



OZARK OPPORTUNITIES, INC.

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Agency Progress Report

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

I. Executive Director Comments:

Since the Board last met in May we have been busy with our core programs of LIHEAP (utility assistance), SUCCESS (seminars and goal-coaching) and preparing for the new year of Head Start beginning August 19, 2015. We have had the opportunity recently to spend some unexpected funds (\$20,000) on “Stability” services, and have seen some tremendous success stories from those that we helped through strong partnerships with our community partners.

For those interested we are sending out an agency newsletter that gives a quick review of successes we are having, and our quarterly “Agency-wide Report” gives a review of the numbers of families and individuals we impact through our various programs.

In the coming year we are looking to approach community members to better fund the SUCCESS and Stability services approaches to support families that need a little extra boost to meet their goals toward education, employment, and healthy interdependence with their communities.

RTA

II. Strategic Plan Snapshot- Progress to Date (Aug. 2015)

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

- A. Emergency Services
 - LIHEAP- ongoing; **Winter & Summer program.**
 - Special; Recently completed with “CSBG Special Funds” grant; **Ongoing- need Fundraising Plan and support from staff and communities (including faith-based partners) to raise funds.**
- B. Non-Emergency Services
 - LIHEAP- ongoing; **Winter & Summer program.**
- C. New Projects (Family & Community)
 - Vehicle Repair Loan Program- **Ongoing as funds are repaid.**
 - Income Tax Credit Project- **Pending.**
 - Dental Assistance- **Researching...**
- D. Community Specific- **as identified by staff and community members.**
- E. Other

Strategic Commitment #2: Development & Empowerment= “Supports”*

**i.e. Learning & Skills Development*

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

A. Learning Opportunities (*Adult & Child*) **(Phase 1)**

- Early Childhood Education
 - Head Start
 - Integration of Financial Literacy (*Earning and Saving \$*) Curriculum into Head Start Program; completed; **Phase 2 begins fall of 2015.**
 - Early Head Start- **adding in 2016-17 school year at select locations.**
- Lifeskills Workshops (seminars- single topic)- **held monthly.**
- Directed Workshops- Series (New Parenting Approaches, Financial Literacy, etc.); with certification if available; in process- **Scheduling Soon.**
- Special Topics; as identified (CPR Training, etc.)- **As needed.**

B. SUCCESS Life Coaching/Family Development (*Adult*) **(Phase 2)**

- Short Term Goal Coaching (1 to 4 sessions); **as needed.**
- Longer Term Goal Coaching (More intensive support and Family Development-ongoing); Ongoing- **planning on adding additional Family Development Worker in Oct. 2015.**

C. Leadership Development (*Adult*) **(Phase 3)**

- Policy Council; **annual and ongoing.**
- Board of Directors- **ongoing.**
- *Getting Ahead in a Just Getting by World* (curriculum); **Pending; beginning inaugural class fall 2015.**

D. Asset Development (*Adult*) **(Phase 3)**

- Individual Development Accounts (IDA's); **Pending- looking at winter 2015 for initial offering.**

❖ **NOTE: All Empowerment participants will receive follow-up** (how extensive depends on depth of involvement).

III. Community Services

Rebecca Hanlin; Community Services Director

1. Home Energy Assistance Program:

- The summer, Non-Emergency, started July 6, 2015.
- The summer, Emergency Assistance Program, assistance with disconnected service, or service due to be disconnected within 10 days started Monday, August 3rd.
- Non-Emergency and Emergency programs are slated to end September 30th, earlier as funds are depleted.
- Average non-emergency benefit amount is \$126 and \$164 for emergency.

Program Summary:

Thru 8/7/15	Non-Emergency				Emergency			
County	Applied	Approved	Denied	\$ Spent	Applied	Approved	Denied	\$ Spent
Baxter	672	621	46	\$78,895	10	9	1	\$1,300.60
Boone	609	558	35	\$70,408	15	9	3	\$1,604.26
Marion	317	295	21	\$37,205	6	6	0	\$1,156.61
Newton	234	220	11	\$27,531	0	0	0	\$0.00
Searcy	223	209	14	\$26,487	0	0	0	\$0.00
Van Buren	315	274	37	\$34,254	1	1	0	\$37.68
Totals	2370	2177	164	\$274,780	32	25	4	\$4,099.15

- NOTE: You will notice the Approved + Denied does not equal the Total Applied. This is due to applications that are pending; missing information such as proof of income, utility account information, etc. Applicants that submitted incomplete applications are given 10 days to provide the missing information otherwise their application is denied. Applicants who have been denied can reapply at any time until the program ends or funds are depleted.
- Through 8/7/2015 we have remaining balances of **\$52,575** in non-emergency and **\$97,657.68** in emergency (crisis) funds.

