

Agency Progress Report

August 2014 Report to the Board of Directors, Staff, Partners and Public

I. A note from the Executive Director:

On July 31st we had a Planning Meeting that included Board, staff, and community partners- it was an engaging way of discussions about the agency, and our role in helping our families and communities- **THANK YOU** to all that attended. We plan to have another session in September, and hope we will be able to not only have the current team there, but also additional (new) attendees to add their unique perspective to the mix. As a result, our reporting to our stakeholders will be changing in the coming months as we update/change information systems to better track & report our progress and outcomes.

To that end, we are re-vamping our Agency Report to include updates on the two “Strategic Commitments” (Stabilization & Empowerment/Development) of the agency, as well as an update on the Strategic Planning Matrix.

RTA

II. Planning Update (Strategic Plan Matrix):

A.	Stabilization: (Family, Community, Agency)	1= Initiate/Startup, 2= Maintain, 3= Advocate/Educate/Research, 4= Partner				OOI Program	Status	Community Resource
		1	2	3	4			
1	Shortage of affordable before & after-school and summer programs for low income children.	X		X	X	N/A.	Head Start Restoration grant included extension of class time up to 3:15 pm.= first step toward meeting needs of families.	Norfolk Church, Mtn Home Cooper Center, Leslie UM
2	Accessibility to basic, affordable healthcare services are needed; i.e. dental, vision, doctor visits, etc.- TRANSPORTATION ISSUE	X		X	X	SUCCESS (CSBG & A-16), Head Start	ACA increased coverage; assistance provided as funds are available. Referrals made as well. See #8; below.	Share & Care, Christian Free Mission, Salvation Army, Lion's, Kiwanis, Shriners, Wal Mart Eye, DHS, Local Health Units and Clinics
3	Hunger is a problem for many people and they are unable to obtain healthy foods. (Elderly, Disabled, Children, and Families.)			X	X	SUCCESS (CSBG & A-16), TEFAP, Head Start	Discontinuing TEFAP Commodities; compiling a list of providers in the region to share with those in need.	SNAP, Children's Ministries, FB or NCA, Local churches, Share & Care, House of Hope, Sr. Centers, AAonA, Meals on Wheels.
4	Substance & Drug Abuse result in broken homes and neglected children.			X		N/A.	Research; cannot address with current resources.	OMART, R?
5	People with Mental Health needs are unable to get their medication or attend appointments.			X		N/A.	Research; cannot address with current resources.	VA Transport, DHS, Health Units, NAPHE
6	Individuals and Families have emergencies and need assistance.		X	X	X	SUCCESS (CSBG & A-16), LIHEAP, TEFAP, Head Start	Maintaining current offerings and researching additional opportunities to provide services.	Share & Care, House of Hope, Salvation Army, Local Churches, Community Groups, DHS, Ministerial Alliance, Local Battered Women Shelters, Transitional Housing
7	Families don't have enough income to meet basic needs.	X		X	X	SUCCESS (CSBG & A-16), LIHEAP, TEFAP, Head Start	VITA/EITC program primary goal in new year; additional research into other programs needed.	Share & Care, DHS, VITA, Wear & Share, Salvation Army, House of Hope, Local Churches, HOPE, SC Rural Help Center, Power of Care
8	Lack of reliable transportation is a barrier for low income people.	X		X	X	SUCCESS (CSBG & A-16), Head Start	Have garnered one time resources to create a Repair/Maintenance Loan Program.	DHS, NATS, VA Transportation, Auto Training Centers (NAC, NA Career), Cross Roads
9	Unemployment results in families not being able to make ends meet.	X		X	X	SUCCESS (CSBG & A-16), LIHEAP, TEFAP, Head Start	Maintaining current offerings; needs additional research. Planning on integrating job readiness into future offerings of HS/SUCCESS Collaboration.	Share & Care, DHS, VITA, Wear & Share, Salvation Army, House of Hope, Local Churches, HOPE, SC Rural Help Center, Power of Care
10	Inadequate available housing- there is a shortage of safe and affordable housing.				X	Outreach & CD components.	Partner with providers in area to provide referrals.	NWRHA, Harrison Hsg, WRHA, BCSS, Private Developers, Area Agency on Aging, House of Hope
11	Homes need modification or renovation to make them safe, accessible, and/or energy efficient.				X	Outreach & CD components.	Partner with providers in area to provide referrals.	NWRHA, Harrison Hsg, Fuller Center for Housing, Project Surge (VBC)
12	There is no "blueprint" or "Master Plan" of service delivery in communities which leads to duplication of services and gaps that keep families from improving their situation.	X		X	X	N/A; NEW	Newly Identified during Strategic Planning Session.	Misc.
13	Individuals, Families, and Communities don't know what services are available from providers (not just OOI).	X		X	X	N/A; NEW	Newly Identified during Strategic Planning Session.	Misc.

