

OZARK OPPORTUNITIES, INC.

701 E. PROSPECT • P.O. BOX 1400 • HARRISON, ARKANSAS 72602 • (870) 741-9406 • FAX: (870) 741-0924

Agency Progress Report

Report for March 2015 Board of Directors and Policy Council

I. Executive Director's Comments:

Our agency has been busy preparing for the end...of both the school year and the LIHEAP (utility assistance) Program. We have recently invested in additional technology, and are looking forward to more upgrades in the immediate future. Our data-gathering systems continue to improve, and we are able to better show outcomes of the agency on an ongoing basis to a variety of stakeholders.

Recently I have reached out to several of our elected officials to explain more about our programs, and the many lives we touch over the year- please share the [2014 Annual Report](#) (out now on www.ozarkopp.org under the "About Us" heading at the top) to anyone and everyone, and also check out our Facebook™ page and website for additional information on our agency, including Board Meeting minutes and Strategic Planning documents.

RTA

II. Head Start

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

- **ENROLLMENT UPDATE:** At the end of February we had **440 children** enrolled. Our funded enrollment is 440; we are within the regulations for ADA, as our actual enrollment percentage was **84.35%** (with all absences were properly documented.)

3/23/2015
3:49 PM

Ozark Opportunities Inc. H/S

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Tbeard

2301 - Average Daily Attendance

Program Term: Head Start 2014-2015, Enrollment Status: Enrolled Attendance Date: 2/1/2015 - 2/28/2015, Codes counting towards present status: N - Not Scheduled, 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	201	0	14	6	0	4	0	15.00 (avg)	13.67	17	80.39%	15.00	91.11%
Bruno Pyatt	225	0	25	16	0	0	0	14.00 (avg)	16.07	18	89.29%	19.00	84.59%
Clinton Head Start	340	0	55	29	0	5	1	15.00 (avg)	23.00	30	76.67%	28.60	80.42%
Cotter Head Start	313	0	21	6	0	0	0	17.00 (avg)	18.41	20	92.06%	20.00	92.06%
Flippin	263	0	40	3	0	0	0	17.00 (avg)	15.47	18	85.95%	18.00	85.95%
Harrison	1,056	8	150	85	0	29	0	16.00 (avg)	67.81	95	71.38%	83.00	81.70%
Jasper Head Start	223	0	17	6	0	9	0	15.00 (avg)	15.47	15	103.11%	17.00	90.98%
Marshall Head Start	202	0	30	4	0	4	0	15.00 (avg)	13.73	16	85.83%	16.00	82.35%
Mountain Home I Rm 1	253	0	39	2	0	12	0	17.00 (avg)	15.59	20	77.94%	18.00	86.60%
Mountain Home I Rm 2	240	0	51	3	0	12	0	17.00 (avg)	14.82	20	74.12%	18.00	82.35%
Mountain Home II	240	0	66	0	0	0	0	17.00 (avg)	14.12	20	70.59%	18.00	78.43%
Mountain Home III	224	0	39	9	0	0	0	17.00 (avg)	13.18	16	82.35%	16.00	82.35%
Mountain Home IV	247	0	56	3	0	0	0	17.00 (avg)	14.53	20	72.65%	18.00	80.72%
Norfolk	405	0	42	13	0	20	0	15.00 (avg)	28.33	30	94.44%	32.00	88.54%
Shirley Head Start	204	0	46	6	0	0	0	16.00 (avg)	12.75	15	85.00%	16.00	79.69%
St. Joe Head Start	198	1	26	13	0	0	0	14.00 (avg)	14.14	17	83.19%	17.00	83.19%
Valley Springs	232	0	42	0	0	6	0	14.00 (avg)	17.00	15	113.33%	20.00	85.00%
Western Grove Head Start	225	0	11	12	0	4	0	14.00 (avg)	16.36	20	81.79%	18.00	90.87%
Yellville-Summit	265	0	46	9	0	0	0	16.00 (avg)	16.56	18	92.01%	20.00	82.81%
Ozark Opportunities Inc. H/S	5,556	9	816	225	0	105	1	15.68 (avg)	361.03	440	82.05%	428.00	84.35%
Report Totals	5,556	9	816	225	0	105	1	15.68 (avg)	361.03	440	82.05%	428.00	84.35%

