

Agency Progress Report

Report for January 2014 Board of Directors and Policy Council

I. Executive Director's Notes:

The holiday season has passed- presents have been opened (and some broken ☺) and a new year is upon us...We are working hard to insure we are delivering quality services and programs with the funds we are receiving, as the need for help has not diminished.

We are expecting the Head Start Federal Review this spring, and we have been reviewing (again) the protocol and federal regulations to insure we are meeting all of them. We are also doing ongoing assessment of our program, and expect to have a Strategic Planning meeting for Head Start in the near future. The budget for the program looks good, and it is likely that we will be able to restore all of the salary cuts made due to Sequestration.

The Community Services Department has been busy, as the Home Energy Assistance Program (HEAP) is in full swing, and the outreach offices have been busy dealing with accepting and processing applications. We are still receiving commodity foods, and are handing them out on a quarterly basis. Our Family Development program continues to enroll people that are serious about setting and reaching goals to assist them in breaking the cycle of poverty. In addition, we have released our first Annual Report in several years, which has been posted on the website, Facebook, and emailed to everyone we know (☺).

Overall, the agency continues to improve as we roll out new systems and procedures to meet the myriad of rules we must follow to maintain our grants and continue serving our staff and families and communities in need. I am hopeful that our legislators will find a common ground and pass a budget that will allow us to continue our work without additional cuts, as the needs are as pressing as ever.

RTA

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II. Head Start

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

- ENROLLMENT UPDATE:** At the end of December we had **444** enrolled (471 is now our funded enrollment.) We have had discussions with the Region 6 Office to insure they understand the situation with reaching enrollment, and we are maintaining contact with them as we work to fill our classrooms. Below is the official enrollment report as submitted to Head Start.

ENROLLMENT REPORT

ENROLLMENT

Month	Head Start	Funded	Status
December 2013	444	471	Reported
November 2013	445	471	Reported
October 2013	447	471	Reported
September 2013	442	471	Reported
August 2013	443	471	Reported
July 2013	Not Operational	481	Reported

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admin

2301 - Average Daily Attendance

Program Term: Head Start 2013-2014, Attendance Date: 12/1/2013 - 12/31/2013, Codes counting towards present status: P - Present, T - Tardy

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	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	127	0	4	3	0	2	0	8.00 (avg)	15.88	19	83.55%	17.00	93.38%
Bruno Pyatt	110	0	7	11	0	2	0	8.00 (avg)	13.75	18	76.39%	16.25	84.62%
Clinton Head Start	215	0	38	25	0	0	0	9.00 (avg)	23.89	34	70.26%	30.89	77.34%
Cotter Head Start	165	0	10	18	0	1	0	10.00 (avg)	16.50	20	82.50%	19.40	85.05%
Flippin	174	0	18	5	0	3	0	10.00 (avg)	17.40	20	87.00%	20.00	87.00%
Harrison	654	1	71	115	0	8	5	10.00 (avg)	65.40	98	66.73%	84.90	77.03%
Jasper Head Start	75	0	4	17	0	0	2	8.00 (avg)	9.38	17	55.15%	12.00	78.13%
Marshall Head Start	77	0	13	19	0	10	0	8.00 (avg)	9.63	20	48.13%	14.88	64.71%
Mountain Home I Rm 1	140	0	9	25	0	0	0	9.00 (avg)	15.56	20	77.78%	19.33	80.46%
Mountain Home I Rm 2	146	0	2	24	0	2	0	9.00 (avg)	16.22	20	81.11%	19.33	83.91%
Mountain Home II	158	0	13	9	0	0	0	9.00 (avg)	17.56	20	87.78%	20.00	87.78%
Mountain Home III	125	0	5	14	0	0	0	9.00 (avg)	13.89	16	86.81%	16.00	86.81%
Mountain Home IV	130	0	13	24	0	0	0	9.00 (avg)	14.44	20	72.22%	18.56	77.84%
Norfolk	194	0	13	27	0	13	3	8.50 (avg)	22.82	34	67.13%	29.06	78.54%
Shirley Head Start	90	0	14	14	0	4	0	9.00 (avg)	10.00	18	55.56%	13.56	73.77%
St. Joe Head Start	112	0	5	17	0	3	0	8.00 (avg)	14.00	17	82.35%	17.13	81.75%
Valley Springs	137	0	12	13	0	1	3	9.00 (avg)	15.22	20	76.11%	18.11	84.05%
Western Grove Head Start	147	0	3	10	0	0	0	8.00 (avg)	18.38	20	91.88%	20.00	91.88%
Yellville-Summit	166	0	17	17	0	0	0	10.00 (avg)	16.60	20	83.00%	20.00	83.00%
Ozark Opportunities Inc. H/S	3,142	1	271	407	0	49	13	9.04 (avg)	347.57	471	73.79%	428.10	81.19%
Report Totals	3,142	1	271	407	0	49	13	9.04 (avg)	347.57	471	73.79%	428.10	81.19%

