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.

• We have now turned our attention to the recent Coronavirus Pandemic, and are spending a large amount of time reading correspondence from funding sources on how they expect staff and customers to be treated during this difficult time.

• We expect to receive additional funding from the Coronavirus Stimulus Bill in the coming months that can directly benefit many of those that are hurting due to lack of work, etc. due to COVID-19. We will include updates in the next issue of this report as we receive guidance.

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

A. Arkansas Better Chance Pre-K Program:

• Attendance: March 2020= 90% Attendance; fully enrolled with 50 students.
• CACFP USDA Food Reimbursement Claim Total= $30,198.39

<table>
<thead>
<tr>
<th>Head Start/Early Head Start &amp; ABC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breakfast= 4,735</td>
</tr>
</tbody>
</table>

B. Head Start & Early Head Start:

1. ERSEA & Family and Community Partnerships- Terri Beard:

• ENROLLMENT UPDATE: At the end of March we had **252 Head Start** children enrolled and **48 Early Head Start** Children for a total of 300. We are over enrolled in Head Start at this current time. This is due to the reduction of slots for the new program year– effective March 1st. As the child enrollment level drops in Head Start they will not be replaced until we reach the new enrollment level of 232.

   **End-of-Month Enrollment Report**

   **Summary**

<table>
<thead>
<tr>
<th>Grant Number</th>
<th>Month</th>
<th>Head Start</th>
<th>Early Head Start</th>
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<tr>
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<tr>
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<td></td>
<td></td>
</tr>
<tr>
<td>06CH010428</td>
<td>Oct 19</td>
<td>261</td>
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<tr>
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<td>Nov 19</td>
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<tr>
<td>06CH010428</td>
<td>Dec 19</td>
<td>257</td>
<td>261</td>
<td></td>
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<tr>
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<tr>
<td>06CH010428</td>
<td>Mar 20</td>
<td>252</td>
<td>232</td>
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</table>

2. HS/EHS ATTENDANCE UPDATE: We are at **85.32%** Average Daily Attendance (“ADA”) in Head Start Pre-K & **85.68%** ADA in Early Head Start. **All classrooms have been closed since March 16-17th due to COVID-19.** Staff are still contacting families weekly and offering support services not only for the children but the family as well.
• ELIGIBILITY UPDATE: Below is an explanation of enrollment by category for each program.

Ozark Opportunities Inc. HS/EHS

Eligibility by Category:

Bruno Pyatt
Colter Head Start
Harrison
Jasper Head Start
Mountain Home I
Mountain Home II
Mountain Home IV
Norfork
Shirley Head Start
St. Joe Head Start
Valley Springs
Western Grove Head Start
Yellville-Summit

Eligibility Details:

Report Totals: 2,145

- 245 Funded Enrollment
- 245 86.30%
- 245 86.32%

4/2/2020
4:59 PM

2004 - Management Report - Eligibility Income (Grid)

Family Income: Total Income Range

Participants: 18

Income Range: $0 to $1,999

4/2/2020
5:01 PM

2004 - Management Report - Eligibility Income (Grid)

Family Income: Total Income Range

Participants: 18

Income Range: $0 to $1,999

4/2/2020
4:14 PM
2. **Program Manager/ Education Coordinator- Ryan Clayborn:**

- Currently completing a new *School Readiness Agenda* that includes the program’s new Five-Year Goals.
- Completed AMI Packets for children along with other resources for families.
- Completed multiple AMI Professional Development resources for teaching staff and coordinating staff.
- Have remained active in communicating with staff.
- Created a Google Classroom™ for Coordinators and sending out daily assignments.
- I am in the process of updating the Education Coordinator job description.
- Assisted the Licensing Coordinator on the completion of projects to expend the special funds for Head Start and Early Head Start. This included multiple deliveries of flooring and other materials to centers.
- I completed the March OOI Teacher’s Newsletter that included topics on *Conscious Discipline™*, mental health, and child safety.
- Distributed educational bags to all children in the program. Coordinators gathered materials and stuffed the bags to be delivered to each site.
- Attended the virtual Region VI Transition Conference (two days of training.)
- Attended multiple on-line webinars on COVID-19 and other topics.
- Attended two OOI Leadership Team Meetings in the month of March.
- The Boone County Imagination Library met on February 4\textsuperscript{th} and is currently providing books to 1,882 children in Boone County.
- Have watched many hours of TED Talks that cover information on educational material to share with staff.
- Continue to find ways to strengthen communication in these difficult times for families and staff.