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06CH5680 - OZARK OPPORTUNITIES, INC

ENROLLMENT REPORT

ENROLLMENT

Month	Head Start	Funded	Status
February 2015	440	440	Reported
January 2015	440	440	Reported
December 2014	440	440	Reported
November 2014	440	440	Reported
October 2014	440	440	Reported
September 2014	440	440	Reported

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

- CACFP reports for March 2015 will be printed in the April Agency Report, and were emailed to all Head Start staff, Policy Council, and Board of Directors for review.

C. Ryan Clayborn-Program Manager (Education Coor. & T & T.A. Coordinator):

- All Coordinators are in the process of completing their *Monthly Management Sheet* in which they document what they are currently doing as well as goals for this month.
- All *Lesson Plans* for March have been reviewed.
- Three new staff members received *CLASS Observation Training* in March.
- Teachers have completed their second round of *Developmental Testing* with the Teaching Strategies Gold Assessment Tool and have completed Anecdotal Records on each child that has been in our program since January.
- All Coordinators are continuing to complete online Professional Development courses in Child Development through Arkansas State University.
- Teachers and Family Service Workers have started final home visits.
- All Coordinators attended the *Arkansas Head Start Institute* where we attended numerous tracks of Professional Development to bring back to our agency.
- We had two staff members who received *Head Start Achievement Awards* at the Arkansas Head Start Conference; Carrie Ragland, teacher at Clinton, and Denise Neighbors, teacher assistant at Flippin received the awards for their dedication and continuing excellence in their respective positions- CONGRATS Carrie and Denise!!!
- The *Higher Order Thinking "HOT" Cards* are completed. There are a total of 100 cards tied to our curriculum that our teachers can pull out at any time to start conversations, ask higher level questions, and to create opportunities for looping with meaningful discussion. These cards should really have an impact on CLASS scores, especially in Instructional Support. I am in the process of trying to get them printed at a reasonable price per classroom.
- I have also been gathering data and materials for our upcoming grant that include Professional Development Plans ("PDP's"), CLASS Data, and School Readiness goals.
- The TAPP Registry for our teaching staff is up to date and all teachers have been asked to go on there and complete evaluations for the trainings they have attended this year.

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D. Patricia Murray- Disabilities & Center Supervisor:

3/19/2015
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Pmurray

Ozark Opportunities Inc. H/S 3501 - Management Report - Disabilities

Page 1
ChildPlus

Program Term: Head Start 2014-2015, Enrollment Status: Enrolled, Terminated, Term/Wait Enrollment Dates: 8/18/2014 - 2/11/2015

Ozark Opportunities Inc. H/S

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	1	2			3	One	Two		
80	440	0	80	1 IEP(s): 57 2 IEP(s): 20 3 IEP(s): 3	1 Signed 57 2 Signed 20 3 Signed 3	57 20 3	IEP: 80 IFSP: 0	22	7	0	Non-categorical/developmental delay 37 Specific learning disability 1 Speech or language impairment 42		

18%

1. **Disabilities:** There are currently 80 children receiving services at this time. We have approximately 5 new children that need to be screened within the 45 days.
2. **Center Supervision:**
 - a) I have attended the following trainings recently:
 - Health in Conway on March 3
 - "Power Interactions" on March 10 in Little Rock.
 - The AHSA Head Start Institute in Hot Springs on March 16-18.
 - b) All staff but two schools (Alpena and Marshall) get the whole week off for Spring Break.

E. Tawnya Akins: Health/Mental Health:

1. **Health:**
 - a) Completed Physical Exams: 93%
 - b) Completed Dental Exams: 94%
 - a. 8% are receiving follow up dental treatment or in the process of follow up treatment.
 - c) Completed Blood Lead Testing: 97%
 - d) Immunization documented as complete, up-to-date, or waiver: 100%
 - e) Growth Assessment: 67% Healthy Weight, 4% Under Weight, 13% Over Weight, and 12% Obese

2. **Mental Health:**

The second round of Mental Health Observations is done. The teachers are working well with behaviors this year and we are working with parents to get children the proper help.

