

Agency Progress Report

Report for October 2014 Board of Directors and Policy Council

I. Executive Director's Comments:

The Board of Directors Executive Committee approved a new snapshot of our "Strategic Plan" at the last meeting, and it will guide our efforts over the next few years (see below- new initiatives are shaded.) Our agency continues to identify ways we can further support our families and communities in their struggles with lack of resources, and are committed to accomplishing the strategic directions chosen based on the assessments and information we have conducted/collected.

Currently we have a new Community Needs Survey that we would appreciate feedback on; you can find it at surveymonkey via the following link: <https://www.surveymonkey.com/s/T79RXP9>

RTA

II. Strategic Plan Snapshot:

1. Strategic Commitment #1: Stabilization (Basic Needs)= Services

- A. Emergency
 - LIHEAP
 - Special
- B. Non-Emergency
 - LIHEAP
 - Special
- C. Community Projects (as identified)
- D. New Services/Projects (Agency)
 - Vehicle Repair Loan Program
 - Earned Income Tax Credit Project
 - Dental Assistance
- E. Other

2. Strategic Commitment #2: Empowerment/Development= Supports*

**i.e. Learning & Skills Development*

NOTE: We will utilize four (4) central Strategies to empower those we serve: (1.) Learning Opportunities, (2.) SUCCESS Goal/Life Coaching (Case Mgmt.) (3.) Leadership Development & (4.) Asset Development.

- ❖ Pre-Work= Marketing, Engagement & Recruitment via Policy Council, Social Media (FB & www.ozarkopp.org website), Board of Directors & Community Partners.
 - A. Learning Opportunities (*Adult & Child*) *(Phase 1)*
 - Integration of Financial Literacy (*Earning and Saving \$*) Curriculum(s) and concepts into Head Start Program
 - Lifeskills Workshops (single topic)
 - Directed Workshops- series (New Parenting Approaches, Finance, etc.); with certification if available
 - Special Topics (as identified; CPR Training, etc.)

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- B. SUCCESS Program Goal/Life Coaching (i.e. Family Development- *Adult*) *(Phase 2)*
 - "Light Touch" (Goal Coaching- 1 to 4 sessions)
 - "Deep Touch" (More intensive support- ongoing)

- C. Leadership Development (*Adult*) *(Phase 3; Option 1)*
 - Policy Council
 - Board of Directors
 - *Getting Ahead in a Just Getting by World* (curriculum)
 - *Step Up to Leadership* (curriculum)

- D. Asset Development (*Adult*) *(Phase 3; Option 2)*
 - Individual Development Accounts (IDA's)

- E. **All Participants** will receive follow-up.

III. Head Start

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

- **ENROLLMENT UPDATE:** At the end of September we had **440 children** enrolled. Our funded enrollment is 440.

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Ozark Opportunities Inc. H/S 2301 - Average Daily Attendance

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admin

Program Term: Head Start 2014-2015, Enrollment Status: Enrolled Attendance Date: 9/1/2014 - 9/30/2014, Codes counting towards present status: P - Present, T - Tardy

