Agency Progress Report
Report for November 2018 Board of Directors and Stakeholders

I. Chief Executive Officer Update:

Agency Finances are (still) going well. We have no issues with making payments to vendors on time, and cash flow is not limited due to access to funds.

The only program we are analyzing is Early Head Start, as the budget is extremely tight. In addition, the new Arkansas Minimum Wage law that was passed Nov. 6th will impact HS Pre-K soon, as it will increase in the cost of substitute teacher pay ($9.25 per hour as of Jan. 1, 2019). We will be working with the Board of Directors over the next few years to find ways to cope with the increases as they are phased in by 2021.

II. Child Development (ABC Pre-K, Head Start, & Early Head Start):

A. Arkansas Better Chance Pre-K Program:

 Attendance: The ABC Program requires 80% Average Daily Attendance (see print screens of ADA Reports; below...); therefore, we are meeting the requirement.

October 2018 ABC Class Attendance- Monthly Avg. = 85.12%. We are fully Enrolled with 50 students.
B. Head Start & Early Head Start:

a. Sharon Burnett- Health and Nutrition:

Nutrition:

Below is the amount of Breakfast, Lunches, and Snacks that were served to the children and the total amount that our program was reimbursed for the cost of food.

**CACFP CLAIM SUMMARY for September 2018- $34,207.09**

<table>
<thead>
<tr>
<th></th>
<th>Head Start</th>
<th>Early Head Start</th>
<th>ABC Pre-K</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breakfast=</td>
<td>4,119</td>
<td>742</td>
<td>778</td>
</tr>
<tr>
<td>Lunch=</td>
<td>4,140</td>
<td>735</td>
<td>823</td>
</tr>
<tr>
<td>Snacks=</td>
<td>3,861</td>
<td>721</td>
<td>802</td>
</tr>
<tr>
<td>Total $</td>
<td>25,548.29</td>
<td>4,586.40</td>
<td>4,072.40</td>
</tr>
</tbody>
</table>

**HEALTH OUTCOMES: October 2018**

<table>
<thead>
<tr>
<th>Head Start</th>
<th>Early Head Start:</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>89%</td>
<td>87%</td>
<td>Completed Dental Exams</td>
</tr>
<tr>
<td>95%</td>
<td>96%</td>
<td>Completed Lead Testing</td>
</tr>
<tr>
<td>91%</td>
<td>89%</td>
<td>Completed Physical Exams (Well Child for EHS)</td>
</tr>
<tr>
<td>98%</td>
<td>96%</td>
<td>Completed Immunizations</td>
</tr>
<tr>
<td>3</td>
<td>2</td>
<td>Parents have signed an immunization waiver</td>
</tr>
</tbody>
</table>
Health & Nutrition Coordinator Updates:

- Attended the AR Health Managers meeting in Little Rock.
- Attended CACFP Annual Refresher Training.
- Monitoring Protocol Meeting at Mgmt. Team meeting.
- School Readiness Meeting / Focus Group meeting in Newton County.
- New Monitoring form for EHS Health events on Google Drive.
- ROMA Report.
- Met with staff to discuss child with health/nutrition concerns.

b. Harley Thompson: Licensing:
- Conducted Onsite Monitoring Reviews at all centers.
- Competed several playground projects.
- Concrete work at Harrison Head Start is complete.
- Currently installing playground equipment at several locations.

c. Tawnya Akins: Mental Health:
- Finishing up Mental Health Classroom Observations.
- Spoke with each teacher regarding classroom behavior.
- Recording scores for all Ages and Stages.
- Working one on one with teachers who have reported concerns.
- Working with O.U.R Behavior Specialist to obtain reports & strategies to classrooms.

d. Terri Beard - ERSEA & Family and Community Partnerships:
- ENROLLMENT UPDATE: At the end of October we had 261 Head Start children enrolled and 48 Early Head Start Children for a total of 309. We are fully enrolled.

