

Agency Progress Report

Report for May 2015 Policy Council, Board of Directors and Partners

I. Executive Director Comments:

May 3, 2015 was my FIVE YEAR ANNIVERSARY at *Ozark Opportunities, Inc.* It has been a trip in so many ways- I have learned so much from so many, and indebted to those that have helped me to implement so many of the positive changes and updates we have had to make to insure our agency stays compliant in such a tough environment. We are not done (and never will be) at improving; however, I know we are on the right track, and working diligently to follow the rules and provide the best service possible with the resources we are given.

Update: Our agency is winding down our two primary programs- LIHEAP (utility assistance) and Head Start Pre-K. We have completed our 2nd quarter agency report, and completed the state review of the CSBG Standards baseline review- there were a few items not completed when they arrived; however, they will be approved at the OOI Board Meeting on May 21, 2015.

To that end, we will have a new *Succession Plan* in place, *Risk Assessment Process* completed, and *Bylaws Review* update done and approved. **Overall our agency is performing very well.** Upcoming challenges include staff transition as we have tenured staff retire, and the move to add Early Head Start slots (and decrease Pre-K slots) in our service area in the 2016-17 school year.

I am committed to maintaining the high levels of performance we have fostered over the past several years, and am grateful to all of the staff, Board, and Partners that work together to insure our agency has positive outcomes in our communities.

Thank you, and here's to another 5 years...

RTA

II. Community Services

Rebecca Hanlin; Community Services Director

1. Home Energy Assistance Program

- The Winter Home Energy Assistance Program, Non-Emergency, started January 5, 2015 and ended March 20, 2015.
 - Benefit amount averaged \$130
- 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 and ended April 17, 2015.
 - Benefit amount for emergency assistance averaged \$263.

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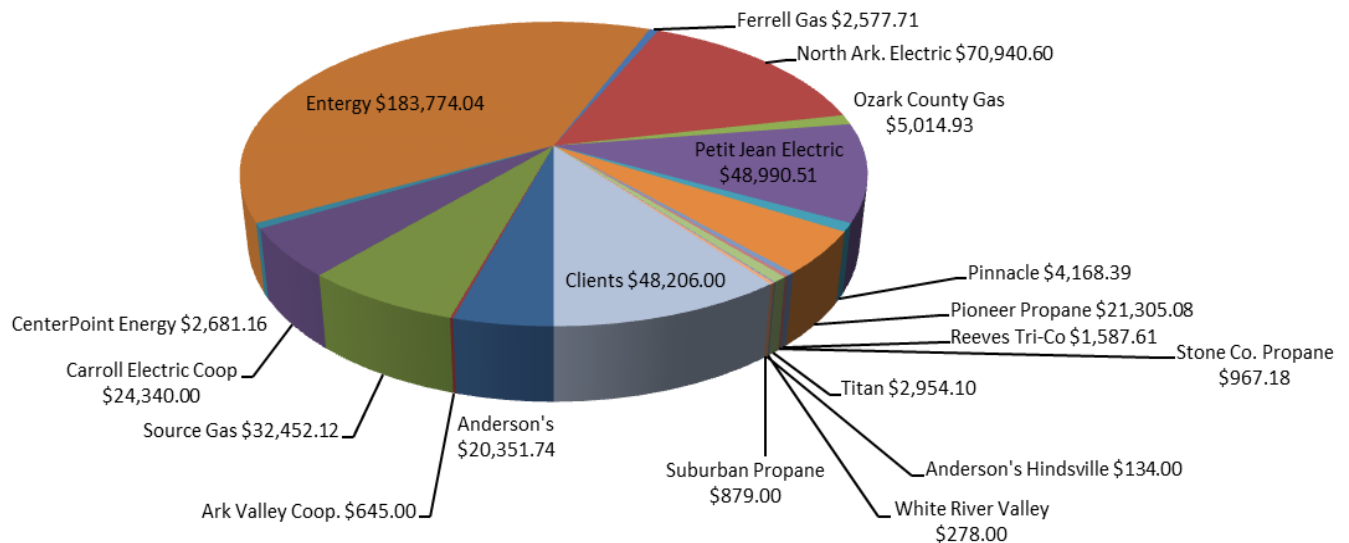
Utility Assistance Payments as of 4-30-2015:

