CAPQuest 2010-2020 “Our Journey to Excellence,” originally instigated with CSBG ARRA funds and approved by CAPMC Board of Directors in 2010, continues to deploy the ten year strategic plan by implementing tasks and initiatives and measuring the strategic objectives outlined in the plan to meet the strategic goals of (1) Premier Programs and Customer Service, (2) Operational Excellence, (3) Community Partnering, and (4) Capacity Building.

What does an excellent Community Action Agency look like? The bar is set high, as excellence represents the very highest operational objectives for Community Action agencies. It is about striving for and seeking to stretch the limits of performance.

A few highlights of the progress that has been made:

**IMPROVE ADMINISTRATIVE & PROGRAM SERVICE DELIVERY SYSTEM**

Result: CAPMC is a high performing organization that continuously strives to increase efficiency and effectiveness, and exceed customer, stakeholder, and community partner expectations.

Twenty percent of CAPMC staff have been trained on Process Improvement by 2012, well ahead of the goal of 40% by 2017. This has resulted in an updated Maintenance Work Order System, an improved CAPSafe.

**OPTIMIZE USE AND CAPABILITIES OF TECHNOLOGY**

Result: Secure, user-friendly technology that avoids duplication; optimizes the performance of departments, provides well-trained employees and improves access for customers, program participants, and stakeholders.

IT has developed and implemented an IT User Satisfaction Survey, which show that 77% of staff are very satisfied and 23% are satisfied with the services provided by the IT department. CAPMC has developed and implemented a SharePoint Intranet called CAPnet. Full deployment is expected by 2013. Also, an IT Strategic Plan is 70% complete.

CAPMC strives to meet our vision of becoming a premier social service agency that eliminates the effects of poverty by helping people obtain knowledge and skills to achieve self-reliance and economic stability...one life at a time.
CATCHING PEOPLE... DOING THE RIGHT THING DISPLAYING THE STANDARDS USING SAFETY PRACTICES

ANA VACA, Madera Head Start Program Technician, went over and above in making the physical activity calendar easier to use when getting in-kind for the physical activities that families do together.

JAMES CHANDLER, Accountant Program Manager, cleaned up the restroom after clients left the water on.

XAI VANG, It Help Desk Assistant and JOAQUIN HERNANDEZ, HR Assistant, created the School Readiness/School Supervision badges for the FMHS program.

ALEJANDRA PEREZ, Advocate at Los Banos Head Start helped out in a big way with a data collection project.

VICKI MENDOZA, HR Assistant II, has been putting in extra work in preparation for her leave.

VICTIM SERVICES STAFF had a successful Victim Rights event held recently at courthouse park.

BELINDA JAVIUS, Accountant Program Manager cleaned up a spilled drink in the hallway.

JOAN HOLMSTROM, Advocate for North Fork/Oakhurst Head Start, was noted for her professionalism and courtesy when dealing with program staff and parents.

DIANN BOSTICK, Center Director at Chowchilla Head Start, has been a lifesaver multiple times as she has been available for interview panels.

CHECK OUT THE CAPMC LITERACY BUS
Tour the bus at Gill Ave. on April 23 from 10am-2pm

A CONTEST: CONNECTING USING CAPNET

CAPMC is utilizing a tool for communication called CAPnet, which houses Agency documents, forms, policies, message boards, an employee directory, and much more! Get access and update your information for a chance to win! Here’s how to enter:

- If you have access to CAPnet, update your photo and About Me in the Employee Directory tab. For info about how to do that, check out the FAQ on CAPnet.
- If you do not have access to CAPnet, request access by contacting Bill Frame at 675-5711.

Be sure to enter by May 31 for your chance to win a CAPMC shirt!

RELAY FOR LIFE

The agency has raised $10,397 for Relay for Life so far. There’s one final opportunity to support the CAPMC team. The fiscal department is hosting a salad luncheon at United Methodist Church from 11:30 a.m. to 1:00 p.m. on Friday, April 19, 2013. Tickets are $7 and take-outs are available for Head Start center staff and others.

We still have more spaces on the CAPMC Relay Team. If you’re interested, please contact Tina Gomez at 675-5761. Each team member is asked to raise $100. The Madera Relay is May 4-5, 2013 at Town & Country Park on the Industrial Street side. It’s a family-friendly event. All relays are alcohol-free, pet-free and tobacco-free.