### End-of-Month Enrollment Report

<table>
<thead>
<tr>
<th>Month</th>
<th>Head Start</th>
<th>Early Head Start</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Reported</td>
<td>Funded</td>
<td>Reported</td>
</tr>
<tr>
<td>Nov 2018</td>
<td>261</td>
<td>261</td>
<td>48</td>
</tr>
<tr>
<td>Oct 2018</td>
<td>261</td>
<td>261</td>
<td>48</td>
</tr>
<tr>
<td>Sep 2018</td>
<td>261</td>
<td>261</td>
<td>48</td>
</tr>
<tr>
<td>Aug 2018</td>
<td>261</td>
<td>261</td>
<td>48</td>
</tr>
<tr>
<td>Jul 2018</td>
<td>Closed</td>
<td>261</td>
<td>Closed</td>
</tr>
<tr>
<td>Jun 2018</td>
<td>Closed</td>
<td>261</td>
<td>48</td>
</tr>
<tr>
<td>May 2018</td>
<td>261</td>
<td>261</td>
<td>48</td>
</tr>
</tbody>
</table>
- **HS/EHS ATTENDANCE UPDATE:** We are at 90.24% Average Daily Attendance ("ADA") in Head Start Pre-K & 86.10% ADA in Early Head Start, so we are within the regulations (85% minimum.)

### Ozark Opportunities Inc. HS/EHS

<table>
<thead>
<tr>
<th></th>
<th>Present</th>
<th>Absent</th>
<th>Neither</th>
<th>ADA (avg)</th>
<th>Funded Enrollment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clinton Early Head Start</td>
<td>259</td>
<td>45</td>
<td>0</td>
<td>19.00</td>
<td>13.62</td>
</tr>
<tr>
<td>Harrison Early Head Start</td>
<td>260</td>
<td>44</td>
<td>0</td>
<td>19.00</td>
<td>13.68</td>
</tr>
<tr>
<td>Mt. Home Early Head Start</td>
<td>255</td>
<td>36</td>
<td>0</td>
<td>19.00</td>
<td>13.42</td>
</tr>
</tbody>
</table>

**Report Totals:**

| Ozark Opportunities Inc. HS/EHS | 774 | 125 | 0 | 19.00 (avg) | 40.72 | 48 | 84.87% | 47.31 | 86.10% |

### Ozark Opportunities Inc. HS/EHS

<table>
<thead>
<tr>
<th></th>
<th>Present</th>
<th>Absent</th>
<th>Neither</th>
<th>ADA (avg)</th>
<th>Funded Enrollment</th>
</tr>
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<tbody>
<tr>
<td>Bruno Pyatt</td>
<td>250</td>
<td>32</td>
<td>6</td>
<td>18.00</td>
<td>13.89</td>
</tr>
<tr>
<td>Cotter Head Start</td>
<td>250</td>
<td>33</td>
<td>5</td>
<td>18.00</td>
<td>13.89</td>
</tr>
<tr>
<td>Harrison</td>
<td>1,212</td>
<td>120</td>
<td>11</td>
<td>19.00</td>
<td>63.79</td>
</tr>
<tr>
<td>Jasper Head Start</td>
<td>264</td>
<td>17</td>
<td>4</td>
<td>19.00</td>
<td>13.89</td>
</tr>
<tr>
<td>Mountain Home I</td>
<td>236</td>
<td>38</td>
<td>6</td>
<td>19.00</td>
<td>12.42</td>
</tr>
<tr>
<td>Mountain Home II</td>
<td>228</td>
<td>36</td>
<td>22</td>
<td>19.00</td>
<td>12.00</td>
</tr>
<tr>
<td>Mountain Home IV</td>
<td>272</td>
<td>26</td>
<td>1</td>
<td>19.00</td>
<td>14.32</td>
</tr>
<tr>
<td>Norfork</td>
<td>206</td>
<td>22</td>
<td>0</td>
<td>19.00</td>
<td>10.84</td>
</tr>
<tr>
<td>Shirley Head Start</td>
<td>272</td>
<td>32</td>
<td>0</td>
<td>19.00</td>
<td>14.32</td>
</tr>
<tr>
<td>St. Joe Head Start</td>
<td>265</td>
<td>32</td>
<td>4</td>
<td>18.00</td>
<td>14.72</td>
</tr>
<tr>
<td>Valley Springs</td>
<td>246</td>
<td>37</td>
<td>21</td>
<td>19.00</td>
<td>12.95</td>
</tr>
<tr>
<td>Western Grove Head Start</td>
<td>277</td>
<td>11</td>
<td>0</td>
<td>18.00</td>
<td>15.39</td>
</tr>
<tr>
<td>Yelville-Summit</td>
<td>268</td>
<td>23</td>
<td>2</td>
<td>18.00</td>
<td>14.89</td>
</tr>
</tbody>
</table>