County	Non-Emergency				Emergency				Total
	Applied	Approved	Denied	\$ Spent	Applied	Approved	Denied	\$ Spent	
Baxter	831	756	75	\$97,478.00	198	175	23	\$ 42,455.46	\$139,933.46
Boone	724	654	70	\$84,504.00	98	78	20	\$22,470.26	\$106,974.26
Marion	434	396	38	\$51,733.00	81	79	2	\$23,484.56	\$75,217.56
Newton	333	298	35	\$38,808.00	41	33	8	\$8,446.21	\$47,254.21
Searcy	301	280	21	\$36,252.00	33	29	4	\$7,228.57	\$43,480.57
Van Buren	387	359	28	\$46,729.00	63	50	13	\$12,658.11	\$59,387.11
Totals	3,010	2,743	267	\$355,504	514	444	70	\$116,743.17	\$472,247.17

LIHEAP REPORT; Continued:

- Checks were written weekly on Wednesdays for both non-emergency and emergency assistance.
- Monitoring: Robert Boyce, HEAP Monitor from Little Rock, will be conducting a review of the non-emergency and emergency programs May 11-13, 2015.
- We anticipate a Summer Home Energy Assistance Program (HEAP) that will begin in July. Currently we have \$421,514.83 (\$162,996 in non-emergency funds and \$258,518.83 in emergency funds) to start a Summer LIHEAP Program. There is always the possibility that the State will reallocate funds by taking remaining balances from all Community Action Agencies (16 total) and redistributing those funds.
- Summary of vendor payments for both Emergency and Non-Emergency Winter Utility Assistance Programs.

2015 Winter Payments to Providers:



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2. **Outreach Offices:** With the closing of the Winter Home Energy Assistance Program Outreach Offices resume regular business hours; Monday through Friday 8:00 am – 12:00 pm and 12:30 pm - 4:30 pm in Cotter, Clinton, Harrison and Yellville. Outreach Offices in Marshall and Jasper will be open on appointment basis only.
3. **SUCCESS Update:** 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.
 - Navigating the Financial Journey, part two was held this month (May) with guest speakers from the local Cooperative Extension offices. The topic for June's seminar is Budgeting, emphasis on couponing. Seminars are FREE and everyone is welcome to attend. We do ask those interested in attending contact Julie (870-715-5064) to insure available seating and training materials.
 - The SUCCESS program had been suspended until the Family Development Worker position was filled in March. Recruitment is on-going and we currently we have 28 families enrolled with goal and action plans developed.
 - The May *Community Services Newsletter* is available. Newsletters are posted on our website, Facebook, and emailed to staff and community partners. May's Newsletter highlights staff participating in First Aid/CPR training, upcoming seminars, programs offered by Ozark Opportunities, Inc. and special events within the community.
 - OOI applied for United Way funds for 2016. April 28th Julie and Wanda presented SUCCESS to the United Way Board of Directors. May 7th we were notified that OOI will be granted \$2,000 for the FY 2016 program year.
4. **Stability Programs:**
 - Vehicle Repair Loan: 0% interest, \$500 maximum loan for applicants needing repairs to their vehicle. Those approved for the loan will 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 has the potential of being an on-going program. Applicants must be income eligible; 125% Federal Poverty Level. This program started in late January.
 - Stability Services: 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. This program started mid-February.

