDS

Of the 189,592 total households in Chester County, **53,801** or **28.38%** of the population live in cost burdened households, where housing costs exceed 30% of total household income. Of the **46,943 rental households** in Chester County, **43.64% are cost burdened**. The eviction rate for renters 0.91% is lower than state and national averages (1.77%; 2.34%), respectively (Eviction Lab, 2018). The information offers a measure of housing affordability and excessive housing expenses (mortgage or rental fees, utilities, repairs, property taxes, insurance, etc.) This indicator can aid in the development of housing programs to meet the needs of people at different economic levels.

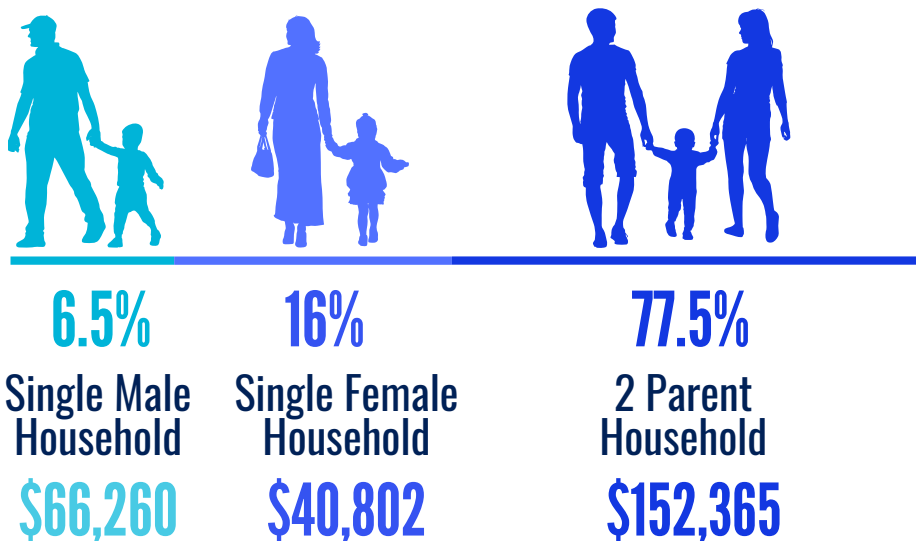
Excessive cost burden is just one of the indicators used to measure quality of living and identify substandard housing conditions. Other conditions include lacking complete plumbing facilities, complete kitchen facilities, no telephone service, and overcrowding.

- **3,029** households lack telephone service (no landline/ cellphone, service discontinued for non-payment)
- **3,210** households lack complete kitchen facilities (sink with a faucet, a stove or range, and a refrigerator)
- **667** households lack complete plumbing facilities. (hot and cold running water, a flush toilet, and a bathtub or shower)
- **2,514** live in an overcrowded household

Housing that is inadequate, crowded, or too costly can pose serious problems to children's physical and psychological well-being. Housing cost burdens, especially at high levels, are a risk factor for negative outcomes for children, including eviction and homelessness, overcrowding, poor nutrition, frequent moving, lack of supervision while parents are at work, and lower cognitive achievement.

FAMILY COMPOSITION WITH MEDIAN INCOME

for families with children under age 18

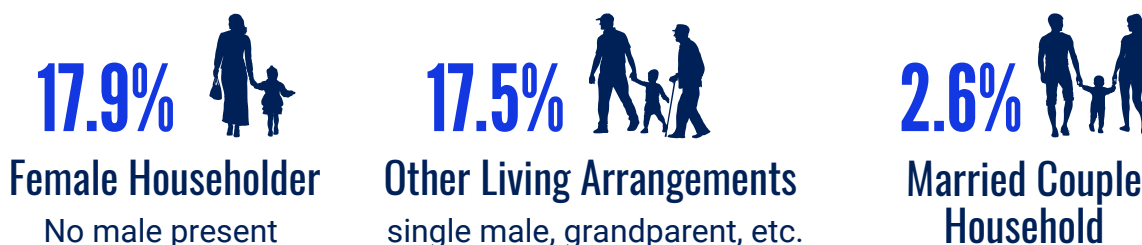


7,279 GRANDPARENTS live with their grandchildren

22.7% of these grandparents are responsible for grandchildren

POVERTY STATUS BY HOUSEHOLD COMPOSITION

for families with children under age 18



ACS 5-Year Estimates 2014-2018; Kids Count, 2019

HOMELESSNESS

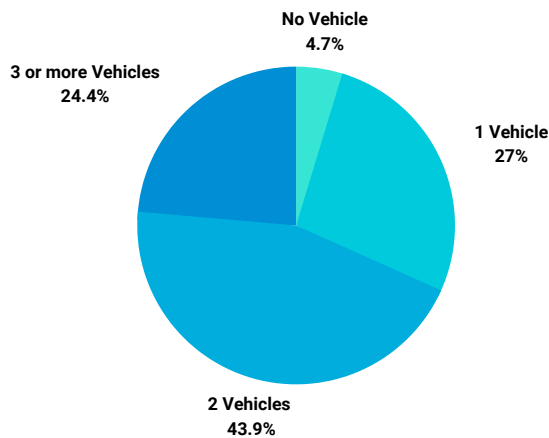
On any given night in Chester County, there are an estimated 522 individuals and families experiencing homelessness. Of those individuals, 95 parents and 61 children are struggling with their living situation. Nearly 15% of homeless youth, aged 15 to 25, are currently pregnant or parenting (Decade to Doorways, 2020). Currently, there are 36 Head Start enrolled children experiencing homelessness (My Head Start, 2020).

FOSTER CARE

In 2018, 19 children ages 0-5 were placed in foster care (Kids Count, 2019). Currently, 3 children enrolled in Chester County Head Start live in foster care (My Head Start, 2020). Across all children in foster care placements in 2018, 41.2% of children were White, 24.7% were Hispanic or Latino, 18.8% were Black or African American, and 15.3% identified as Non-Hispanic, mixed race (Kids Count, 2019).

TRANSPORTATION

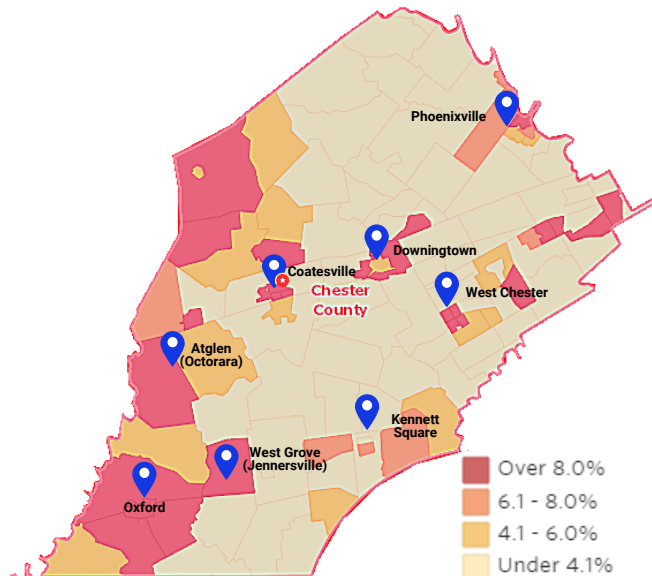
VEHICLE ACCESS



8,841 households do not have access to a vehicle.

The rate is nearly 3 times higher for renter-occupied households

HOUSEHOLDS WITHOUT A VEHICLE



MEANS OF TRANSPORTATION TO WORK

Head Start Eligible Population



64.8%

DROVE ALONE



12.4%

WALKED



11.4%

CAR-POOLED



6.7%

WORKED AT HOME



2.8%

PUBLIC TRANSPORTATION



1.9%

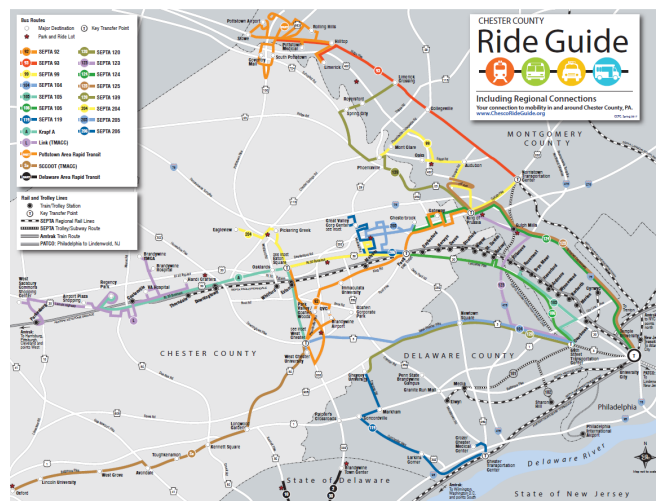
OTHER

ACS 5-Year Estimates 2014-2018, Table B08122

PUBLIC TRANSPORTATION

Chester County has a number of bus routes that service several areas, but not the entire County. Most of the bus routes are located along the County's major transportation corridors or large populated areas. Five different transit agencies provide bus service in the County and the region and are as follows: SEPTA, TMACC, GVFTMA, Krapf's Coaches Inc., and PART.

Not all services connect to each other, some only operate on certain days and certain hours, and most utilize different pass systems with var costs per trip.



ECONOMIC CHARACTERISTICS

LEADING OCCUPATIONS



1 Management, Business, Science, and Arts



2 Service Occupations



3 Sales and Office Occupations



4 Natural Resources, Construction, and Maintenance



5 Production, Transportation, and Material Moving

*Typical work, school, or training schedules for Head Start eligible parents is unavailable. Anecdotally, many parents work extended hours, non-traditional schedules, or multiple jobs.

| Economics and Source of Income | Chester County |
|-----------------------------------------------------------------|----------------|
| TANF Ages 0-18 years * | 789 |
| TANF Ages 0-4 years * | 279 |
| TANF Ages 5-8 years * | 183 |
| Family Type & Parental Employment- Children Ages 0-5 | |
| Single Father, In Labor Force | 100% |
| Single Mother, In Labor Force | 83.2% |
| Two Parents, Both in Labor Force | 61.5% |
| Two Parents, Neither in Labor Force | 0.5% |
| Two Parents, Only Father in Labor Force | 36.0% |
| Two Parents, Only Mother in Labor Force | 2.0% |

*The number of children receiving Temporary Assistance for Needy Families (TANF) cash assistance by age.

HOUSEHOLD INCOME AND BENEFITS

83.1% with Earnings

2.8% with Supplemental Security Income

29.0% with Social Security

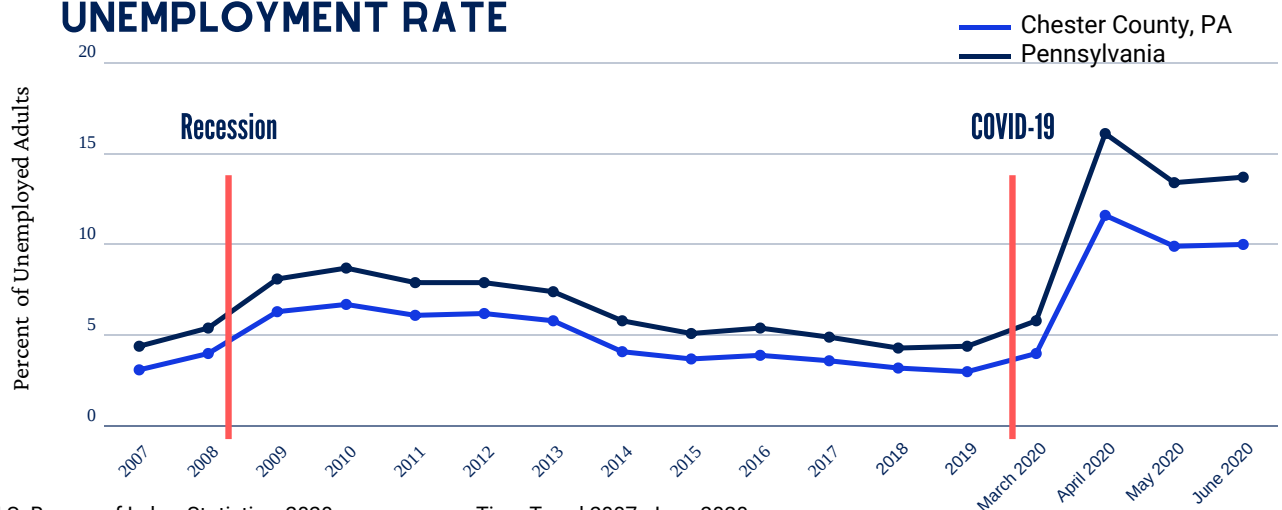
1.5% with Cash Public Assistance Income

18.5% with Retirement Income

4.6% with SNAP Benefits

ACS 5 Year Estimates, 2014-2018; KIDS COUNT Data Center, 2020

UNEMPLOYMENT RATE



U.S. Bureau of Labor Statistics, 2020

Time Trend 2007- June 2020

HEALTH AND SOCIAL SERVICE NEEDS

MATERNAL & CHILD HEALTH

| Maternal & Child Health | Chester County | Pennsylvania |
|----------------------------------|--------------------|--------------------|
| Infant Mortality Rate (>1 year) | 4 per 1,000 births | 6 per 1,000 births |
| Child Mortality Rate (>18 years) | 30 per 100,000 | 50 per 100,000 |
| Percent Low Birth Weight | 6.6% | 8.3% |
| Percent Teen Births | 1.9% | 4.3% |
| Percent No Prenatal Healthcare | 0.5% | 1.7% |
| Percent Breastfeeding | 91.5% | 81.6% |
| Percent Medicaid Births | 18% | 34% |
| Percent WIC Births | 17.7% | 33.9% |

PA Dept of Vital Statistics (EDDIE), 2016-2018; County Health Rankings, 2019

HEALTH & BEHAVIOR

| Health Indicators | Chester County | Pennsylvania |
|-----------------------------------------------------------|----------------|----------------|
| Adult Smoking | 15% | 19% |
| Adult Obesity | 22% | 30% |
| Childhood Obesity | 11.8% | 17.4% |
| Physical Inactivity | 17% | 23% |
| Access to Exercise Opportunities | 85% | 84% |
| Diabetes Prevalence | 9% | 11% |
| Hypertension Prevalence | 23.7% | 39.6% |
| Poor or Fair Health (self-reported) | 13% | 18% |
| Diagnosed with a Depressive Disorder (18 years and older) | 16% | 20% |
| Alcohol Consumption- Excessive Drinking | 22% | 19% |
| Number of Residents with a Drug Use Disorder | 10,060 | - |
| Drug Overdose Deaths | 28 per 100,000 | 38 per 100,000 |

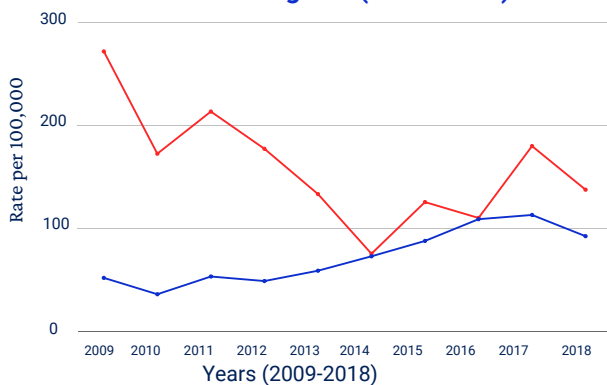
PA Dept. of Vital Statistics (EDDIE), 2016-2018; County Health Rankings, 2019, PA Dept of Education 2014-2016; PA Opioid Dashboard, 2017; SAMSHA 2014-2016