Ozark Opportunities Inc. H/S

	Present	Absent	Excused Absence	Unexcused Absence	Best Interest Day	Not Scheduled	No Class	Operating Days	ADA ¹	Funded Enrollment		Actual Enrollment ²	
										Count	% Attendance ³	Count	% Attendance ³
Alpena	282	0	11	2	0	4	0	21.00 (avg)	13.43	17	78.99%	14.24	94.31%
Bruno Pyatt	347	0	39	31	0	2	0	21.00 (avg)	16.52	18	91.80%	19.95	82.82%
Clinton Head Start	511	0	52	13	0	11	0	21.00 (avg)	24.33	30	81.11%	27.95	87.05%
Cotter Head Start	347	0	20	13	0	0	0	20.00 (avg)	17.35	20	86.75%	19.00	91.32%
Flippin	367	0	30	0	0	0	0	21.00 (avg)	17.48	18	97.09%	18.90	92.44%
Harrison	1,305	10	174	63	0	10	0	20.00 (avg)	65.25	95	68.68%	78.10	83.55%
Jasper Head Start	321	0	29	3	0	4	0	21.00 (avg)	15.29	15	101.90%	17.00	89.92%
Marshall Head Start	253	0	16	3	0	0	0	21.00 (avg)	12.05	16	75.30%	12.95	93.01%
Mountain Home I Rm 1	260	0	15	3	0	16	0	21.00 (avg)	12.38	20	61.90%	14.00	88.44%
Mountain Home I Rm 2	341	0	21	11	0	5	0	21.00 (avg)	16.24	20	81.19%	18.00	90.21%
Mountain Home II	308	0	26	0	0	2	0	21.00 (avg)	14.67	20	73.33%	16.00	91.67%
Mountain Home III	286	0	27	3	0	0	0	21.00 (avg)	13.62	16	85.12%	15.05	90.51%
Mountain Home IV	320	0	21	16	0	0	0	21.00 (avg)	15.24	20	76.19%	17.00	89.64%
Norfolk	599	0	69	23	0	2	0	21.00 (avg)	28.52	30	95.08%	33.00	86.44%
Shirley Head Start	280	0	28	13	0	0	5	21.00 (avg)	13.33	15	88.89%	15.29	87.23%
St. Joe Head Start	309	0	25	23	0	0	0	21.00 (avg)	14.71	17	86.55%	17.00	86.55%
Valley Springs	325	0	30	5	0	3	0	21.00 (avg)	15.48	15	103.17%	17.29	89.53%
Western Grove Head Start	352	0	44	4	0	0	0	21.00 (avg)	16.76	20	83.81%	19.05	88.00%
Yellville-Summit	336	3	18	3	0	0	0	20.00 (avg)	16.80	18	93.33%	18.00	93.33%
Ozark Opportunities Inc. H/S	7,449	13	695	232	0	59	5	20.72 (avg)	359.51	440	81.71%	407.72	88.17%
Report Totals	7,449	13	695	232	0	59	5	20.72 (avg)	359.51	440	81.71%	407.72	88.17%

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ENROLLMENT REPORT

ENROLLMENT

Month	Head Start	Funded	Status
September 2014	440	440	Reported
August 2014	440	440	Reported
July 2014	Not Operational	440	Reported
June 2014	Not Operational	440	Reported
May 2014	424	440	Reported
April 2014	438	440	Reported