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Stability Services to Date:

County	Stability Services			Vehicle Repair Loan		
	# families	Service Categories	\$ Spent	# families	\$ Loan	\$ Repayment
Baxter	5	Water, Housing	1,542.91	1	348.59	0.00
Boone	6	Water, Housing	2,567.50	0	0	0
Marion	6	Housing	1,696.77	1	500.00	150.00
Totals	17	////////////////////	\$5,807.18	2	\$848.59	\$150.00

5. Community Services Block Grant (CSBG):

- FY 2015 second quarter report was due to the State April 30, 2015 and was submitted before the deadline. See supplemental document that summarizes the quarterly report with explanations if we were over or under 20% of planned numbers along with demographic information on those we served.
- FY 2014 CSBG carryover funds. We had \$22,965.85 in carryover funds from last year. May 8, 2015 we submitted a proposal to use these funds for the Arkansas Community Action Agencies Association (ACAAA) annual conference held the end of May; training needs and technology upgrades as identified in the agency's self-assessment and planning process.
- FY 2016 CSBG application will be due June 30, 2015. May 27, 2015 Rebecca Hanlin will be attending a CSBG planning meeting regarding changes to the application process.

6. Technology: We have purchased eight new laptops for Community Services. Five of these will be 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 usually assist Outreach Workers during the start of the 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.

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7. Community Services Staff

- Our Outreach Worker for Searcy and Van Buren counties, Margaret Duncan is retiring May 15th. She dedicated 8 years to OOI and was a very hard worker. We held a retirement party May 14th in her honor. Her position has been advertised.
- We have an *Experience Works* person, Janice Watkins. She is working at the Community Services Building located on Hwy 43 East in Harrison and is doing receptionist/clerical type work. Janice started April 9th and we're very happy to have her on board. She currently works 13 hours per week.
- In June, Cotter may have a Youth Works person start working; that individual will also be doing receptionist/clerical type work. The objective with Youth Works is to work with young adults in building job skills. We will only have this person until school starts back up in August.

III. Head Start

- A. Director's Report:** The school year is almost over, and we are working hard to pull together the information needed for the Recompetition and renewal applications for funding. The Self-Assessment is complete, and it is the time of year to update classrooms and prepare for another school year in the fall.

Even though we are in a Recompetition year, **our teaching staff and locations will not change in the coming year.** I understand this time of transition is difficult, as change can bring uneasiness and confusion about the future. I am asking ALL STAFF to please hang in there- we are looking at our program in a "big picture" way, and the end result will be more staff positions than we currently have (with some in new positions to support the Early Head Start slots.)

As decisions are made they will be shared ASAP- I am positive that the end result will better serve the families that need our help; thereby meeting our mission in a more effective way.

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

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



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ENROLLMENT REPORT

ENROLLMENT

Month	Head Start	Funded	Status
April 2015	440	440	Reported
March 2015	440	440	Reported
February 2015	440	440	Reported
January 2015	440	440	Reported
December 2014	440	440	Reported
November 2014	440	440	Reported

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

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Program Term: Head Start 2014-2015, Enrollment Status: Enrolled Attendance Date: 4/1/2015 - 4/30/2015