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A. Stabilization (continued):		1= Improve/Upgrade/Do, 2= Review, 3= Maintain						
Organizational Capacity (Agency):		1	2	3	Status			
1	Non-federal funds are needed to insure organizational health.	X			Primary goal for capacity building= prepare core databank for grantwriting. Already have several staff preparing small grants for project-specific support. Find ways to expand into Fee-for-service and fundraising events (external funds)			
2	Infrastructure Development, including Technology Plan.	X			Technology Plan Phase 1 (central office updates) completed. Phase 2 underway (includes additional technology streamlining and completion of the agency specific Tech. Plan.)			
3	Data Collection.		X		Considering CAP60 Tracking Software per OCS guidance; H.S. transitioning to Creative Curriculum Gold, which when paired with ChildPlus will allow "disaggregation" of data. ALL customers are input into central data system for tracking and reporting on a point-in-time basis. System designed to meet needs of stakeholders.			
4	Problem (Needs) Assessment.		X		Ongoing; Partner & Client Surveys completed for current year.			
5	Internal Policy/Procedure Assessment.		X		Round 1 completed; Round 2 (updating specific areas as needed in preparation for new HS program year) underway.			
6	Strategy Development (& Goal Setting).			X	Ongoing process; Need to plan another planning session in September.			
7	Risk Assessment		X		Scheduled for update to Agency Self Assessment in August 2014; HS Self Assessment & Triennial Review complete.			
8	Partner Development.	X		X	Ongoing; adding new partners as new initiatives gain steam; invited partners to Strategic Planning session on 7-31-14 and plan to add additional members for next session in Sept. 2014.			
	New Need Added to Matrix							
	Need is high priority							
	Need must have additional research							
B. Empowerment/ Development (Family, Community, Agency)		1= Initiate/Startup, 2= Maintain, 3= Advocate/Educate/Research, 4= Partner						
		1	2	3	4	OOI Program	Status	Community Resource
1	Low income people (youth and adults) don't have access to leadership skills training.	X				SUCCESS (CSBG & A-16), Head Start	Researching; looking at models that people will begin and complete.	Getting Ahead, WIA, Poverty Simulation, FBLA/FFA, 4-H
2	Limited Life-Skills training is available (includes Nutrition, Healthy Interactions, Parenting & Financial Literacy)		X			SUCCESS (CSBG & A-16), Head Start	SUCCESS Seminars ongoing; update offerings based on needs of participants.	Extension, Library, Internet, College/Vo-tech schools
3	School Readiness (up to 3rd grade) is needed to insure children can succeed later in school.		X		X	Head Start	Head Start Program addresses this need directly; need to research other options/ i.e. project to continue working with HS families after children go on to public school (aspect of SUCCESS?)	ABC, 3rd Grade Reading Initiative, Early Head Start
4	Early child care is limited and expensive (0-3 years old.)	X		X		N/A.	Plans to convert HS Slots to EHS in 2015-16 year.	Newton County S.S. Early Head Start
5	Families have Inadequate Education and Literacy levels.			X	X	SUCCESS (CSBG & A-16), Head Start	Maintaining current offerings; needs additional research.	Local Literacy Councils, ABE/GED, Extension, Library, Internet, College/Vo-tech schools, Career Pathways, TRIO
6	Entrepreneurial enterprises (both for- and non- profit) need support to grow and prosper.			X	X	Community Services	Partner with providers and refer those interested.	VISTA, Local Chambers of Commerce, SCORE
7	Job Readiness Skills are lacking/ People can't get jobs due to not having proper training or education level. (i.e. formal training)	X		X	X	SUCCESS (CSBG & A-16)	Maintaining current offerings; needs additional research.	Workforce Services, ACCESS, US Dropout Prevention, Local Literacy Councils, ABE/GED, Extension, Library, Internet, College/Vo-tech schools, Career Pathways, TRIO, Getting Ahead, VISTA
B. Organizational Capacity (Agency):		1= Improve/Upgrade/Do, 2= Review, 3= Maintain						
		1	2	3	Status			
1	Agency staff need leadership, personal, and professional development opportunities.		X	X	Professional Development Plans on all staff; updated yearly. Would like to see additional support for post-secondary education (i.e. college credit)			
2	Volunteers are needed to insure programs have enough help to meet the need.	X			Applying for VISTA Volunteers (2 or 3); currently utilizing when available for all programs. Have volunteer component in Head Start- track hours and use for Nonfederal Match.			
3	Organization needs Community Involvement to insure programs are recognized, accessible, and clients are receiving services and assistance they need.		X	X	Agency engaged with partners to assist customers; Technology (internet, website, & FB used to help share information.			
4	Customer/Community Engagement & Referral.	X		X	CUSTOMER= Ongoing; Looking at CARF system for select clients, and other methods for clients to receive information for those that do not receive full Comp. Assessment, Referral & Follow-Up (CARF) Services. CAP60 implementation imminent. COMMUNITY: Planning for coming year; agency staff will be more involved with Community Partners and affairs.			
5	Advocacy (i.e. Message & Materials Development & Communication System.)	X		X	Currently have limited engagement with state and federal Legislators- area of improvement for coming year. Social Media (and website) gaining popularity. Marketing & Communication Plans need update and expansion. Agency E.D. devising plan to engage in coming months.			
	New Need Added to Matrix							
	Need is high priority							
	Need must have additional research							