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ChildPlus

Ozark Opportunities Inc. H/S

2004 - Management Report - Eligibility Income

Program Term: Head Start 2014-2015, Enrollment Status: Enrolled

Ozark Opportunities Inc. H/S

Alpena

Participant	Family Name	Primary Adult	Income						TANF			SSI		WIC		\$0 to \$2999	\$3000 to \$5999	\$6000 to \$8999	\$9000 to \$11999	\$12000 to \$14999	\$15000 and Over
			Eligible 0-100%	101-130%	Over Income	Foster Child	Home-less	Public Assist.	Yes	No	Former	Yes	No	Yes	No						
17 Alpena			7	1	8	1	0	0	0	17	0	0	17	4	13	0	2	0	1	2	12
20 Bruno Pyatt			14	3	1	0	0	2	0	19	0	3	17	11	9	1	0	2	1	1	15
28 Clinton Head Start			25	2	1	0	0	0	0	26	0	0	28	11	17	4	4	5	1	5	9
19 Cotter Head Start			11	4	4	0	0	0	0	14	0	0	19	8	11	1	0	1	2	4	11
20 Flippin			13	3	4	0	0	0	0	19	0	0	20	3	17	3	2	2	2	0	11
81 Harrison			69	10	0	0	0	2	2	79	0	2	79	20	58	9	12	13	7	7	33
17 Jasper Head Start			8	4	5	0	0	0	0	16	1	0	17	3	14	1	0	2	1	1	12
14 Marshall Head Start			10	1	1	0	0	2	0	14	0	2	12	4	10	1	0	2	3	3	5
18 Mountain Home I Rm 1			13	4	1	0	0	0	0	16	0	0	18	11	6	2	1	2	0	2	11
18 Mountain Home I Rm 2			12	6	0	0	0	0	0	18	0	0	18	7	11	3	1	3	2	1	8
17 Mountain Home II			15	2	0	0	0	0	1	16	0	2	15	6	10	3	0	2	0	5	7
16 Mountain Home III			9	7	0	0	0	0	1	14	0	1	15	7	9	2	0	0	1	0	13
17 Mountain Home IV			13	3	0	0	0	1	1	16	0	1	16	11	4	2	1	2	2	3	7
33 Norfolk			19	7	6	0	0	1	1	28	0	0	33	12	19	4	2	1	2	3	21
17 Shirley Head Start			10	5	2	0	0	0	0	16	0	0	17	4	13	3	0	0	1	1	12
17 St. Joe Head Start			13	2	1	0	0	1	0	17	0	1	16	5	12	1	2	2	3	2	7
18 Valley Springs			8	3	4	0	0	3	1	16	0	2	16	7	11	3	2	1	3	1	8
20 Western Grove Head Start			12	6	0	1	0	1	0	18	0	1	19	8	11	2	1	1	2	2	12
19 Yellville-Summit			17	2	0	0	0	0	2	17	0	0	19	5	14	3	1	1	2	1	11
426 Ozark Opportunities Inc. H/S			298	75	38	2	0	13	9	396	1	15	411	147	269	48	31	42	36	44	225

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B. Wanda Nelson- Nutrition, Facilities/Safety & Licensing:

- The CACFP Contract Renewal application was submitted to the Department of Human Services, Special Nutrition Programs in early September. The O.O.I. Audit Report has cleared the Office of the State Auditor, and our application was renewed (YAY!).
- Wood mulch has been added to the playground fall zones at Bruno/Pyatt and Clinton.
- Plans are being made to enhance the playground at Shirley. We hope to purchase some playground equipment, establish a fall zone, and build a trike path inside their fenced -in play area very soon.
- Marshall and Clinton now have new roofs. These were both completed this past week.
- Repairs to the fence and warehouse that was damaged at the Marshall Center in August will be completed today. (Oct 20, 2014)

C. Ryan Clayborn- Program Manager, Education Coordinator/Training and Technical Assistance Coordinator

- Teachers have completed Home Visits on students who have started or enrolled in the last 45 days.
- All checkpoints and anecdotal records for *Teaching Strategies Gold* have been completed by teaching staff and reviewed for quality and errors.
- First round of teaching staff observations and self-observations have begun and will be completed by November 28th.
- “Google Class”- I have set up an on-line classroom for teaching staff. Staff can join the class and have access to training videos for *Instructional Support* and *Conscious Discipline™*. They view the video and then write a paragraph letting me know what they learned and how they plan to implement it into their own classrooms. Professional Development Credit is awarded upon completion.
- All trainings for the month of September and October have been documented into ChildPlus and the TAPP Registry.
- There has been a lot of corresponding with the new *Enhancement Coordinator* (Crystal Samsel) on where she is needed the most. Crystal is focusing on classrooms that need help implementing *Conscious Discipline™*. Crystal has done a great job keeping Tawnya and I updated on her observations and plans.
- We are continuing to get all staff’s CPR/First Aid Certifications renewed. We will have these 100% completed in November.

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Program Manager/Education Component; continued:

- A School Readiness meeting was held on October 9, 2014. An average number of guests attended, but we plan to invite other community members, as well as policy council members, to our next meeting in February.
- One-on-one training with new teaching staff has been underway. They have viewed CLASS videos and been given the tools to successfully implement CLASS techniques into their classrooms.
- St. Joe's new sign was installed leaving only Jasper and Shirley's to be completed in November.
- Numerous other minor repairs were made in several locations throughout the month of October.

NOTE: I have included our beginning of the year Teaching Strategies Gold Report.

