Ozark Opportunities, Inc.

BOARD OF DIRECTORS ORIENTATION
History of *Ozark Opportunities, Inc.* a Community Action Agency (CAA)

- The agency was formed in August 1966 with a $34,715 budget to serve Boone, Marion, Searcy & Van Buren counties as an IRS 501c3 private non-profit organization.
  - Known as “Van-Sea-Boo-M”
- 1969 Green Amendment added Baxter & Newton Counties
  - Became “*Ozark Opportunities, Inc.*”
  - Covers approximately 4,000 square miles
Past Programs (continued)

Doctor-on-Retainer program
VISTA program
Feeder Pig Program
DayCare Centers (Harrison & Clinton)
Grants for building Community Centers in Diamond City, Leslie, Clinton, Harrison
Heavy Equipment Training Class; NAC
WIC
Past Programs (continued)

• Fiscal Agent for TEA Coalitions for Marion and Searcy Counties
• Housing Preservation Grant
• Self-Help Housing Program (Baxter County)
• Individual Development Accounts for education
• Operated Community Centers (two per county)
• Fan/Blanket program for elderly
• Holiday Food Baskets
• Wear & Share
• Garden Programs
And More Past Programs

- Cannery available to the public
- Family Planning Program
- Emergency Food and Shelter (FEMA)
- Retired Senior Volunteer Program
- Rural Production and Marketing of Ozark Crafts
- Elderly Nutritional Program
- Elderly Transportation Program
- Before & After school programs (Clinton & Marshall)
- Grants for local Volunteer Fire Departments
- Weatherization
Current Programs (more details later)

**Child Development**
- Early Head Start
- Head Start
- Arkansas Better Chance

**Community Services**
- SUCCESS
- Home Energy Assistance Program
- Community Engagement & Development
- Vehicle Repair Loan
- HOPE Revolving Loan Fund
Who We Are:

• 6 county outreach locations, 11 Head Start Centers with 17 classrooms, 3 Early Head Start Centers (with 16 children each), & 3 Arkansas Better Chance Classrooms.

• 86 Employees

• Funding= 85% Federal/State & 15% Local/Private

• Total annual funding is approx. $6 million(!)
Private, Nonprofit Corporation

- Must have a Board of Directors that is recruited from communities we serve
- Rules of Board laid out in the Articles of Incorporation and Agency Bylaws
- Board sets the policy(s) and direction of agency
- Legally liable for the Corporation (this is why we have insurance and measures in place to minimize the exposure to all Board Members)
The Board of Directors represents 3 “sectors”

<table>
<thead>
<tr>
<th>PUBLIC</th>
<th>PRIVATE</th>
<th>LOW INCOME</th>
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<tbody>
<tr>
<td>6 members of the Board are elected public officials or their designated representative.</td>
<td>Up to 6 members of the Board may come from business, industry, labor, religious, welfare, education, law enforcement or other major groups and interests in the community</td>
<td>At least 6 members of the Board must represent low income persons in the service area</td>
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Board Powers & Responsibilities

Hiring, firing & evaluation of Chief Executive Officer

Determine overall program goals for the agency

Make final approval of all program proposals and budgets
Board Responsibilities

• Enforce/ensure compliance with all contract and grant requirements
• Oversee quality of participation of the poor
• Provide input on local needs
• Keep area residents informed of programs
• Members serve 5 year terms, renewable upon quorum action
Board Fiduciary Responsibilities

• Final budget approvals.
• Determine major personnel, organizational, fiscal and program policies.
• Review of agency’s annual audit reports and evaluating compliance with operating grants and contracts.
• Power to receive and administer funds, transfer funds received to delegate agencies, and to contract with funders.
Officers of the Board

- **Chairperson**: principal representative of the Corporation and only member authorized to speak on behalf of the Board. When present, shall preside at all meetings of the Board and may sign any contract, agreement, or other instrument that the Board has authorized.

- **Vice Chairperson**: shall perform all duties of the Chairperson of the Board in the absence of that Officer; may perform other duties as assigned by the Board.

- **Secretary-Treasurer**: duties may include responsibility for the minutes, timely notices of meetings, reviewing financial reports and may delegate authority to OOI staff members.
Committees of the Board

• **Executive Committee**: meets regularly (9-12 times per year) to transact routing and ordinary Board business between meetings of the full Board. All actions must be ratified by the full Board.