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

Licensing/Facilities & Safety

- We are still working to get insure all facilities are maintained and any issues taken care of. At the central office we had the lot next door and behind the building filled with road material and gravel; this has increased parking by several spaces and staff do not have to walk in the mud and grass to get to their work station. We plan to apply for grant funds to replace the roof at the Marshall Center, and there are several other projects that will be underway over the next several months, and a schedule is in process to insure that they are completed at the proper time (as large projects have to be done when children are not in school.)

Nutrition:

- During the month of October 2013 we served 7,855 breakfasts, 8,079 lunches and 7,263 snacks , and during the month of November, we served 5,318 breakfasts, 5,600 lunches, and 5,122 snacks to Head Start children. A copy of the Claim Summary for USDA will be emailed prior to the meeting for your review; a breakout by center is included below:

We served 7855 breakfasts, 8079 lunches, and 7263 snacks in the month of October.

<u>Center Name:</u>	<u>Total Cost:</u>
Alpena	\$1575.67
Bruno-Pyatt	\$1645.11
Clinton	\$2942.41
Cotter	\$2289.05
Flippin	\$1996.88
Harrison	\$8257.84
Jasper	\$1444.96
Marshall	\$1311.21
Mtn. Home	\$4352.39
Mtn. Home II	\$2239.99
Mtn. Home III	\$1737.22
Mtn. Home IV	\$2030.11
Norfork	\$3353.00
Shirley	\$1201.92
St. Joe	\$1660.73
Valley Springs	\$1671.40
Western Grove	\$2113.16
Yellville	\$1948.10

Monthly Food Service Total \$43,771.15

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We served 5318 breakfasts, 5600 lunches, and 5122 snacks in the month of November

<u>Center Name:</u>	<u>Total Cost:</u>
Alpena	\$1239.24
Bruno-Pyatt	\$1194.70
Clinton	\$1990.81
Cotter	\$1616.83
Flippin	\$1531.24
Harrison	\$5631.46
Jasper	\$1014.26
Marshall	\$905.81
Mtn. Home	\$2573.24
Mtn. Home II	\$1519.44
Mtn. Home III	\$1048.36
Mtn. Home IV	\$1249.37
Norfork	\$2392.62
Shirley	\$770.41
St. Joe	\$1223.77
Valley Springs	\$1487.73
Western Grove	\$1527.08
Yellville	\$1293.69

Monthly Food Service Total \$30,210.06

C. Ryan Clayborn- Education and Training & Technical Assistance:

- Our *Child Portfolios* for next year have been completely revamped and brought up to date for the 2014-15 school year.
- Computer Trainings at various locations are in process to insure all teaching staff have a working understanding of technology and how to use it to improve outcomes.
- I have completed an evaluation on the proposed curriculum (*Creative Curriculum Gold*) for next year (we were given a thirty day trial of the program.) The system generates numerous reports and will allow us to dis-aggregate our children's data much more efficiently. The program will also allow parents to access their child's data online throughout the school year (similar to the way the public schools do.)
- Teachers have started the second LAP-3 Assessment of the year and are in the process of scheduling their second *Home Visits*.
- I have been working on getting every teacher entered on the *TAPP Registry* as well as getting all of our professional development entered onto the system.
- All *Better Beginnings* grants that expire in 2014 have been completed and re-submitted (11 classrooms.) These grants provide limited funds for professional development, playgrounds, and classroom materials.
- All staff that need *C.P.R. Certifications* have been scheduled to complete the course.

