I. **Chief Executive Officer Update:**

![Finance Stoplight; Green= ALL GOOD!]

- 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. Outreach offices remain closed to the public; however, we are assisting people with online, phone and car-side interviews as needed.
- 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 still don’t have concrete guidance on LIHEAP utility assistance and Community Services (CSBG) funds; we will include updates in future issues of this report as we receive further direction.

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

**A. Director’s Notes:**

The Coronavirus Pandemic has affected all of our Child Development Programs; as they will be out of class until the end of the year. This means that many of the items we usually track in this report are no longer available. We are working hard to ensure that the classrooms are ready to go for the fall of 2020, and will be receiving COVID funds to improve our trauma-informed practices in the new year. It should be noted that we are planning on returning in the fall if it is safe; however, if there is another flare-up of the virus we may have to run a “virtual program” that will include online class time and other technology-based learning strategies. We will be in touch with all families that are enrolled prior to the school year’s beginning to keep them up to date and in the know. We hope everyone has a relaxing summer and are ready to come back refreshed and ready to learn this fall.

*This agency is in compliance with Titles VI and VII Civil Rights Act*

*“Equal Opportunity Employer”*  

[www.ozarkopp.org](http://www.ozarkopp.org)
B. Arkansas Better Chance Pre-K Program:

• Out of School until Aug. 2020*

C. Head Start/Early Head Start:

1. Program Manager/ Education Coordinator- Ryan Clayborn:

• I created paper Professional Development (AMI) Assignments for all Child Development staff to complete. Below are the topics we covered in April:
  ➢ “The Power of Positivity”
  ➢ “Professionalism”
  ➢ “Change Revisited”
  ➢ “Stress and Exercise”
  ➢ “Financial Literacy”
  ➢ “Be the Difference”
  ➢ “Childhood Education Theory #1”
  ➢ “Technology”
  ➢ “Vulnerability”
  ➢ “Importance of In-Kind”
  ➢ “Mistakes Make Us Who We Are”
  ➢ “Brain Science”
  ➢ “Coping”
  ➢ “Communication”
  ➢ “Breaking Our Impulses”
  ➢ “Teaching With Respect”
  ➢ “Finding Questions Worth Asking”
  ➢ “Higher Order Thinking”
  ➢ “Brain Changer”
  ➢ “Why Do You???”

• I completed on-line versions on Google Classroom for Coordinators. These training modules all included videos and links and each coordinator was responsible for answering questions and giving feedback.

• I completed AMI signature sheets and attached other resources for families.
• I led a group of Coordinators on two rounds of Supply Bag distributions to all locations. The items in the bags included food, books, educational supplies, and art supplies.
• I have kept an active line of communication with all staff.
• I updated the School Readiness Agenda and have a rough draft version in process.
• I updated the Child Development Manager and Education Coordinator job descriptions.
• Attended multiple online webinars on COVID-19 and other topics.
• Held 2 virtual meetings with Coordinators in the month of April.
• In the process of reviewing staff AMI Professional Development packets and phone logs to families.
• I assisted the CEO in preparing the Trauma-Informed Care Plan and Quality Improvement Funding Plan.
• I have watched over 15 hours of TED Talks that include information on educational and professional material to share with staff. I develop staff Professional Development from these resources.

2. Mental Health- Tawnya Akins:
• Completed all AMI Assignments
• Completed all Google Classroom Assignments
• Attended the “Transform Challenging Behavior” Online Conference
• Watched Webinars from many different sources
• Talked with Teachers & Parents
• Worked on Component Training PowerPoint
• Completed Component Training Outline and Rough Draft PowerPoint
• Worked in the office as needed

3. ERSEA & Family and Community Partnerships- Terri Beard:
• ENROLLMENT & ATTENDANCE UPDATE:
  There was no Attendance for April to report for either program as 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.
  Alternate Methods of Instruction (AMI) packets have been sent home with children/families in order to continue providing educational opportunities and craft items for projects that can be completed at home.
4. Disabilities & Center Supervisor- Patricia Murray:

- Co-Ops and Pre-schools continue to provide services via Zoom Meetings and phone calls.