COMMUNICABLE DISEASES

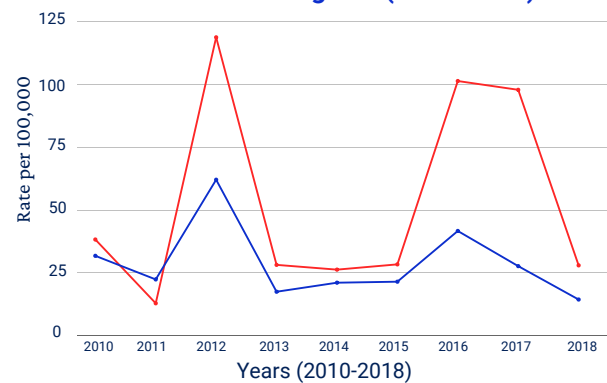
| Communicable Disease | Chester County | Pennsylvania |
|------------------------------|----------------|--------------|
| Chickenpox | 6.9 | 5.0 |
| Pertussis | 21.4 | 7.9 |
| Lyme Disease | 107.7 | 87.4 |
| Hepatitis B Chronic | 7.1 | 7.5 |
| Tuberculosis | 1.3 | 1.5 |
| Chlamydia | 234.8 | 449.8 |
| Gonorrhea | 32.5 | 119.1 |
| Primary & Secondary Syphilis | 2.4 | 6.1 |

*Data calculated as Crude Rate per 100,000 people
PA Dept. of Vital Statistics (EDDIE) 3-Year Estimates 2016-2018

Rates of Lyme Disease in Chester County for Children Under Age 15 (2009-2018)



Rates of Pertussis in Chester County for Children Under Age 15 (2010-2018)

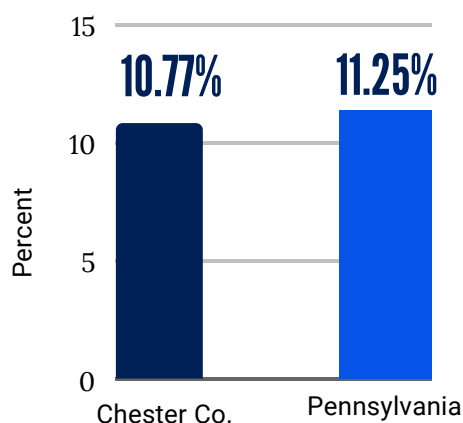


— Chester County, PA — Pennsylvania

PA Dept. of Vital Statistics (EDDIE) 1 year estimates

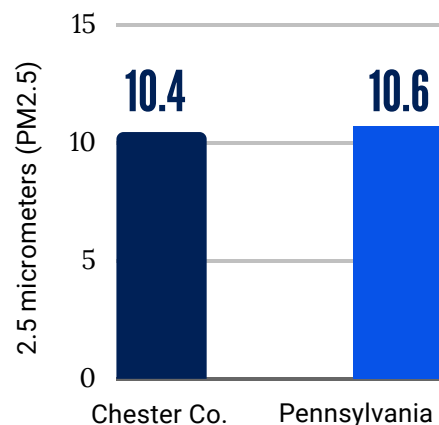
ENVIRONMENTAL HEALTH

CHILDREN WITH ASTHMA DIAGNOSIS



*Percent of children enrolled in school
PADOH Division of School Health, 2018-2019

AVERAGE DAILY DENSITY OF FINE PARTICULATE MATTER (PM2.5).



CDC National Environmental Public Health Tracking Network, 2016; County Health Rankings, 2019

SOCIAL SERVICE NEEDS

DOMESTIC ABUSE & NEGLECT

125 Domestic violence reports with partner sexual abuse, partner physical abuse, or threats.
1,086 Child abuse reports

*For 2019 fiscal year. Unpublished data from Crime Victims Center of Chester County.

According to the Crime Victims Center of Chester County, reports of child and domestic abuse were significantly down in their second quarter of reporting due to COVID-19.

Children are specifically vulnerable to abuse during COVID-19. Research shows that increased stress levels among parents is often a major predictor of physical abuse and neglect of children. Stressed parents may be more likely to respond to their children's anxious behaviors or demands in aggressive or abusive ways.

The support systems that many at-risk parents rely on, such as extended family, child care and schools, religious groups and other community organizations, may be limited or unavailable.

Child protection agencies and services are experiencing strained resources with fewer workers available and limited home visitation. Since children are not going to school, teachers and school counselors are unable to witness the signs of abuse and report to the proper authorities (SAMSHA, 2020).

CHILD ABUSE AND NEGLECT - 2018 KIDS COUNT DATA

Number Of Reported Cases By Age Group

All Ages **1,189**
Ages 0-2 **122**
Ages 3-4 **92**
Ages 5-8 **259**

Number Of Substantiated Cases By Age Group

All Ages **116**
Ages 0-2 **17**
Ages 3-4 **13**
Ages 5-8 **30**

9.8% Child Abuse Substantiation Rate

3.4% Child Reabuse Substantiated Rate

2,503 Children Received Welfare In-Home Services

*2017-2018 Unduplicated Number Of Children Served

KIDS COUNT Data Center, 2018

HEALTHCARE ACCESS & RESOURCES

PROVIDER ACCESS

 **PRIMARY CARE DOCTORS**
1,160 : 1

 **MENTAL HEALTH PROVIDERS**
470 : 1

 **DENTISTS**
1,510 : 1

*Ratio reflects individuals per provider, County Health Rankings, 2019

HEALTH INSURANCE

7% of adults do not have health insurance

5% of children do not have health insurance

CHIP ENROLLED CHILDREN

| | | |
|------------|--------------|--------------|
| 960 | 2,668 | 6,080 |
| Ages 0-4 | Ages 5-11 | Total (0-18) |

MEDICAID ENROLLED CHILDREN

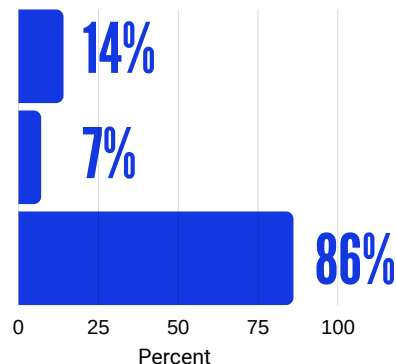
| | | |
|--------------|--------------|---------------|
| 6,507 | 9,648 | 25,059 |
| Ages 0-4 | Ages 5-11 | Total (0-18) |

ACS 5-Year Estimates 2014-2018; Kids Count, 2019

**Does not have a primary
care provider**

**Needed to see a doctor in the past
year but couldn't because of cost**

**Visited a doctor for a routine
checkup in the past 2 years**

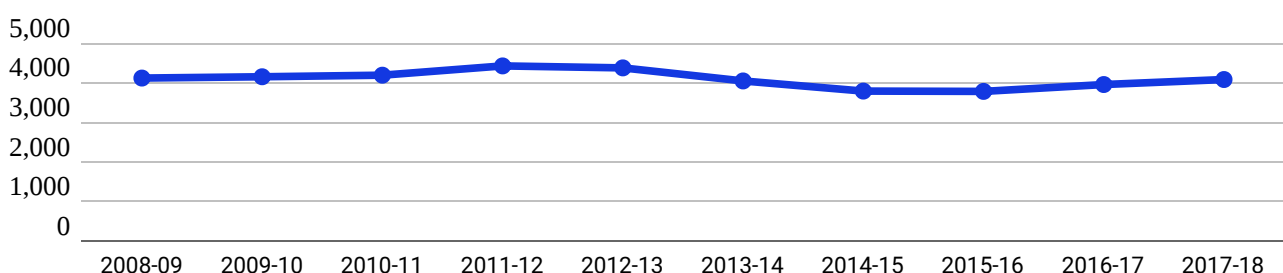


PA Dept. of Vital Statistics (EDDIE) 2016-2018

DISABILITY CHARACTERISTICS

Disability data for Head Start eligible children is not currently available. The ACS 5-year estimates only provided information for hearing (53 children) and vision difficulties (14 children) for children under the age of 5 years. The graph below shows the number of Chester County children receiving early intervention services from 2008-09 school-year to the 2017-18 school-year. "Early Intervention (EI) provides individualized services and supports to families of children birth to school-age who have developmental delays or disabilities. Supports and services differ depending on the child's and family's needs and focus on enhancing the child's physical (including vision and hearing), cognitive, communication, social, emotional and adaptive development while providing parent education and support as appropriate (Kids Count, 2019)." Information on Head Start enrolled children and specific disabilities and resources available can be found on page 39 of the assessment.

NUMBER OF CHILDREN RECEIVING EARLY INTERVENTION SERVICES 2008 - 2018



NUTRITIONAL NEEDS

FOOD INSECURITY

32,330 CHESTER COUNTY RESIDENTS ARE FOOD INSECURE

12% OF CHILDREN ARE FOOD INSECURE

Food insecurity describes the household-level economic and social condition of limited or uncertain access to adequate food- either temporary or long-term. It can have a wide impact, depending on each individual's circumstances.

Some of the most common, yet complex, effects of food insecurity include:

- Trade-offs: decisions are made based on spending money on food and medicine or medical care, utilities, housing, etc.
- Developmental impairment: lacking sufficient nutrition impacts a child's ability to learn and grow
- Health conditions: increased risk of chronic disease such as hypertension, diabetes, obesity, as well as stress and depression

| Nutrition Services | Chester County |
|------------------------------------------------|------------------------|
| Children Receiving Free or Reduced Price Lunch | 20,977 |
| Children Receiving Free Lunch | 18,703 |
| Children Receiving Reduced Price Lunch | 2,274 |
| SNAP Participants (Ages 0-21) | 10,963 |
| SNAP Participants (Ages 0-4) | 2,807 |
| SNAP Participants (Ages 5-8) | 1.9% |
| SNAP Authorized Food Stores | 4.75 per 10,000 people |

FOOD ACCESS

47.8% OF RESIDENTS HAVE LIMITED ACCESS TO A LARGE GROCER

The percent of Chester County residents without access to a large grocery store is more than double Pennsylvania (22.4%) and National rates (21.1%). Out of the 116 census tracts in Chester County, 77 census tracts are considered food deserts. The USDA Food Access Research Atlas defines a food desert as any neighborhood that lacks healthy food sources due to income level, distance to supermarkets, or vehicle access. Food deserts disproportionately affect low-income communities where access to large grocers is inhibited by lack of access to transportation (USDA Food Access Research Atlas. 2015).

*Food desert Census Tracts, 1 mile (urban)/ 10 mile (rural)

PA Dept of Health, Division of School Health, 2018-2019; USDA, 2016; USDA, 2015; Feeding America, 2019; Chester County Food Bank, 2018; CARES Network, 2019

HEAD START FOOD DISTRIBUTION PROGRAM



For many years, Chester County Head Start and Chester County Food Bank partnered to offer students access to weekend backpacks. The Weekend Backpack Program helps children get the nutritious and easy-to-prepare food they need to get enough to eat on the weekends. Following a discussion with the Chester County Food Bank early in 2019 and reflecting on best practices to serve families with food insecurity needs, Chester County Head Start expanded their supplemental food program for families by additionally opening a school pantry, called "The Market" at their largest school site. During the planning process, a sample of families (50+) were surveyed to confirm an interest in this service and the items of interest. Adopting a family choice model, The Market allows families to come in and shop for their basic food needs two time a month. The Market is stocked by food and essential household items from the Chester County Food Bank and donations from the community and local businesses. The Market opened in October 2019. In its first year of operations (October 2019-June 2020), it has served an average of 84 families a month with over 1,200 visits. During the COVID-19 crisis starting in March, supplemental food bags were delivered to interested families along with their weekly breakfast and lunch school meals.

DISTRIBUTED 3,500 PACKS OF DIAPERS AND 3,000 PACKS OF WIPES TO HEAD START COMMUNITY PARTNERS

Head Start served as a distribution site for Chester County Human Services and Emergency Services for diaper distribution to local non-profits serving low income families. The program ran for 4 weeks during Chester County's COVID-19 Stay-at-Home order.

*The diaper distribution program has ended.
The food distribution program is on-going.

FOOD DISTRIBUTION AND COVID-19

MARCH 16 - AUGUST 10 STATISTICS

Unpublished data, Chester County Head Start, 2020



186,200

Number of breakfast/lunches/milk
total # of meals to date



317

Number of Families Served
average # of families served per week



846

Number of Children Served
average # of children served per week



1,335

Number of baby supplies, personal care and household items
total # bags of supplies to date



1,400

Number of Pantry Bags
average # of families served per week



992

Fresh Eggs
total # cartons of eggs to date



520

Fresh Produce Boxes
Total # of fresh produce boxes to date



376

Educational Packets
Total # of packets to date)



11

Dog/Cat Food
Total # of animals served to date

PRESCHOOL PROVIDERS

9,393

**CHILDREN 3 YEARS AND OLDER
ARE ENROLLED IN PRESCHOOL**

**30.2% PUBLIC PRESCHOOL
69.8% PRIVATE PRESCHOOL**

ACS 5-Year Estimates (2014-2018)

CHILD CARE SUBSIDY

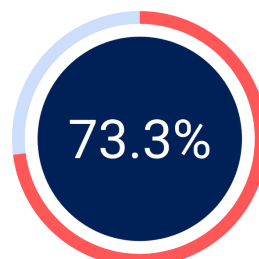
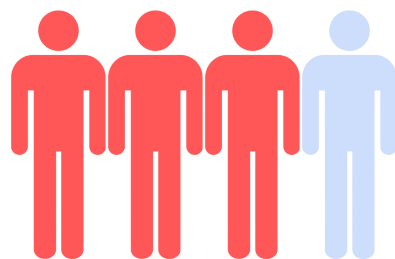
Eligibility And Enrollment Of
Children Under 5 Years

| Under age 5 | | Oct. 2017 | Oct. 2018 |
|-------------|---------|-----------|-----------|
| Eligible | Number | 4,420 | 4,380 |
| | Percent | | |
| Enrolled | Number | 1,270 | 1,169 |
| | Percent | 28.7% | 26.7% |
| Unserved | Number | 3,150 | 3,211 |
| | Percent | 71.3% | 73.3% |

CHILD CARE SUBSIDY

Monthly Average Number Of Children In
Subsidized Child Care By Provider Type

| Provider | 2015-16 | 2016-17 | 2017-18 |
|---------------|---------|---------|---------|
| Center | 1,861 | 1,940 | 1,981 |
| Group | 111 | 99 | 96 |
| Family | 73 | 61 | 65 |
| Unregulated | 76 | 51 | 38 |
| Total Subsidy | 2,120 | 2,150 | 2,180 |



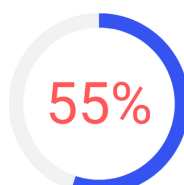
73.3% OF ELIGIBLE CHILDREN ARE UNSERVED

REGULATED CHILD CARE & KEYSTONE STARS 5 YEAR TREND

Total Providers And Keystone STARS Participation By Level (Number & Percent)

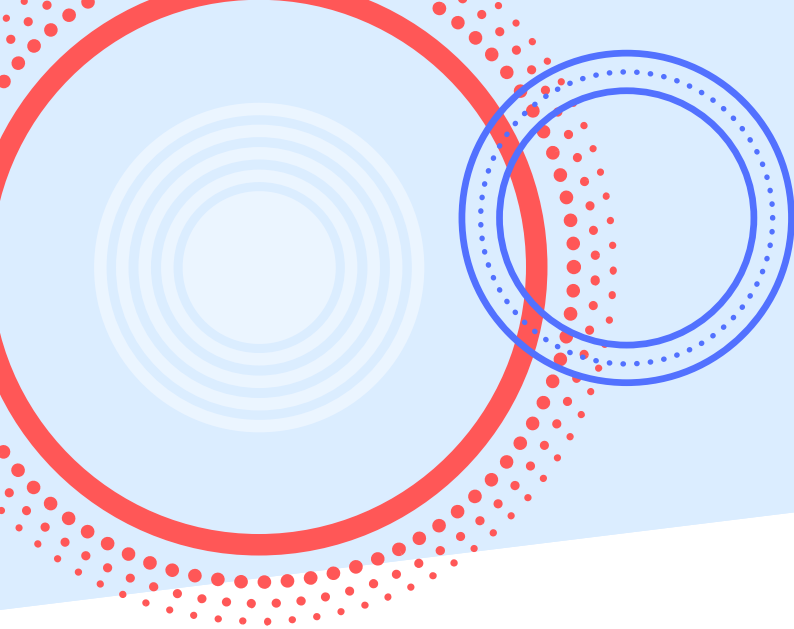
| Year | REGULATED PROVIDERS | PROVIDERS IN STARS | | PROVIDERS NOT IN STARS | |
|-----------|---------------------|--------------------|---------|------------------------|---------|
| | Number | Number | Percent | Number | Percent |
| Jun 2015 | 280 | 157 | 56.1% | 123 | 43.9% |
| Jun 2016 | 277 | 146 | 52.7% | 131 | 47.3% |
| Jun 2017 | 266 | 150 | 56.4% | 116 | 43.6% |
| Sept 2018 | 257 | 247 | 96.1% | 10 | 3.9% |
| Sept 2019 | 252 | 247 | 98.0% | 5 | 2.0% |

Pennsylvania's Rising STARS initiative was launched in September 2012 to promote greater access for at-risk children to higher quality child care and better prepare them to succeed in school. STAR 3 and 4 programs are considered higher quality. Programs with a 1 or 2 STAR rating are continuing to work towards quality improvement goals (Kids Count, 2019, PA Dept. of Education, 2020)



**Percent Of Children Receive
Subsidized Child Care In Keystone
STARS 3 or 4 Facilities**

KIDS COUNT Data Center, 2018



HEAD START LOCATION MUNICIPAL-LEVEL DATA



ATGLEN BOROUGH

OCTORARA HEAD START
104 HIGHLAND RD
ATGLEN, PA 19310



POPULATION

1,459



PERCENT
UNDER 5 YEARS

7.7%

..