**Report Totals:**

| Ozark Opportunities Inc. HS/EHS | 4,246 | 459 | 82 | 18.71 (avg) | 227.31 | 261 | 86.92% | 251.83 | 90.24% |
|                                 | 4,246 | 459 | 82 | 18.71 (avg) | 227.31 | 261 | 86.92% | 251.83 | 90.24% |
e. **Ryan Clayborn- Program Manager/ Education Coordinator:**
   - I met with every teacher and center director to conduct a training called “Education 101”. This training was designed to teach and refresh staff on the implementation of our curriculum in all programs.
   - Created the November Newsletter that included information about mental health awareness, Conscious Discipline, stress management, and classroom education.
   - I have worked on a new schedule for staffing at EHS that will give Center Directors/FSW’s more administrative time.
   - I have updated the School Readiness Agenda for 2018-19 which now includes the Five Year Goals and TSG Data for the last four years.
   - I am in the process of developing an Education Module online for future training. I plan for every component area to have an online training module by April 2019.
   - The Boone County Imagination Library Board met on October 2nd and is currently providing books to 1,129 children in Boone County.
   - ABC is fully enrolled and attendance for October is above 90% for the first time ever!
   - C.L.A.S.S. evaluations have been completed on all OOI Pre-K classrooms.
   - Attended the H.I.P.P.Y. Advisory Board meeting for O.U.R. on October 4th.
   - Attended the Arkansas Early Childhood Commission Meeting.
   - A School Readiness Meeting was held on October 18th.
   - I completed the 2018-19 AMI request from the state for the ABC Program. We are waiting on approval.
   - I have been working closely with the Licensing and Facilities Coordinator on getting playgrounds completed for Head Start. We will be installing musical flowers and telescopes over the next two weeks to finish up playgrounds.
   - All Lesson Plans for October were reviewed program-wide.
   - I am currently analyzing how we track data and creating online spreadsheets via Google Drive for tracking outcomes in the EHS Program.

f. **Patricia Murray- Disabilities & Asst. Staff Supervisor:**
   - Disabilities: We currently have 16 children with identified disabilities- Referral screenings are taking place and conferences for IEPs will be taking place within the next 30 days. We typically have our final count by the end of December (we need 26 HS & 5 EHS to be in compliance; i.e. 10% of enrollment.)
g. **Krystal Mayes: Parent Engagement**

- We currently have 217 approved volunteers in the program!
- September In-Kind has been reviewed and submitted to finance.
- Policy Council Executive Committee met in October.
- Customer Service training has been provided to the Community Services staff and a presentation is being prepared for the Head Start staff.

Every kid in MH 1 will receive a free book thanks to some amazing local sponsors!!!
New dramatic play costumes donated by Wal-Mart in Mtn. Home

III. Community Services
Rebecca Hanlin; Community Services Manager

1. Low-Income Home Energy Assistance Program:
   - The Summer Non-Emergency Program and Crisis (Emergency) Program ended on Friday, September 28, 2018, ending the 2018 program year.

The following charts express Non-Emergency and Emergency Assistance disbursed through the 2018 program year:

2018 Vendors
Home Energy Assistance Program
Non-Emergency: October 1, 2017 - September 30, 2018
Emergency: October 1, 2017 - September 30, 2018

<table>
<thead>
<tr>
<th>County</th>
<th>Regular</th>
<th>Crisis</th>
</tr>
</thead>
<tbody>
<tr>
<td>Baxter</td>
<td>$156,657.00</td>
<td>$49,710.11</td>
</tr>
<tr>
<td>Boone</td>
<td>$170,538.00</td>
<td>$61,295.45</td>
</tr>
<tr>
<td>Marion</td>
<td>$77,229.00</td>
<td>$33,096.62</td>
</tr>
<tr>
<td>Newton</td>
<td>$53,440.00</td>
<td>$10,159.93</td>
</tr>
<tr>
<td>Searcy</td>
<td>$56,489.00</td>
<td>$9,547.97</td>
</tr>
<tr>
<td>Van Buren</td>
<td>$78,005.00</td>
<td>$16,308.59</td>
</tr>
</tbody>
</table>