5. Licensing/Safety & Facilities- Harley Thompson:
  - Worked with team assembling second round of AMI packets for distribution to students.
  - Compiling inventory forms submitted by staff.
  - Ongoing coordination with Ritter regarding installation of fiber at Harrison HS, Mtn. Home HS, and Marshall locations.
  - Worked on AMI assignments, online professional development, and webinars relevant to early childhood education and safety.

6. Parent Engagement- Krystal Mayes:
  - Just look at the pictures of experiences our families are sending to their teachers! They include crafting, baking, exploring, gardening, and quality time together!!!
III. Community Services

Rebecca Hanlin; Community Services Manager

1. COVID-19 Precaution—starting March 16, 2020:
   - All offices are closed to the public. We have reduced the number of on-site staff and increased daily cleaning protocols.
   - 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 or other virtual platforms.
   - March 11th frontline staff have returned to working in the office; public access is still restricted and social distance recommendations are still enforced. Management and support staff are on a rotating schedule to minimize the number of staff on site.
2. Low-Income Home Energy Assistance Program:
   - Winter Non-Emergency assistance will end Friday, May 15, 2020.
   - Guidance from AEO is that crisis will remain open until approximately 3 weeks before a new crisis program will be opened with CARES Act funding.
   - Emergency Program guidelines have been expanded:
     - Second application for assistance may now be accepted and paid.
     - Maximum emergency benefit increased from a maximum of $500 to $1000.
     - No longer must have a disconnect notice. May assist with past due amounts.
   - Through May 6th we’ve paid on 2,036 non-emergency applications in the amount of $256,304; and paid on 202 emergency applications in the amount of $44,083.71.

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<th>$</th>
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<td><strong>Total</strong></td>
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<td><strong>202</strong></td>
<td><strong>$44,576.34</strong></td>
<td><strong>21</strong></td>
<td><strong>52</strong></td>
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3. Community Services Block Grant (CSBG):
   - The 2020 CSBG Discretionary Grant application has been approved for $38,942.67; the original request was for $50,000. The funds can be used in three areas: Asset Building, Media & Communications, and Training. The grant is from February 1, 2020 – September 30, 2021. A revised budget has been sent to the State for final approval.
   - OOI submitted a $84,000 CSBG/COVID grant May 8, 2020 for June 1 – September 30, 2020 to cover housing related needs; eviction/foreclosure prevention, security and utility deposits, rent, etc.
4. Mobile Micro-Shelters:

- NORTHARK: Since classes for this semester were suspended for North Arkansas College due to the COVID-19 pandemic there has been no progress to report on this project. We have remained in contact with teaching staff at North Arkansas College and have revised the due date of this MicroShelter to be September 30, 2020 since classes are expected to resume for the Vocational Training Department on August 17th, 2020.

- BOY SCOUTS: The last day of work performed by Boy Scout Troop 60 on their MicroShelter was on April 30th, 2020. In spite of the challenges presented due to the COVID-19 pandemic the Boy Scouts are making great progress and are anticipating having a completed shelter by the middle of May. Once shelter has been completed Ozark Opportunities, Inc. will work with community partners to find a permanent placement for this structure and will promote the completion of this initiative.
5. Vehicle Repair Loan Program:
- No change from last month. Current balance is **$4,541.31**. Current outstanding funds are **$1,807.27**. $500 maximum loan amount.

6. Emergency/Stability Program:
- Activity to date using CSBG (Community Service Block Grant) funds:
  - No change in expenditures since last month; $6,243.09 to date, remaining balance of $6.91.
  - Our next anticipated funding allocation of $3,000 is expected in July for the July 1 – September 30 funding period.
  - **OOI has applied for CSBG-COVID funds for June 1-Sept 30 in the amount of $84,000 which was submitted to the State May 8, 2020.**
  - OOI has applied for several grants under Emergency/Stability category that focus on housing related needs due to the current COVID-19 pandemic.
    - To date we received $1,000 from Arkansas Community Foundation, Phase One, and we have submitted an additional application for Phase Two- we hope to receive a positive answer in the coming weeks.
    - We have received an award email for **$21,250 from ACHANGE** on May 1, 2020 to assist individuals that are at or below 30% of area median income. We are still awaiting the award details and actual funds.