MEDIAN
HOUSEHOLD INCOME

\$53,802



POVERTY
RATE

11.5%



EMPLOYMENT
RATE

69.7%



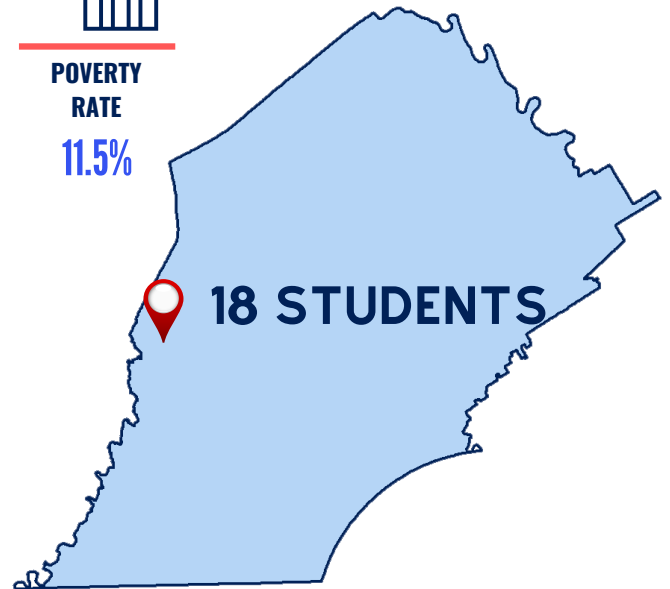
HIGH SCHOOL
EDUCATION OR HIGHER

84.9%



INTERNET
SUBSCRIPTION

76.6%



RACE AND ETHNICITY

White 84.84%

Black or African American 8.4%

Hispanic or Latino, All Races 11.8%

American Indian and Alaska Native 3.2%

Asian 0.2%

Native Hawaiian and Other Pacific Islander 0.0%

Some Other Race 0.0%

Two or More Races 3.8%

0 25 50 75 100

2018 American Community Survey 5-Year Estimates Table DP05

LANGUAGE

10.2% Speak a Language other
than English at home

English Only 89.8%

Spanish 9.1%

Other Indo-European Languages 1.1%

Asian and Pacific Islander Languages 0.0%

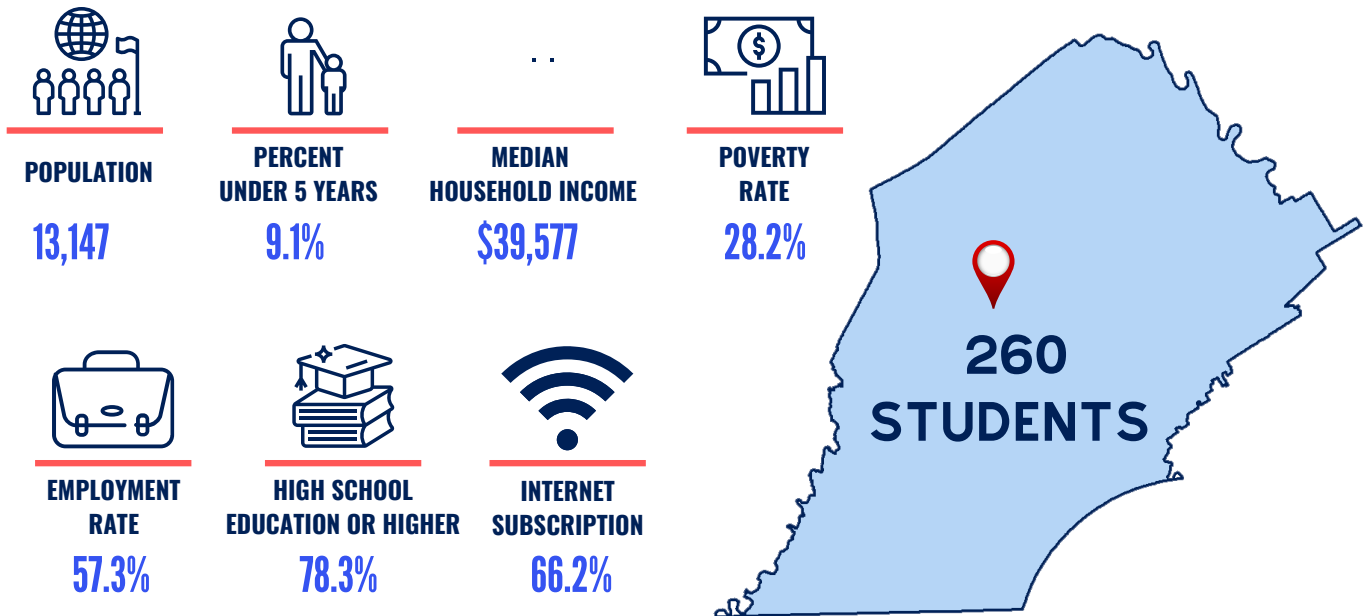
Other Languages 0.0%

0 25 50 75 100

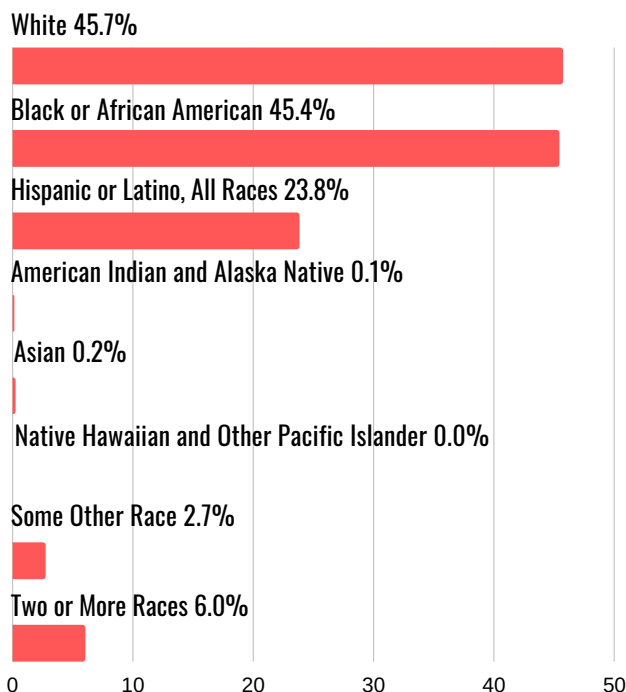
2018 American Community Survey 5-Year Estimates Table DP02

COATESVILLE CITY

GORDEN EARLY LITERACY CENTER
351 KERSEY STREET
COATESVILLE, PA 19320
 Head Start, Head Start Assistance Program



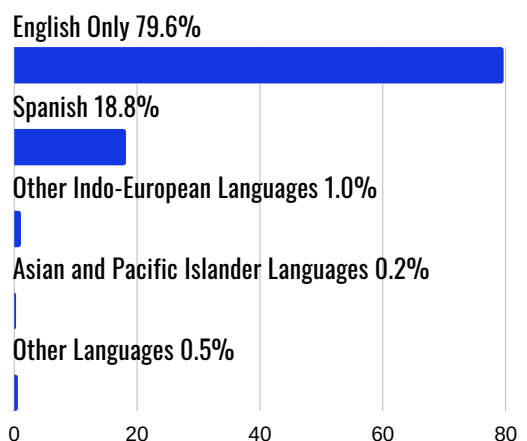
RACE AND ETHNICITY



2018 American Community Survey 5-Year Estimates Table DP05

LANGUAGE

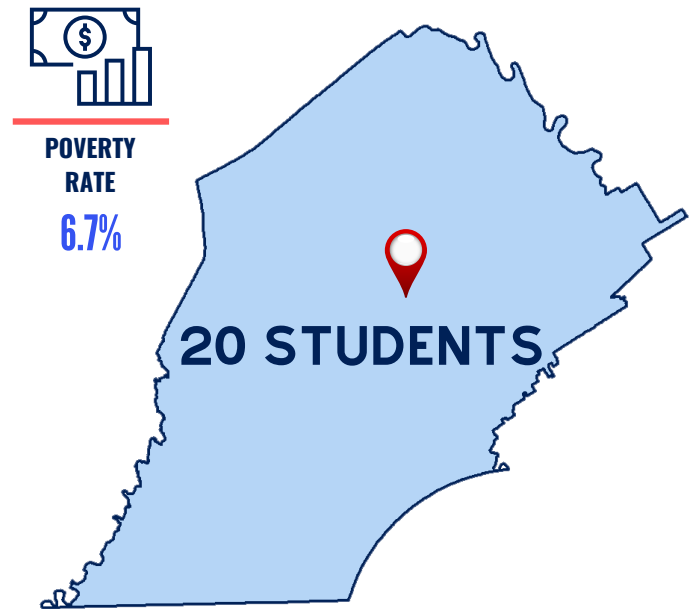
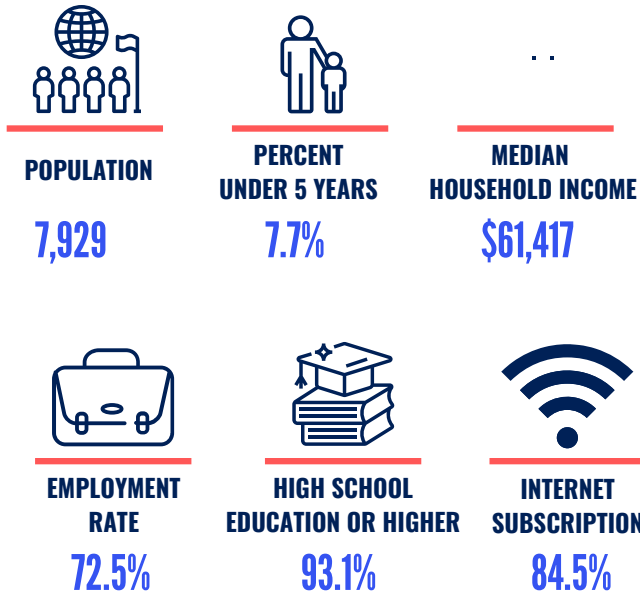
20.4% Speak a Language other than English at home



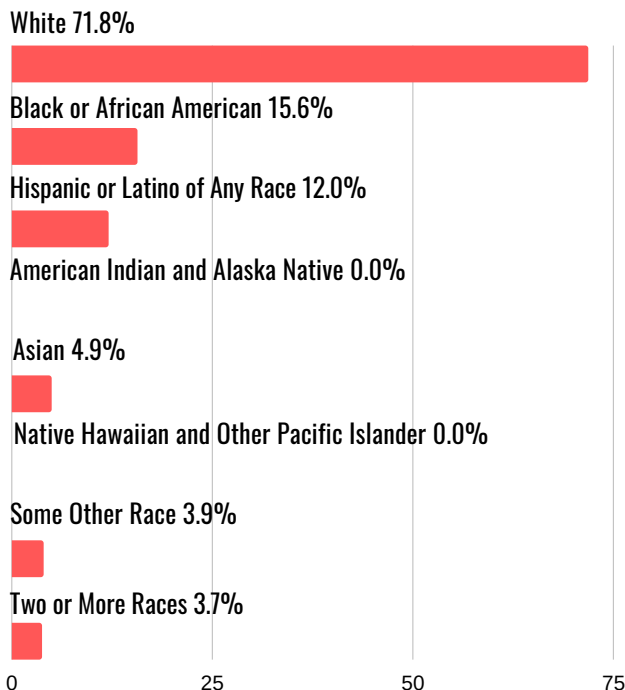
2018 American Community Survey 5-Year Estimates Table DP02

DOWNINGTOWN BOROUGH

**DOWNINGTOWN HEAD START
(TCHS-B)**
455 BOOT ROAD
DOWNINGTOWN, PA 19335
 Head Start, Head Start Assistance Program



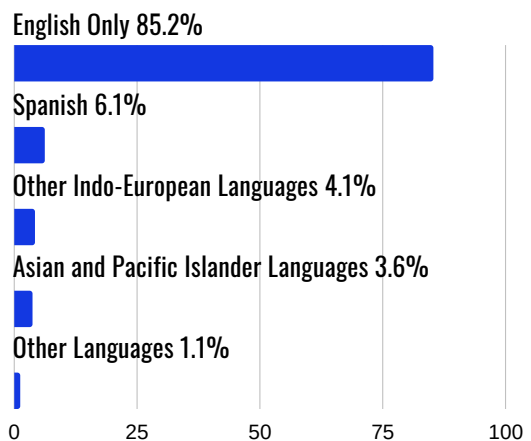
RACE AND ETHNICITY



2018 American Community Survey 5-Year Estimates Table DP05

LANGUAGE

14.8% Speak a Language other than English at home



2018 American Community Survey 5-Year Estimates Table DP02

KENNETT SQUARE

KENNETT SQUARE HEAD START
380 WEST CEDAR STREET
KENNETT SQUARE, PA 19348



POPULATION

6,159



PERCENT
UNDER 5 YEARS

5.8%

..

MEDIAN
HOUSEHOLD INCOME

\$71,536



POVERTY
RATE

10.1%



EMPLOYMENT
RATE

71.2%



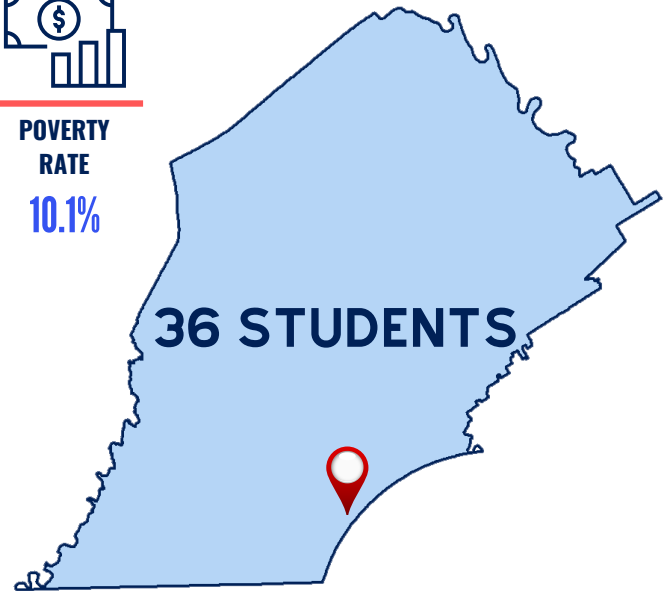
HIGH SCHOOL
EDUCATION OR HIGHER

71.7%



INTERNET
SUBSCRIPTION

73.6%



RACE AND ETHNICITY

White 83.6%

Black or African American 5.3%

Hispanic or Latino of Any Race 45.3%

American Indian and Alaska Native 0.0%

Asian 1.0%

Native Hawaiian and Other Pacific Islander 0.0%

Some Other Race 8.3%

Two or More Races 1.7%

0 25 50 75 100

2018 American Community Survey 5-Year Estimates Table DP05

LANGUAGE

46.1% Speak a Language other than English at home

English Only 53.9%

Spanish 44.4%

Other Indo-European Languages 0.7%

Asian and Pacific Islander Languages 0.9%

Other Languages 0.1%

0 20 40 60

2018 American Community Survey 5-Year Estimates Table DP02

OXFORD BOROUGH

OXFORD HEAD START
206 GARFIELD STREET
OXFORD, PA 19363



POPULATION

5,420



PERCENT
UNDER 5 YEARS

8.5%

..