Dollars Assisted

Individuals Assisted

10,279

- Winter Regular: 40%
- Winter Crisis: 12%
- Summer Regular: 38%
- Summer Crisis: 10%
2. **Community Services Block Grant (CSBG):**
   - Monitors from Little Rock reviewed our programs October 4, 2018; we are awaiting their report.
   - September 30, 2018 was the end of the fourth quarter, and program year end date; quarterly report was submitted by the October 31st deadline.
   - Discretionary Grant Updates:
     - Seven laptops have been purchased to replace older models that are showing signs of wear. Old laptops will be assessed and repurposed as needed if still in good working order.
     - Reality Enrichment And Life Lessons (REALL). Kits are being created; we received the curriculum on a thumb drive so we have to print, laminate, and cut out all the materials for the curriculum and purchase supplies for the kits, storage container, lanyards, etc. Right now we’re neck deep in cutting out everything. Our goal is to have two complete kits and a pilot session completed by Christmas. Currently 40% of the materials have been printed.
   - Stability Funds Update:
     - Through October 31, 2018, $12,000 has been disbursed leaving a balance of $0.
     - 40 clients were assisted with stability funds.
     - 67.5% funds used for housing emergencies; rent deposits, delinquent rent, water assistance.
     - 15% for health assistance; vision and dental.
     - 17.5% for emergency services; auto repair, replacing dangerous cook stove, utility pole purchase.

<table>
<thead>
<tr>
<th>County</th>
<th>Total Assisted</th>
<th>Amount</th>
<th>Housing</th>
<th>Health</th>
<th>Emergency Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Baxter</td>
<td>11</td>
<td>$3,846.19</td>
<td>5</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>Boone</td>
<td>20</td>
<td>$5,211.03</td>
<td>18</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>Marion</td>
<td>3</td>
<td>$972.95</td>
<td>0</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Newton</td>
<td>3</td>
<td>$662.86</td>
<td>2</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Searcy</td>
<td>0</td>
<td>-</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Van Buren</td>
<td>3</td>
<td>$1,306.97</td>
<td>2</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Totals</td>
<td>40</td>
<td>$12,000.00</td>
<td>27</td>
<td>6</td>
<td>7</td>
</tr>
</tbody>
</table>

3. **Vehicle Repair Loan Program**
   - Current balance is now $4906.09. Current outstanding funds are $1,442.49.
   - $500 maximum loan amount. Loan must be repaid within one year. Income eligibility is 200% of the federal poverty level.
   - From start of program we’ve had 11 individuals receive a loan, four are paid in full; two are in the repayment process; five are delinquent.
4. **HOPE Revolving Loan Fund:**

Ozark Opportunities, Inc. administers an interest-free micro loan program through the Housing Opportunities Partnership Exchange (HOPE 501(c)3) that is intended to assist homeless individuals/families with the upfront costs such as rent deposits, rent payments and/or utility deposits when establishing a home.

- Activity from October 12 through November 5, 2018 includes:
  - 2 Client payments processed.
  - Revolving loan account current balance is $668.95.
  - Until more repayments are received, funds are not available to assist additional clients. Target balance before re-opening for processing additional loans is $1500.00.
- To date, calendar year 2018, fifteen (15) households comprised of 43 total individuals have been assisted with establishing a home through this micro-loan program.

5. **Family Development & Empowerment:**

- October 31, 2018 we have 19 families enrolled in SUCCESS. A portion of these are individuals that have been invited to re-certify but have not completed the application process. Of the 19 we have 6 that are approved with 3 of those being new and 3 being re-certifications. The deadline for re-certification is November 14, 2018.
- A seminar is scheduled in Harrison on November 15, 2018 at our training center on Hwy 43. The Univ. of Ar. Extension Office will be conducting the seminar with the topic of Screen time with children.
• A December Seminar is scheduled on December 13, 2018 at our training center on Hwy 43 at 5:30. The Univ. of Ar. Extension Office will be conducting a seminar on “Overindulgence During the Holidays.”

• All seminars are free and open to the public and advertised on Facebook and OOI website.

6. Healthy Families Arkansas (HFA): October Activity:
• Total of 27 families – 9 in Searcy County and 18 in Van Buren County
• Received 1 new family referral from a community agency
• Enrolled 2 new families in Searcy County
• Had 1 new baby born to a mom enrolled prenatally
• Completed 50 home visits
• Checked 1 car seat for proper use and installation
• Staff completed a livestream training on Cultural Competency through UALR’s MidSOUTH Training Academy.