2. Stability Programs:

- Stability Services: Services included emergency assistance and collaborative initiatives with community partners. **56** families were assisted. We were able to assist families with a variety of emergencies ranging from helping pay delinquent rent, staying eviction, helping two homeless families find permanent housing, purchasing eye glasses and working with partners to repair a roof for an elderly citizen. This program started mid-February and ended in June.
- Vehicle Repair Loan: 0% interest, \$500 maximum loan for applicants needing repairs to their vehicle. 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 ongoing program.

County	Stability Services			Vehicle Repair Loan		
	# families	Service Categories	\$ Spent	# families	\$ Loan	\$ Repayment
Baxter	19	Water, Housing	\$7,157.91	1	\$348.59	\$30
Boone	25	Water, Housing	\$9,150.62	1	\$500	0
Marion	10	Housing	\$3,057.74	1	\$500	\$300
Van Buren	2	Health, Housing	\$903.00	0	0	0
Totals	56	////////////////////	\$20,269.27	3	\$1,348.59	\$330

3. Community Services Block Grant:

- FY 2016 application was submitted June 30, 2015.
- FY 2015 CSBG 3rd Quarter Report was submitted July 30, 2015. [See attachments: National Performance Indicators summary with explanations for everything over or under 20% of planned numbers and Demographic information.]

4. SUCCESS:

- August Newsletter [Attachment].
- August Seminars: Banking Skills and Products.
- September Seminar= Energy Conservation, followed by an Achievement Banquet from 7-7:30 pm. **If you are available we would love to see Board members attend as we recognize SUCCESS participants and their achievements.** The banquet will be held at the Central office, September 25th from 7:00 to 7:30 pm. If you would like to attend please let Rebecca (870-741-9406 ext.227) or Julie (870-715-5064) know so we can ensure enough seating.
- *Getting Ahead in a Just-Gettin'- By World*
 - Julie Smith and Rebecca Hanlin are certified trainers for the curriculum.
 - The curriculum is facilitated over 16, three-hour sessions where participants become "investigators". *Investigators* dig deep into where they are, where they want to be and actions to get there. It is a very intense study with small groups of 6-10 with a facilitator (OOI staff person) to guide them through each session.
 - Once completed a 'graduate' will co-facilitate the next group.
 - Graduates will be great leaders as members of our Board of Directors, Head Start Policy Council, or externally in other community groups.

5. Staff:

- Youth Works= Willow Waggoner and Christina Cranfill have done an outstanding job assisting Outreach Workers in Baxter, Boone and Newton counties. We cannot say enough good things about them. They are featured in our August Newsletter.
- Retirements:
 - Wanda McMurrin, Programs Coordinator, will retire January 15, 2016.
 - Susan Phelan, Baxter County Outreach Worker, will retire February 15, 2016.
 - We will be advertising for the Programs Coordinator position and hope to fill that position in October so Wanda can start training them before she retires. Terrance Buttry has been a temporary hire in Baxter County for several years and is interested in Susan's position when she retires.
- Debra Lance submitted her resignation and her last day is August 14, 2015 (she is returning to work for her prior employer). Edna Golden has been the temporary assistant and is interested in that position.
- We will be advertising for another *Family Development Worker* to start in October. This position is in the FY 2016 budget and will help expand development and empowerment programs within our agency.

IV. Head Start

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

ENROLLMENT UPDATE: As of day one of classes (August 19, 2015) we have **405** children enrolled. Our funded enrollment is 440; however, we expect to hit full enrollment by the end of the month.

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Ozark Opportunities Inc. H/S
2005 - Management Report - End of Month Enrollment

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ChildPlus

Program Term: Head Start 2015-2016, Replacement In Same Program, Replacement In Same Program Term, Reporting
Date: 8/19/2015