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F. Krystal Mayes: Parent/Volunteer:

- Reviewed, Corrected, and Submitted February In Kind to Finance for approval and made January In Kind corrections.
- Updated and monitored Facebook pages for OOI Main and Teacher/Staff forum pages and *Boone County Imagination Library*.
- Attended *Boone County Imagination Library* Board Meeting.
- Attended Planning Committee Meeting for Boone County Imagination Library upcoming Event.
- Documented and Organized all minutes, training, members, agendas etc. for Policy Council.
- Created minutes from previous Policy Council meeting and sent to Executive Director for final review.
- Updated Performance Standards Compliance Matrix.
- Gathered necessary information and created “Coordinator Report” to send to Executive Director for final review.
- Attended annual Head Start Conference and other necessary trainings.
- Arranged, gathered, and compiled all necessary information for the Self-Assessment Committee.

G. Crystal Samsel: Enhancement Coordinator:

- Math Experiences - Intentional Teaching Direct
- Enhancement Activity - 10 of 25 classroom complete
- CLASS Reliability Training - Test to be completed
- Arkansas Head Start Association Conference/ Education Roundtable
- Developmental Neurobiology
- “Putting CLASS in its Place”
- Coaching with “Powerful Interactions”
- March Staff Meeting Minutes/Pick Six 100%
- Classroom Coverage
- Collection of Home-Task Assignments - Ready for use by July 31
- Teachers Learning & Collaborating meetings and support

III. Community Services

Rebecca Hanlin; Community Services Director

A. FY 2015 Home Energy Assistance Program

- The Winter Home Energy Assistance Program (Non-Emergency) started January 5, 2015 and ended March 20, 2015.
 - Benefit amount averaged \$129.
 - Checks are written weekly on Wednesdays for both non-emergency and emergency assistance.

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Thru 3/20/15	Winter Non-Emergency Assistance to Date				
County	Applied	Approved	Pending	Denied	\$ Spent
Baxter	831	756	8	67	\$97,352
Boone	724	640	20	64	\$82,589
Marion	434	395	2	37	\$51,515
Newton	333	293	6	34	\$38,002
Searcy	301	279	4	18	\$36,034
Van Buren	387	358	1	28	\$46,585
Totals	3,010	2,721	41	248	\$352,077

- The Winter **Emergency** Assistance Program (assistance with disconnected service, depleted fuel, or service due to be disconnected within 10 days) started Monday, February 9, 2015.
 - Benefit amount for emergency assistance has been averaging \$242.07.

Thru 3/6/15	Winter Emergency Assistance to Date				
County	Applied	Approved	Pending	Denied	\$ Spent
Baxter	113	102	4	7	23,813.36
Boone	55	39	3	13	10,818.77
Marion	52	51	0	1	14,704.27
Newton	29	22	1	6	5,316.26
Searcy	22	20	2	0	3,588.34
Van Buren	47	34	1	12	5,442.76
Totals	318	268	11	39	\$39,457.32

- Hearing & Appeal: Last month we shared with you that the State sent a notification that an individual had submitted an appeal requesting a hearing because they were denied assistance. Update: I contacted the Arkansas Department of Human Services, Office of Appeals and Hearings to follow up with the notification OOI received. During that conversation I was informed that the Hearing Officer, Otis Hogan, dismissed the applicant's request because it was not a "timely appeal".
- Monitoring: Robert Boyce, LIHEAP Monitor from Little Rock, will be conducting a review of the non-emergency and emergency programs May 11-13, 2015.

B. Outreach Services:

- Outreach Offices have modified days/hours that their offices are open to the public in order to accommodate staff covering multiple counties (we have four outreach staff that cover six counties.) On the days their offices are not open to the public staff are either at a different location, processing applications, making payment arrangements on behalf of clients, data entry, authorizing payments to vendors, or generating mandated weekly State reports.

