Agency Progress Report

Report for December 2019 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.

- On November 8, 2019 all staff attended the OOI Safety Training Day in Harrison. The full day of training included situational awareness, cover vs. concealment, self-defense (breaking holds and chokes), how to properly use a fire extinguisher & Stop the Bleed training (pictures later in this issue)!

This agency is in compliance with Titles VI and VII Civil Rights Act
"Equal Opportunity Employer"
www.ozarkopp.org
II. Community Services  
Rebecca Hanlin; Community Services Program Manager

A. Low-Income Home Energy Assistance Program:
- The start date for non-emergency energy assistance has been delayed as there are have been delays from the state in obtaining information necessary to start the program (you may recall in July 2019 the Low-Income Home Energy Assistance Program was transferred from the Department of Human Services to the Department of Energy, Division of Environmental Quality.)

B. Community Services Block Grant (CSBG):
- September 11, 2019 State CSBG Monitors conducted an extensive review of our agency. This was a full review of our agency with eight areas they scrutinized; Organizational Standards, Financial/Personnel, Payroll and Travel, Procurement, Property Management, Board, Performance Management, Client Files. Due to time constraints Ms. Buchanan and her team took information back with them to conduct a “desk audit” of materials they were not able to review while at our office.
- October 14, 2019 CSBG Monitors contacted OOI and conducted an exit interview (via phone) regarding their review of our agency that began September 11th. There were no findings in seven of the eight categories reviewed. Two findings were identified in the Board section; we had two vacancies exceeding 90 days for a public elected official in Boone County and a Private Sector representative for Baxter County. NOTE: To date we have not received a Monitoring Report. *Update: All Board vacancies have been filled as of November 21, 2019(!)
- A Funding Opportunity Announcement for 2019 CSBG Discretionary Funds was made August 27, 2019. The application was submitted by the September 27th deadline. To date we’ve received notification that our application request was received but no results have been provided. *Update: We have received a call that said we were approved but the State is determining the dollar amount to be awarded; to be reported at a later time.

C. Strategic Plan Update:
- Planning talks have begun on updating the OOI Theory of Change and Strategic Plan for 2020-2022.
- A Planning Survey has been sent to staff across the agency (Child Development, Community Services and Administration) and the Board of Directors. Results of the survey will determine Planning Committee membership and date and time of first meeting.
- We hope to convene first Strategic Planning Committee meeting the week of January 6th.
- We intend to have a draft of the new OOI Theory of Change by the end of January and a draft of the Strategic Plan for 2020-2022 by the end of April(!)
D. Mobile Micro-Shelter; Project #3:
- Promotion to solicit applications from relevant youth groups began on 12/11/19 (via Breakfast Club on KHOZ radio station). The current initiative is open to interested Youth Groups in Boone County.
- The promotion will continue through December 2019 into January 2020 to ensure we receive sufficient response. In addition to KHOZ radio we will be reaching out to our local KY3 affiliate and will create posts to share via our Facebook page to spread the word.
- The application deadline for this initiative is January 27, 2020 with a winner to be selected on February 3, 2020. The deadline for the completion of this MicroShelter will be May 15, 2020 with a community event to unveil this shelter to be planned for the end of May 2020 pending input from agency that will be housing the completed shelter.
- This project will be for Boone County youth, as the funder serves the Boone County area.

E. Vehicle Repair Loan Program:
- Current balance is $4,563.06. Current outstanding funds are $1,785.52.
- $500 maximum loan amount. Loan must be repaid within one year.
- Income eligibility is 200% federal poverty level.
- From start of program we’ve had 15 individuals receive a loan; No new loans since last reporting.
  - Seven are paid in full.
  - One is in the repayment process.
  - Four are delinquent, collection efforts being made.
  - Three are defaulted.
- We are working with Community Partners to spread the word about this program. Partners must be willing to sign a referral letter and help with contacting approved clients if they default on the loan.

F. 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 November through December includes:
  - No new clients were processed. No new payments received.
  - Revolving loan account current balance is $1,388.56.
  - Collection efforts continue on all loans.
- During Calendar Year 2018, fifteen households comprised of 43 total individuals were assisted with establishing a home through this micro-loan program.
G. Stability Funds:
- Stability funds were made available October 1, 2019, for disbursement to clients.
- Since October 1, 2019, 11 applications have been approved and payments disbursed in the amount of $4,341.30.
- To date, funds have been used to help with housing, emergency services and health needs.