• **Finance Committee**: reviews financial reports, applications for funding, agency audits and financial policies and procedures manual; often comprised of Executive Committee members.

• **Planning Committee**: along with agency staff establishes agency-wide priorities and conducts planning and evaluation.

• **Grievance Committee**: handles formal employee, client, or community grievances when they have reached the point that they are required to be reviewed by the Board of Directors.
Local Outreach Offices

• **Administrative Office**
  
  701 E. Prospect Avenue  
  Harrison, AR

• **Community Services Department & Training Center** (includes outreach office for **Boone County Outreach**)
  
  1856 Church Park Drive  
  Harrison, AR

• **Baxter County Outreach Office**
  
  1318 Bradley Drive, Suite 16  
  Mountain Home, AR

• **Marion County Outreach Office**
  
  300 West 11th Street  
  Yellville, AR

• **Newton County Outreach Office** (located in Newton County Health Depart.)
  
  504 West Court  
  Jasper, AR

• **Searcy County Outreach Office**
  
  110 Ruff Street  
  Marshall, AR

• **Van Buren County Outreach Office**
  
  100 Success Drive Suite 7  
  Clinton, AR
Current Programs

SPONSORED BY OOI
Child Development

Classrooms in Baxter, Boone, Marion, Newton, Searcy & Van Buren Counties

Currently have 359 slots and serve over 400 students and families per year(!)
Head Start

**Mission:** To provide children from disadvantaged families an environment in which they may develop to their fullest potential intellectually, physically, emotionally, and socially.
## Other Benefits

<table>
<thead>
<tr>
<th>Benefit</th>
<th>Description</th>
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<tr>
<td>Health care</td>
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<tr>
<td>Nutritious meals</td>
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<tr>
<td>Family services</td>
<td></td>
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<tr>
<td>Family Literacy</td>
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<tr>
<td>Reading is Fundamental</td>
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<tr>
<td>Pre-math and pre-reading curriculum</td>
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<tr>
<td>Therapies for special needs children</td>
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<tr>
<td>Safe and stable environment</td>
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Classroom Locations

• Baxter County
  • Norfork
  • Mountain Home
  • Cotter

• Boone County
  • Harrison
  • Alpena
  • Valley Springs

• Marion County
  • Bruno-Pyatt
  • Flippin
  • Yellville-Summit

• Newton County
  • Jasper
  • Western Grove

• Searcy County
  • Marshall
  • St. Joe

• Van Buren County
  • Clinton
  • Shirley
Community Services/
Community Services Block Grant
S.U.C.C.E.S.S.

Succeed at Understanding and Conquering Challenges to Establish Stability and Self-reliance

Individualized, goal-oriented program to obtain self-reliance through education, employment and money management skills

Informational Seminars (Life Skills Training)

Life Coaching
Emergency & Stability Programs

• Health
  • Dental
  • Vision

• Housing Assistance
  • Rent
  • Water

• Misc. or Case-by-Case
  • Partner collaborations; handicap accessibility
  • Septic issues
  • Fan, heat source, air conditioner
Low Income Home Energy Assistance Program (LIHEAP)

A program to help low income families cope with the high cost of heating fuel in the winter and electricity in the summer.

Two sub-programs during each winter and summer cycle.

- Non-Emergency: set amount determined by the number in the household and their gross monthly income.

- Emergency (Crisis): disconnected service, shut off notice, or depleted fuel source.
Community Engagement & Development

• Expanding and enriching communities thru new and/or expanded initiatives
• Homelessness Initiatives
• Involvement with Delta Hills CoC for Searcy and Van Buren counties
• Involvement with BBMN Coalition and Balance of State for Baxter, Boone, Marion and Newton counties
• REALL Project: “Reality Enrichment And Life Lessons” - project to impress upon teens how life choices can impact the rest of your life.
Vehicle Repair Loan Program

- Revolving Loan Program
- 1 year to repay loan in full
- $500 maximum
- Must be income eligible (200% FPL)
- Must have a relationship with OOI
  - Children are enrolled in Head Start
  - Work regularly with Outreach Workers
  - Enrolled in family development programs (Getting Ahead, SUCCESS)
  - Exception: A community partner vouches for someone by submitting a letter of recommendation and agrees to assist with communication if the person become delinquent in repayments
HOPE Revolving Loan Fund