A special part of each Relay for Life is the Luminaria Ceremony, which takes place after dusk during the Relay event on Saturday. This Luminaria Ceremony offers everyone at Relay the opportunity to pay tribute to those whose lives have been touched by cancer. Team members have the luminaria forms available for a $10 donation. If you’d like to decorate your own luminaria bag, please contact Donna Tooley at 675-5755. Your contribution will make a difference and will help save lives. See you at the Relay!

HATS OFF TO CAPMC GRADS

DEANNA MARTINEZ, Associate Teacher for Madera Migrant/Seasonal Head Start, received her BA Degree in Liberal Arts from Fresno Pacific University in February 2013.

BLANCA MENDEZ, Associate Teacher at Sunset Head Start received her AS in Child Development in December 2012.

WANTED: BUDDY PROGRAM PARTICIPANTS

We are in need of volunteers from every department and site to participate in the Buddy Program. As a BUDDY, you will be the new employee’s first workplace acquaintance and will help the new employee become familiar with the Agency’s Mission, Values, and Standards to Live By.

BE A PART OF CAPMC’S MOST VALUABLE ASSET...ITS EMPLOYEES! For more information, please contact Renee Lopez at 675-5767.
EMLOYEE SPOTLIGHT

Name: Jose Villegas
Job Title: Advocate III
How long have you worked for CAPMC? About 3 years
Where were you born and raised? Born in Mexico, raised in Colorado/Madera
What do you do in your spare time? Read, hike, dance, drink coffee
Travels: Central America, Southwest USA, Mexico
Favorite Junk Food: Thai veggie burger
Favorite Holiday: I like spring, and spending time with friends any day.
Favorite Color: Green
Favorite Song: Gypsy Kings
Favorite Movie: Gran Torino
Favorite TV Show: Two and a Half Men
Favorite Sports: Boxing/hiking
Favorite Vacation Spot: Still looking for it. Maybe on top of a mountain or by the beach.
If you were stuck on a desert island and could only have three things, what would they be? A good knife, book, and a good spirit.
Greatest Achievement: College, but I still want to achieve something else—something greater and deeper.
Best Advice Ever Given: Fly with the eagle not with the ducks. The eagles fly high and the ducks get shot.
“This is fulfilling. I enjoy coming to work.”

MARK YOUR CALENDAR...

Friday, April 19: Victim Services’ Walk a Mile in Her Shoes at Courthouse Park @ 5:00pm
Friday, April 19: CAPMC Salad Luncheon
Tuesday, April 23: Tour CAPMC’s Literacy Bus!
Thursday, May 9: CAPMC Board of Directors Meeting
Monday, May 27: Memorial Day. CAPMC Closed.

Welcome to CAPMC!
New Employees & New Positions

STEPHANIE BARRIGA
Food Service Worker I – Madera Regional Head Start
JENNIFER SEGOBIA
Food Service Worker I – Madera Migrant Head Start
PEARL ERIGIO
Customer Service Technician—Community and Family Services

OPEN POSITIONS

For more information, contact the HR Department at 673-9173 or at www.maderacap.org. The following positions are open until filled:

- ADVOCATE II/III
  Fresno Migrant/Seasonal Head Start
  Madera/Merced Migrant/Seasonal Head Start
- ADVOCATE III
  Victim Services
- ASSOCIATE TEACHER, Preschool Classroom
  Madera/Merced Migrant/Seasonal Head Start
- CENTER DIRECTOR II
  Fresno Migrant/Seasonal Head Start
  Madera/Merced Migrant/Seasonal Head Start
- CENTER DIRECTOR / TEACHER
  Madera/Merced Migrant/Seasonal Head Start
- CUSTOMER ASSISTANCE TECHNICIAN
  Community and Family Services
- FAMILY SERVICES ASSOCIATE I
  Alternative Payment Program
- HEALTH SERVICES CONTENT SPECIALIST
  Madera Head Start
- INSTRUCTIONAL AIDE II / JANITOR
  Madera/Merced Migrant/Seasonal Head Start
- SUPPORT SERVICES MANAGER
  Madera Head Start

CAPMC EMPLOYEE STORE • May 31 • July 26 • September 20 • November 22
2:00—4:00 pm in Conference Room 1/1a
If you have any questions, please call Jeannie at 675-5716.
COMMUNITY HELPERS AT FAIRMEAD HEAD START
By Lupe Lopez and Maria Costellanos, Fairmead Head Start staff

Anderson Pump Co. from Chowchilla presented to the children about water conservation, irrigation and safety. David and Hector talked to the children about what they do to install the pumps and how deep they have to dig to reach the water. They gave them a demonstration on how they use the Boom Truck and how they work as a team to get the job done safely, while Hector is up in the air. Thank you Anderson Pump—the children enjoyed the presentation and the Safety Helmet for our dramatic area!

