



Community Services of Northeast Texas, Inc.



CALL TO ASSEMBLY

Please rise.

- **Pledge of Allegiance (US)** *I pledge allegiance to the flag of the United States of America and to the Republic for which it stands, one nation, under God, indivisible, with liberty and justice for all.*
- **Pledge of Allegiance (Texas)** *Honor the Texas flag; I pledge allegiance to thee, Texas, one state under God, one and indivisible.*
- **Community Action Promise** *Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to Helping People Help themselves and each other.*
- **Our Mission** *CSNT applies all available strategies enabling Northeast Texas families to lead improved, empowered, and self-reliant lives.*
- **Our Community Services Vision** *To be the leading organization in our region which empowers families to be self-reliant, educated, and healthy*
- **Our Head Start Vision** *To provide a system of education and encouragement which results in school-readiness for young children and their families*
- **Invocation**

Board Meeting

September 27, 2022 @ 12:00 Noon

Linden Community Center

301 East Houston, Linden Texas 75563

Rev. Ross Hyde, Board Chairman • Dan 'Lucky' Boyd, CCAP, NCRMT, Executive Director

If you need assistance with physical accessibility to the meeting, please call 903-756-5596 x 201

1. Call Meeting to Order

2. Establishment of a Quorum

3. Approval of Agenda 9/27/22 *

4. Approval of Minutes 8/23/22 *

5. Chairman's Comments and Recognitions

6. Training/Presentations

A. Head Start Orientation – Bridgette Parton

7. Committee Reports and Information

A. Planning & Evaluation – No current report required

B. Personnel –No current report required

C. Finance – No current report required

D. Executive –No current report required

E. Nominating – *Report Ross Hyde- Should meet in Oct. for Nomination of Officers, prior to Bd Mtg*

F. By Laws- No current report

The Chair may make changes to committee rosters and/or develop new committees.

8. Action Items

A. Seat new board member(s), if any*

Harmony Roberson, Cass County Poverty Sector, elected by parent committee of Atlanta Head Start.

B. Approve Consent Agenda*

- 1) Head Start/EHS & PIR Reports..... (OS 5.9).....Berny Harris
- 2) County Services Report..... (OS 5.9).....Michelle Morehead
- 3) Service & HS Transportation Reports..... (OS 5.9)Tommy Hooper
- 4) Payee Report..... (OS 5.9)Savannah Coates
- 5) TBRA Report..... (OS 5.9).....Michelle Morehead

C. Discuss/Approve Revised Policy 705 Dress Code – Tattoo Addendum *

D. Discuss/Approve Agency Wide Budget Org. Std. 8.9

- E. Discuss/Approve Continued use of the 10% De minimis Indirect Cost Rate & Indirect Cost Rate Certification**
- F. Discuss/Approve 2023 CEAP Service Delivery Plan**
- G. Discuss/Approve Policy Council ByLaws**

9. Staff Reports

- A. Human Resource(OS 5.9).....Charlotte Hall
- B. Financial-1.2.3.4.5.6.7.8.9.10.11.12.....(OS 8.7) Shelley Mitchell

10. Executive Director’s Report

11. Discussion Items

- A. CSNT Customer Satisfaction Survey Org. Std. 1.3**
- B. New Boston & Naples Calendar Change**

12. Audience Comments

13. Executive Session

- Executive Director Evaluation Org. Std. 7.4**
- Executive Director Compensation Approval Org. Std. 7.5**

- A. Consultation between the board and its attorney in those instances in which the board seeks the Attorney’s advice with respect to pending or contemplated litigation, settlement offers, and other matters where the duty of the attorney to his client requires confidentiality
- B. Discussion with respect to the purchase, exchange, lease, or value of real property, negotiated contracts, and prospective gifts or donations to the organization, when such discussion, if made public, would have a detrimental effect on the negotiating position of the organization.
- C. Discussion with respect to matters involving the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal of an officer or employee or to hear complaints or charges against such officer or employee, unless such officer or employee requests a public session.
- D. Discussion with respect to any matter specifically made confidential by law or regulation. Any other exception available by state law

14. Required Action from Executive Session

15. Adjourn Board Meeting

* Requires Board Vote

Community Services of Northeast Texas, Inc.
Board Meeting MINUTES
August 23, 2022
301 East Houston, Linden Community Center
Linden, Texas 75563