D. Patricia Murray- Disabilities & Center Supervisor:

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3501 - Management Report - Disabilities

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ChildPlus

Program Term: Head Start 2014-2015, Enrollment Status: Enrolled, Terminated, Term/Wait Enrollment Dates: 8/18/2014 - 10/20/2014

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Child Count	Funded Enrollment	Concerns	Total Diagnosed	IEP Counts		LEA Signed IEP	Plan Type	Parent Conferences			Specific Disability Counts*	Concern Status Counts
				% w/ IEP or IFSP				One	Two	Three		
42	440	0	42	1 IEP(s): 27 2 IEP(s): 13 3 IEP(s): 2	1 Signed 27 2 Signed 13 3 Signed 2	IEP: 42 IFSP: 0		11	6	0	Non-categorical/developmental delay 23 Specific learning disability 1 Speech or language impairment 18	

10%

1. **Center Supervision:** The new staff's first 45 day evaluations are completed and the 60 days evaluations will be completed by Oct. 31. All centers will be closed Oct. 27 for staff training.
2. **Disabilities:** All children enrolled at the start of new year first 45 days screenings (vision, hearing, speech and developmental) were met and completed on time. The next rounds of new enrolled children are now being screened. Head Start mandate requires that 10% of children enrolled are a child with a disability. At this time, with 2nd year children returning and the new enrolled children, we have met that mandate. We currently have **42 children** at this time receiving services.

E. Tawnya Akins: Health/Mental Health:

Health Requirements:

1. Completed Physical Exams= 81%
2. Completed Dental Exams= 81%
3. Completed Blood Lead Testing= 70%; I have 5 more centers that need lead testing.
4. Immunization documented as complete, up-to-date, or waiver= 98% Health Departments are behind on booking immunizations due to running out of certain immunizations and the new qualifications that have been put into place.
5. Flu shots are running late this year due to a lab testing problem. It will be around the end of November the first of December before shots will be given in the state of Arkansas.

Mental Health

The Mental Health Professional is finishing up with the classroom observations.

F. Krystal Mayes: Parent/Volunteer:

- Entered In-Kind entries in place of missing Family Service Worker.
- Completed In-Kind and submitted to Finance Dept. for review.
- Fall Festivals are being planned for several centers.
- Arranged "In-Kind Refresher" training for Harrison FSW's (others to come later).
- Documented and organized all minutes, training, members, agendas etc. for Policy Council.
- Arranged Tobacco/Nicotine Prevention Specialist to speak to Harrison parents.
- Researched, created, and printed brochures for local Community Resources for each classroom.

G. Crystal Samsel: Enhancement Coordinator:

- Observed implementation of Conscious Discipline™ in 50% of our classrooms. The remaining classrooms will be observed next month.
- Modeled Conscious Discipline™ strategies in classroom settings.
- Created plans for implementing Conscious Discipline™ in classrooms that required assistance.
- Mentored teachers in "Higher Order Thinking Skills" and created individualized plans for each classroom.
- Modeled "Higher Order Thinking Skills" for teachers.
- Substitute taught in classrooms, modeling Conscious Discipline™ "Higher Order Thinking Skills" for teachers.