III. *Stabilization Programs:*

A. Home Energy Assistance Program:

- Regular Home Energy Assistance Program (HEAP): The Summer program started July 7, 2014 and will be for electric only.
- Crisis Intervention Program: At this time there is not a crisis program due to limited funds, as often the “Regular” benefit amount is enough to stay a disconnect. Last summer in August the State had additional funds for a small Crisis Program; we are tracking those that apply for assistance with a disconnect notice so we will be able to determine how much additional funding would be needed if available.
- Robert Boyce, HEAP Monitor, conducted a review of FY 2014 Winter HEAP files for OOI Regular and Crisis programs, June 24-26, 2014. We received the monitoring report letter July 1, 2014 (letter sent to all Board members for review). There were no findings for either program and the State responded: **“OOI is to be commended for its performance in the implementation of the FY 2014 Regular [and Crisis Intervention] Programs.”**

OOI HEAP Expenditures thru 7/3/14

County	Summer Regular				
	<i>Applied</i>	<i>Approved</i>	<i>Denied</i>	<i>Pending</i>	<i>\$ Spent</i>
Baxter	507	458	6	43	\$57,179
Boone	407	379	19	9	\$47,890
Marion	256	230	0	26	\$29,491
Newton	190	174	8	8	\$22,189
Searcy	173	165	2	6	\$21,345
Van Buren	228	216	6	6	\$27,363
Totals	1761	1622	41	98	\$205,457

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- B. The Emergency Food Assistance Program/Commodities (TEFAP):** USDA Surplus Foods distributed in all six counties to low-income families. Our last delivery was in April (and that food allocation has been distributed.) We anticipate another delivery in mid-August; those foods may include canned salmon, peaches, pears, cream corn, peas, mixed vegetables and milk.

Individuals and Families assisted through food distribution this program year:

County	December		January		March		April		May	
	H.H.	Ind.	H.H.	Ind.	H.H.	Ind.	H.H.	Ind.	H.H.	Ind.
<i>Baxter</i>	164	288	0	0	116	237	97	207	133	260
<i>Boone</i>	165	329	0	0	119	190	145	289	130	259
<i>Marion</i>	70	132	23	48	55	103	52	109	68	128
<i>Newton</i>	118	192	55	103	74	106	170	312	163	281
<i>Searcy</i>	178	303	0	0	128	211	154	270	67	110
<i>Van Buren</i>	149	272	0	0	130	216	171	303	36	53
Totals	844	1516	78	151	622	1063	789	1490	597	1091

IV. ***Empowerment & Development:***

A. **Head Start:**

- ***Enrollment Update:*** Parent Enrollments are being completed for the 2014-2015 school year. Recruitment activities are underway across all of our 6 counties. We are about **97% filled** for the new school year (**425 enrolled.**) We currently only need 15 additional students. **THANK YOU to all who helped recruitment by referring people our way.**
- Summer improvement projects have been completed for the Marshall, Alpena, Valley Springs, Harrison, and Bruno Centers. First Aid Training for the staff is in progress and being taught by our own Rebecca Hanlin (THANKS REBECCA!!!)
- Coordinators have been working diligently to prepare for the first days of school, including:
 - Training (see below)
 - Completing the first round of Parent Orientations.