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	Total	Actual Enrollment	Vacancies	Days Vacant (Avg)
Alpena				
Head Start Totals:	15	15	0	0 (Avg)
Bruno Pyatt				
Head Start Totals:	12	12	0	0 (Avg)
Clinton Head Start				
Head Start Totals:	28	28	0	0 (Avg)
Cotter Head Start				
Head Start Totals:	20	20	0	0 (Avg)
Flippin				
Head Start Totals:	13	13	0	0 (Avg)
Harrison				
Head Start Totals:	96	96	0	0 (Avg)
Jasper Head Start				
Head Start Totals:	20	20	0	0 (Avg)
Marshall Head Start				
Head Start Totals:	12	12	0	0 (Avg)
Mountain Home I Rm 1				
Head Start Totals:	15	15	0	0 (Avg)
Mountain Home I Rm 2				
Head Start Totals:	16	16	0	0 (Avg)
Mountain Home II				
Head Start Totals:	16	16	0	0 (Avg)
Mountain Home III				
Head Start Totals:	13	13	0	0 (Avg)
Mountain Home IV				
Head Start Totals:	14	14	0	0 (Avg)
Norfolk				
Head Start Totals:	24	24	0	0 (Avg)
Shirley Head Start				
Head Start Totals:	17	17	0	0 (Avg)
St. Joe Head Start				
Head Start Totals:	17	17	0	0 (Avg)
Valley Springs				
Head Start Totals:	20	20	0	0 (Avg)
Western Grove Head Start				
Head Start Totals:	19	19	0	0 (Avg)
Yellville-Summit				
Head Start Totals:	18	18	0	0 (Avg)
Ozark Opportunities Inc. H/S Totals:	405	405	0	0 (Avg)

8/19/2015
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Ozark Opportunities Inc. H/S

2004 - Management Report - Eligibility Income

Program Term: Head Start 2015-2016, Enrollment Status: Enrolled

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Alpena

# enrolled		Eligible 0-100%	101-130%	Over Income	Foster Child, Homeless, Public Asst. Child
15	Alpena	9	1	5	0
12	Bruno Pyatt	6	4	2	0
28	Clinton Head Start	18	4	3	3
20	Cotter Head Start	16	2	1	1
13	Flippin	10	2	1	0
96	Harrison	80	11	1	4
20	Jasper Head Start	12	5	2	1
13	Marshall Head Start	8	2	2	1
15	Mountain Home I Rm 1	9	5	1	0
16	Mountain Home I Rm 2	8	7	0	1
16	Mountain Home II	13	3	0	0
13	Mountain Home III	8	3	1	1
14	Mountain Home IV	10	3	1	0
24	Norfork	16	4	3	1
17	Shirley Head Start	13	1	3	0
17	St. Joe Head Start	8	4	4	1
20	Valley Springs	11	4	2	3
19	Western Grove Head Start	9	6	4	0
18	Yellville-Summit	14	2	1	1
406	Ozark Opportunities Inc. H/S	278	73	37	18

NOTE: Between the time these reports were run another child was enrolled; therefore the new total is 406- RTA.

B. July and August Coordinator Report

- **Coordinator Breakdowns-** Each coordinator created a breakdown of their job duties and how they perform each task. We created this to better assist teaching staff in who does what and in case someone has to fill in for a Coordinator that is out sick, etc. to insure completion of necessary tasks.
- **Arkansas Head Start Association-** Coordinators attended meetings with the association in order to become active members and network with other agencies.
- **Leadership Training-** Greg Gilbert presented leadership training to our Head Start Central Office Staff titled "The Power of Better".
- **Forms-** Coordinators updated key forms that simplify Teacher and Teacher Assistant duties. The Program Manager created the 2015-16 Education Schedule for teaching staff and Units of Study.

- **Grants-** The Program Manager wrote four grants over the summer to receive more books for our classrooms. We have received approximately 2,000 books and are awaiting about 2,000 additional books.
- **Trainings-** Coordinators attended numerous on-line trainings on Licensing, Head Start Frameworks, Socio-Emotional Techniques, and educational topics.
- **Boone County Imagination Station-** Our Program Manager and Parent Engagement Coordinator attended monthly meetings as Board Members of the group. We are currently serving approximately 700 children in Boone County. These children receive one book a month through the Dolly Parton Foundation. OOI provides a meeting room for each monthly meeting.
- **Interviews-** The Program Manager and Staff Supervisor in hiring two new teachers and two teacher assistants. We interviewed approximately 15 individuals.
- **Health Resources Committee-** Several Coordinators attended the Health Resources of Arkansas meeting at Yellville.
- **Pre-Service:**
 - August 3rd –Orientation of New Staff
 - August 4th –“Back to the Future” (Commitment to Excellence) Event – All staff attended and we had various speakers and an awards ceremony for staff.
 - August 6th – *Seed Digging* and *Conscious Discipline* Training- All teaching staff attended.
 - August 11th ,12th ,and 13th – “Round Robin” training Mountain Home, Marshall, and Harrison. At these trainings we train center staff on each component area and their job responsibilities.
 - August 18th – Retirement and Disabilities Training- All agency staff.
- **Maintenance-** Program Manager has done many maintenance duties over the entire service area including painting, landscape, concrete work, and many other odd jobs; our centers look GRRREAT!!!
- **CLASS Training-** Program Manager, Enhancement Coordinator, and Disabilities Coordinator attended a Classroom Assessment and Scoring System training in Chicago, IL.
- **Team Meetings-** A minimum of 5 team meetings were held with with the Head Start Program Manager and Coordinators to schedule pre-service and talk about what we are doing and planning to improve our program.
- **Christmas in July (Harrison)-** We had a booth at this event in which we promoted Head Start and OOI as an agency. We handed out over 200 books and many applications.
- **Recruiting-** All Coordinators participated in numerous efforts to recruit for Head Start.
- **Partnership Agreements-** Partnership agreements were created and signed.
- **Youth Bridge Meeting-** Mental Health Coordinator met with representative from Youth Bridge regarding services and preparing for the new year.