MEDIAN
HOUSEHOLD INCOME

\$56,450



POVERTY
RATE

16.1%



EMPLOYMENT
RATE

58.5%



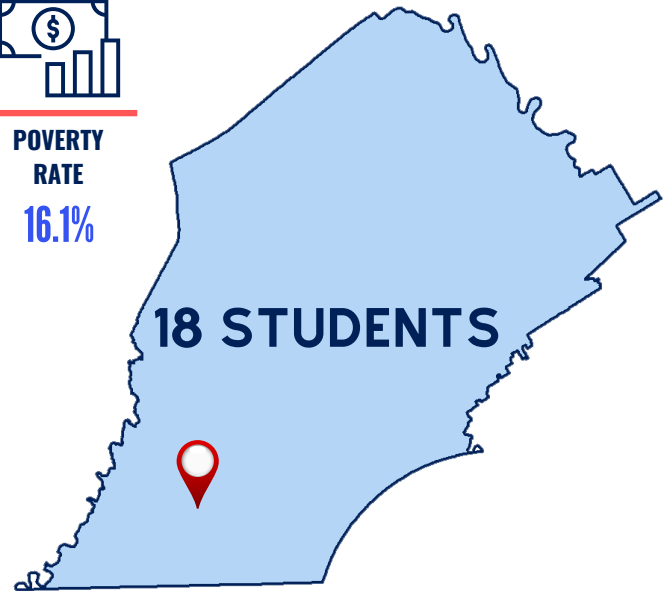
HIGH SCHOOL
EDUCATION OR HIGHER

77.3%



INTERNET
SUBSCRIPTION

61.2%



RACE AND ETHNICITY

White 83.4%

Black or African American 8.2%

Hispanic or Latino of Any Race 33.8%

American Indian and Alaska Native 0.7%

Asian 0.2%

Native Hawaiian and Other Pacific Islander 0.0%

Some Other Race 2.2%

Two or More Races 5.4%

0 25 50 75 100

2018 American Community Survey 5-Year Estimates Table DP05

LANGUAGE

21.4% Speak a Language other than English at home

English Only 78.6%

Spanish 20.7%

Other Indo-European Languages 0.7%

Asian and Pacific Islander Languages 0.0%

Other Languages 0.0%

0 20 40 60 80

2018 American Community Survey 5-Year Estimates Table DP02

PHOENIXVILLE BOROUGH

PHOENIXVILLE HEAD START
1580 CHARLESTOWN ROAD
PHOENIXVILLE, PA 19460

Pre-K Counts and Head Start State Supplemental Assistance Program



POPULATION

16,815



PERCENT
UNDER 5 YEARS

7.4%

..

MEDIAN
HOUSEHOLD INCOME

\$70,560



POVERTY
RATE

10.0%



EMPLOYMENT
RATE

72.4%



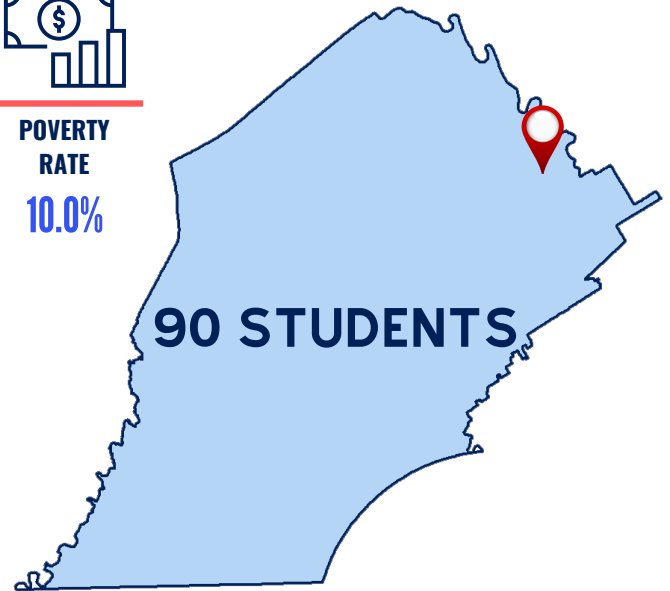
HIGH SCHOOL
EDUCATION OR HIGHER

93.0%



INTERNET
SUBSCRIPTION

85.0%



RACE AND ETHNICITY

White 80.5%

Black or African American 8.3%

Hispanic or Latino of Any Race 10.3%

American Indian and Alaska Native 0.0%

Asian 2.2%

Native Hawaiian and Other Pacific Islander 0.2%

Some Other Race 5.4%

Two or More Races 3.4%

0 25 50 75 100

2018 American Community Survey 5-Year Estimates Table DP05

LANGUAGE

12.0% Speak a Language other than English at home

English Only 88.0%

Spanish 7.5%

Other Indo-European Languages 3.0%

Asian and Pacific Islander Languages 1.3%

Other Languages 0.3%

0 25 50 75 100

2018 American Community Survey 5-Year Estimates Table DP02

WEST CHESTER BOROUGH

WEST CHESTER HEAD START
1540 E. UNION STREET WEST
CHESTER, PA 19382

Head Start, Pre-K Counts, and Head Start State Supplemental Assistance Program



POPULATION

19,888



**PERCENT
UNDER 5 YEARS**

3.4%

..

**MEDIAN
HOUSEHOLD INCOME**

\$58,500



**POVERTY
RATE**

26.0%



**EMPLOYMENT
RATE**

66.4%



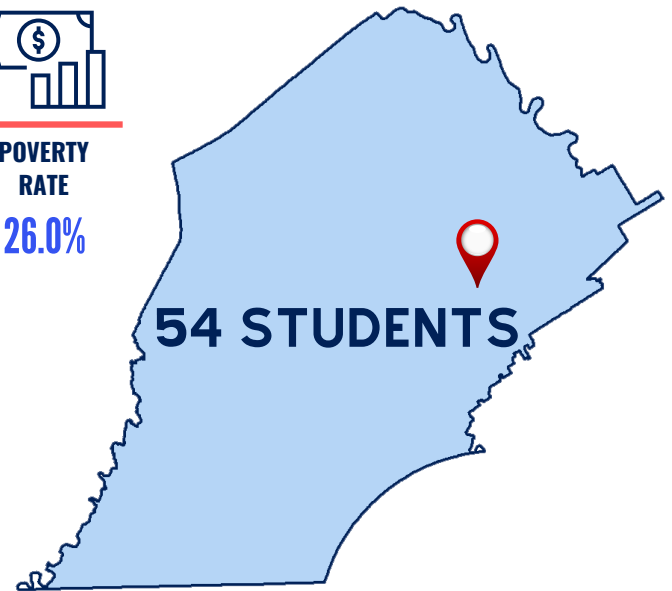
**HIGH SCHOOL
EDUCATION OR HIGHER**

92.0%



**INTERNET
SUBSCRIPTION**

83.3%



RACE AND ETHNICITY

White 80.8%

Black or African American 10.4%

Hispanic or Latino of Any Race 12.0%

American Indian and Alaska Native 0.1%

Asian 2.9%

Native Hawaiian and Other Pacific Islander 0.0%

Some Other Race 3.5%

Two or More Races 2.4%

0 25 50 75 100

2018 American Community Survey 5-Year Estimates Table DP05

LANGUAGE

10.2% Speak a Language other than English at home

English Only 89.8%

Spanish 6.3%

Other Indo-European Languages 2.5%

Asian and Pacific Islander Languages 0.9%

Other Languages 0.5%

0 25 50 75 100

2018 American Community Survey 5-Year Estimates Table DP02

WEST GROVE BOROUGH

JENNERSVILLE HEAD START
280 PENNOCK'S BRIDGE ROAD
WEST GROVE, PA 19390

Head Start and Pre-K Counts,



POPULATION

2,846



PERCENT
UNDER 5 YEARS

7.8%

...

MEDIAN
HOUSEHOLD INCOME

\$65,781



POVERTY
RATE

2.3%



EMPLOYMENT
RATE

76.9%



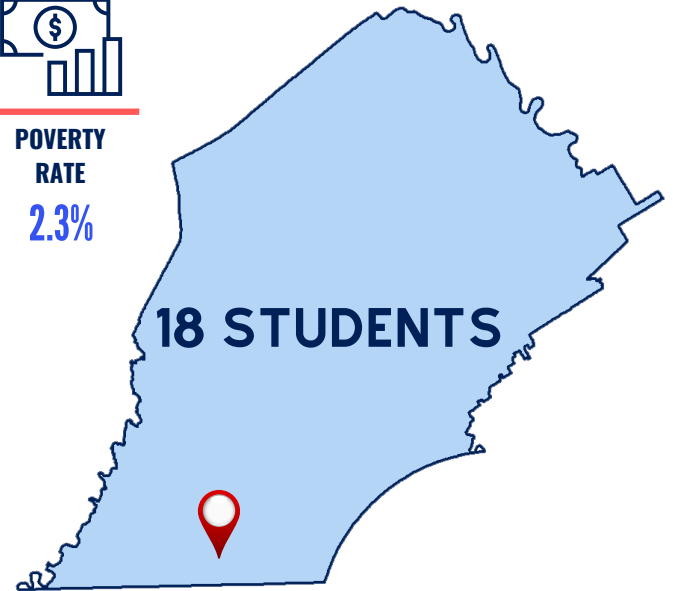
HIGH SCHOOL
EDUCATION OR HIGHER

77.0%



INTERNET
SUBSCRIPTION

69.1%



RACE AND ETHNICITY

White 92.6%

Black or African American 4.9%

Hispanic or Latino of Any Race 44.3%

American Indian and Alaska Native 0.0%

Asian 0.0%

Native Hawaiian and Other Pacific Islander 0.0%

Some Other Race 1.0%

Two or More Races 1.5%

0 25 50 75 100

2018 American Community Survey 5-Year Estimates Table DP05

LANGUAGE

35.7% Speak a Language other than English at home

English Only 64.3%

Spanish 35.4%

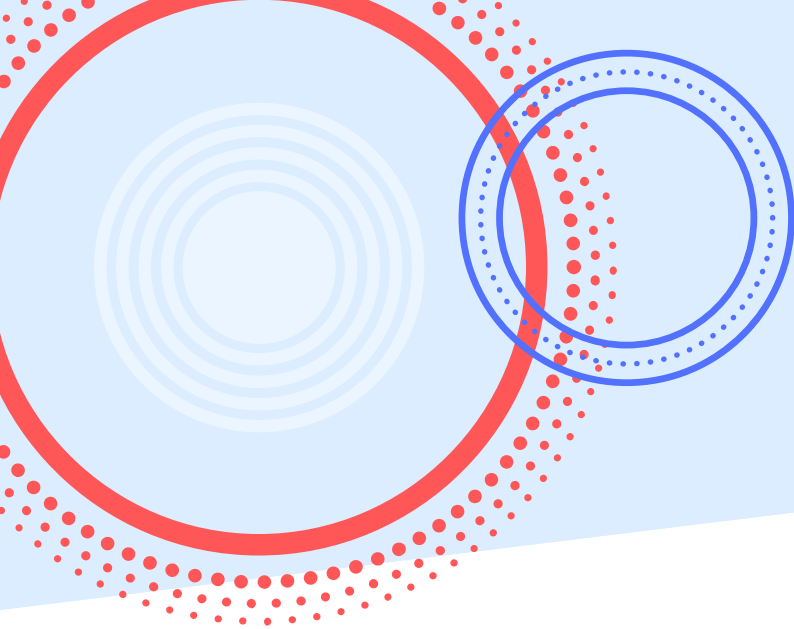
Other Indo-European Languages 0.1%

Asian and Pacific Islander Languages 0.0%

Other Languages 0.2%

0 25 50 75

2018 American Community Survey 5-Year Estimates Table DP02



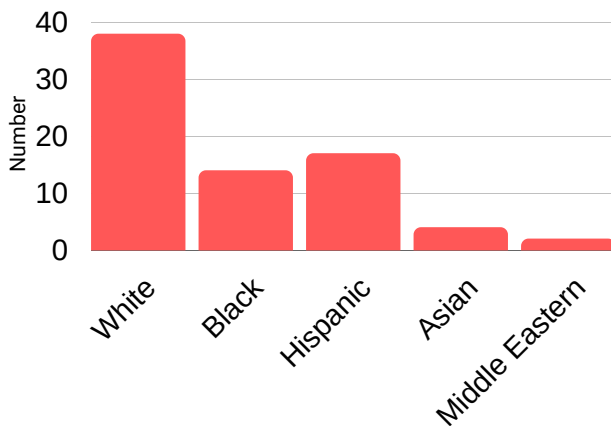
HEAD START STAFF AND ENROLLMENT DATA



DEMOGRAPHICS

HEAD START STAFF

STAFF RACE AND ETHNICITY



LANGUAGES SPOKEN BY STAFF

Spanish, Arabic, Hindi, French, ASL, Farsi, and German

STAFF EDUCATION

TEACHERS

- 11% Advanced Degree in ECE
- 79% Baccalaureate degree in ECE
- 11% Baccalaureate in related field with experience

ASSISTANTS

- 5% Baccalaureate in ECE
- 5% Baccalaureate in Other
- 26% Associate's Degree in ECE
- 63% CDA

FAMILY COMMUNITY PARTNERSHIP

- 12% Related Advanced Degree
- 88% Related Baccalaureate

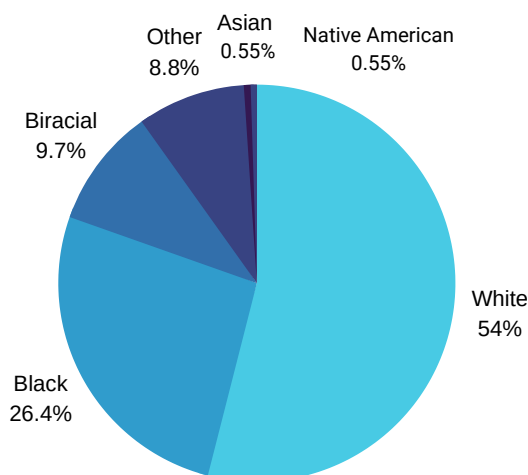
MANAGEMENT

- 50% Advanced Degree
- 50% Baccalaureate

DEMOGRAPHICS

HEAD START ENROLLED CHILDREN & FAMILIES

RACE AND ETHNICITY



LANGUAGES SPOKEN

- 56.8% English
- 40% Spanish
- 0.4% Albanian
- 1.1% Arabic
- 0.6% French
- 0.2% Punjabi
- 0.4% Russian
- 0.4% Urdu

ENROLLMENT ACTIVITIES

- 86.98% Attendance
- 40 Waiting List
- 5 Over-Income in Head Start

108 STUDENTS WITH DISABILITIES

- 3 Autism
- 24 Developmental Delay
- 1 Health Impairment
- 1 Hearing Impairment
- 6 Multiple disabilities
- 52 Non-categorical
- 7 Orthopedic impairment
- 81 Speech or language

Resources provided to enrolled children with disabilities by other agencies:

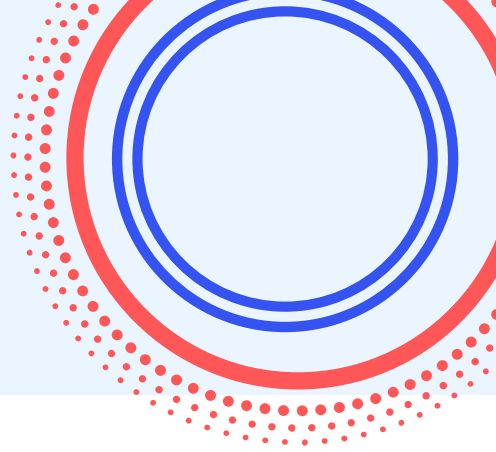
Services provided by CCIU Preschool Special Education, Austill's, and Behavioral Health