B. SUCCESS: Our primary “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” (i.e. not in an emergency situation) before those families can undertake steps to become self-reliant.

In the Quarterly Agency-Wide ROMA 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.

- Tammy Grange, *Family Development Worker*, is currently working with 27 families with employment and education-related goals.
 - One of Tammy’s participants has been hired as a temporary worker to assist Margaret Duncan with the Low Income Home Energy Assistance Program (LIHEAP) this summer in Clinton and Marshall.
- July’s training is “*Keeping Your Food Safe*” with guest speakers from the local extension offices.
- The August training will be “*Energy Conservation with a Twist*”.

V. Grants & Reporting:

A. *FY 2015 Community Service Block Grant application*: Application was completed and submitted by the deadline (July 1, 2014.)

B. *FY 2014 CSBG 3rd Quarter Report*: Was due to the State by June 30, 2014- was submitted after review by the Executive Committee.

VI. Meetings, Trainings, Miscellaneous Updates:

- A. Rebecca Hanlin is currently in phase three of a four phase training to become a *Nationally Certified ROMA Trainer* (“ROMA” = Results Oriented Management and Accountability.) Phase Three consists of practice sessions where candidates co-train in the field with a mentor or another candidate. Phase Four (upon successful completion of phase three) candidates will be invited to participate in a final Field Evaluation.
- B. Wanda McMurrin, *Programs Coordinator*, is now the direct supervisor of our *Outreach Workers*. The transition is going smoothly as Mrs. McMurrin has experience and knowledge of the work- Go Wanda!
- C. Head Start Coordinators have been working diligently to educate staff for the first days of school, including:
 1. Training all New Staff.
 2. Holding the yearly “Pre-Service Kickoff”.
 3. Providing *Component Training* to all Teachers, Assistants, and FSW’s
 4. Providing *Conscious Discipline* Training for all Teachers and Assistants.
 5. Holding “Round Robin” Trainings (small groups) in Mountain Home, Harrison, and Marshall to provide more one-on-one training and opportunity to have team-oriented discussions.

VII. Corporate Services

Jane Bueg, Corporate Services Director

Aug. 2014

Hires	Education	Community Services	Administration	Total
	6	0	0	6
All Terminations	Education	Community Services	Administration	Total
	1	1	0	2

Transfers: July 2014

Employee & Position	Location	transferred to	Position
Carrie Ragland	W.G.	Clinton	Teacher/CD

Current Employment Opportunities at OOI: As of 08/14/2014

Position	Location	Program
Teacher Assistant	Harrison	Head Start
Enhancement Coordinator	Harrison	Head Start

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Corporate Services Report- Continued:

<i>Training/Other:</i>
Governance Meetings: Board of Directors Executive Committee 07/24/2014
GoogleApps in-kind report: \$340.00
Workforce Services Unemployment Claims: 1 Claims Audit: 16 Claims Audit Follow-up: 0
Training: Webinar– The A to Z of Garnishments Part 1: The Rules and Regulations of Child Support; Part 2: The Laws Governing Tax Levies and Other Garnishments; Part 3: Best Practices and Getting the Math Right to Ensure Compliance; Strategies for Succession Planning for HR Executives. Sexual Development & Behavior in Children
Family Medical Leave Requests & Tracking: 4
Board of Director’s Minutes (Executive)
Terminate Life Insurance Benefit: 3
Terminate Dental Benefit: 1
Terminate Temporary Help Head Start : 18
AR P-4 Licensure verification: 7
Verification of past employment: 3
<i>SubTeach USA</i> contract for substitute staff in classrooms
Technology: computer upgrades to 8.1 pro for classroom use; troubleshoot & fix ooi@windstream.net e-mail acct.
Terminate Retirement Plan Participation: 3
Surplus/excess/obsolete property disposal
Clean & organize Community Services Commodity Building
Construction inventory donation to <i>Project Surge</i>
Head Start Teacher, Teacher Assistant & Cook 2014-2015 SY Contracts