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. No 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. The loan 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:
- April 30, 2020 we have **47 families enrolled in SUCCESS** and 2 pending. 36 Participants are approved for A-16. Baxter: 8; Boone: 18; Marion:4; Newton: 3; Searcy: 1; Van Buren: 2
- Ferrin and I have continued the seminars online through our Youtube Channel, Facebook, and the OOI Web page. **We are pleased to report that 73.9% of participants attended this month’s seminar online.** As we continue to maintain social distancing, online classes will remain the vehicle for seminars for the month of May.
• The April Seminar covered “Gardening in Small Spaces”; below we are showing off some of the participant successes!

![Gardening in Small Spaces](image1.png)

• The May Seminar will be posted between May 11-14\textsuperscript{th} and will close at 11:59 pm May 31. The topic for this seminar is “Energy Conservation: Steps to Lowering Your Utility Bills”.

All seminars are free and open to the public; they are advertised on Facebook and website.

Success with S.U.C.C.E.S.S.!: We have multiple participants that are currently enrolled in college courses and have had to alter their learning styles to online. This is rather difficult for medical courses such as Nursing and the Radiology program. This month’s highlight goes to the Johnson Family. Nolanna originally enrolled in the SUCCESS Program in the 2018 program year where she was very active in her goals. She did not re-enroll in 2019, but came back in the 2020 program year, with one semester of the radiology program remaining. She is a single mother that worked for a local restaurant until the beginning of the year when she obtained a part-time job with the hospital in the Radiology Department where she could practice what she was learning in class. She had the same struggles as many of us with schools shutting down and having to adjust to a different way of life; however, Nolanna announced this week that she has in fact completed her program and has filed for her temporary Radiology Tech License(!) She has been a true inspiration to all of those around her as she has demonstrated the strength to move her and her daughter’s life forward and make their futures so bright…. GREAT JOB NOLANNA!!!!
• SUCCESS Enrollment Breakdown:

<table>
<thead>
<tr>
<th>County</th>
<th>SUCCESS</th>
<th>A-16 Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Baxter</td>
<td>13</td>
<td>8</td>
</tr>
<tr>
<td>Boone</td>
<td>20</td>
<td>18</td>
</tr>
<tr>
<td>Marion</td>
<td>5</td>
<td>4</td>
</tr>
<tr>
<td>Newton</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>Searcy</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Van Buren</td>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>47</strong></td>
<td><strong>36</strong></td>
</tr>
</tbody>
</table>

9. Healthy Families Arkansas- April Activity:

• No change in enrollment – we still have 26 families (16 in Van Buren County and 10 in Searcy County). We have received 1 new referral.
• Completed 31 virtual home visits (75% completion rate)
• Of our 26 families, 15 can do virtual visits. For the other 11, we are checking in regularly through text and Facebook messages. For these families, they either don’t have the capabilities of virtual visits (lack of phone minutes, internet access, phone service, etc.) or have chosen not to do virtual visits and instead want to wait until visits can be done in-person. We continue to do supply drops with families in need of diapers, wipes, and formula. In addition, we gathered craft kits that were purchased for group meetings and added them to the drop-offs, along with books and toys to help keep families interacting, learning, and growing.
• Staff continue to work on the HFA Accreditation Pre-Site Study data, which is due to be sent to HFA on June 22. All site visits across the country, from March 13 through June 30, have been cancelled. As of right now, HFA is planning for all site visits scheduled for after July 1, 2020 to continue as planned. This may change at any time. We will be notified directly if any changes affect our site visit.
• Staff also continue to participate in numerous online trainings from National Fatherhood Initiative, Partners for a Healthy Baby, Healthy Families America, Rapid Response Virtual Home Visiting, Zero to Three, Arkansas Association of Infant Mental Health, Brooke’s Publishing (Ages and Stages Questionnaire), and Darkness to Light.
• The Arkansas Home Visiting Network, along with Arkansas Better Dads, provided all home visiting sites with Home Visiting Bundles from the National Fatherhood Initiative®, which included curriculum and handouts for dads and moms.
• Dads are important parts of the families we serve and we feel fortunate to have so many dads who are active in our visits. This will help us reach out even further and give fathers resources and materials that focus on them and their needs.