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D. Patricia Murray- Disabilities & Center Supervisor:

1. **Center Supervision:** Staff and children are back from an extended Christmas break. The first evaluation for the three new staff will be completed week of January 13-17.
2. **Disabilities:** In December and January we achieved our mandated 10% of children with Disabilities. Our current level is 18%, (83 children). The Co-Ops and Preschools are working hard with our staff to provide needed services to each and every child.

1/13/2014
9:53 am
Pmurray

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

Program Term: Head Start 2013-2014, Enrollment Status: Enrolled, Terminated, Term/Wait Enrollment Dates: 8/19/2013 - 1/13/2014

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83	471	0	83	1 IEP(s): 60 2 IEP(s): 19 3 IEP(s): 4	1 Signed 60 2 Signed 21 3 Signed 2	IEP: 83 IFSP: 0	16	16	1	Health Impairment 1 Non-categorical/developmental delay 51 Speech or language impairment 31
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18%

E. Tawnya Akins: Health/Mental Health:

Health Requirements

1. Completed All (Dental and Physical Exams): 90%.
2. Completed Physical Exams: 95%.
3. Completed Dental Exams: 95%.
 - 3% need or are receiving follow up treatment
4. Completed Behavior Checklist: 99%.
5. Completed Blood Lead Testing: 95%.
6. Immunization documented as complete, up-to-date, or waiver: 99%.
7. The first Health Service Advisory Committee (HSAC) Meeting was held on December 19, 2013.
8. Growth Assessment: 66% Healthy Weight (3% Under Weight, 12% Over Weight, and 15% Obese)

Body Mass Index (BMI) for age/weight status categories:

Weight Status Category	Percentile Range
Underweight	Less than the 5th percentile
Healthy weight	5th percentile to less than the 85th percentile
Overweight	85th to less than the 95th percentile
Obese	Equal to or greater than the 95th percentile

Mental Health

- The second round of Mental Health Observations are being scheduled for each center and will be done this spring.

F. Krystal Mayes: Parent/Volunteer:

- 1. Nonfederal Share (NFS):** August, September, October, November, and December Nonfederal Share (i.e. “In-Kind”) has been processed and submitted to the Finance Department for final approval. With the assistance of Terri Beard, a new “In Kind Procedure” has been created for both teaching staff and Family Service Workers along with a new *In-Kind Tracking Spreadsheet* will be distributed for review by P.C. and Board members.
- 2. Policy Council:** I have been working closely this month with Ms. Riggins and Mr. Atkinson to ensure I learn the proper process and procedures regarding Policy Council. I have assumed responsibility for the Agency Report and PDM/Governance pieces of the Performance Standards tracking system (i.e. Compliance Matrix/List.)
- 3. Parent/Volunteer Engagement:** I have met with Cathleen McCauliffe, our region 6 Early Childhood Education Specialist, regarding the PFCE (Parent, Family, and Community Engagement) Framework. We are currently working on a PFCE plan to present at a future Policy Council meeting for review, revision, and adoption by the Council.
 - Volunteering:** Of the 300 families currently enrolled in Head Start, 75% (appr. 225) of them are actively volunteering. Of the 1,131 total volunteers, 61% are Head Start parents, or former parents.

In-Kind	Families who volunteer	
Alpena	26%	4 families
Bruno Pyatt	80%	12 families
Clinton Head Start	84%	27 families
Cotter Head Start	94%	16 families
Flippin	100%	18 families
Harrison	20%	16 families
Jasper Head Start	84%	11 families
Marshall Head Start	92%	13 families
Mountain Home I Rm 1	100%	17 families
Mountain Home I Rm 2	88%	16 families
Mountain Home II	89%	17 families
Mountain Home III	100%	14 families
Mountain Home IV	100%	17 families
Norfork	89%	25 families
Shirley Head Start	92%	12 families
St. Joe Head Start	86%	13 families
Valley Springs	88%	16 families
Western Grove Head Start	94%	18 families
Yellville-Summit	94%	18 families