QUALITATIVE DATA ANALYSIS



FOCUS GROUP KEY FINDINGS



KEY THEME: TRANSPORTATION

| CHALLENGES | | | |
|-------------------------------------------------|--------------|-------------------------------------------------------------------|----------------|
| Accessibility and reliability of public transit | Price of gas | Maintenance and purchase costs | Work schedules |
| GROUP RECOMMENDATIONS | | | |
| Offer transportation to and from Head Start | | Financial and referral support for car maintenance and purchasing | |

| INSIGHTS |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Due to budgetary constraints and safety regulations, it is not currently feasible for Head Start to provide dedicated transportation. An unexpected insight came from both parents and Head Start staff who shared that drop off times facilitate family and staff socialization and are additional opportunities for engagement and support. |

KEY THEME: COST OF LIVING

| CHALLENGES | | | |
|-----------------------------------------------------------------|-------------------------------------------------|-------------------------------------------------|-----------------------------------------------------|
| Housing affordability | Benefits cliff | Access to affordable services and resources | Balancing cost of living with other family expenses |
| GROUP RECOMMENDATIONS | | | |
| Increase housing support - rental assistance, eviction services | Increase quantity of affordable housing options | Collaboration with Coatesville Opportunity Zone | Policy changes related to service eligibility |

KEY TOPIC: COST OF LIVING (CONTINUED)

| INSIGHTS |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Median home value, median family income, and perception of wealth in Chester County hide the needs and struggles of many families. These factors also limit funding and resource availability. Many families who work multiple jobs or who attain higher paying jobs no longer qualify for services that are still needed to adequately support their families. Often, the increase in pay or income is not enough to cover the difference in benefits support lost due to qualification requirements, commonly referred to as the “benefits cliff”. This may be especially challenging as the cost of living increases in Chester County and a greater portion of income is devoted to housing. |

KEY THEME: MENTAL HEALTH

| CHALLENGES | | | |
|-------------------------------------------|----------------------------|--------|-----------------------------------------------------------|
| Accessible quality services and resources | Wait time for appointments | Stigma | Perceived increase in behavioral challenges in classrooms |

| GROUP RECOMMENDATIONS | | | |
|-------------------------------------------------------------|------------------------------------------|--------------------------------------------------------|-------------------------------------------------------------|
| Offer mental health services to parents as well as children | Co-locate services at Head Start Centers | Offer trauma training to families and Head Start staff | Improve early identification of behavioral needs and trauma |

| INSIGHTS |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Mental health continues to be a struggle for many families and staff at Head Start. Without adequate services and support, children may not be behaviorally ready for Kindergarten. As a result of increasing need and inconsistent insurance requirements, service providers are faced with maintaining or expanding capacity for service provision. |

“We can’t address mental health issues early if there’s not means to address them”

– HEAD START ADVISORY COUNCIL GROUP PARTICIPANT

KEY THEME: LANGUAGE

| CHALLENGES | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|-----------------------------------------------------|
| Increase in families who speak language other than English or Spanish | Identifying appropriate translation and ESL services | Stigma |
| GROUP RECOMMENDATIONS | | |
| Offer additional ESL services | Cultural competency training and language education for First Responders and service providers | Improve cultural competence among referral services |
| INSIGHTS | | |
| Staff groups and HSAC noted an increase in families who primarily speak Spanish, which can create a barrier for accessing services. Additionally, groups noted a rise in families who do not speak English or Spanish – specifically families from Guatemala who speak indigenous dialects such as Mam or Kiche. | | |

KEY THEME: IMMIGRATION

| CHALLENGES | | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|---------------------------------------------------------------------------|
| Confusion related to changing requirements and regulations for citizenship and immigration | Lack of trust in unknown service providers, especially government-related services | Lack of knowledge or confusion of school-related documentation requirements | Immigration status limits parental employment and volunteer opportunities |
| GROUP RECOMMENDATIONS | | | |
| Increase availability of immigration legal services | Clarify actual requirements related to school enrollment | Improve cultural competence among referral services | |
| INSIGHTS | | | |
| Head Start is seen as a trusted community service. Due to increased media attention on immigration, ICE (Immigration and Customs Enforcement), and documentation has heightened fear amongst many Head Start families. | | | |



FOCUS GROUP THEMES

| TOPIC AREA | COMMON THEMES |
|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Education | <ul style="list-style-type: none">• Good schools• Head Start and CCIU• Collaborative school districts• Invested school leadership |
| Green Space | <ul style="list-style-type: none">• Parks• Playgrounds• Recreation and community events• Walkability• Clean air |
| Resources | <ul style="list-style-type: none">• Chester County Health Department• Health and social services for children and families• Connected community organizations• Great libraries• Chester County Food Bank• Churches and places of worship• YMCA |
| Community-Oriented | <ul style="list-style-type: none">• Welcoming• Safe• Diverse• Community-driven businesses• Strong sense of community |

| INSIGHTS |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none">• In the 2020 Parents survey, of the 75 individuals who answered the question “Is Chester County a good place to raise young children?” 70.7% responded “Strongly Agree”.• Affordability, transportation, mental health services, and more equitable distribution of services were mentioned as areas in which Chester County could improve in order to be a better place to raise young children. |

HEALTH & SOCIAL SERVICES

| TOPIC AREA | COMMON TOPICS |
|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| Health Services | <ul style="list-style-type: none"> • Physicals • Immunizations • Mental health • Vision • Dental |
| Social Services | <ul style="list-style-type: none"> • Housing and rental assistance • Utilities • Food pantries • Employment |
| Legal Services | <ul style="list-style-type: none"> • Low cost or free legal aid • Immigration support |

INSIGHTS

- Many services providers are being asked for referrals by families to the same services mentioned when asked “Are there gaps in services?” – this highlights the disparity between the services families need and the lack of those same services.
- Barriers to accessing services included hours of operations (challenging for parents who work non-traditional hours), transportation, referral wait times, lengthy and confusion application processes, language barriers, eligibility requirements, stigmatization by customer service or service staff, and overall affordability of services.

HEAD START

| TOPIC AREA | COMMON TOPICS |
|------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Connection to Services | <ul style="list-style-type: none"> • Head Start fosters connection between families, community, and resources • Co-located services • Family Service Workers • Form of early intervention • Screenings |
| Multi-Lingual | <ul style="list-style-type: none"> • Availability of multi-lingual services and staff • Opportunity for children to learn new language |
| Consistency | <ul style="list-style-type: none"> • Daily meals • Socialization • Skills development • Learning routines • Children enjoy it so much they want to come on the weekends and holidays <p style="text-align: right;">*For children</p> |
| Networking | <ul style="list-style-type: none"> • Opportunity for parents to volunteer and get involved • Parents/Families interact and create own networks of support • Socialization • Support for families new to area |

HEAD START

INSIGHTS

- Opportunities for Head Start services included an increase in the number of on-site or co-located services, more ESL services, trauma and mental health training and support for staff, children, and families, increased staff support for children with IEPs, support before or after school, summer programming, increase in staff salary, adjusting class structure, transportation, increased diversity in the food provided to students, and activities outside of the classroom such as field trips.
- A unique insight came from a staff member at the group on 2/14/20 who recommended offering programming specifically for the fathers of Head Start students. This may increase involvement by fathers and also provide a designated space/opportunity for fathers to share their unique experiences and needs.
- In the 2020 Parents survey, of the 69 individuals who ranked the statement "Head Start provides my family with helpful resources and services", 71.0% responded "Strongly Agree". When asked to rank the following question "Through the year (and including during COVID-19) how would you rate Head Start Services for your child and family?" 77.3% of respondents selected "Excellent".

“Muchas gracias Head Start por ayudarme a preparar a mis hijos para el Kinder, ellos aprendieron mucho, perdieron el miedo, aprendieron a hablar inglés, gracias por todo.”

Translation: Thank you very much Head Start for helping me prepare my children for Kindergarten, they learned a lot, they lost their fear, they learned to speak English, thank you for everything.

- QUALTRICS SURVEY RESPONSE

EDUCATION - PARENTAL ENGAGEMENT IN SCHOOL & LEARNING

| TOPIC AREA | COMMON TOPICS |
|------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Learning at Home | <p>Parents shared creative ways they support their child's learning at home including reading together with children as often as possible:</p> <ul style="list-style-type: none"> • Using everyday objects and household activities as opportunities to teach skills and develop language • Monitoring screen time • Asking children what they learned in school and then reinforcing these lessons and activities at home. |

EDUCATION - PARENTAL ENGAGEMENT IN SCHOOL & LEARNING

| TOPIC AREA | COMMON TOPICS |
|------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Parental Involvement at Head Start | Parents expressed that their children and Head Start staff are the main motivation for getting involved at the schools. |
| Additional Head Start Support | <p>Parents want more help from Head Start to further engage in learning at home such as:</p> <ul style="list-style-type: none"> • Interactive books and games • Activity backpacks • Increased communication regarding what children are learning at school so they understand curriculum and can incorporate this at home • Opportunities for external activities such as visits to the library or field trips |
| Networking | <ul style="list-style-type: none"> • Opportunity for parents to volunteer and get involved • Parents interact with each other and create own networks of support • Socialization • Support for families new to area |

INSIGHTS

- The barriers and challenges parents may face in supporting learning at home and getting involved at Head Start included varying literacy levels which may make it hard to read to and learn with children, balancing priorities and employment, lack of understanding of curriculum or new ways in which children learn, the impact of stress, social and economic burdens which may take precedence over education, activities and events often conflict with work schedules, and documentation required to volunteer.
- Many parents and staff expressed a preference for mandatory parental involvement. Some perceived the lack of parental involvement as stemming from disinterest, lack of knowledge about the importance of involvement, not fully understanding the available opportunities, and the perception that Head Start is “day care” as opposed to “school”.
- In the 2020 Parents survey, of the 67 individuals who ranked the statement “I am involved with Head Start (examples – as a volunteer, by attending events, as a member of a committee)”
 - 37.3% responded “Strongly Agree”
 - 20.9% responded “Agree”
 - 25.4% responded “Neutral”
 - 11.9% responded “Disagree”
 - 4.5% responded “Strongly Disagree”

“Our children wish they could come to school on Saturdays and Sundays. They count the days until they get back to school.”

– KENNETT SQUARE PARENT COMMITTEE *TRANSLATED ON SITE

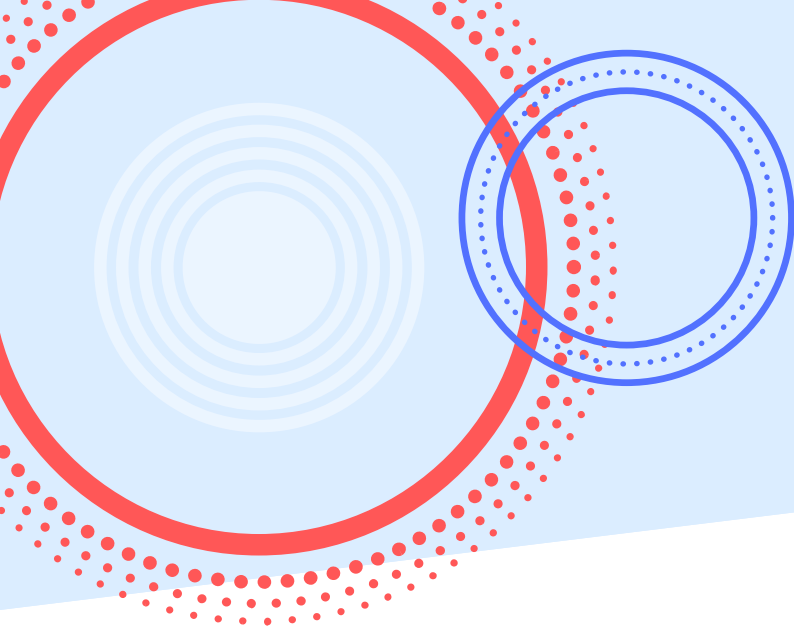
EDUCATION - KINDERGARTEN READINESS

| TOPIC AREA | COMMON TOPICS |
|----------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Head Start | Head Start is seen as teaching children independence, social skills, communication, confidence, and routine – all of which are considered important for Kindergarten readiness |
| Registration | Registration process seen as challenging for multiple reasons – lengthy process, residency requirements, necessary documentation, and language barriers |
| What it means to be “ready” for Kindergarten | Parents may not have the awareness of what children should know before entering Kindergarten – specifically social, developments, and behavioral skills. Head Start leadership noted schools have different “cultures” which may also make it challenging to know how to be ready when each school is different. |
| IEPs | Head Start staff and leadership mentioned a key barrier related to educating families on “individualized education plans” – commonly referred to as “IEPs”, the perceived stigma of children with IEPs, and the need to support parents in registering child's IEP when they transition to Kindergarten |

INSIGHTS

Overall, parents felt that early education is critical to prepare children for Kindergarten – it is perceived as setting the foundation for children. When asked if Head Start is preparing their children for Kindergarten, parents shared positive feedback.

- In the 2020 Parents survey, of the 69 individuals who ranked the statement “Head Start is preparing my child for Kindergarten” 79.7% responded “Strongly Agree”.
- Head Start leadership was asked a specific question unique to their group: “How do you think Head Start and local school districts can work together to best prepare students for Kindergarten?”
 - Leaders highlighted the need to work with schools and families to support transitions for children who were enrolled in a full day of Head Start but now may be in a school district that offers half-day Kindergartens, offering additional guidance for children and families based on the school district because each district has a different type of Kindergarten and each district has own cultural standards, and collaborating more intentionally with schools at which fewer Head Start children enroll as these schools tend to be less responsive to CCIU.



RECOMMENDATIONS



PRIORITIZED RECOMMENDATIONS FOR CHESTER COUNTY HEAD START

1

INCREASE FOCUS ON MENTAL HEALTH AND TRAUMA-BASED SERVICES AND TRAINING

Trauma can have a lifelong impact on children, families, and communities. The same impact can be attributed to undiagnosed or untreated mental health issues. Additionally, trauma and mental health in children and families directly impacts Head Start staff. The frequency with which these two topics came up throughout the assessment process, along with the apparent lack of accessible and affordable services warrants attention from Head Start.

Recommendations:

Through partnerships with local or national organizations, offer mental health services & trauma-based services/ training at Head Start centers. This should also include conversations and education around stigma associated with trauma and mental health as this can be a barrier to seeking support.

2

SUPPLEMENT RESOURCES AND SERVICES TO OFFSET HIGH COST OF LIVING IN CHESTER COUNTY

With a median income that is unattainable for most families, and housing costs increasing each year, the affordability of Chester County negatively impacts Head Start families. Being known as the “Wealthiest county in Pennsylvania” also impacts the funding provided to local organizations and service providers. Chester County is rich in some community resources and less in others. Leveraging existing community resources can help families to reduce costs in one area; and reallocate them in another to meet a family’s basic needs. The COVID-19 pandemic was unexpected and continues to impact almost every aspect of our lives. With the already existing high costs on living in our community, COVID-19 has increased the negative impact on families financially. It also changed the ways that services are delivered, at least in the short term, resulting in families needing access to many more resources that were not critically needed or essential before. Head Start successfully responded to the immediate needs of families by providing food, resources, and virtual education. However, as the pandemic stretches on, it will be critical to identify the unmet and unknown needs of children and families.

This may include areas of support and services that have not previously been a part of Head Start’s traditional scope.

(continued on next page)

2

SUPPLEMENT RESOURCES AND SERVICES TO OFFSET HIGH COST OF LIVING IN CHESTER COUNTY (CONTINUED)

Although this topic was not mentioned during any focus groups, the quantitative data analysis clearly indicates internet access as an emerging issue for families in Chester County. As more services, education, and socialization move online, especially in the wake of COVID-19, lacking internet will impede children and families' ability to be safe, healthy and connected.