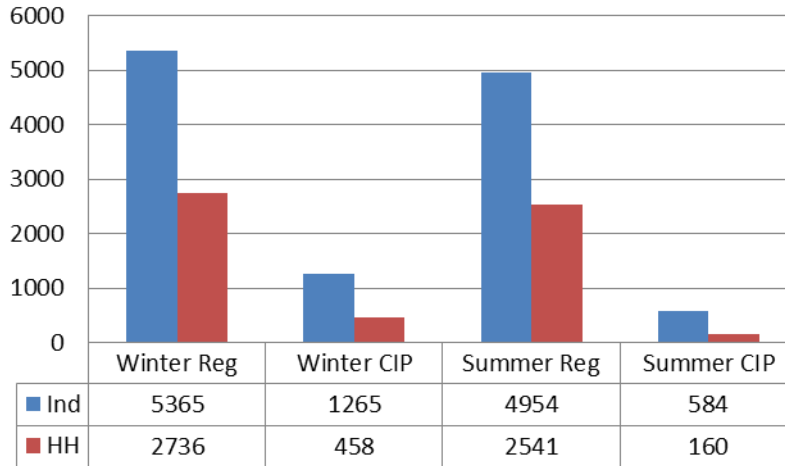
IV. Community Services

Rebecca Hanlin; Community Services Director

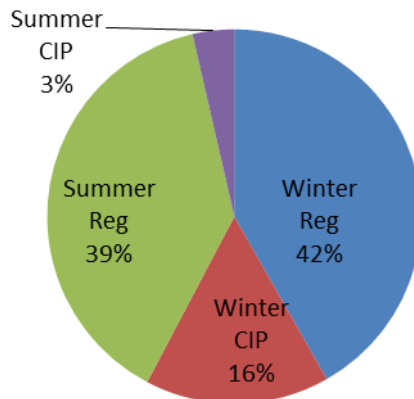
A. FY 2014 Home Energy Assistance Program Summary

- The Winter Home Energy Assistance Program (HEAP): Regular ran from January 6 through February 28, 2014; seven weeks. And Crisis ran from February 10 through March 28, 2014; six weeks.
- The Summer Home Energy Assistance Program: Regular ran from July 7 through September 24, 2014; ten weeks. And Crisis ran from September 2 through September 24, 2014; three weeks.