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III. Community Services

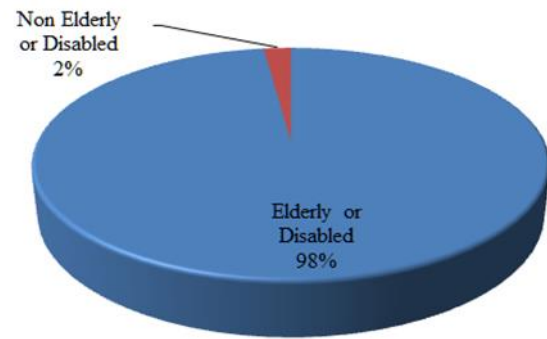
Rebecca Hanlin; Community Services Director

A. Home Energy Assistance Program

1. **Regular Home Energy Assistance Program (HEAP):** The program opened January 6, 2014. This is a one-time assistance per program cycle and benefit is determined by gross income and the number in the household. Assistance can be with gas or electric.

Regular Winter Home Energy Assistance Program, applications, through January 10, 2014.

County	Applied	Approved	\$ Spent
Baxter	457	381	\$48,341.00
Boone	360	191	\$24,378.00
Marion	276	243	\$31,190.00
Newton	217	161	\$20,362.00
Searcy	147	133	\$17,204.00
Van Buren	163	146	\$18,577.00
Totals	1,620	1,255	\$160,052.00

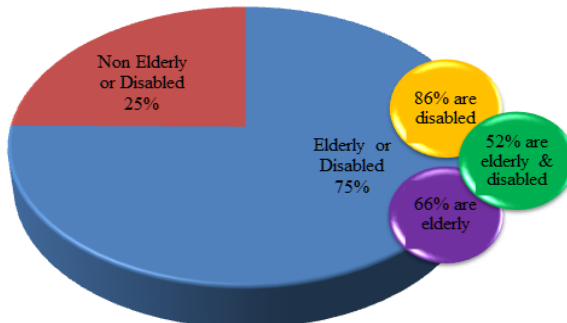


2. **Crisis Intervention Program:** Assistance with an energy-related emergency (reconnection or establishment of service, disconnect notice or depletion of heating fuel) is scheduled to begin February 10, 2014.
3. **Monitoring:** We received approval for the *Corrective Action Plan* for the FY 2013 Winter Regular and Crisis programs. Monitoring was conducted September 25-27, 2013. We are still awaiting Monitoring Report of the FY 2013 Summer Regular and Crisis programs which was conducted November 13-15, 2013.

B. Commodities:

Due to snow and ice, commodity delivery was postponed from Monday (December 9th) to Monday, December 16th. Distribution started the same week (18-20th).

Distribution continued until food was gone as of January 10, 2014 food is still available in Marion and Newton counties.



December Commodity Distribution		
County	# Households	# Individuals
Baxter	164	288
Boone	165	329
Marion	70	132
Newton	118	192
Searcy	178	303
Van Buren	149	272
Totals	844	1516

Commodity (TEFAP) Data Pie Chart

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C. Reports:

1. The *Information System Survey* (“I.S. Survey”) was due (and submitted on time) on January 10, 2014. This is the big year-end report that includes all close-out financial reports and outcome data for FY 2013. A lot of the information was reported on the FY 2013 CSBG fourth quarter/year-end report.
2. *Pilot ROMA Report* (October 1 – December 31) is due January 14, 2014- we have had discussions with the Office of Community Services (OCS) in Little Rock and will be sending the information needed on time.
3. *FY 2014 CSBG First Quarter Report* is due January 31, 2014. The reporting period is October 1 through December 31, 2013.

D. Staffing Updates: February 20th, Marlene Simoneaux, Admin. Assistant II. will retire after working for *Ozark Opportunities, Inc.* 6 years. She will be missed!