Ozark Opportunities Inc. H/S

	Attendance Records			Operating Days	ADA ¹	Funded Enrollment		Actual Enrollment	
	Present ⁵	Absent ⁶	Neither ⁷			Count	% Attendance	Count ²	% Attendance ³
Alpena	290	15	24	22.00 (avg)	13.18	17	77.54%	13.86	95.08%
Bruno Pyatt	320	76	0	22.00 (avg)	14.55	18	80.81%	18.00	80.81%
Clinton Head Start	538	110	12	22.00 (avg)	24.46	30	81.52%	29.45	83.02%
Cotter Head Start	364	66	0	22.00 (avg)	16.55	20	82.73%	19.55	84.65%
Flippin	346	54	0	22.00 (avg)	15.73	18	87.37%	18.18	86.50%
Harrison	1,576	370	10	22.00 (avg)	71.64	95	75.41%	88.46	80.99%
Jasper Head Start	330	40	4	22.00 (avg)	15.00	15	100.00%	16.82	89.19%
Marshall Head Start	308	58	8	22.00 (avg)	14.00	16	87.50%	16.64	84.15%
Mountain Home I Rm 1	320	67	29	22.00 (avg)	14.55	20	72.73%	17.59	82.69%
Mountain Home I Rm 2	329	49	13	22.00 (avg)	14.95	20	74.77%	17.18	87.04%
Mountain Home II	291	107	19	22.00 (avg)	13.23	20	66.14%	18.09	73.12%
Mountain Home III	295	57	0	22.00 (avg)	13.41	16	83.81%	16.00	83.81%
Mountain Home IV	346	70	0	22.00 (avg)	15.73	20	78.64%	18.91	83.17%
Norfolk	569	95	20	22.00 (avg)	25.86	30	86.21%	30.18	85.69%
Shirley Head Start	303	49	0	22.00 (avg)	13.77	15	91.82%	16.00	86.08%
St. Joe Head Start	307	60	0	22.00 (avg)	13.95	17	82.09%	16.68	83.65%
Valley Springs	385	46	9	22.00 (avg)	17.50	15	116.67%	19.59	89.33%
Western Grove Head Start	340	54	2	22.00 (avg)	15.45	20	77.27%	17.91	86.29%
Yellville-Summit	340	80	0	21.00 (avg)	16.19	18	89.95%	20.00	80.95%
Ozark Opportunities Inc. H/S	7,897	1,523	150	21.96 (avg)	359.70	440	81.73%	429.09	83.83%
Report Totals	7,897	1,523	150	21.96 (avg)	359.70	440	81.73%	429.09	83.83%

C. Nelson- Nutrition, Facilities/Safety & Licensing:

- Facilities: This summer we will be relocating our Head Start classroom to a location in the Western Grove School. We will also be moving our outside play area. A big **Thank You** to Wayne Willis, Western Grove School Principal, and his staff for their help!
- USDA Food Program:

April 2015 CACFP Total Number of Meals Served			
Breakfast	Lunch	Snack	Total Cost
7,572	7,740	6998	\$42,985.86

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D. Ryan Clayborn- Program Manager/ Education Coordinator/Training and Technical Assistance:

1. Update:

- Coordinators are completing their Monthly Management (Tracking) Sheet via Google Drive to streamline the tracking process.
- All *Lesson Plans* for May (excluding three classrooms) have been reviewed and approved.
- I am in the process of completing the “Project Follow-Through” that I shared at Policy Council during the April 2015 meeting. This will allow us to track our Head Start students into elementary school to document their progress after being in our program.
- Teachers and Family Service Workers are completing Home Visits and will be finished by May 13.
- All Coordinators are continuing to complete online professional development courses in *Child Development* through Arkansas State University.
- A final “Post Service” Training Day for Head Start staff has been scheduled. We are bringing all staff to Harrison; and trainings planned include: 1. New Arkansas Licensing Standards, 2. Teaching Strategies Gold results, and 3. How to do a final inventory and cleaning of our Head Start classrooms.
- A *School Readiness* meeting has been scheduled for May 20th at the central office in Harrison at 3:00 pm. All P.C. Members are invited to attend. We will review our *Teaching Strategies Gold* Results and have an open discussion.
- 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.
- Teaching Staff evaluations are underway and will be finished by May 20th.
- CLASS evaluations are being completed and documented to finish up our 2014-15 CLASS Plan.
- All Coordinators (& Mr. Atkinson) attended the New Arkansas Minimum Licensing Requirements training in Harrison on May 5th.

2. Program Outcomes:

i. 2014-15 Head Start Growth Summary (from *Teaching Strategies Gold*)

Increases in Areas of Development of OOI Children:

- | | |
|--------------------------------|-------|
| • Social Emotional Development | 14% |
| • Physical Development | 3.8% |
| • Cognitive Development | 15.3% |
| • Literacy Development | 20.4% |
| • Mathematical Development | 12.8% |

(Note: The “Physical Development” area in the TSG system plateaued out, thus the lower percentage of increase.)