3. **Mental Health- Tawnya Akins:**

- Substitute Training
- AR. New Staff Training
- AAIMH Webinar on COVID19 and Mental Health
- A-State Webinar: *Safe and Together: Children and Adults*
- Hi Mama Webinar: *How to Set Up Remote Learning*
- AMI Packets- completed daily
- Reading the *Conscious Discipline* Book
4. Disabilities & Center Supervisor- Patricia Murray:

- The above screenshots show that we have 10 out of 48 (or 21%) Early Head Start and 51 out of 232 (or 22%) of children with Individualized Learning Plans (IEP’s or IFSP’s). We are in compliance in this area.
- Our Co-Ops and other agencies that provide services for our children with IEPs and IFSP are sending AMI (Alternative Minimum Instruction) packets to students and their families, and are using Zoom video conferencing to meet with children to continue their therapies, etc. while they are stuck at home.
- Staff are assisting these same children by distributing AMI and Education Materials and supplies in bags to families, as well as providing community resources and calling to check on them weekly.
5. **Licensing, Facilities and Safety- Harley Thompson:**
   - Completed Critical Incident Response Training March 2-6.
   - Completed Program Administration Scale Basics class through A-State on March 10th as a prerequisite for enrolling in Arkansas Children’s Program Administrator Credential (ACPAC) training.
   - Continued communications with classroom staff in support of their efforts at supporting their students and families during challenging period of distancing to avoid health risks.
   - Installed information/application pick-up and drop boxes at OOI’s central office, to help facilitate customer paperwork, while reducing direct contact.
   - Worked with team to assemble the first round of bags containing AMI packets and educational materials for classrooms to distribute to students.
   - Worked on online professional development and continuing education courses relevant to component area.

6. **Krystal Mayes- Parent Engagement:**
   - These teachers miss their students! And these students miss their teachers and friends! BUT they are learning from home and spending quality time together as a family… Just take a look at these pictures!

   ![Hard at Work!](image1)

   ![Hard at Work!](image2)
Time to Show Off Our Pets!

Craft & Cooking Time!!!
Outdoor Time!!!
III. Community Services

Rebecca Hanlin; Community Services Manager

1. COVID-19 Protocol; Began March 16, 2020:
   - All offices are closed to the public until further notice. We have reduced the number of on-site staff and increased daily cleaning protocols.
   - Key (direct client) staff are currently working rotating schedules where only one person is in the office at a time. Staff not working on-site are working remotely. Staff have the opportunity for online professional development for any time not dedicated to client support services. Any staff not wishing to use leave hours can work on professional development. (OOI has purchased 70 hours of on-line Microsoft training. This has been a training request staff have made and we intended to provide. The COVID threat simply changed the time frame for this training.)
   - **All services are still available.** Applications are available via “take-one” boxes located at each outreach office and the administrative building; by mail; email; fax; online. Applications and support documentation can be returned via fax, mail, drop boxes (located at each outreach location and the administrative building), email, and online. Interviews are conducted via phone.

2. Low-Income Home Energy Assistance Program:
   - Non-Emergency energy assistance opened to the public Tuesday, January 21, 2020.
   - Potentially Eligible (PE) applications were mailed Monday, January 13, 2020.
   - **Non-Emergency & Emergency programs have been extended to Friday, May 15, 2020.**
   - Through April 1 we’ve paid on 1,966 non-emergency applications in the amount of $248,190; and paid on 155 emergency applications in the amount of $31,668.81.

<table>
<thead>
<tr>
<th>Counties</th>
<th>Received</th>
<th>Approved</th>
<th>Amount</th>
<th>Pending</th>
<th>Denied</th>
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<td>188</td>
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<td>Van Buren</td>
<td>300</td>
<td>268</td>
<td>$34,231.00</td>
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<td>1,984</td>
<td><strong>$250,375.00</strong></td>
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Emergency Assistance (4/3/2020)

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<th>$</th>
<th>Pending</th>
<th>Denied</th>
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</thead>
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<td>41</td>
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<tr>
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<td>40</td>
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<td>Marion</td>
<td>37</td>
<td>30</td>
<td>$6,571.68</td>
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<td>Newton</td>
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<td>19</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>207</strong></td>
<td><strong>159</strong></td>
<td><strong>$33,612.35</strong></td>
<td><strong>11</strong></td>
<td><strong>37</strong></td>
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</table>

Applications can be found at the following locations

Website: [OzarkOpp.org](http://OzarkOpp.org) under the Community Services Department Tab, in Utility Assistance