Recommendations:

- Head Start should ensure staff are aware of local community resources and educated to the nuisances of accessing these services. They should continue to develop partnerships and strong working relationships with those community agencies and services, including but not limited to housing, internet and other financial stability programs and services.
- Head Start should continue to supplement resources and services to offset high cost of living and consider opportunities to expand offerings, including but not limited to supplemental food and nutrition programs and services.
- In order to understand emerging and unmet family needs, Head Start should enhance its evaluation. This may include conducting more surveys (i.e. population, topic, or program specific), identifying ways to increase survey response rates, and collaborating with external organizations and partners to share data and resources. Increasing evaluation opportunities decreases the potential of mismatched programs or activities that fail to meet actual needs as opposed to perceived needs.
- Increase the awareness of true need in Chester County through data and advocacy. Without the awareness of the hardships faced by many families, resources may be allocated elsewhere.
- Head Start should continue to supplement resources and services to offset high cost of living and consider opportunities to expand offerings.
- Increase the awareness of true need in Chester County through data and advocacy. Without the awareness of the hardships faced by many families, resources may be allocated elsewhere.

3

INCREASE HEALTH EDUCATION FOR HEAD START PARENTS

The rates of chicken pox, pertussis and Lyme disease in Chester County are higher than the rates in Pennsylvania. When children and families are impacted by these diseases, it can negatively impact health, education, and social-emotional outcomes in both the short and long-term.

Recommendations:

By leveraging existing services and partners - both internal and external to Chester County Head Start - there is an opportunity educate parents on the importance of early childhood vaccination, maintaining age-appropriate vaccine schedules, symptom identification, and outdoor safety specifically as it relates to Lyme disease. Additionally, health education should include establishing trust in the safety of vaccines.

4

INCREASE SERVICE UTILIZATION BY CO-LOCATING SERVICES AND RESPONDING TO EMERGING NEEDS.

For families who may be undocumented or with various types of citizenship status, there is a reluctance to utilize government services or organizations that are unknown in the community. Fear of encounters with ICE (Immigration and Customs Enforcement), changes to immigration and deportation procedures, understanding documentation requirements, as well as cultural competency of service providers hinder the accessibility and utilization of critical community resources.

Recommendations:

Increase co-located services at Head Start centers – especially employment, health, vision, and dental services. Offer immigration education and services, as well as legal aid to support families who experience hardships related to citizenship. To many families, Head Start is considered a trusted organization and it can maintain this status by providing new services based on emerging needs.

5

COMMUNICATE TRANSPORTATION BARRIERS AND OPTIONS TO FAMILIES

The ability to travel – via personal vehicle or public transportation – is paramount to accessing school, services, and employment. This has been an on-going issue in Chester County that has been voiced in every community assessment in the County and attempted to be tackled by many organizations over the years. Transportation was mentioned as a key issue throughout the assessment – from the price of gas to the lack of bus service to and from Head Start.

Recommendations:

With regards to access to school, it will be important for Head Start to convey to families why transportation is not offered. Valid issues – budgetary and safety-related – hinder its feasibility. Head Start should explore options for family enrichment which do not require transportation. Head Start should encourage parent relationships as a means to create a community network which can support each other for transportation emergencies or car-pooling.



2018-2019 HEAD START PARENT SURVEY

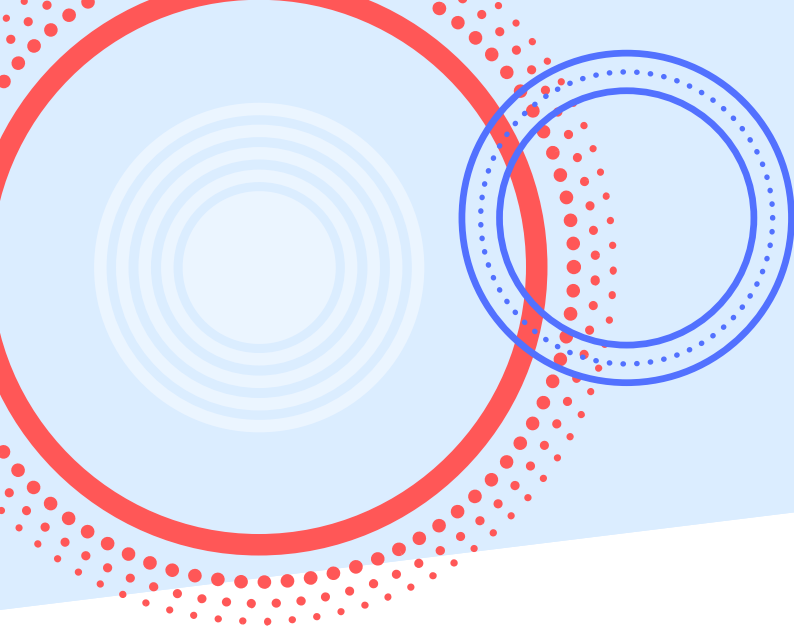




2018-2019 PARENT SURVEY SUMMARY

METHODOLOGY & INSIGHTS

- This annual parent survey was distributed via paper forms at the end of the 2019 school year, with a total of **252 respondents**.
 - The full survey is located in the Appendices, pg.
- Looking back at this data, many themes that arose during the assessment process were mentioned in this survey as well.
- 100 % of respondents would recommend the program to a friend
- Overall, respondents rated Head Start services as "Exceptional" - from classroom, health services, family services and cleanliness of building
- 71% of respondents preferred telephone as the best method of communicate. However, the response rate regarding the app at WCEC suggest has promise.
- Many parents shared that their favorite memories involved Celebration Study activities - they love seeing their children in action!
- When asked about reasons for not participating in volunteering and parenting program, respondents indicated work schedules and busy schedules overall were barriers.



COMMUNITY RESOURCES



COMMUNITY RESOURCES

American Red Cross/SEPA Chapter

23rd and Chestnut Streets

Philadelphia, PA 19103

215-299-4000

www.redcross-philly.org

Provides relief to victims of disasters and helps people prevent, prepare for and respond to emergencies.

The ARC of Chester County

900 Lawrence Dr.

West Chester, PA 19380

610-696-8090

www.arcofchestercounty.org

Advocacy and family support, early intervention, recreation, and employment training and placement to persons with mental retardation and developmental disabilities.

Big Brothers Big Sisters SEPA

835 Springdale Drive

Exton, PA 19341

484-653-1450

www.bbssepa.org

Children ages 7 to 17 from single-parent families matched with adult volunteers on a one-to-one basis for guidance and friendship.

Cerebral Palsy Association of Chester County, Inc.

749 Springdale Drive

Exton, PA 19341

610-524-5850

www.ccdisability.org

Serves clients with physical disabilities, cerebral palsy or similar needs. Programs include Early Intervention, Adult Services, Counseling, and Adaptive Computer Assistance.

Chespenn Health Services

744 E. Lincoln Hwy, Ste 110

Coatesville, PA 19320

610-380-4660

<http://www.chespenn.org/>

Primary care services to the uninsured and underinsured, particularly children, in Western Chester County.

Chester County ACEs Coalition

601 Westtown Road, Suite 290

West Chester, PA 19380

<http://www.ccacescoalition.com/>

The Chester County ACEs Coalition is a collective impact initiative to bring awareness, knowledge, prevention, and initiatives throughout the county on Adverse Childhood Experiences (ACEs), trauma, and toxic-stress.

Chester County Department of Children, Youth, and Families

601 Westtown Road Suite 310

West Chester, PA 19380

610-344-5800

<https://www.chesco.org/201/Children-Youth-Families>

The mission of the Department of Children, Youth and Families is to utilize high quality, comprehensive social services that strengthen the family's ability to provide for the safety and well-being of each child. This agency intervenes to provide those services which cannot be provided by families, neighbors, friends, and the community – including foster care, intake services, and in-home services.

Chester County Department of Community Development

601 Westtown Road, Suite 365

West Chester, PA 19380

610-344-6900

<https://www.chesco.org/204/Community-Development>

The Chester County Department of Community Development (DCD) provides housing, neighborhood improvement, workforce development, and social services to citizens so that they can have the opportunity to live and work in a safe, stable, and diverse community.

Chester County Department of Drug and Alcohol Services

601 Westtown Road, Suite 325

West Chester, PA 19380

(610) 344-6620

<https://www.chesco.org/216/Drug-and-Alcohol>

The Department of Drug and Alcohol Services is responsible for the planning, coordination, and administration of community alcohol and other drug prevention, intervention, and treatment services for adults and adolescents. The Department also provides case management services.

Chester County Department of Emergency Services

601 Westtown Road, Suite 012

West Chester, PA 19380

610-344-5000

<https://www.chesco.org/217/Emergency-Services>

The Department administers and provides for emergency services communications; hazardous materials spill response; disaster planning; fire, rescue and emergency medical services training; Fire Marshal investigations; the Superfund Amendment and Reauthorization Act; and Public Education programs.

Chester County Department of Mental Health/Intellectual & Developmental Disabilities (MHIDD)

601 Westtown Road, Suite 340

West Chester, PA 19380

610- 344-6265

<https://www.chesco.org/615/Mental-HealthIntellectual-Dev-Disabiliti>

MHIDD offers programming and support in the areas of Early Intervention - services for children age 0-3 with developmental delays; Mental Health - services and supports for persons in mental health recovery; and Intellectual Disability - services and supports for people diagnosed with intellectual disability.

Chester County Food Bank

650 Pennsylvania Drive

Exton, PA 19341

610-873-6000

<https://chestercountyfoodbank.org/>

Chester County Food Bank is the central hunger relief organization serving more than 120 partner agencies in Chester County, PA. Through its network of food cupboards, hot meal sites, shelters and other social service organizations, it distributes over 3 million pounds to individuals with limited or uncertain access to adequate food.

Chester County Health Department – Maternal & Child Health; WIC

601 Westtown Road, Suite 290

West Chester, PA 19380

610-344-62252

<https://www.chesco.org/356/Maternal-Child-Health>

<https://www.chesco.org/367/WIC>

Includes Nurse Home Visiting Programs, Child Immunizations, Nurse Family Partnership, WIC, and other critical resources for families.

The Chester County Hospital

701 East Marshall St.

West Chester, PA 19380

610-431-5000

<https://www.chestercountyhospital.org/>

Recently renovated acute care hospital also provides home care and many ancillary services.

Chester County Library System

450 Exton Square Parkway

Exton, PA 19341

610-344-5600

<https://www.ccls.org/>

Made up of 16 member libraries with 18 library facilities, the Chester County Library System's mission is to ensure that every resident has access to exceptional opportunities to read, learn, create, connect and contribute to a better quality of life.

Chester County OIC

22 N. 5th Ave
Coatesville, PA 19320
610-692-2344
www.ccoic.org

Recruitment, motivation, training and self-sufficiency programs for unemployed, underemployed and unskilled in Chester County.

Chester County Women's Services

Locations in Coatesville, Kennett Square, West Chester
610-383-0930
<https://ccwsmedicalinfo.org/>

Chester County Women's Services is a Pregnancy Care Medical Center that exists to educate and empower individuals and their families to make life-affirming choices.

Child Guidance Resource Center

744 Lincoln Highway East
#420
Coatesville, PA 19320
610-383-5635
<https://cgrc.org/>

Child Guidance Resource Centers is a private, non-profit community behavioral healthcare organization dedicated to providing quality care and educational services that assess, treat, and empower children, adolescents, and families with behavioral challenges, developmental disabilities, or residential needs in the Delaware Valley.

Clarifi

1608 Walnut Street, 10th Floor
Philadelphia, PA 19107
215-563-5665
www.clarifi.org

Clarifi seeks to positively impact human lives and communities through comprehensive consumer credit education, counseling, asset building and debt reduction programs, without regard to economic status.

The Clinic

143 Church Street
Phoenixville, PA 19460
610-935-1134
<https://www.theclinicpa.org/>

The Clinic is a free medical 501(c)(3) nonprofit. The Clinic is a safety-net provider for medical care, treatment and diagnosis, serving the needs of our most vulnerable individuals and families in the area.

The COAD Group

467 Creamery Way

Exton, PA 19341

484-713-1102

<http://chimes.org/about/chimes-family/holcomb-behavioral-health-systems/coad/>

The COAD Group (formerly Chester County Council on Addictive Diseases) offers Chester County residents support in the areas of behavioral health prevention, intervention and education. They provide information and referral services, substance abuse prevention & education programming, mental health education and outreach, and safe driving programs.

Community Volunteers in Medicine

300B Lawrence Drive

West Chester, PA 19380

610-836-5990

www.cvim.org

Developed to understand and to serve the primary health care needs of the uninsured and the underinsured population in Chester County.

Community, Youth, Women's Alliance, Inc.

423 East Lincoln Hwy.

Coatesville, PA 19320

610-384-9591

Shelter for women and children; a halfway house where women recovering from drug and alcohol addiction can be reunited with their children; case management services to find suitable housing, employment and life skills.

Creative Health Services

11 Robinson Street

Pottstown, PA 19464

484-491-0500

www.creativehs.org

Provides mental health, mental retardation, drug and alcohol services to resident in western Montgomery and northern Chester County.

The Crime Victims' Center of Chester County, Inc.

135-137 West Market St.

PO Box 738

West Chester, PA 19382

610-692-1926

www.cvcofcc.org

Victim advocate program providing 24-hour crisis line and response, medical, police and legal accompaniment, individual and group counseling as well as prevention and education programs and professional training.

The Domestic Violence Center of Chester County

PO Box 832
West Chester, PA 19381
610-431-3546
<http://www.dvccc.com>

Comprehensive services for victims of domestic violence including emergency and transitional safe housing, advocacy, 24 hour crisis hotline, children services and community education.

Family Service of Chester County

310 North Matlack St.
West Chester, PA 19380
610-696-4900
www.familyservice.us

Professional counseling to families and individuals, family life education, Exchange Club family center, counseling and case management for people living with AIDS/HIV and their families,

Friends Association for the Care and Protection of Children

113 West Chestnut Street
West Chester, PA 19380
610-431-3598
www.friendsassoc.org

Holistic helping of needy children by providing specialized foster care, emergency family shelter and bridge housing. Licensed facility for adoption services.

The Garage Community & Youth Center

115 South Union Street
Kennett Square, PA 19348
610-444-6464
<https://www.garageyouthcenter.org/>

The Garage Youth Center is an after school and youth development program serving Middle and High School Students in Kennett Square and West Grove.

The Good Samaritan Shelter

141 High Street
PO Box 552
Phoenixville, PA 19460
610-933-9305
<https://www.goodsamshelter.org/>

Operates a 4-bed Emergency Shelter and a 7-bed Transitional Housing program for single, homeless men. Meals, case management and counseling provided.

Handi-Crafters, Inc.

215 Barley Sheaf Road
PO Box 72646
Thorndale, PA 19372
610-384-6990

www.handi-crafters.org

Assists people in Chester and Lancaster Counties who have disabilities through productive employment leading to independence and self-esteem.

Home of the Sparrow

969 East Swedesford Road
Exton, PA 19341
610-647-4940

www.homeofthesparrow.org

Home of the Sparrow provides supportive housing services to single women and mothers who are experiencing homelessness or in danger of losing their homes, education and financial literacy support, and trauma-informed care.

Housing Authority of Chester County

30 W Barnard St, #2
West Chester, PA 19382
(610)
436-9200

<http://www.haccnet.org/>

The mission of the Housing Authority of Chester County is to provide, manage and develop quality affordable housing for individuals and families while promoting self-sufficiency and neighborhood revitalization.

Human Services, Inc.

1140 McDermott Drive
Suite 100/101
West Chester, PA 19380
610-430-6141

<http://www.hsi-cmhs.com/>

Comprehensive community mental health center providing outpatient mental health services to the residents of Chester County.

Kennett Area Community Service (KACS)

138 West Cedar Street
Kennett Square, PA 19348
610-925-3556
<https://www.kacsonline.net/>

KACS connects local families to food, shelter and housing, and collective impact projects.

La Comunidad Hispana (LCH)

610-708-0300

<https://lacomunidadhispana.org/>

LCH is a Federally Qualified Health Center with health centers in Kennett Square and Oxford, and dental center, women's health center, and pediatrics office in West Grove. Their staff speak English and Spanish. Additionally, LCH offers social support related to employment, education, legal aid, case management, health insurance, and citizenship. Care is provided regardless of insurance status.

Legal Aid of Southeastern PA - Chester County Division

222 N. Walnut Street

West Chester, PA 19380

610-430-4510

www.lasp.org

Assists Chester County residents with civil law problems, i.e. domestic disputes, public benefits, housing problems and consumer (including bankruptcy) matters.