C. Program Outcomes from last school year. NOTE: We are sharing them again to insure everyone has seen them:

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.)

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:

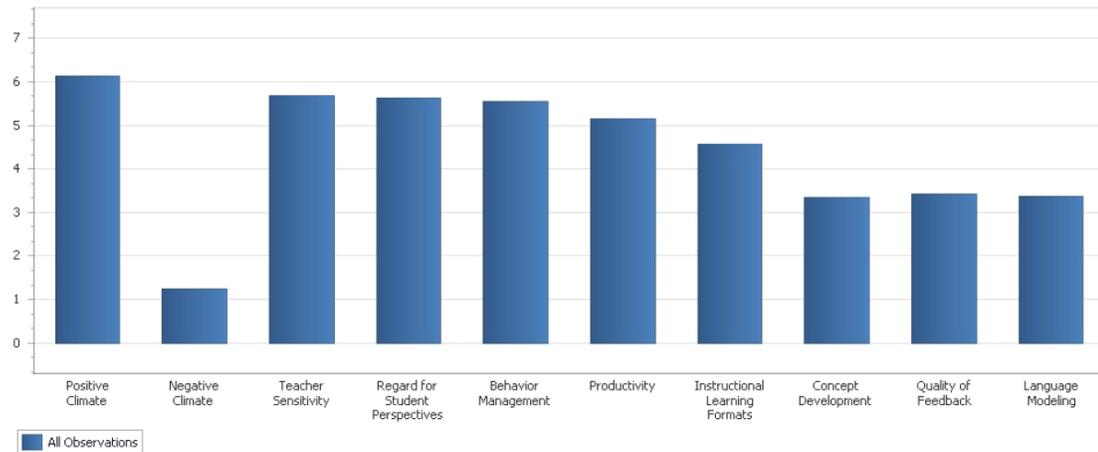
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5630 - Average CLASS™ Score Charts

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	PC	NC	TS	RSP	BM	PD	ILF	CD	QF	LM
All Observations	6.12	1.24	5.69	5.63	5.56	5.16	4.56	3.35	3.43	3.38

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

The information in “i” above shows the progress that our students have made over the last school year (2014-15). 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.

V. Corporate Services (& Human Resources)

Jane Bueg, Corporate Services Director- As of July 10, 2015

Hires	Education	Community Services	Administration	Total
	0	0	0	0
Terminations/Resignations	Education	Community Services	Administration	Total
	2	0	0	2
Other/Training				
Governance Meetings: no meeting this month				
GoogleApps in-kind report: \$335.00				
Workforce Services Unemployment Claims: 2 Claims Audit: 0 Claims Audit Follow-up: 0				
Family Medical Leave Requests & Tracking: 1				
OOI Property/Inventory: on-going – site records updated				
Criminal Records Check: 0 Child Maltreatment Registry Check: 0				
Interviews & Reference Checks: Teacher Assistant: Clinton & Alpena, Teacher: Norfolk				
Benefits enrollment: 1				
Salary changes: 2				
Work Station Changes: 0				
New Employee Orientation: 0				
COBRA: 2				
Program Information Report for Head Start				
Training: Greg Gilbert				
Contract Adjustments (Teachers): 11				
Technology: Server for Central Office Installed; all Central Office, County Operations and Family Service Worker documents backed up to server. Electrical upgrades for new server room completed; VIPRE antivirus installed on all OOI computers; all OOI computers had “wellness” check (2 removed from service; 2 will have repairs)				