The Sheriff Department talked to children about staying safe, and how the Sheriffs are here to help them and the community. They fingerprinted the children and gave the parents a Young Child Prints form with the prints on them for the parents to keep in case of an emergency. They also gave us a tour of their vehicles. The children learned a lot, they were very excited and enjoyed the experience.

Bus Driver Jodi gave a presentation on the School Bus. The children as well as some of the parents had the first time experience on going on a school bus. Bus Driver Jodie gave a tour of the bus, pointed out exits, and rules of the bus, what to do in case of an accident. Our preschoolers are ready for riding the bus to kindergarten!

PARENT PROJECTS AT SUNSET
By Mai Vang, Site Supervisor at Sunset Head Start

At Sunset Head Start, February's theme was Community Helpers. We asked the parents to get involved and create their own building for the community in our center, using any recyclable products that they may have at home. Each child had the opportunity to share their special house.

Every child made a house. It was delightful to see how proud and happy both the parents and children were about their project.

ROBOT THEME AT VERDELL MCKELVEY
By Julie Doll, Site Supervisor at VerdeLL McKelvey Head Start

The children at Verdel McKelvey expressed an interest in the topic of robots so the teaching staff put their heads together to create a Preschool Activity Plan that incorporated this theme. Several of the DRDP measures were addressed and the teaching staff had a lot of fun while documenting our children’s progress. Parents also got involved at a Parent Meeting by creating robots from recyclable materials. Many of the parents that did not attend the meeting took materials home and together with their child created a robot to display in our classroom which helped us generate more In-Kind.

Do you know of an Agency event that you would like to see covered in the Action Connection? Do you have input about the newsletter? Would you like to contribute an article or pictures? All submissions are welcome and appreciated!

Please contact: Kim Lopez, Madera Head Start Department at: klopez@maderacap.org Phone: (559) 675-5752 Fax: (559) 661-8459
April is National Distracted Driving Awareness Month, and from Virginia to California, the traffic safety community has a simple message for drivers:

**One Text or Call Could Wreck it All**

In California, where texting and talking on a hand-held cell phone while driving are against the law, the California Highway Patrol (CHP) and more than 200 local law enforcement agencies will crack down on drivers text messaging and talking on their cell phones behind the wheel. The law is working. Just two years after the state's ban went into effect, road fatalities had fallen 22 percent.

Distracted driving is any activity that could divert a person's attention away from the primary task of driving. All distractions endanger driver, passenger, and bystander safety. These types of distractions include:

- Texting
- Reading, including maps
- Using a cell phone / smartphone
- Using a navigation system
- Eating and drinking
- Watching a video
- Talking to passengers
- Grooming
- Adjusting a radio, CD player, or MP3 player

Because text messaging requires visual, manual, and cognitive attention from the driver, it is by far the most alarming distraction.

The best way to end distracted driving is to educate all Americans about the danger it poses. Please visit Distraction.gov for more information and share these facts with others.

**Safety Committee Messages**

- Enter Safety Poster Competition
- Mandatory Safety Training will kick off in June
- September is CAPMC's safety awareness month; many safety activities are coming.
- Be aware of your surroundings
- Be safe!

**Distracted Driving Awareness Month**

As of April 12...

**CAPMC: 1 DAY**

**Madera/Mariposa Regional HS: 24 DAYS**

**Madera Migrant /Seasonal HS: 59 DAYS**

**Fresno Migrant/Seasonal HS: 18 DAYS**
STEP FORWARD
Take a Stand Against Sexual Violence
April 24, 2013

Wear Jeans to Work and make a social statement with your fashion statement.

**Denim Day History**

In 1992 an 18-year-old in Italy was raped on the side of the road by her driving instructor. She pressed charges and won her case. The instructor appealed, and in 1999 the Italian High Court overturned the conviction. A member of the High Court declared that since the victim wore very tight jeans, the instructor could not have removed them himself; therefore the victim must have willingly participated.

Women of the Italian legislature protested the decision by wearing jeans. As news of the decision spread, so did the protest. In April 1999 the state of California established the first Denim Day in the United States and has continued every year since.
The following is a synopsis of the Action Items from the Board of Director’s Meeting on April 11, 2013. If you are interested in seeing any items in more detail, please contact Melisa DaSilva.