Maternal and Child Health Consortium (MCHC)

30 West Barnard St. Suite 1

West Chester, PA 19382

610-344-5370

www.ccmchc.org

MCHC's mission is to empower families to build a healthier and brighter future for their children by overcoming the social and environmental barriers that lead to poor health conditions in its communities.

New Life Youth & Family Services

405 Willowbrook Lane

West Chester, PA 19382

610-429-1432

www.nlyfs.org

Provides educational, counseling and social services programs to children and families to improve their quality of life.

North Star of Chester County

129 South High Street

P.O. Box 3463

West Chester, PA 19381

(610) 696-5675

<https://www.northstarofcc.org/ih-landing-page>

North Star of Chester County provides financial assistance, social and educational support services, and mentoring support for families comprised of working, needy single parents and their dependent children. The program enables the families to obtain and remain in clean, safe, affordable housing while they work toward independence and self-sufficiency.

Open Hearth

101 N. Main Street Suite A-1

Spring City, PA 19475

610-792-9282

<http://www.openhearthinc.org/>

Open Hearth supports community building efforts and provides help for those in need with housing, transportation, and financial management.

Orion Communities

237 Bridge Street

Phoenixville, PA 19460

610-415-1140

<https://orioncommunities.org/>

Offering hope for individuals and families experiencing hardship due to poverty, disability or illness by building bridges that lead to self-reliance.

PA Careerlink

479 Thomas Jones Way

Suite 500

Exton, PA 19341

610-280-1010

<https://www.pacareerlinkchesco.org/>

Based on the "One-Stop" concept, PACareerLink® is a cooperative program where job seekers and employers share access to a wide array of job training, education and employment services. At PACareerLink®, Chester County professionals are available to provide personalized assistance for recruitment and placement of employees.

PathStone

421 McFarlan Road, Suite E

Kennett Square, PA 19348

610-925-5600

<https://pathstone.org/>

PathStone is a private, not-for-profit community development and human service organization serving Indiana, New Jersey, New York, Ohio, Pennsylvania, Puerto Rico, Virginia, and Vermont. PathStone offers housing services, community development support, health and education services, and workforce development.

Penn Medicine at Home

866-888-8598

<https://www.pennmedicine.org/for-patients-and-visitors/find-a-program-or-service/penn-medicine-at-home>

Provides quality home care services including bereavement services, home health, home infusion, home palliative care, and hospice care. Previously known as "Neighborhood Health Agencies".

Phoenixville Area Children's Learning Center

310 Main Street
Phoenixville, PA 19460
610-933-7177
www.Paclc.com

Quality child care program for ages 13 months through 6 for children of working parents or parents who are in an educational or employment training program.

Phoenixville Area Community Services (PACS)

257 Church St.
Phoenixville, PA 19460
610-933-1105
www.pacsphx.org

Provides free, confidential information and referral; administers a community-donated emergency food supply and fund; and sponsors community information and coordination activities.

Planned Parenthood of Southeastern PA

8 South Wayne Street
West Chester, PA 19382
610-692-1770
<http://www.ppsp.org>

Provides high-quality reproductive health care and sexuality education to women, men, and adolescents, regardless of income or insurance barriers, educational and recreational activities.

Safe Harbor of Greater West Chester

20 North Matlack St.
West Chester, PA 19380
610-692-6550
www.safeharborofgwc.org

Provides food, shelter, friendship and rehabilitation opportunities for the homeless and needy.

The Salvation Army of Coatesville

669 E. Lincoln Hwy
Coatesville, PA 19320
610-384-2954
www.salvationarmypendel.org

Provides short-term emergency assistance in the Coatesville, Downingtown, and Phoenixville areas.

The Salvation Army, West Chester Corps

101 East Market St.
West Chester, PA 19381
610-696-8746
www.salvationarmypendel.org

Alleviates crises through food, clothing, rent assistance and housing. Emphasizes prevention and education, helping clients to learn skills in problem solving and self-reliance.

United Way of Chester County

495 Thomas Jones Way, Suite 302

Exton, PA 19341

610-429-9400

<https://www.unitedwaychestercounty.org/>

United Way of Chester County focused on providing support in the following areas: homelessness, health, education, and financial stability. It is also a partner in 2-1-1 SEPA (Southeastern Pennsylvania), along with United Way of Greater Philadelphia and Southern New Jersey and the United Way of Southwestern Pennsylvania. These United Ways, together with local county government and provider agencies, work to ensure important local program information is accessible through our helpline when it is most needed.

Volunteer English Program in Chester County

790 East Market St.

Suite 215

West Chester, PA 19382

610-918-8222

www.volunteerenglish.org

Recruits, trains and matches volunteers to teach English on a one-to-one basis to immigrants and refugees in Chester County.

West Chester Food Cupboard

431 S. Bolmar Street

West Chester, PA 19382

610-344-3175

<https://westchesterfoodcupboard.org/>

The West Chester Food Cupboard provides a variety of fresh and nonperishable healthy food to those in need.

Wings for Success

Locations in Frazer and Kennett Square

610-644-6323

<https://wingsforsuccess.org/>

Wings for Success empowers women in need to pursue employment and economic security through apparel, advice and advocacy. Wings for Success provides women with business attire, one-on-one advice sessions focused on employment (resume building and review, finding a job path, etc.), workshops, and employment resources – all free of charge.

YMCA of Greater Brandywine

www.ymcabwv.org

Programs to promote a healthy lifestyle, strengthen families, develop leadership in youth, build international understanding and assist in community development. With eight locations throughout Chester County.

YWCA Tri-County Area

315 King Street
Pottstown, PA 19464
610-323-1888

www.ywcatricountyarea.org

Women's membership movement that offers a broad range of services dedicated to the empowerment of women and their families and the elimination of racism.

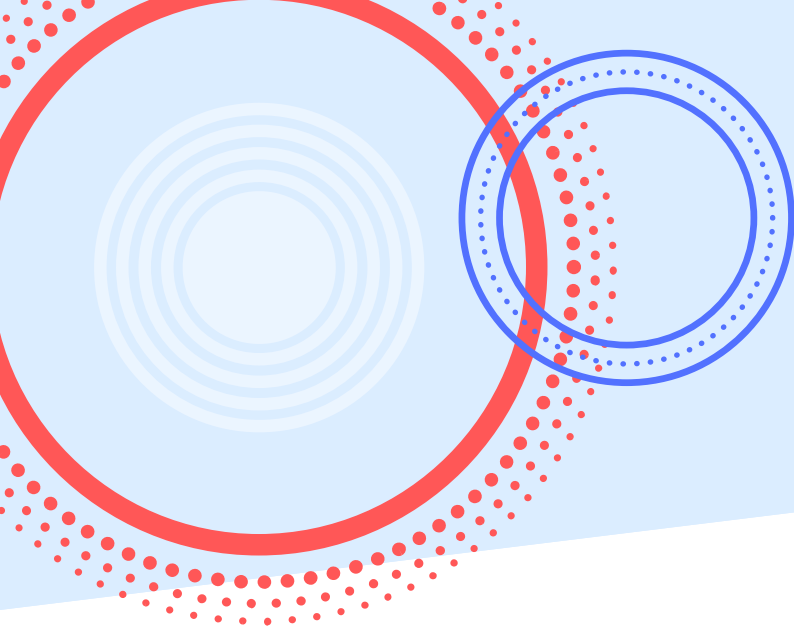
Service Provider Networking Resource Meetings:

Phoenixville Area Resource Network (PARN) - <https://www.openhearthinc.org/community-building/>

Coatesville Area Resource Network (CARN) - www.coatesvillecenter.org

Southern Chester County Opportunity Network <https://sccnetwork.org/community-resources>

For a complete listing of local Community Resources please refer to:
<http://www.referweb.net/chesco/> and <http://211sepa.org/>



APPENDICES



APPENDIX A: FOCUS GROUP SCRIPT

Introduction

Recommended Time: 5 minutes]

Thank you for taking the time to attend this meeting.

My name is _____ and I work at the Chester County Health Department.

[Introduce rest of the team]

Explanation of Assessment: Every five years, Head Start is required to conduct a Community Needs Assessment. This assessment looks at many data sources to identify the trends, resources and challenges impacting Head Start eligible children and their families. Today we will be talking about community trends, Head Start services, community health and social supports, and school readiness. We will highlight what is going well and identify opportunities for improvement.

Meeting purpose: We are here today because it is important for us to speak to people who live and work in the communities we serve. You are the experts on your community, so we want to get your feedback on what you think the most important needs and priorities are in the community where you live and get your ideas on possible solutions. We are holding a series of meetings to talk to parents, staff, and partners for their input.

How information will be used: What we talk about in this meeting will be written down, but everything you say will be completely confidential – it will not be attached to your name. We will review what people from all the meetings have to tell us, in order to understand the common themes that come out of the meeting discussions. We will use that information in the final report for the assessment, which is due in April. That report helps Head Start decide how to plan their programs to help support the communities they serve.

Expectations and ground rules: Today's discussion will last for about an hour and a half. I will be asking some questions and [name] will be taking notes. Due to time constraints, we may have to cut off some questions and move on to the next, but we will come back to them if time allows at the end. We have provided you with a notes sheet to give you an opportunity to write down any thoughts that you do not have a chance to share or that you would like to provide additional detail about. We will ask you to return your notes sheet at the end of the meeting.

We want to hear from everyone here today. If you're usually pretty talkative, try to give other people a turn to talk. If you're usually on the quiet side, try to speak up more than you usually would. It can be confusing if more than one person speaks at a time. If more than one person is talking, I might choose one person who should go first.

We want everyone to feel comfortable to give their honest opinions, so please remember that what is said in this room stays in this room. People might have different opinions and ideas, so please also remember to speak respectfully and to respect what people around you have to say. There are no right or wrong answers.

So with that, let's jump in!

APPENDIX A: FOCUS GROUP SCRIPT (CONTINUED)

Community Strengths and Assets

Recommended Time: 10 minutes]

First, we are going to talk about community assets and trends. By community, I mean the neighborhood area where everyone in this room today comes from – where you may spend most of your time, and where the people in your life may spend their time.

- What makes this community a good place to raise young children?
- What would make this community a better place to raise young children?

Advisory Council and Staff:

- In the last year, have you seen any notable changes in your community and the populations you serve?
 - Has it impacted the programs and services you provide?

Leadership:

- In the last year, have you seen any notable changes in your community?
 - What impact, if any, have those changes had on educational services in your community

Parent Council and Parent Groups:

- In the last year, have you seen any notable changes in your community?
 - Have any of those changes impacted your family?

[List emergent topics on flip chart paper.]

Head Start Services

Recommended Time: 20 minutes]

Now I'm going to ask some questions related to Head Start Services in your community.

- What are the strengths of the services?
- What other programs or services do you believe Head Start could offer to better serve the community?

Advisory Council: Tell us about your partnership with Head Start.

- What is going well?
- What ideas do you have for strengthening a partnership with Head Start?

Leadership: Tell us about Head Start partnerships.

- What organization(s) or possible partners do you think HS should consider partnering with to be support children and families in the community?

Heath and Social Service Supports

Recommended Time: 10 minutes]

Tell us about health and social services in your community:

Advisory Council and Staff:

Which ones are you typically asked about?

- *Advisory Council:* Which ones do you typically refer to?
- *Staff:* Which ones do you typically help connect families to?

Parents and Parent Council:

Which ones are you connected with or using?

- Are there gaps in services or resources?
- What are the barriers in accessing those services?

APPENDIX A: FOCUS GROUP SCRIPT (CONTINUED)

Education and School Readiness

Recommended Time: 10 minutes]

Parental Involvement at School

Advisory Council: Now I want to ask about your experience in parents supporting their kids in learning in this community.

- What strengths/successes do you see in parents supporting their child's learning at home?
- What would help parents/caregivers be more involved in supporting their child's learning at home?

Leadership: Now I want to ask about your experience in parents supporting their kids in learning in this community.

- What strategies and/or policies should Early Learning programs like Head Start consider to support parents' involvement?
- What do you think are the biggest barriers to parents getting involved?

Parents and Parent Council: Now I want to ask about your experience with Head Start.

Do you feel like you are involved or connected with your school (your Head Start)?

- What motivates you to participate?
- What do you think is working well?
- What are the barriers to involvement?
- What would help you, or other parents, be more involved with the school?
- What can the school do to help with parent's involvement?

Staff: Let's talk about parents' involvement at school.

- Do you feel like your parents are involved or connected with your school?
- What kinds of things can parent/caregivers do to be involved?
- What is working well?
- What are the biggest barriers to parents getting involved?
- What would help parent/caregivers be more involved with the school?

Kindergarten Readiness

Advisory Council

- What do you think children and families need that they can't get right now to help them be ready for Kindergarten?
- What most gets in the way of children being ready for Kindergarten?

Leadership

- How do you think Head Start and local school districts can work together to best prepare students for Kindergarten?
- What most gets in the way of children being ready for Kindergarten?

Parents and Parent Council: Let's switch to education and school-readiness outside of Head Start.

- How do you support your child's learning at home?
- Are there any additional resources that would be helpful in supporting your child's learning at home?
- How important is early childhood education for preparing your child for Kindergarten?
- Do you feel your Head Start program is preparing your child for Kindergarten?
 - Why or why not?

APPENDIX A: FOCUS GROUP SCRIPT (CONTINUED)

Kindergarten Readiness (continued)

Staff: Now I want to ask about your experience in parents supporting their kids in learning in this community.

- What strengths/successes do you see in parents supporting their child's learning at home?
- What would help parents/caregivers be more involved in supporting their child's learning at home?
- What do you think children and families need that they can't get right now to help them be ready for Kindergarten?
- What most gets in the way of children being ready for Kindergarten?

Prioritization and Summary

Recommended Time: 10 minutes]

We've talked about a lot of important community assets and opportunities today. Some of the things I heard from you are... *[Summarize priorities and opportunities discussed so far.]*

If you do not already have it out, please pull out your notes page and flip to the last section. Based on the issues the group has brought up today, take a few moments to write down what you believe are the two most important issues for Head Start to focus on.

Closing

Recommended Time: 5 minutes]

Thank you so much for your participation today. We've learned a lot from what you all had to say. A few things to wrap up: Please hand me or one of my team members your notes paper before you leave. You do not need to put your name on it. If you feel there's something important that you want us to know that we didn't get to, please take a moment to jot it down.

As I mentioned before, what we learn from these meetings will be written into a final report, which will be provided to Head Start in April. If you have any questions or comments about this process, please reach out to Terry Kenworthy. Thank you again!

APPENDIX B: 2020 QUALTRICS PARENT SURVEY

Chester County Head Start Parents - Community Assessment

Chester County Head Start is required to write a community assessment every 5 years so we can better meet the needs of our families and the community.

We want to hear from you!

You can help us better understand the strengths and opportunities in our communities! All information is confidential.

- ☐ Yes, I would like to participate.
- ☐ No, I do not want to participate.