Home Energy Assistance Program



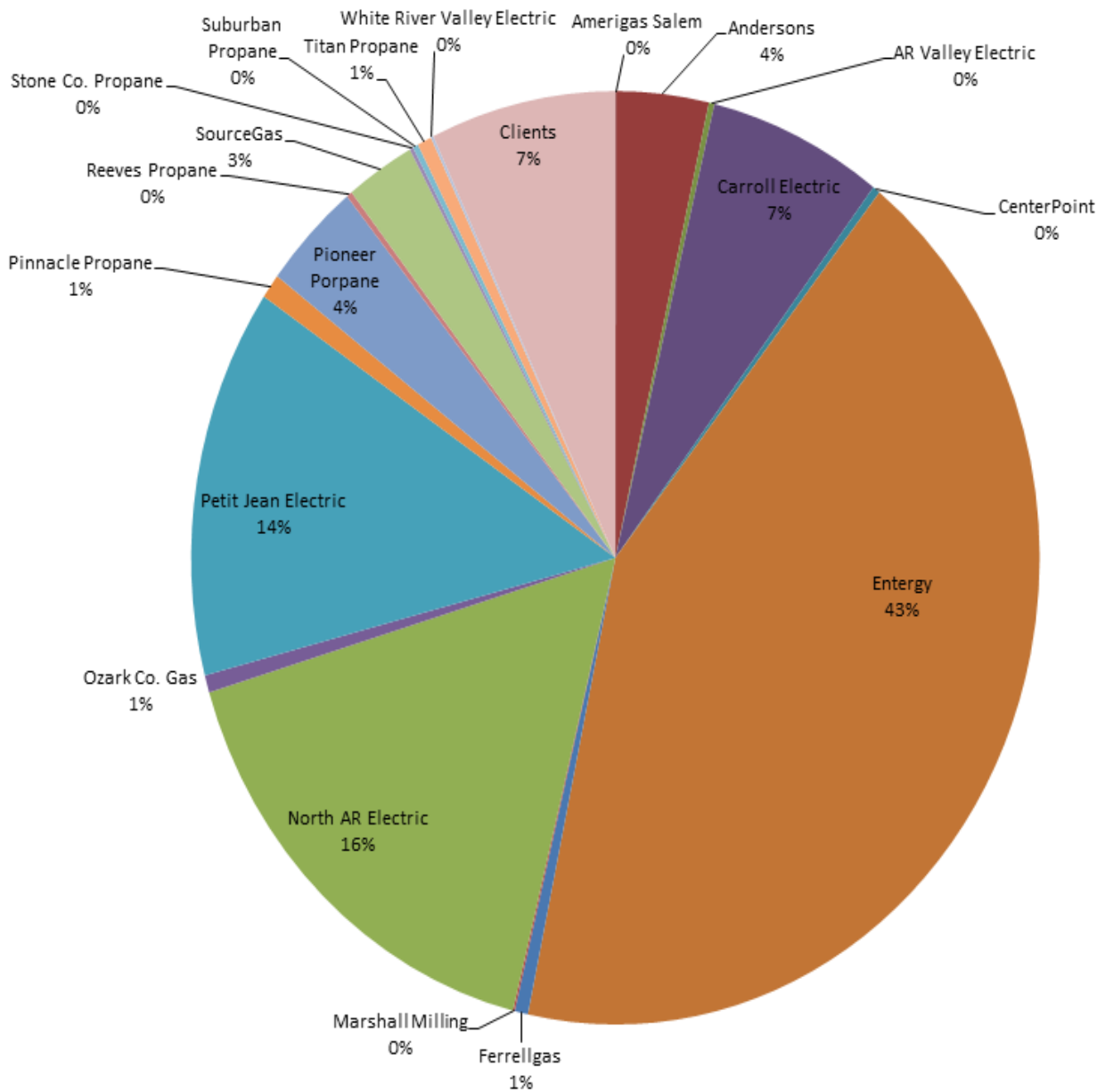
HEAP Payments



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- Thus far for the FY 2014 program year OOI has provided just over **\$855,000** in direct payments through the Low Income Home Energy Assistance Program (LIHEAP) to help offset the cost of utilities for low-income individuals. This program has not been 'closed out' and the final payment has not been made, as of October 10, 2014. Please see chart of following page.
- Robert Boyce, HEAP monitor, reviewed Summer Regular, Crisis and Assurance 16 programs October 7-9, 2014. His preliminary report upon our exit interview indicated everything was fine. Out of all the files he reviewed there was only one we will need to investigate. There were missing paycheck stubs in the client file- Staff are already gathering the missing information.
- There are several changes expected for the FY 2015 program which include annual income, annual fuel consumption and ranking household energy burden (high, medium and low). These are only a few of the new expectations Community Action Agencies will have to meet in the new "Performance Standards" for LIHEAP.



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A. The Emergency Food Assistance Program/Commodities: USDA Surplus Foods (TEFAP) distributed in all six counties to low-income families. The last delivery was August 19, 2014 and foods included canned salmon, peaches, pears, cream corn, peas, mixed vegetables and milk.

Individuals and Families assisted through TEFAP food distribution this program year:

County	December		January		March		April		May		August		September	
	HH	Ind.	HH	Ind.	HH	Ind.	HH	Ind.	HH	Ind.	HH	Ind.	HH	Ind.
Baxter	164	288	0	0	116	237	97	207	133	260	139	291	116	235
Boone	165	329	0	0	119	190	145	289	130	259	120	224	88	187
Marion	70	132	23	48	55	103	52	109	68	128	35	60	71	162
Newton	118	192	55	103	74	106	170	312	163	281	116	198	93	158
Searcy	178	303	0	0	128	211	154	270	67	110	131	244	87	154
Van Buren	149	272	0	0	130	216	171	303	36	53	186	362	0	0
Totals	844	1516	78	151	622	1063	789	1490	597	1091	727	1379	455	896

B. SUCCESS: Stabilization and Empowerment program designed to assist participants in becoming self-reliant through goal development. SUCCESS is actually an acronym for: Succeed at Understanding and Conquering Challenges to Establish Stability and Self-Reliance. This program is two-fold. First staff must help families become stable before those families can undertake steps to become self-reliant. In the CSBG (Community Service Block Grant) quarterly report, Goal 1 (low-income people become more self-sufficient), is directly affected by the results of our family development/service staff and their work with individuals and families.

C. Technology: Still working on getting VPNs installed in Cotter and Yellville. Current software provider Client Social Service Tracker (CSST) has been provided the new LIHEAP performance standards. At this time it is unknown what the costs will entail for these updates. Additional updates will be required but thus far agencies have not been informed of all the mandatory updates.