HFA Former Participant Highlight: Even though a family may be in Healthy Families for almost 4 years, sometimes that’s still not enough time to reach a goal that is important to them. “Diana” found out she was pregnant when she was 17 and a junior in high school. She had her baby 2 weeks before the beginning of her senior year. During that year, she moved out of her parents’ house, married her boyfriend, and moved in with her in-laws. Her child was sick often, which caused to miss a lot of school. She worked hard to keep up with her schoolwork and graduated with her class in May. One goal that she was always working toward was to have her own house. She saved money, improved her credit score, and paid off debt. Even when obstacles arose and delayed her plans, she kept her optimism. She graduated from the Healthy Families program when her child turned 3 years old. In the year since she has been out of the program, she and her husband bought a house! She credits the Healthy Families program with being the support system she needed to help her see that she can make her goals happen.
7. **Community Engagement & Staff Development:**

- Community Services Team received Cyber-Security training during a staff meeting Oct. 16.
- October 24th Rebecca Hanlin and Ben Glover attended Cox Partner Luncheon as part of a micro-shelter grant received from Cox Communications.
- October 26th Boone County Community Services staff attended and participated in the Boone County Resource Council Meeting.
- October 29th Community Services staff attended partnership training. Area Agency on Aging visited with the team to talk about their agency and the services they provide. Northwest Regional Housing visited with the team to talk about their agency and the services they provide. This was all done to gain clarity of the roles of partners in the community so the team may better partner in the future with referrals.
- October 29th Community Services staff received technical training on Excel and Publisher to further skills.
- October 30th Comprehensive Community Assessment – The CCA Core Group continued to hold focus group meetings within the community and began working on analyzing results to summarize top concerns in the communities. The group will continue to meet regularly until the February 2019 Public Hearing is held. This group is tasked with ensuring standards are met while proceeding through the comprehensive assessment process in preparation for program years 2020-2021.
- November 1st Community Services staff received Customer Service training to sharpen customer service skills.
- November 1st Community Services staff visited with Harrison Police Department Community Liaison Officers to learn needed skills in de-escalating difficult situations. More follow-up to come in this area.
- Community Services staff conducted Partner Visits within the community.
- November 8th Community Services staff completed First Aid/CPR training and skills testing for their 2-year certification.
- November 13th Community Services staff will attend safeTALK, a full day training on suicide prevention.
- November 19-23 the Community Services Department will be operating with a skeleton crew, as most staff are taking off that week for the Thanksgiving holiday.
- Crystal Rogers and Ben Glover are progressing through NCRI (Nationally Certified ROMA Implementer) training. The online course (phase I) will be completed by November 21st. Ben and Crystal will attend an in-classroom training session (phase II) November 27th.
- Ben Glover and Rebecca Hanlin will attend the annual CSBG Information System Survey training in Little Rock November 28th in preparation of the CSBG Annual Report due in January.
- Crystal Rogers and Rebecca Hanlin will attend the annual Arkansas LIHEAP Conference in Little Rock November 29th and 30th in preparation for the FY 2019 LIHEAP Winter Program that should start in early January 2019.
Our newest OOI family member, Ben Glover, getting his carpentry skills tested installing acoustic panels to decrease echo. He did an outstanding job! The training center is now ready for use(!)

Community Services staff getting certified in First Aid, CPR (for adults, children and infants), and AED. All department staff are now certified(!)
IV. Corporate Services/Human Resources  
*Jane Bueg, Chief Operating Officer*

**October 2018**

<table>
<thead>
<tr>
<th></th>
<th>Education</th>
<th>Community Services</th>
<th>Administration</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Hires</strong></td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>All Departures</strong></td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
</tbody>
</table>

**Other/Training**
- GoogleApps in-kind report: $300.00 (Head Start) $190.00 (Early Head Start) $45.00 (ABC)
- Contractor List Update
- Leave Without Pay – payroll adjustments : 2
- Jury Duty: 5
- Child Development Contracts/Compensation Agreements - 2
- Income/Employment Verification – 3
- FMLA: 2
- Job Posting, Advertisement & Job Description - 4
- Dept. of Labor Survey for October (Van Buren County statistics)
- Technology: Tech Talk, service agreement
- Benefits Enrollment/change/termination: 9
- Board Executive Committee Meeting
- Employee Garnishment calculations: 1
- Garnishment response: 1
- Interview Schedules: 1
- Employer Wage Audit (Unemployment): 31
- Childcare Licensing Staff Record Review
- 4th Quarter and Annual CSBG Report
- Prescription Drug Coverage & Medicare annual notification
- Training: Cyber Security