Onsite Take-One Boxes at our offices

Call: We will mail you an application or we can take your application over the phone

Applications can be returned using the following methods

(NOTE: Copies of all required documents should be returned with the application to avoid delay in processing)

Secure Drop Box

Fax

Email

USPS Mail

See Contact List for our locations, phone and fax numbers and email addresses.
3. **Community Services Block Grant (CSBG):**

   - 2020 Discretionary Grant application has been approved for **$38,942.67**. The original request was for $50,000 to be used in three areas: asset building, media & communications, and training. Grant is from February 1, 2020 – September 30, 2021. A revised budget has been sent to the State for final approval.
   - Staff have participated in discussions regarding CARES Act (Coronavirus Aid, Relieve and Economic Security Act) and Coronavirus funding Community Action Agencies may see in the near future. Funding is slated to be added to the CSBG and LIHEAP funding categories.

4. **Mobile Micro-Shelters:**

   - Due to the COVID-19 issue all work on microshelters has been postponed. We are in contact with both groups to keep the project going, and hope to have them completed by September 2020.

5. **Vehicle Repair Loan Program:**

   - Current balance is **$4,541.31**. Current outstanding funds are **$1,807.27**.
   - $500 maximum loan amount. Loan must be repaid within one year.
   - No new loans since last reporting.
   - 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.

6. **Stability Funds:**

   - Stability funds were made available **October 1, 2019**, for disbursement to clients.
   - Since October 1, 2019, 16 applications have been approved and payments disbursed in the amount of **$6,243.09**.
   - To date, funds have been used to help with housing, emergency services and health needs.

<table>
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<td>Van Buren</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>16</strong></td>
<td><strong>$6,243.09</strong></td>
</tr>
</tbody>
</table>
7. HOPE Revolving Loan:

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 of obtaining safe and affordable housing such as rent deposits, rent payments and/or utility deposits.

- The HOPE Revolving Loan was re-opened on February 13, 2020, with a balance of $3,085.09 available.
- Activity from March 1, 2020, to April 1, 2020
  1. 1 new loan processed, no payments received
  2. Revolving loan account current balance is $2,085.09
- Available to eligible people in Baxter, Boone, Marion and Newton Counties.
- Assists homeless individuals in obtaining permanent housing.
  1. It can pay security deposits, rent and utility deposits (water, gas and electricity).
- Payments are made directly to the vendor(s).
- The loan must be repaid within one year.

8. Family Development & Empowerment:

- OOI Family Development staff have transitioned the seminars online through the OOI Youtube Channel, Facebook, and the OOI Web page.
- To maintain social distancing, the Family Development team maintains an active presence on social media to determine community needs and finding resources that will help currently and for when the crisis ends.
- We have been preparing for our April Seminar which is slated to be Gardening and will also be available online only.
- May seminars are slated to be online; with possible dates to be announced later. The topic for this seminar is Energy Conservation: Steps to Lowering Your Utility Bills.

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

As a team we have been working with our families to determine current needs during the “new normal”. We have printed AMI packs for 2 families that have school-aged children and guided those who have been laid off on how to complete the unemployment process.
The SUCCESS family has pulled together and share online resources and encouraging thoughts throughout this difficult time.

- Current SUCCESS Enrollment Breakdown:

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<td>Marion</td>
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<td>4</td>
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<tr>
<td>Newton</td>
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<td>3</td>
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<tr>
<td>Searcy</td>
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<td>1</td>
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<tr>
<td>Van Buren</td>
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</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>46</strong></td>
<td><strong>35</strong></td>
</tr>
</tbody>
</table>

9. Healthy Families Arkansas- March Update:

- Total enrollment of 26 families; 16 in Van Buren Co and 10 in Searcy County.
- We have received 2 new referrals.
- We enrolled 1 new family in Searcy Co.
- Completed 50 home visits (90% completion rate).
- Educated 2 families on safe sleep practices and provided them with sleep sacks, pack-n-plays, and safe sleep board books – as part of the UAMS Satellite Site.
- Welcome back to Alex Ragland! She returned from her maternity leave on March 16.

The COVID-19 pandemic has changed the way we work and it feels like we’re learning our jobs all over again. Healthy Families America sent guidance out to each program across the nation on how to continue to serve our families in virtual capacities on March 4. With this guidance, we are changed the way we do home visiting; we began doing “virtual home visits” on March 16, 2020.