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D. Updates on new programs and/or initiatives:

1. **Income Tax Assistance-** In Process.
2. **Vehicle Repair Loan-** In Process.
3. **Financial Empowerment-** In Process.
4. **Asset Building:** initiated letter of interest to Winthrop Rockefeller Foundation.
5. **Dental Assistance:** contacted Arkansas Oral Health Coalition in Little Rock. Learned there is a new law in Arkansas that will allow Dental Hygienist to do dental exams and direct referrals to a dentist if an individual needs more than the hygienist can provide. Our hope is this will allow a hygienist to conduct dental exams on site at our facilities.
6. **VISTA (Volunteers In Service To America)-** Concept Paper was submitted October 9, 2014; two target areas include 1. Income Tax Assistance Project (EITC) and 2. Leadership Development Programs.

E. Trainings/Meetings:

- I attended a Program Evaluation Training held at the Clinton School of Public Service in Little Rock September 25, 2014. There was a strong emphasis on using *Logic Models* from the planning to evaluation stage.
- Wanda McMurrin attended an *Information Technology and Home Energy Assistance Program Meeting* held in Conway, September 30, 2014. Discussions included new LIHEAP Performance Standards and how they will affect current software programs and delivery of the program.
- I attended Ttrain-the-Trainer meetings for 'Your Money, Your Goals' held by Consumer Financial Protection Bureau. This is to get a staff person trained in using their *Financial Empowerment Toolkit* specifically developed for Social Service Programs. The idea is to train a staff person (in this instance Rebecca Hanlin) who will then train front-line staff to work with people on a one-on-one basis or in very small groups. The toolkit can be used for multiple hours of training or can be a few minutes using targeted training for a specific challenge.
- ROMA Certification Training- I am completing Phase 3 (which is in-field training experience,) and the target date for completion is December.
- We had a staff meeting for all Community Services Staff on October 17, 2014. We reviewed 2014 program year outcomes, did a preliminary review of changes set to occur for LIHEAP, and discussed the new agency Strategic Commitments and Strategic Plan....
- I conducted two First Aid/C.P.R. A.E.D. classes for Head Start in October (21st & 23rd). Another is tentatively scheduled for November. Due to the demand of trainings Head Start has purchased equipment necessary to conduct these trainings (i.e. C.P.R. Mannequins- 3 babies, 2 adults, and 1 youth and 3 AED trainers, training discs, and misc. other equipment)
 - Currently we have to coordinate with the North Arkansas Regional Medical Center to use their equipment- By OOI owning this equipment will allow for more flexibility for training dates and times.

F. Staff update: We are currently in the process of hiring a Family Development Worker/Specialist. Tammy Grange's last day was October 17, 2014.

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V. Human Resources/ Training Information

Jane Bueg; Corporate Services Director

Hires	Education	Community Services	Administration	Total
	2	0	0	2
All Terminations	Education	Community Services	Administration	Total
	0	0	0	0

Current Employment Opportunities at OOI unfilled as of 10/06/2014

Position	Location	Program
Family Development Worker/Specialist	Harrison	Community Services
Family Service Worker	Cotter/Mountain Home	Head Start

Other/Training

Governance Meetings: Head Start Policy Council 09/25/2014; Board of Directors Executive Committee Meeting 09/29/2014

GoogleApps in-kind report: \$355.00

Workforce Services Unemployment Claims: 0 Claims Audit: 0 Claims Audit Follow-up: 0

Training: Webinar– “Strategies for Developing a High Performance Organization”; Seminar: “FMLA Compliance Update”

Family Medical Leave Requests & Tracking: 5

Board of Director’s Executive Committee Minutes- completed.

Enroll Life Insurance Benefit: 6

Enroll Health Insurance Benefit: 1

Enroll Dental Benefit: 1

Terminate Temporary Help: Community Services (3); Head Start : (25)

Marshall Head Start Playground & Warehouse Accident Claim- completed.

2008 Dodge Caravan Windshield Claim- completed.

Technology: user accounts, DVD player software, etc.- as needed.