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IV. Strategic Plan (& Community Development) Update:

1= Initiate/Startup, 2= Maintain, 3= Advocate/Educate/Research, 4= Partner								
A.	Empowerment	1	2	3	4	OOI Program	Status	Community Resource
1	Shortage of affordable before & after-school and summer programs for low income children.	X		X	X	N/A.	Included in coming year Head Start Grant discussion.	Norfolk Church, Mtn Home Cooper Center, Leslie UM
2	Limited Life-Skills training is available (includes Nutrition and Healthy Interactions)		X		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 to 3rd grade is needed to insure children can succeed later in school.		X		X	Head Start	Head Start Program addresses this need directly.	ABC, 3rd Grade Reading Initiative, Early Head Start
4	Early child care is limited and expensive (0-3 years old.)			X		N/A.	Researching; cannot address with current resources.	Newton County S.S. Early Head Start
4	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
5	Job Readiness Skills are lacking.		X		X	SUCCESS (CSBG & A-16)	Maintaining current offerings; needs additional research.	Workforce Services, Career Pathways, ACCESS, Getting Ahead, Giving Back Industries, Inc., VISTA
6	Entrepreneurial enterprises (both for- and non- profit) need support to grow and prosper.	X	X		X	Community Development	Entrepreneurial Breakfast and resources available for local people.	VISTA, Giving Back Industries, Inc., Local Chambers of Commerce, SCORE
7	People can't get jobs due to not having proper training or education level. (i.e. formal training)			X	X	SUCCESS (CSBG & A-16)	Maintaining current offerings; needs additional research.	US Dropout Prevention, Local Literacy Councils, ABE/GED, Extension, Library, Internet, College/Vo-tech schools, Career Pathways, TRIO
8	Families don't have enough income to meet basic needs.	X		X	X	SUCCESS (CSBG & A-16), UHEAP, TEFAP, Head Start	VITA in process; 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
9	Unemployment results in families not being able to make ends meet.			X	X	SUCCESS (CSBG & A-16), UHEAP, TEFAP, Head Start	Maintaining current offerings; needs additional research.	Share & Care, DHS, VITA, Wear & Share, Salvation Army, House of Hope, Local Churches, HOPE, SC Rural Help Center, Power of Care

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1= Initiate/Startup, 2= Maintain, 3= Advocate/Educate/Research, 4= Partner							
B. Family Stabilization:	1	2	3	4	OOI Program	Status	Community Resource
1 Accessibility to basic, affordable healthcare services are needed; i.e. dental, vision, doctor visits, etc.			X	X	SUCCESS (CSBG & A-16), Head Start	ACA increased coverage; assistance provided as funds are available. Referrals made as well.	Share & Care, Christian Free Mission, Salvation Army, Lion's, Kiwanis, Shriners, Wal Mart Eye, DHS, Local Health Units and Clinics
2 Hunger is a problem for many people and they are unable to obtain healthy foods. (Elderly, Disabled, Children, and Families.)		X	X	X	SUCCESS (CSBG & A-16), TEFAP, Head Start	Maintaining current offerings; needs additional research to determine where/how to distribute TEFAP Commodities.	SNAP, Children's Ministries, FB or NCA, local churches, Share & Care, House of Hope, Sr. Centers, AAonA, Meals on Wheels.
3 Substance & Drug Abuse result in broken homes and neglected children.			X	X	N/A.	Researching; cannot address with current resources.	OMART, R?
4 People with Mental Health needs are unable to get their medication or attend appointments.			X	X	N/A.	Researching; cannot address with current resources.	VA Transport, DHS, Health Units, NAPHE
5 Individuals and Families have emergencies and need assistance.		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
6 Low income people don't have access to leadership skills training.	X			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
7 Lack of reliable transportation is a barrier for low income people.	X		X	X	SUCCESS (CSBG & A-16), Head Start	Researching; cannot address with current resources.	DHS, NATS, VA Transportation, Auto Training Centers (NAC, NA Career), Cross Roads
8 Inadequate available housing- there is a shortage of safe and affordable housing.	X				HOME	Applied for CHDO	NWRHA, Harrison Hsg, WRHA, BCSS, Private Developers, Area Agency on Aging, House of Hope
9 Homeowners and renters get into temporary financial trouble and lose their homes.			X	X	N/A.	Referring those in need to local providers.	NWRHA, House of Hope, Hrs Housing
10 There is a shortage of housing for foster children in OOI service area.			X	X	N/A.	Researching; looking at models that people will begin and complete.	N/A
10 Homes need modification or renovation to make them safe, accessible, and/or energy efficient. There is not currently a "Housing Coalition" working to create a unified Housing Plan for the region (ACCESS Startup).	X			X	HOME Program	Have applications for HOME, Applied for CHDO; have to re-boot due to changes in regs.	NWRHA, Hrs Hsg, Fuller Center for Housing
11 Lack of nutritional food is an issue for families. Commodity Food Program (TEFAP) is not meeting needs.	X	X	X	X	TEFAP Commodities.	Reviewing current practice; may change allocation of food. Also looking at frozen food to select areas.	NW Ar. Food Bank, Share & Care,