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Outreach Services; continued:

As previously mentioned, when the volume of energy assistance applications decreases to a more manageable volume outreach offices become more accessible to the public. Below is the schedule for outreach offices starting in March. Assistance is provided by appointments. Walk-ins are accepted but those with an appointment get priority.

<i>County</i>	<i>Contact Person</i>	<i>Address</i>	<i>Call for Appointment</i>	<i>Day(s) Open</i>	<i>Hours</i>	<i>Phone Number</i>
Baxter	Susan	201 Combs Avenue Cotter, 72626	Thursday 8-11 A.M.	Monday, Tuesday & Wednesday	8:00-12:00 12:30-4:30	870-435-7888
Boone	Tammy	406 Hwy 43 East, Harrison 72601	Thursday 9-11 A.M.	Monday & Wednesday	8:00-12:00 12:30-4:30	870-741-2089
Marion	Lon	354 Hwy 62 East/P.O. Box 304, Yellville 72687	Tuesday 8-12:00	Tuesday, Wednesday & Thursday	8:00-12:00 12:30-4:30	870-449-6250
Newton	Tammy	506 West Court, Jasper/ (Mailing: 406 Hwy 43 East, Harrison 72601)	Thursday 9-11 A.M.	Tuesday	8:30-12:00 12:30-3:30	870-446-2222 870-741-2089
Searcy	Margaret	110 Ruff Street, Marshall (Mailing: P.O. Box 473 Clinton 72031)	Thursday 9-11 A.M.	Tuesday	8:30-12:00 12:30-3:30	870-448-2414 501-745-2437
Van Buren	Margaret	100 Success Drive, Clinton/ P.O. Box 473 Clinton 72031	Thursday 9-11 A.M.	Monday, Wednesday & Thursday	8:00-12:00 12:30-4:30	501-745-2437

C. SUCCESS: Is our empowerment & development program designed to assist participants in becoming self-reliant through goal development and achievement (SUCCESS is an acronym for: Succeed at Understanding and Conquering Challenges to Establish Stability and Self-Reliance.) The program is two-fold; First, staff must help families become stable, and then support families to undertake steps to become self-reliant. In the Agency Wide 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.

D. We have a new FDW!!! This month **Julie Smith** was hired to fill *the Family Development Worker* ("FDW") position (the SUCCESS program had been suspended until the position was filled.) Thus far Julie has attended several hours of training, created a SUCCESS flyer, compiled an April Newsletter, sent invitation letters to potential SUCCESS candidates to attend an orientation, created a SUCCESS orientation presentation, attended local resource council and community meetings and collaborated with local Cooperative Extension agents to host them as be guest speakers in April and May for a two part financial seminar ("Navigating the Financial Journey"). To say the least she has been very busy.

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Below is a little bio we asked her to create to be shared with staff and community partners.

Who is Julie Smith? That's a great question and everyone knows it can be a challenge when asked to share who you are but, first I want to express my gratitude to *Ozark Opportunities* and the staff for this incredible career opportunity that has been entrusted to me—"Thank You". Now I would like to share lots of things about me but I don't want to bore everyone so I have tried to cut this short and sweet but hope that you will feel you know me a little better than you did. My family and I are all natives of Northwest Arkansas where I achieved my Associates of Arts degree and have the goal of becoming a Licensed Clinical Social Worker. I was formally a postmaster with the United States Postal Service in Northwest Arkansas. I would like to consider myself to be dependable, a self- starter, hardworking,



honest and organized. Also my past times have and do include spending time as a community volunteer right here in Northwest Arkansas with several nonprofit Organizations. Maybe most people think I am crazy to put so much time into others but, in my opinion the more we get involved in helping and lifting up others the more addicted to the passion of the results which leaves us wanting to give more of our self's. In my experiences as an outreach volunteer I always try to remember the longer our families, friends, and neighbors troubles goes unnoticed, unheard or unassisted the more sufferings and hardships people will have in their hearts. So I am pleased to know that *Ozark Opportunities* is designed to help guide people in poverty out of poverty. I think my past experiences, professional and personal have given me the

capability to advocate for others and to handle many different situations with thoughtfulness and maturity. I hope as your fellow team member that your experiences with me will be pleasant, helpful and to know that you can trust in my work. I want to leave this letter on a positive note and know that I will work my hardest to achieve my highest ability for *Ozark Opportunities* and the surrounding communities. Thank you in advance for the team effort in my journey.