<table>
<thead>
<tr>
<th>County</th>
<th># of Apps</th>
<th>Total Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Baxter</td>
<td>4</td>
<td>$1,875.00</td>
</tr>
<tr>
<td>Boone</td>
<td>4</td>
<td>$1,620.36</td>
</tr>
<tr>
<td>Marion</td>
<td>0</td>
<td>$0</td>
</tr>
<tr>
<td>Newton</td>
<td>1</td>
<td>$400.00</td>
</tr>
<tr>
<td>Searcy</td>
<td>1</td>
<td>$210.94</td>
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<tr>
<td>Van Buren</td>
<td>1</td>
<td>$235.00</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>11</strong></td>
<td><strong>$4,341.30</strong></td>
</tr>
</tbody>
</table>

H. Family Development & Empowerment:
- As of November 30, 2019, we have 14 families enrolled in SUCCESS Program under CSBG. We also have 11 pending applications at this time. (Breakdown by County: Baxter 6, Boone 3, Marion 3, Newton 1, Searcy 0, Van Buren 1.)
- We are actively recruiting new families for the SUCCESS Program.
- This month’s seminars provided by U of A Extension Office, will be “What are you putting in your mouth?: How to read labels to better your health and your wallet”.
- The tentative schedule for December Seminars are:
  - Dec. 12th 5:30 pm.- Harrison Training Center
  - Dec. 16th 5:30 pm.- Marshall (Tentatively scheduled based on enrollment)
  - Dec 19th 5:30 pm.- Yellville Outreach Office
- The seminars for January are “Goal Setting and How to Keep Your New Year’s Resolutions.”
- All seminars are free and open to the public.
Success with SUCCESS!!!: I would like to introduce you to one of our newest SUCCESS participants, “Jane”. When she joined our program last month she had recently relocated to our area in search of more stability. She had been staying with family until she could obtain a place of her own. However, as she was traveling to work one day, she was involved in a collision that totaled her car. After the wreck she was unable to continue working and was unable to make her portion of the rent. This left Jane scrambling for a place to stay, leaving her no choice but to “couch surf” with friends.

Jane joined SUCCESS determined to get out of her current situation. She set goals of obtaining housing, obtaining utilities, creating a new budget once she relocates, starting a savings account, enrolling in college, paying off her new car, obtaining employment, and repairing her credit. It is my pleasure to announce that just 3 short weeks later, she has already crossed off two of her goals! Jane has obtained her own apartment and has necessary utilities. She is excited to continue working on her goals and attending seminars!

I. Healthy Families Arkansas: November Activity:
   • Total enrollment of 24 families (80% capacity) – 16 in Van Buren County and 8 in Searcy County.
   • Received 5 new referrals.
   • Enrolled 1 new family in Van Buren County.
   • Had 2 new babies born to moms already enrolled.
   • Completed 41 home visits (completion rate of 92%).
   • Educated 2 families on safe sleep practices as part of the UAMS Satellite Site program.

   • The Healthy Families Arkansas OOI Staff attended the annual Arkansas Home Visiting Network Conference in Hot Springs on Nov 6-7. This conference includes all home visiting programs in the state: Healthy Families America (HFA), HIPPY, Parents as Teachers, Nurse Family Partnership, Following Baby Back Home, SafeCare, Early Head Start, and Family Connects (Union County). The theme this year was “The Heartbeat of Home Visiting”. The conference opened with the new director Tyra Greenwood, speaking about her family’s story and how home visiting has impacted her life. Then, Vicki Floyd Clark gave her keynote presentation titled “The Importance of a Servant’s Heart”. After several workshops in between, the conference closed the next day with the emotional keynote “Putting the Pieces Together” from Mansfield Key III (aka Ole Pete Key).

   • **Our own Melissa Smyth was surprised by being nominated for the Home Visiting Professional of the Year award!** She was among 16 that were nominated; nominees are recognized as individuals that are making outstanding contribution through home visiting to build stronger families and brighter futures for the children and communities of Arkansas. Although she didn’t win, we appreciated the nomination and the HFA State Lead Lacey Vance’s praise about our program’s excellent work with assessments.