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1= Improve/Upgrade/Do, 2= Review, 3= Maintain					
C.	Organizational Capacity (Agency):	1	2	3	Status
1	Non-federal funds are needed to insure organizational health.	X			Receive United Way funds in select counties, apply for relevant grants as available.
2	Agency staff need leadership, personal, and professional development opportunities.		X		Professional Development Plans on all staff; updated yearly.
3	Volunteers are needed to insure programs have enough help to meet the need.	X			Applied for VISTA Volunteers (4); currently utilizing when available for all programs. Have volunteer component in Head Start- track hours and use for Nonfederal Match.
4	Organization needs Community Involvement to insure programs are recognized, accessible, and clients are receiving services and assistance they need.		X		Agency engaged with partners to assist customers; Social Media used to help share information (FB & Website)
5	Infrastructure Development, including Technology Plan.	X			Technology Plan high priority in new year, now that immediate technology needs are completed (Sage Hardware installed, internet at modular classroom, etc.)
6	Data Collection.		X		Currently do Intake on all agency clients. CSST system receiving upgrades to insure relevancy; HS going to Creative Curriculum Gold- paired with ChildPlus will allow "disaggregation". ALL customers input into central data system for tracking and reporting.
7	Problem (Needs) Assessment.		X		Ongoing; need to update Partner & Client Surveys ASAP.
8	Internal Policy/Procedure Assessment.		X		Underway; Head Start staff reviewing and creating now. Community Services did thorough review prior to CSBG Standards Pilot.
9	Customer/Community Engagement & Referral.	X			Discussions about how to best gather needed information; 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.
10	Strategy Development (& Goal Setting).			X	Ongoing process; Afternoon Retreat on 1-9-14 will help to focus on Agency Needs and discussion of future initiatives and engagement.
11	Risk Assessment		X		Scheduled for update to Agency Self Assessment in late January; HS Self Assessment being completed in coming months. Triennial Review this year.
12	Partner Development.			X	Ongoing; adding new partners as new initiatives gain steam.
13	Advocacy (i.e. Message & Materials Development & Communication System.)	X			Currently have limited engagement with legislators- area of improvement for coming year. Social Media (and website) gaining popularity. Marketing & Communication Plans need update and expansion. MUCH ROOM FOR IMPROVEMENT.

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V. Corporate Services- December 2013

Jane Bueg; Corporate Services Director

Hires	Education	Community Services	Administration	Total
	1	0	0	1

Terminations, Transfers, Employment Opportunities= None at this time.

Other/Training
Human Resource/Management Training: Webinars: "ACA - What early care and education providers need to know" & "Strategies to Decrease Your Compensation Expense"
Governance Meetings: none in December.
GoogleApps In-Kind Report: \$365.00
Workforce Services Unemployment Claims: 33
Employee Benefits: completed enrollment of staff in <i>UnitedHealthcare</i> Group Health Plan - created & distributed temporary staff I.D. cards; began enrolling staff in AirEvac; notified staff of payroll deduction for continued Dental plans and group health insurance coverage.
Multiple Communications to staff regarding 2014 Fringe Benefits: Major Medical Group Health Insurance, AirEvac Family Membership, Life Insurance, 403(b) Retirement Plan
Head Start Teacher Contracts: 1
New Employee Orientation for Parent & Volunteer Engagement Coordinator
National Sex Offender Database search & obtained reports on all employees
Tracked Senate Bill 1967
Assisted in the analysis of fringe benefits changes, salary rate changes.
Processed Family Medical Leave Requests: 1
Salary Rate Change: 15
Workers Compensation Insurance Application
Board of Director's Minutes

VI. Finance- see "Finance Packet" sent separately.

Shirley Richesin; Financial Officer