Sincerely,

Julie Smith

- E. Vehicle Repair Loan:** The "VRLP" Program is a 0% interest, \$500 maximum loan for applicants needing repairs to their vehicle. Those approved for the loan must show their ability to make monthly payments in which the loan would be paid in full within a year. This is a "revolving loan" program- as people make payments additional people can then apply for the loan and receive assistance (this means the program has the potential of being an on-going method to help families in need.)

Applicants must be income-eligible (125% Federal Poverty Level.) Target customers/clients are those individuals/families that front-line staff (such as Outreach Workers, Family Service Workers, or Family Development Workers) have a relationship with. This can be extended to Community Partners and their clients who the partner is willing to 'vouch' for the client's character and repayment ability. The program started in late January, and to date we have had one applicant from Marion County who was approved and has made two monthly payments.

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F. Stability Services Support: Services include emergency assistance and collaborative initiatives with community partners. Emergency assistance can include disconnect notices for water, delinquent house/rent payment, emergency medical/dental/optical assistance, etc. A collaborative could include working with partners to install handicap ramps. These are only a few examples that Outreach Workers can use to assist clients. Assistance will be determined on a case-by-case basis until funds are depleted.

<i>County</i>	<i>Number of families</i>	<i>Service Categories</i>	<i>\$ Spent</i>
Baxter	1	Water	54.83
Boone	2	Water, Housing	667.50
Marion	2	Housing	665.00
Totals	5	N/A	\$1,387.33

G. Technology: We received a technology grant from the Office of Community Services and purchased eight new laptops for Community Services. Five of these will be used as kiosks in Cotter, Yellville, Harrison and Clinton. This will allow individuals coming into our offices to apply for jobs, search for jobs, print income verification, apply for assistance, work on computer skills- the possibilities are endless. Three of the computers will be used by temporary staff that assist Outreach Workers during the start of the Low Income Home Energy Assistance Program. This will allow Assistants to schedule appointments, do data entry, and other work tied to using the computer. The Assistant computers will also serve as back-up computers for Outreach Workers so when their computers need to be serviced they have a computer on hand and their work can continue without interruption. We are excited about getting these computers and the possibilities they offer our staff and those we serve.

H. United Way Grant: We submitted our 2016 United Way Grant application March 25, 2015. This grant is used to support SUCCESS participants in their journey toward self-reliance. We are scheduled for an in-person interview with their Board of Directors April 28, 2015 (we were granted \$2,500 for this current year- 2015.)

IV. Corporate Services (& Human Resources)

Jane Bueg, Corporate Services Director- February 2015

Human Resources/ Training Information- *we had no hiring actions in the month of February 2015.*

Other/Training
Governance Meetings: Board of Directors Executive Committee, Planning Committee & Board of Director's Meetings
GoogleApps In-Kind Report: \$345.00
Workforce Services Unemployment Claims: 0 Claims Audit: 0 Claims Audit Follow-up: 0
Training: Pediatric Health & Physical Assessment (Self-Study); Why Termination Should <u>NOT</u> The First Answer (webinar)
Family Medical Leave Requests & Tracking: 4
Facility Damage Insurance Claim: Clinton Head Start (ice/water damage)
Vehicle Damage Insurance Claim: Ford Fusion Windshield chips
Air Evac Annual Enrollment completed.
2015 OOI Personnel Policy Distribution
Workers Compensation Claim: 1 on-going
OOI Property/Inventory Process Training/Meeting
Workers Compensation Insurance Carrier Risk Assessment – no findings or recommendations