“These materials are designed to encourage families to build stronger connections between children and fathers. Arkansas Better Dads believes that all fathers can be better. No matter where they start, dads who are improving, are the keys to a better future.” -Randy Jumper, Arkansas Better Dads
10. Community Engagement & Staff Development:
   - On March 18, 2020, Online Microsoft training was obtained for all Outreach and Family Development staff providing training opportunities during COVID adjusted work schedules.
   - On April 24, 2020, Boone County staff attended a virtual Boone County Resource Meeting

11. Staffing Updates:
   - Discussions with OOI leadership are underway regarding staffing and potential CARES Act funding opportunities and how that will affect the 2021 program year.
   - Marie Knoble, Outreach Worker for Searcy and Van Buren counties is now on extended leave; plans have been implemented to ensure services continue uninterrupted for those counties.

IV. Corporate Services (& Human Resources)

Jane Bueg, Chief Operating Officer

April 2020

<table>
<thead>
<tr>
<th>Hires/Departures:</th>
<th>There were none during the month of April 2020.</th>
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</thead>
<tbody>
<tr>
<td>Other/Training:</td>
<td>GoogleApps In-Kind Report: $414 (HS) $180 (EHS) $54 (ABC)</td>
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<tr>
<td></td>
<td>Benefits enrollment reminder: 2; Unemployment Insurance Claims: 25;</td>
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<tr>
<td></td>
<td>Income/Employment Verification : 6</td>
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<tr>
<td></td>
<td>Arkansas State Police FBI Fingerprint check follow-up: 35</td>
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<tr>
<td></td>
<td>Employer Posting EO 20-13(3)f NOTICE posted at all doors at Central Office, &amp; emailed to all other locations</td>
</tr>
<tr>
<td></td>
<td>Reference Check response: 1; Contractor List Update</td>
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<tr>
<td></td>
<td>Salary Schedule revision reflecting 2.5% COLA for HS/EHS</td>
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<tr>
<td></td>
<td>Child Care Licensing tracking updates &amp; Last day of work for classroom staff determined</td>
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<td>HS/EHS Program Information Report review</td>
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<td>Garnishments: 1; FMLA Notice: 1; Workers Comp follow up: 1</td>
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<td>Annual Leave Review for 2020- Annual Use Requirement per CEO Memo 9/2018</td>
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<td>March Governing Report Submission &amp; OOI Return to Work Plan- draft to CEO</td>
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<td>Employee File review &amp; re-organization</td>
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<td>Corporate Insurance policy reconciliation – in process</td>
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<td>Conference Calls lead by CEO: 3</td>
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<td>Policy Council &amp; Executive Committee Meeting via conference call.</td>
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<td>Training: 19.5 hours; Coronavirus in the Workplace: Session 1a Key HR &amp; Legal Concerns,</td>
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<td>Coronavirus in the Workplace: Session 2a Crisis Management Planning, Coronavirus in the Workplace:</td>
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<td>Session 3a Managing Remote Employees, COVID-19 Top Considerations Forum, COVID-19: Everything Employers need to know &amp; do Right Now, Heartsaver First Aid, CPR AED online training, FFRCA: What we know now, Building Resiliency and Preparing for Our Moment part 1, Building Resiliency and Preparing for Our Moment part 2, HR Bamboo Virtual Conference: Labor &amp; Employment Law 2020; The democratization of compensation data and what that means for talent; Planning for HR Digital Transformation Success; The Most Important Hour of your day, CARES Act Webinar, Cybersecurity to Insurance Recoveries: Legal &amp; Practical COVID-19 Advice and Best Practices.</td>
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</tbody>
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