- Funds are from a grant through the HOPE 501c3 nonprofit (Only covers Baxter, Boone, Marion & Newton counties.)
- Similar to our Vehicle Repair Loan Program, as it is a revolving loan program with the expectation that recipients will repay the loan amount.
- **Loan is for homeless individuals to obtain housing.**
- Loan can be used for: rent, security deposits, utility deposits (water, gas and electricity)
- Maximum loan amount can be up to $1,000.
- Loan amount goes directly to the vendor; landlord, utility company.
The Results Oriented Management and Accountability Cycle

Assessment
Needs and Resources

Evaluation
Analyze data,

Planning
Use assessment data

Achievement of Results
Observe and report progress

Implementation
Strategies and services

• **GOAL 1** – Low Income People Become More Self Sufficient
• **GOAL 2** – The Conditions in Which Low Income People’s Lives are Improved
• **GOAL 3** – Low Income People Own a Stake In Their Community
• **GOAL 4** – Partnerships Among Providers of Services to Low-Income People are Achieved
• **GOAL 5** – Agencies Increase Their Capacity to Achieve Results
• **GOAL 6** – Low Income People, Especially Vulnerable Populations, Achieve their Potential by Promoting Family and Other Supportive Environments
_UPDATED National Community Action Goals (approved August 17, 2017)

**GOAL 1** – Individuals and Families with low income are stable and achieve economic security.

**GOAL 2** – Communities where people with low income live are healthy and offer economic opportunity.

**GOAL 3** – People with low incomes are engaged and active in building opportunities in communities.
The National Community Action Network Theory of Change

Community Action Goals

**Goal 1:** Individuals and families with low incomes are stable and achieve economic security.

**Goal 2:** Communities where people with low incomes live are healthy and offer economic opportunity.

**Goal 3:** People with low incomes are engaged and active in building opportunities in communities.

Services and Strategies

- Employment
- Education & Cognitive Development
- Income, Infrastructure & Asset Building
- Health/Social Behavioral Development
- Housing
- Civic Engagement & Community Involvement

Core Principles
- Recognize the complexity of the issues of poverty
- Build local solutions specific to local needs
- Support family stability as a foundation for economic security
- Advocate for systemic change
- Pursue positive individual, family, and community level change
- Maximize involvement of people with low incomes
- Engage local community partners and citizens in solutions
- Leverage state, federal, and community resources

Performance Management

- How well does the network operate?
- What difference does the network make?
  - Local Organizational Standards
  - State and Federal Accountability Measures
  - Results Oriented Management and Accountability System
  - Individual and Family National Performance Indicators
  - Community National Performance Indicators

A national network of over 1,000 high performing Community Action Agencies, State Associations, State offices, and Federal partners supported by the Community Services Block Grant (CSBG) to mobilize communities to fight poverty.

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Alphabet Soup

• OOI: Ozark Opportunities, Inc.
• “HEAP”: Home Energy Assistance Program; also referred to as “LIHEAP” (Low-Income Home Energy Assistance Program)
• A-16: Assurance 16
• WX: Weatherization
• RSVP: Retired Senior Volunteer Program
• TEFAP: The Emergency Food Assistance Program
• CSBG: Community Services Block Grant
• NPI: National Performance Indicator
ACRONYMS ABOUND!

Alphabet Soup-

*Definitions of common Community Action terms.*
Alphabet Soup

• SUCCESS: Succeed at Understanding and Conquering Challenges to Establish Stability and Self-reliance
• SNAP: Supplemental Nutritional Assistance Program (Food Stamps)
• SSD: Social Security Disability
• SSI: Supplemental Security Income
• TEA: Transitional Employment Assistance
• OCS: Office of Community Services
• ROMA: Results Oriented Management and Accountability
Alphabet Soup

• DHS: Department of Human Services
• CS: Child Support
• DOE: Department of Energy
• ARRA: American Recovery & Reinvestment Act
• AWP: Arkansas Weatherization Program
• WIA: Workforce Investment Act
• WIC: Women, Infants & Children
Non-Discrimination Statement

*Ozark Opportunities, Inc.* does not discriminate in service availability, accessibility and delivery, or employment. This agency is in compliance with Title VI and VII Civil Rights Act.

An “Equal Opportunity Employer”