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ii. Widely Held Expectations- OOI Students at or above the National Growth Range:

- Social Emotional Development 94%
- Physical Development 96.5%
- Cognitive Development 94.5%
- Literacy Development 92.5%
- Mathematical Development 95%

iii. 2014 Triennial Review CLASS Scores:

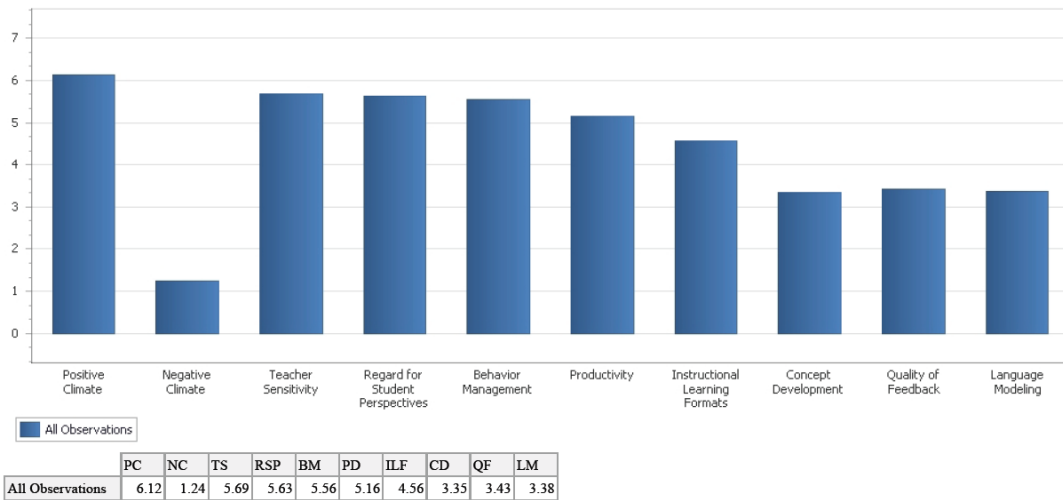
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Ozark Opportunities Inc. H/S
5630 - Average CLASS™ Score Charts

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Ozark Opportunities Inc. H/S



Positive Climate	6.4	Productivity	6.68
Negative Climate	1.03	Instr. Learning Formats	5.58
Teacher Sensitivity	6.33	Concept Development	1.75
Regard for Student Perspectives	5.95	Quality of Feedback	2.35
Behavior Mgmt.	6.38	Language Modeling	2.43

OHS CLASS Descriptive Statistics, 2014					
National Distribution of Grantee-Level Domain Scores					
Domain	Lowest 10%	Median	Maximum	Highest 10%	OOI
Emotional Support	5.7167	6.08	7.00	6.5	6.4125
Classroom Organization	5.3646	5.83	6.79	6.35	6.2083
Instructional Support	2.2027	2.83	5.19	3.65	2.1750

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The information in “i” above shows the progress that our students have made over the past year. We made huge increases in Literacy Development, Cognitive Development, and Social Development. These are the three most important areas in determining School Readiness. We also use these scores as a precursor for planning our teaching staff’s professional development for the following school year.

The information in “ii” shows that our percentages in “widely held expectations of a pre-school child” are extraordinary in all categories. This shows the impact we are having on the children we serve and their ability to move onto Kindergarten. These scores even include our three year olds who will return to Head Start. The percentage for children who are moving on to Kindergarten is about three percent higher in each category.

The information in “iii” shows our interagency CLASS scores as well as the Triennial scores. As you can see the scores are not comparable- there are multiple explanations for this phenomenon:

- First, we see increased scores in Instructional Support and scores decreasing in the other two domains solely because we have been so focused on improving Instructional Support (this is typical when working intensely on improving one facet of the classroom.)
- Second, we have really tightened up our scoring of our own staff; we observe them in a very strict manner and expect the best with each observation.
- Finally, the CLASS system is great in many ways, but its biggest flaw is that one person can have a different perspective than another when it comes to an observation and our classrooms as the atmosphere is constantly changing. A teacher may score really well in one observation and the very next day score poorly. The CLASS Observation Tool is flawed in that does not take into consideration the circumstances in which the observation is being completed.