   • After the conference concluded, the HFA programs met with Lacey Vance and our Healthy Families America Implementation Specialist Leah McCallister to discuss all the upcoming accreditation site visits for the Arkansas programs.
We were thrilled to have Leah come see us, because we’ve only known her in the past through phone calls—she is an integral part of our HFA program and our tie to the national HFA offices. In addition, Ms. Vance surprised all HFA staff with a rolling backpack and trunk organizer to thank them for all they do for HFA in Arkansas(!)

J. Community Engagement & Staff Development:
- November 8, 2019 all staff attended a full-day All Staff Safety Training at First Presbyterian Church in Harrison.
- November 13, Healthy Families America staff participated in CHEERS Check-In webinar.
- November 14-15, 2019 Ben Glover, Crystal Rogers, Cathy Brownell, Ferrin Carlton and Shae Sutterfield will attend the “War on Poverty” symposium in Little Rock.
- November 18, 2019 Toby Atkinson, Rebecca Hanlin and Ben Glover will attend a ROMA Affiliates meeting in Little Rock.
- November 20, 2019 staff will attend an all-day training on Mental Health First Aid.
- November 21, Healthy Families America staff attended Peer Reviewer Community of Practice webinar.

K. Staffing & Training Updates:
- We hope to post an opening for another full time Family Development Worker for Baxter & Marion counties soon.

Safety Training!

Situational Awareness & Response Time—Tammy Lemon prepares to defend herself against an “attack” by instructor Brandon Hunter...
Below: Johnny Harrison and Terrance Buttry practice breaking different type of holds.
Stop the Bleed Class led by NARMC Staff(!)
III. Child Development (ABC Pre-K, Head Start, & Early Head Start):

A. Arkansas Better Chance Pre-K Program:

❖ Attendance: November 2019= 86.31%.

❖ CACFP Meals- ABC Program

<table>
<thead>
<tr>
<th>ABC Pre-K</th>
<th>Lunch</th>
<th>Snacks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breakfast= 944</td>
<td>959</td>
<td>967</td>
</tr>
<tr>
<td>Total $ 5,348.77</td>
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</table>

B. Head Start/Early Head Start

a. Program Manager/ Education Coordinator- Ryan Clayborn:
- Aggregated *Teaching Strategies Gold™* data and prepared for the School Readiness Meeting on December 4th.
- Participated in the Youth Mental Health First Aid training.
- Attended the ERSEA Planning Meeting in Harrison.
- Finalized staff AMI Packets for days one and two. Reviewed and documented the AMI Day One for the locations that closed for inclement weather in November.
- I completed six new staff final evaluations for staff to complete their probationary period.
- I trained the Policy Council on the Education Component; including training & technical assistance, school readiness, and child assessments.
- I have accompanied the Mental Health Coordinator to several meetings with parents concerning behaviors and have traveled to several classrooms to aid teachers with behavioral issues.
- Documented and filed Parent/Teacher Conferences for Head Start and Early Head Start.
- Created and submitted the ABC AMI Plan for 2019-20.
- Attended the Arkansas Early Childhood Commission via phone in October and the ACES Training along with other coordinating staff.
- Created the November Teacher’s Newsletter focusing on the importance of students having jobs in the classroom, composure, and mental health.
- I have continued visiting sites to ensure that all operations are running smooth!
b. **Mental Health- Tawnya Akins:**
- I attended an extremely helpful Conscious Discipline Training and have watched several seminars this month.
- Mentored several teachers in classrooms.
- Assisted with behavioral issues in several classrooms.

c. **Health & Nutrition- Sharon Burnett:**

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<tr>
<th>Head Start</th>
<th>Breakfast= 4151</th>
<th>Lunch= 4344</th>
<th>Snacks= 4055</th>
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<tbody>
<tr>
<td>Early Head Start</td>
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<td>Lunch= 856</td>
<td>Snacks= 884</td>
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<tr>
<td>ABC Pre-K</td>
<td>Breakfast= 944</td>
<td>Lunch= 959</td>
<td>Snacks= 967</td>
<td>Total $5,348.77</td>
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**HEALTH OUTCOMES: OCTOBER**