- **RECOMMENDATION F-1**: Review and approve the submission of CAPMC’s 2013-2014 Fresno Migrant/Seasonal Head Start (FMHS) application to San Luis Obispo. Approve the Basic, Administrative, Training & Technical Assistance, and In-Kind Budgets.

  **SUMMARY**: CAPMC is applying to serve migrant and seasonal children and families for the fiscal year September 1, 2013 through August 31, 2014.

  **DISCUSSION**: Services will be provided to 519 migrant and seasonal children using a center-based option. Areas of services at nine rural Fresno County areas: Biola, Firebaugh, Five Points, Huron, Mendota, Orange Cove, Parlier, Inez C. Rodriguez (previously known as Reedley), and Selma. The Policy Committee approved the budget on March 26, 2013 at a regular meeting.

  **FINANCING**: Total funding is $3,975,972; $78,555 training and technical assistance; $544,895 Administrative; this grant does require a 10% in-kind match of $450,963.


  **SUMMARY**: FMHS finalized the Days of Operation for the 2013-2014 program year. This includes 110 days with children at the centers, 62 days with children enrolled in the Winter Program, totaling 172 days with children. Also including 8 days of staff without children and 11 holidays.

  **DISCUSSION**: The 2013-2014 Days of Operation were presented to the Policy Committee on March 26, 2013.

  **BOARD ACTION**: Approved

- **RECOMMENDATION F-3**: Informational only.

  **SUMMARY**: The Office of Head Start (OHS) Program Information Report (PIR) is an annual report required of all Head Start programs in the country, and serves as one source of data for tracking program performance. The OHS utilizes the PIR indicators to assess strengths and challenges and to target technical assistance to those areas needing improvement. This information is also made available to federal legislators and the public. Per the Head Start Act 642(d)(2)(I), the Policy Council and Board must be presented the PIR annually.

  **DISCUSSION**: As noted in the 2011-2012 PIR, CAPMC’s Madera Migrant/Seasonal Head Start (MSHS) program served 568 children, exceeding the funded enrollment of 551. Below is a table that compares some of the performance indicators from the PIR of the CAPMC MSHS program, with all Head Start programs in California, and all MSHS programs nationally.

<table>
<thead>
<tr>
<th>Head Start Performance Indicator</th>
<th>CAPMC MSHS</th>
<th>All CA</th>
<th>All MSHS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Children enrolled multiple years</td>
<td>47.5%</td>
<td>28.2%</td>
<td>47.5%</td>
</tr>
<tr>
<td>Children enrolled less than 45 days</td>
<td>14.1%</td>
<td>5.0%</td>
<td>11.5%</td>
</tr>
<tr>
<td>Children who left the program and did not re-enroll</td>
<td>46.8%</td>
<td>16.3%</td>
<td>29.7%</td>
</tr>
<tr>
<td>Children with health insurance</td>
<td>98.8%</td>
<td>97.9%</td>
<td>89.9%</td>
</tr>
<tr>
<td>Children with medical home</td>
<td>99.6%</td>
<td>98.2%</td>
<td>96.6%</td>
</tr>
<tr>
<td>Children with up-to-date, or all possible, immunizations</td>
<td>100%</td>
<td>98.5%</td>
<td>97.8%</td>
</tr>
<tr>
<td>Children up-to-date on a schedule of preventative primary health care</td>
<td>98.2%</td>
<td>90.5%</td>
<td>92.3%</td>
</tr>
<tr>
<td>Children with a dental home</td>
<td>94.4%</td>
<td>95.5%</td>
<td>91.3%</td>
</tr>
<tr>
<td>Children receiving dental exams</td>
<td>87.8%</td>
<td>86.4%</td>
<td>88.3%</td>
</tr>
<tr>
<td>Children with a disability</td>
<td>8.8%</td>
<td>10.7%</td>
<td>7.1%</td>
</tr>
<tr>
<td>Preschool children with a disability receiving services</td>
<td>100%</td>
<td>95.8%</td>
<td>96.8%</td>
</tr>
<tr>
<td>Families receiving services</td>
<td>69.5%</td>
<td>78.7%</td>
<td>73.9%</td>
</tr>
<tr>
<td>Preschool teachers that meet 9/13 requirement</td>
<td>50.0%</td>
<td>49.2%</td>
<td>38.2%</td>
</tr>
<tr>
<td>Preschool teacher assistants with a CDA/ equivalent or higher, or are enrolled in a CDA or EDE degree program</td>
<td>100%</td>
<td>86.3%</td>
<td>78.5%</td>
</tr>
</tbody>
</table>

- **RECOMMENDATION F-4**: Authorize the Executive Director to sign and submit the Request for Allocation (RFA) for the Domestic Violence Program for the grant period beginning July 1, 2013 to June 20, 2014, including any extension or amendments.