1. What is your Zip Code?

2. Which Head Start center does your child/children attend?

- ☐ Downingtown Head Start (Ridgewood)
- ☐ Downingtown Head Start (TCHS-B)
- ☐ Gordon Early Literacy Center - Coatesville
- ☐ Jennersville Head Start (TCHS-PB)
- ☐ Kennett Square Head Start
- ☐ Octorara Head Start
- ☐ Oxford Head Start (Hopewell Elementary)
- ☐ Phoenixville (TCHS - Pickering)
- ☐ Phoenixville PreK Counts (Barkley Elementary)
- ☐ Phoenixville PreK Counts (Schuylkill Elementary)
- ☐ West Chester Head Start (ECEC)
- ☐ West Chester PreK Counts (Care Center)

APPENDIX B: 2020 QUALTRICS PARENT SURVEY (CONTINUED)

3. Please rank the following statements:

| | Strongly agree | Agree | Neither agree nor disagree (Neutral) | Disagree | Strongly disagree |
|-------------------------------------------------------------------------------------------------------------|-----------------------|-----------------------|--------------------------------------|-----------------------|-----------------------|
| Is Chester County a good place to raise young children? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Head Start provides my family with helpful resources and services. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I am involved with Head Start (examples - as a volunteer, by attending events, as a member of a committee). | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Head Start is preparing my child for Kindergarten. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

4. At Head Start, in what areas do you feel you receive the greatest support?
(Check all that apply)

- ☐ On-going classroom instruction for my child.
- ☐ On-going support from my Family Service Worker.
- ☐ Support with my child's development and behavior.
- ☐ Connections for community resources specific to my family.
- ☐ Meals (breakfast and lunch).
- ☐ Access to supplemental food.
- ☐ Access to baby care items.
- ☐ Health guidance and support for my child.
- ☐ Other _____
- ☐ None

APPENDIX B: 2020 QUALTRICS PARENT SURVEY (CONTINUED)

5. I wish Head Start provided me more information on: (Select all that apply)

☐ Family well-being (ex. Connecting me to financial stability services, physical and mental health services, housing and food assistance, and other support services)

☐ Positive parent-child relationships (ex. Supporting me in developing positive relationships that nurture my child's health, development, and learning)

☐ Families as lifelong educators (ex. Learning how to observe, guide, promote, and participate in the everyday learning of my children at home, school, and in the community)

☐ Families as learners (ex. Learning about my child's personality, development, and learning style. Also advancing my own learning interests through education, training, and other experiences that support my parenting, careers, and life goals)

☐ Transition to new programs (ex. Learning how to encourage and advocate for my child's learning and development as they transition to new learning environments)

☐ Family connections to peer and community (ex. Getting connected to others in my community to build my family's social networks)

☐ Families as advocates and leaders (ex. Finding ways to advocate for my children and take on leadership roles in my child's school through participation in committees, volunteering and organizing parent/child activities)

☐ Other _____

APPENDIX B: 2020 QUALTRICS PARENT SURVEY (CONTINUED)

6. Throughout the year (and including during COVID-19) how would you rate Head Start services for your child and family?

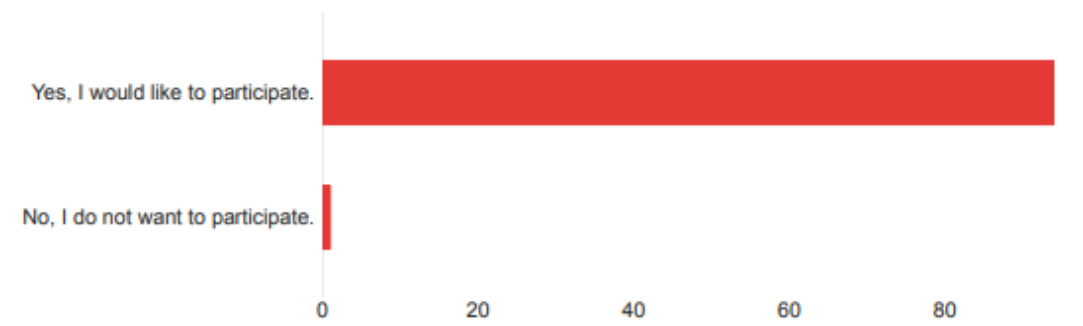
- ☐ Excellent
- ☐ Very Good
- ☐ Good
- ☐ Not very good
- ☐ Poor

7. Please share any other thoughts, suggestions, and comments.

APPENDIX C: 2020 QUALTRICS PARENT SURVEY RESULTS



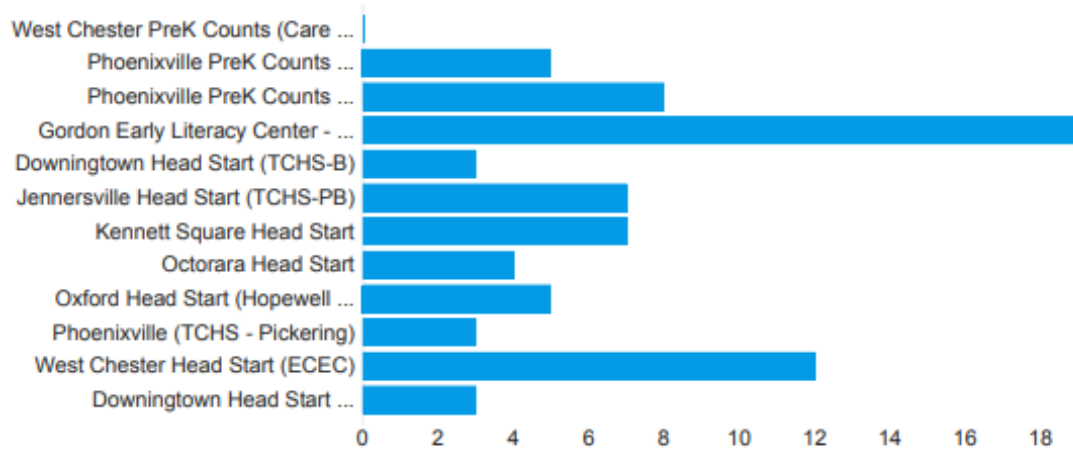
Chester County Head Start is required to write a community assessment every 5 years so we can better meet the needs of our families and the community. We want to hear from you! You can help us better understand the strengths and opportunities in our communities! All information is confidential.



| Response Options | Choice Count |
|--------------------------------------|--------------|
| Yes, I would like to to participate. | 94 |
| No, I do not want to participate. | 1 |
| Total | 95 |

APPENDIX C: 2020 QUALTRICS PARENT SURVEY RESULTS

1. Which Head Start center does your child/children attend?



2. Which Head Start center does your child/children attend?

| Response Options | Choice Count |
|--------------------------------------------------|--------------|
| Gordon Early Literacy Center - Coatesville | 19 |
| West Chester Head Start (ECEC) | 12 |
| Phoenixville PreK Counts (Barkley Elementary) | 8 |
| Kennett Square Head Start | 7 |
| Jennersville Head Start (TCHS-PB) | 7 |
| Oxford Head Start (Hopewell Elementary) | 5 |
| Phoenixville PreK Counts (Schuylkill Elementary) | 5 |
| Octorara Head Start | 4 |
| Downingtown Head Start (Ridgewood) | 3 |
| Phoenixville (TCHS - Pickering) | 3 |
| Downingtown Head Start (TCHS-B) | 3 |
| West Chester PreK Counts (Care Center) | 0 |

APPENDIX C: 2020 QUALTRICS PARENT SURVEY RESULTS

3. Please rank the following statements:

| Response Options | Strongly agree | Agree | Neither agree nor disagree (Neutral) | Disagree | Strongly disagree | Total |
|-------------------------------------------------------------------------------------------------------------|----------------|-------|--------------------------------------|----------|-------------------|-------|
| Is Chester County a good place to raise young children? | 53 | 15 | 7 | 0 | 0 | 75 |
| Head Start provides my family with helpful resources and services. | 49 | 18 | 1 | 1 | 0 | 69 |
| I am involved with Head Start (examples - as a volunteer, by attending events, as a member of a committee). | 25 | 14 | 17 | 8 | 3 | 67 |
| Head Start is preparing my child for Kindergarten. | 55 | 10 | 0 | 3 | 1 | 69 |

4. At Head Start, in what areas do you feel you receive the greatest support? (Check all that apply)

| Response Options | Choice Count |
|------------------------------------------------------------|--------------|
| On-going classroom instruction for my child. | 62 |
| Meals (breakfast and lunch). | 56 |
| Support with my child's development and behavior. | 54 |
| On-going support from my Family Service Worker. | 48 |
| Connections for community resources specific to my family. | 44 |
| Access to supplemental food. | 37 |
| Health guidance and support for my child. | 36 |
| Access to baby care items. | 21 |
| None | 4 |
| Other | 2 |
| Total | 364 |

APPENDIX C: 2020 QUALTRICS PARENT SURVEY RESULTS (CONTINUED)

5. I wish Head Start provided me more information on: (Select all that apply)

| Response Options | Choice Count |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| Positive parent-child relationships (ex. Supporting me in developing positive relationships that nurture my child's health, development, and learning) | 28 |
| Transition to new programs (ex. Learning how to encourage and advocate for my child's learning and development as they transition to new learning environments) | 26 |
| Families as lifelong educators (ex. Learning how to observe, guide, promote, and participate in the everyday learning of my children at home, school, and in the community) | 26 |
| Families as advocates and leaders (ex. Finding ways to advocate for my children and take on leadership roles in my child's school through participation in committees, volunteering and organizing parent/child activities) | 23 |
| Families as learners (ex. Learning about my child's personality, development, and learning style. Also advancing my own learning interests through education, training, and other experiences that support my parenting, careers, and life goals) | 21 |
| Family well-being (ex. Connecting me to financial stability services, physical and mental health services, housing and food assistance, and other support services) | 21 |
| Family connections to peer and community (ex. Getting connected to others in my community to build my family's social networks) | 16 |
| Other | 4 |
| Total | 165 |

6. Throughout the year (and including during COVID-19) how would you rate Head Start services for your child and family?

| Response Options | Choice Count |
|------------------|--------------|
| Excellent | 58 |
| Very Good | 12 |
| Not very good | 3 |
| Poor | 1 |
| Good | 1 |
| Total | 75 |

APPENDIX C: 2020 QUALTRICS PARENT SURVEY RESULTS (CONTINUED)

7. Please share any other thoughts, suggestions, and comments.

Very good

They still continued to give useful information and delivered food once a week to our house during covid as well.

They been very supportive and helpful.

Thanks for all your help in these difficult times

Tener ayuda con intérprete en español quizá una vez por semana o al mes

Si con respecto alas comidas que nos están entregando ahora es algo muy personal yo prefiero como arros, pastas aceite frijoles leche de tapadera roja. Pero como lo mencione antes es una sugerencia. Muchas gracias

Realmente estoy muy conforme con todos servicios que me han dado durante la estadía de mi hijo por head start cada miembro que ha ayudado y a estado al pendiente del bienestar no solo de mi hijo sino de mi espero que sigan así

Muchas gracias por el arduo trabajo que hacen por nuestros hijos y sobretodo en esta pandemia.

Muchas gracias head start por ayudarme a preparar a mis hijos para el kinder , ellos aprendieron mucho , perdieron el miedo , aprendieron a hablar inglés , gracias por todo .

Mrs Toole, Ms. Mary, and Jackie were AMAZING!! Mrs Toole was so kind and attentive, her and Ms Mary created a wonderful environment that my twins thrived in. I'm so upset that they didn't get the last part of the school year. Thank you.

Miss Caroline y miss iba excelentes

It would be great if there were more than 1 head start class to collaborate with.

It has been a great resource for my child and my family.

I would love to see more exposure to field trips. Some of these kids never see anything outside their homes. Local learning like fire station police and if there is anything else around our community.

I was highly impressed with Head Start and wish I had known about it In previous years. We had an incredible experience with Miss D, and absolutely loved Miss Jackie (Reardon). They would text to check in and make sure our family didn't need anything. Loved Head Start, thank you!!

I wanna said thank you guys who help and especially for Mrs Sheron.

I am so glad my daughter was able to go to headstart this year. Her teachers are amazing so is Ms. Gaby. She has made so many friends and is learning Spanish. I hope she will be able to go back even if it's only one or two days a week due to covid. I would definitely recommend headstart

APPENDIX C: 2020 QUALTRICS PARENT SURVEY RESULTS (CONTINUED)

I LOVE the support, help and interaction I got from my child's teacher and aide. They were excellent in my son's experience at Head Start.

Head start in West Chester is the best

Head start has been wonderful in all ways.

Good

Estoy muy agradecida porke ayudaron mucho ami ijo lo prepararon mui bie para su primer año de kínder gracias

Estamos contentos como padres con los maestros por lo que asen por nuestros hijos con la educación que les brindan es un gran esfuerzo de su parte a todas las maestras Gracias por estar ahí por nuestros hijos

Ellos hacen un buen trabajo

During covid-19 it was difficult for my three year old to listen to the teacher because the other student were interrupting. My child became disinterested in school and sad because she missed her teacher.

A mi en lo personal me gusto mucho tener a mi hijo ahí aprendió mucho y siempre nos apoyaron cuando necesitábamos algo

APPENDIX D: 2018-2019 PARENT SURVEY

CCIU Head Start Parent Survey 2018-2019

How Are We Doing at Head Start?

We are committed to providing your family with the best early learning experience for your child, parent involvement in your child's learning at school and home, health services for your child and family services to address your specific interest and needs.

Please rate the overall quality of the service you received from Head Start this year.

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Disappointing

Exceptional

Was Head Start staff...

Available to you? ☐ Yes | ☐ No

Informative? ☐ Yes | ☐ No

Prompt and efficient? ☐ Yes | ☐ No

Please rate the quality of the service your child received in the **classroom**

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Disappointing

Exceptional

Please rate the quality of **health services** your child received (screenings, help in getting doctors/dental records, health education, daily nursing support)

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Disappointing

Exceptional

Please rate the quality of **family services** you received (connection to community resources, parent education, home visits, goal planning and support).

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Disappointing

Exceptional

Please rate the quality of **nutrition/meals services** your child received (meals, dining style, cultural accommodations)

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Disappointing

Exceptional

Was the Center, classroom and grounds clean?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Disappointing

Exceptional

APPENDIX D: 2018-2019 PARENT SURVEY (CONTINUED)

CCIU Head Start Parent Survey 2018-2019

If you rated the quality of services less than a "4" in any area above please share why and how you think we can better serve you and your family. _____

I was **offered** opportunities to volunteer at Head Start (Parent Committee, Policy Council, Classroom)?

☐ Yes | ☐ No

I did volunteer at Head Start and I like it.

☐ Yes | ☐ No

I did not volunteer at Head Start because: _____

Would you recommend Head Start to a friend?

☐ Yes | ☐ No

Why, or why not? _____

Did you participate in this year's parent program, Positive Solutions for Families? ☐ YES ☐ NO

If no, why? _____

Are there any specific topics you are interested in covering during home visits? _____

It would be helpful if.....? _____

Do you feel informed about school activities, parenting opportunities, educational sessions? ☐ YES ☐ NO

The best way to communicate with me is by (circle all that apply): ☐ Telephone ☐ Email ☐ Text ☐ Newsletter

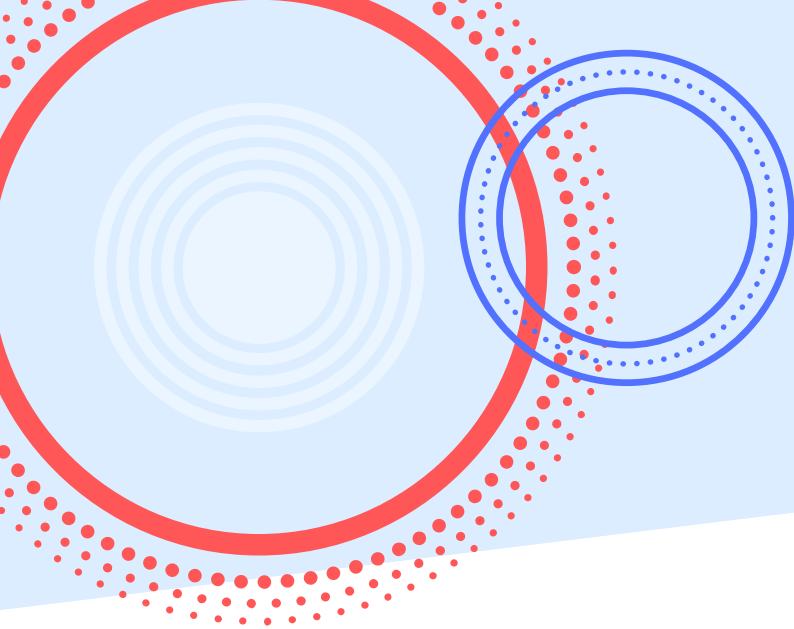
Other comments about staying informed: _____

What was your favorite memory this year involving Head Start? Or, I really liked... _____

As a result of participating in Head Start: (check all that apply)

- ☐ I spend more time playing with my child
- ☐ I know regular health check-ups are important
- ☐ I am connected to community resources
- ☐ My child is interested in learning
- ☐ I feel comfortable meeting with school staff
- ☐ My child gets along better with others children
- ☐ I am working on some personal family goals
- ☐ My child eats more nutritional food
- ☐ My child is more prepared for Kindergarten
- ☐ My child attends school regularly
- ☐ I am better prepared to help my child learn

NAME: (optional) _____ CENTER: _____



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