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<tr>
<th>Head Start</th>
<th>Early Head Start</th>
<th>Status</th>
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<tr>
<td>93%</td>
<td>79%</td>
<td>Completed Dental Exams</td>
</tr>
<tr>
<td>97%</td>
<td>75%</td>
<td>Completed Lead Testing</td>
</tr>
<tr>
<td>93%</td>
<td>68%</td>
<td>Completed Physical Exams (Well Child for EHS)</td>
</tr>
<tr>
<td>95%</td>
<td>90%</td>
<td>Completed Immunizations</td>
</tr>
<tr>
<td>7</td>
<td>1</td>
<td>Parents applied for immunization waiver from ADH</td>
</tr>
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**Health & Nutrition Update:**
- Reconciled bills for payment- SGC, Hiland, Mtn. Valley Water, Pippin, Harp’s, and Cash Savers.
- Completed CACFP Reimbursement for October for all centers.
- Lead Screens completed at Jasper, Western Grove, Harrison HS, Clinton EHS, and Shirley Head Start.
- Training in November- Safety Training, Mental Health First Aid, ERSEA Meeting for Criteria and Selection.
- Assisted with Vision and Hearing screen for Clinton EHS.
- Attended Parent Meeting at Clinton EHS to present Nutrition information.
d. ERSEA & Family and Community Partnerships- Terri Beard:

- **ENROLLMENT UPDATE:** At the end of November we had 261 Head Start children enrolled and 48 Early Head Start Children for a total of 309. We are fully enrolled.

- **HS/EHS ATTENDANCE UPDATE:** We are at **87.71%** Average Daily Attendance (“ADA”) in Head Start Pre-K & **83.07%** ADA in Early Head Start; mostly due to illness-related absences.
e. **Disabilities & Center Supervisor - Patricia Murray:**

- Early Head Start has 8 (16.7%) children with an IFSP (disability).
- Head Start has 39 (15%) children with an IEP (disability).

**NOTE:** The regulations require at least 10%; so we are within the regulations.
f. Licensing/Safety & Facilities- Harley Thompson:
- I participated in OOI’s ERSEA Selection Committee meeting on October 6th.
- Attended the All Staff Safety Training at the Harrison EHS/ABC location on November 8th, covering topics such as situational awareness, personal protection, fire extinguisher use, and Stop the Bleed.
- Attended History of the War on Poverty Workshop presented by Mr. David Bradley at the ACAAA Training Center in Little Rock on November 14th and 15th.
- Coordinated a number of improvement projects made possible through special funding awarded through Head Start.
- Completed Youth Mental Health First Aid presented by staff from Arkansas AWARE at OOI’s training center in Harrison on November 20th.

g. Parent Engagement- Krystal Mayes:

Homemade Ornaments, Father Engagement & the Humpty Dumpty Storytime at Head Start!
IV. Corporate Services (& Human Resources)
Jane Bueg, Chief Operating Officer

November 2019

<table>
<thead>
<tr>
<th>Hires</th>
<th>Education</th>
<th>Community Services</th>
<th>Administration</th>
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<tbody>
<tr>
<td>All Departures</td>
<td>Education</td>
<td>Community Services</td>
<td>Administration</td>
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<td></td>
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<td>0</td>
<td>0</td>
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</tbody>
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Other/Training:

- Google Apps In-Kind Report: $414.00 (Head Start) $186.00 (Early Head Start) $54.00 (ABC)
- Job Description Revision: 1
- Safety Day Training- attended.
- Income/Employment Verification – 5
- Employee Jury Duty: 2
- Old Copier Disposal: 7
- Child Maltreatment Registry Check: 1
- COBRA Enrolled: 1
- Contractor List Update
- 2019 CSBG Annual Report
- Benefits Enrollment: 6
- Driver List Update
- Child Care Licensing- Tracking Updates
- OSHA Survey for 2019, Boone County Community Services
- Unemployment Letters for Thanksgiving Break: 30
- Garnishment: 3
- Leave Without Pay: 1
- Board of Directors Meeting: 1
- Injury Report: 1
- Employee Complaint follow-up