Here is what our Healthy Families America (Arkansas) program looks like during the COVID-19 pandemic:

**Staffing:**
Working remotely and staying connected to each other via text, email, and video staff meetings via Google Hangouts Meet. Our program database “ETO” is web-based, so we are able to record our actions from anywhere there is an internet connection.

Home visiting can already be a high-stress job, and virtual home visiting during a time when there is an outbreak of disease in the community is no different. Our weekly supervision sessions are still happening, just over the phone. Each staff member gets 1-2 hours of one-on-one support (which has been more important than ever) to offer guidance, emotional support, and insight into the impact of the work on the worker.

All the procedure changes, new information, data, CDC guidelines, school closings, etc. have been stressful to all of us. Staff are working on balancing their own lives and still supporting our HFA families through this unprecedented time.
Home Visits:
Virtual home visits mean we’re talking to families over the phone or via video chat. We still discuss their goals (and how they may have changed), share curriculum, check-in on how the parent-child interaction is (and encouraging positive interactions), share resources available, and talk through emotions and anxiety. For families who can’t talk on the phone or use video chat (due to limited Wi-Fi or phone minutes), staff are texting them to check in on them regularly and sharing resources and curriculum.

Families:
Diapers, wipes, and other items are still things that our families need and are harder to find right now. As long as our supplies last (we’re getting very low on wipes), we are making “diaper drops” to our families. Once every 2 weeks we check in with families on any material items they need. We schedule 1 day to make our rounds around the counties (Melissa in Searcy and Brandi in Van Buren) and drop off a bag of diapers, wipes, clothes, formula, etc. on their doorstep. Even through we’re close enough to chat face-to-face, we are taking these extra precautions to protect ourselves and our families. A bright spot has been the waves we’re getting from the windows as we leave! All our families appreciate these drop-offs very much!

Program:
We aren’t enrolling new families right now until we get further guidance from our funders about completing the enrollment paperwork (which must be signed) and assessments. In addition, we aren’t graduating any families whose children have turned 3 either. We feel they should stay enrolled until we can see them face-to-face for a final visit and to support them through this time. For families already enrolled, we can complete most of our assessments over the phone.

The Healthy Families America National Office has asked us to make sure we document well! They’ll take the COVID-19 restrictions into account when we go through our accreditation process (which is set for August, but could change since all site visits have been postponed indefinitely and all missed site visits will be rescheduled first).

Guidance:
Every Friday, HFA updates sites with FAQs about virtual visits and other resources needed to continue this work. Staff have attended virtual trainings related to this pandemic from Healthy Families America, Partners for a Healthy Baby digital curriculum, Arkansas Association for Infant Mental Health, and Darkness to Light. Webinars keep coming as all programs are working on ways to make this virtual process better.

10. Community Engagement & Staff Development:
• On-site training opportunities have been postponed due to COVID-19 threat.
• On March 18, 2020, Online Microsoft training was obtained for all Outreach and Family Development staff. Staff have been utilizing online training throughout the second half of March and into April while working from home due to the rotating office schedule established due to COVID-19 precautions.
**IV. Corporate Services (& Human Resources)**

*Jane Bueg, Chief Operating Officer*

**MARCH 2020**

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<table>
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</table>

**Other/Training:**

- GoogleApps In-Kind Report: $414 (Head Start)
- $180 (Early Head Start) $54 (ABC)
- Lay off of Temporary Workers: 23
- Unemployment Insurance Claims: 12
- Income/Employment Verification – 5
- COBRA Notification: 1
- Child Maltreatment Registry Check: 0
- Reference Check response: 2
- Contractor List Update
- Benefits termination= 1
- Jury Duty= 1
- Child Care Licensing tracking updates
- ADA Conversation= 1
- Garnishment= 2
- FMLA Notice= 4
- Leave Without Pay notice to employee= 2
- Spring Break Lay Off Notifications= 28
- February Governing Report Submission
- Compute last day for Classroom Staff (Head Start, Early Head Start, ABC)
- Technology Upgrades in process
- Agency Corporate Insurance policy renewal
- Corporate Insurance policy reconciliation= in process
- Employee Address Change= 1
- CSBG 2nd Quarter Report
- COBRA enrollment reconciliation of account= complete
- Registered for Department of Workforce Services on-line response to claims
- Registered for BlueCross BlueShield Blueprint for Employers on-line access
- Resolved COBRA payment refund due OOI
- Employee Rights Paid Sick Leave and Expanded FMLA under the FFRCA poster emailed and mailed to OOI employees