  **SUMMARY**: Cal EMA RFA objective is for CAPMC to continue providing emergency services to domestic violence victims by responding to domestic violence crisis calls, walk-ins, and operating the Martha Diaz Shelter. The victim services department has been operating the domestic violence program since 1989. Funding will support the shelter services for victims of domestic violence and their children.

  **DISCUSSION**: The RFA grant award period will begin July 1, 2013 and end June 30, 2014. We meet the required qualifications to apply for this application.

  **FINANCING**: The amount allocated for Madera County is $228,098.

  **BOARD ACTION**: Approved

- **RECOMMENDATION F-5**: Informational only.
SUMMARY: Results from the 2012 CAPMC’s Employee Climate Survey, including noted areas of strength, as well as areas marked for improvement.

DISCUSSION: In the fall of 2012, CAPMC administered its third biennial Employee Climate Survey. This survey is called for and supported by CAPQuest 2020, CAPMC’s Strategic Plan. There is a plan for follow-up and a process to make changes in order to make CAPMC a premier social service agency and an excellent place to work. Components of the report include: Progress Since 2010 Survey, Agency Scorecard Results, Benchmark Comparisons, Top 5 Strengths, Top 5 Opportunities for Improvement, 2012 CAPMC Overall Results, Demographics: A Snapshot of the CAPMC Workforce, and The Measuring Stick: A Gauge for Employee Engagement. As CAPMC plans the prioritization of its time, resources, and money, the information gleaned from the Employee Climate Survey will be valuable. The areas noted as needing improvement will absorb the time and resources, while areas where CAPMC appears to be excelling will be celebrated and reinforced. Communication follow-up will occur in the next few months in the form of Focus Groups. These will be used to delve deeper into some issues, and partake in two-way communication with agency staff. The Employee Climate Survey Advisory Team is comprised of twelve staff members and includes a cross-section of staff representing different types of positions, programs, and departments. This team has been meeting monthly since August, and will be responsible for conducting Focus Groups and recommending issues for prioritization. The Employee Climate Survey will be conducted biennially, and the next one is scheduled for fall of 2014.

RECOMMENDATION F-6:
Authorize the Executive Director to sign and submit the RFA for the Domestic Violence Program for the grant period beginning July 1, 2013 to June 30, 2014, including any extension or amendments.

SUMMARY: Cal EMA RFA objective is for CAPMC to continue providing emergency services to domestic violence victims by responding to domestic violence crisis calls, walk-ins, and operating Martha Diaz Shelter. The victim services department has been operating the domestic violence program since 1989. Funding will support the shelter services for victims of domestic violence and their children.

DISCUSSION: The RFA grant award period will begin July 1, 2013 and end June 30, 2014. We meet the required qualifications to apply for this application.

BOARD ACTION: Approved

- RECOMMENDATION F-7:

SUMMARY: Staff is proposing revisions to the purchase order section of the manual.

DISCUSSION: Revisions to the purchase order section are recommended to increase the dollar amount required for purchase orders from $100 to $250. It was also suggested from a fiscal monitoring by CAPSLO that CAPMC look at increasing the purchase order limit. The $250 threshold was decided at a CAPMC manager’s meeting by consensus. Purchase orders will be required for purchases over $250, instead of $100 as currently provided on page 74 of the manual. This will reduce the number of purchase orders being processed by not only the program staff but also the fiscal department accounting technicians. If the Board approves this change, it will also impact the dollar amounts on page 73. Check requests will be required for expenditures of $50 to $249 and purchase orders will be required for purchases of $250 to $4,999. The $100 purchase order requirement has been in effect since the early 1990’s. It is reasonable to raise the amount to reflect rising costs. It is important to periodically update the policies and procedures as necessary and to reflect actual practices within the context of sound, fiscal decisions. The changes will be reflected in the update for the CAPMC Accounting & Financial Policies and Procedures Manual.

BOARD ACTION: Approved