E. Patricia Murray- Disabilities & Center Supervisor:

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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%

Center Supervision: All but 4 of the annual staff evaluations are complete (and those are planned to be completed before the end of the school year.)

F. Tawnya Akins- Health/Mental Health:

1. Health Requirements:

- a) Completed Physical Exams: 100%
- b) Completed Dental Exams: 98%
 - 9% are receiving follow-up dental treatment or in the process of follow up treatment; 6% have completed follow up treatment.
- c) Completed Blood Lead Testing: 100%
- d) Immunization documented as complete, up-to-date, or waiver: 100%
- e) Growth Assessment: 68% Healthy Weight, 4% Under Weight, 13% Over Weight, and 13% Obese

2. Mental Health:

I am currently working with parents and teachers to make sure children in need of services are getting the services during the summer.

G. Krystal Mayes- Parent/Volunteer:

- Documented and Organized all minutes, training, members, agendas etc. for Policy Council.
- Created minutes from previous Policy Council meeting and gathered necessary information to create the "Coordinator Report"-sent to Exec. Director for final review.
- Updated Performance Standards Compliance Matrix.
- Arranged, gathered, and compiled all necessary information for the Self-Assessment Committee.
- Assisted Executive Director in updating the 2014/2015 Annual Self-Assessment Report.
- Currently in the process of completing April 2015 In-Kind.

H. Crystal Samsel-Enhancement Coordinator:

- Held *Teachers Learning & Collaborating* Meetings
- Intentional Teaching Direct- Science & Helping Others With Their Teaching (completed)
- Encouraging Creativity (completed)
- Preschool Frameworks (in-progress)
- Intentional Teaching Direct-Professionalism & Reflective Practice (starting)
- Instant Replay: A Coaching Strategy (starting)
- Completing CLASS observations by end of school year
- Tracking: April Staff Meeting Minutes & May "Pick Six"
- Classroom Coverage (when teaching staff are out)/Modeling proper teaching methods
- Compiling a Collection of Home Task Assignments – Will be ready for use by July 31st

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IV. Corporate Services (& Human Resources)

Jane Bueg, Corporate Services Director- April 2015

All Terminations	Education	Community Services	Administration	Total
	1	0	0	1

Involuntary Terminations:

	Education	Community Services	Administration	Total
April 2015	1	0	0	1

Current Employment Opportunities unfilled as of 5/5/2015

<i>Position</i>	<i>Location</i>	<i>Program</i>
Strategic Coordinator (on hold)	Harrison	Community Services
Teacher	Clinton	Head Start
Family Service Worker	Cotter	Head Start
Outreach Worker	Clinton	Community Services

Other/Training:

Governance Meetings: Board of Directors Executive Committee & Policy Council Meetings
GoogleApps In-Kind Report: \$345.00
Workforce Services Unemployment Claims: 1 Claims Audit: 0 Claims Audit Follow-up: 0
Training: The Harassment Free Zone; Harassment Training for Employees; Healthcare Reform
Family Medical Leave Requests & Tracking: 1
OOI Property/Inventory: Warehouse (Marshall) inventory, records removal
Document Shredding: 38 boxes by Shred-it onsite
CLASS Testing: 2
Benefits enrollment follow-up: 1
OOI Policy addition: Adverse Weather
Federal Student Loan Forgiveness research for Pam Klunk
Analysis: HS/EHS reduction in force & H.S. Classroom Staff contract days analysis & last work day
Jobs Posting & Advertisement: Family Service Worker (Cotter); Outreach Worker (Clinton)
COBRA notifications: 3
CSBG Standards Review with OCS
OOI Technology meeting with RaganPro