Board Members Present

Ross Hyde, Chairman

Representing State Representative, Gary VanDeaver, Public Sector

Donna Early, Treasurer

Representing Cass County Judge Becky Wilbanks, Public Sector

Dr. Arcolia Jenkins, Vice Chairman via Zoom

Representing Creating Opportunities in Marion County, Private Sector

Cecelia Huff, Secretary

Representing Bowie County, Poverty Sector

Judge Doug Reeder, Parliamentarian

Morris County Judge, Public Sector

John Baxter

Representing Texana Bank, Private Sector

Sandra Wright

Representing Marion County Judge Leward Lafleur, Public Sector

Board Members Absent

Lee Elliott

Representing LEDC, Private Sector

Alexa Rainge/Kerri Winters

Representing Linden-Kildare CISD, Private Sector

Angela Thompson

Representing Bowie County, Poverty Sector

CALL TO ORDER

Ross Hyde, Chairman, called the meeting to order at 12:20 p.m.

Quorum: established five of 10, members present, seven total after two were seated.

AGENDA

Motion: John Baxter moved to approve the May 24, 2022 minutes.

Second: Judge Doug Reeder, Parliamentarian

All in favor voted aye, none opposed, the motion carried unanimously

MINUTES

Motion: Arcolia Jenkins, ViceChair moved to approve the May 24, 2022 minutes.

Second: John Baxter

All in favor voted aye, none opposed, the motion carried unanimously

CHAIRMAN'S COMMENTS AND RECOGNITIONS

None

TRAINING / PRESENTATIONS

- A. Overview of Head Start Review – Berny Harris

COMMITTEE REPORTS

- A. Planning & Evaluation – No current report required
- B. Personnel – No Current report required
- B. Finance – No Current report required
- D. Executive – No current report required
- E. Nominating – No current report required
- F. By Laws – No current report required

No Committee Reports.

The Chair may make changes to committee rosters/develop new committees.

Action Items

A. Seat New Board Member(s)

Donna Early was seated as appointed by Judge Travis Ransom to continue representing Cass County in his stead.

Motion: Judge Doug Reeder, Parliamentarian

Second: Arcolia Jenkins, ViceChair

All in favor voted aye, none opposed, the motion carried unanimously.

Sandra Wright was seated as appointed by Judge Leward Lafleur to represent Marion County in his stead.

Motion: John Baxter

Second: Cecelia Huff, Secretary

All in favor voted aye, none opposed, the motion carried unanimously.

B. Approve Consent Agenda

- 1) Head Start/EHS Reports/PIRs..... (OS 5.9).....Berny Harris
- 2) County Services Report.....(OS 5.9).....Heather Humphries
- 3) Service & Transportation Report..... (OS 5.9).....Tommy Hooper
- 4) Payee ReportHand out.....(OS 5.9)..... Lauren Bean
- 5) TBRA Report.....Hand out.....(OS 5.9).....Lauren Bean
- 6) Human Resources.....(OS 5.9).....Charlotte Hall

Motion: Donna Early, Treasurer moved to approve the Consent agenda.

Second: John Baxter

All in favor voted aye, none opposed, the motion carried unanimously.

C. Discuss/Approve Updated Organization Description

Motion: Arcolia Jenkins, ViceChair

Second: Donna Early, Treasurer

All in favor voted aye, none opposed, the motion carried unanimously.

D. Discuss/Approve Policy 705 Dress Code – Tatto Addendum

Judge Reeder discussed term “regarded” vs “reasonably” to use in the language of dress code policy 705. All agreed to postpone voting until there is a rewrite of Policy 705 submitted at the scheduled meeting of September 27, 2022.

Motion: Judge Doug Reeder, Parliamentarian

Second: John Baxter

All in favor voted aye, none opposed, the motion carried unanimously.

E. Discuss/Approve Policy 708 - Resignation

Motion: Donna Early, Treasurer moved to accept Policy 708 as read.

Second: John Baxter

All in favor voted aye, none opposed, the motion carried unanimously.

F. Discuss/Approve Policy 716 – Disciplinary Process

Motion: Arcolia Jenkins, ViceChair

Second: Judge Doug Reeder, Parliamentarian

All in favor voted aye, none opposed, the motion carried unanimously.

G. Discuss/Approve CSBG – CAP (Due September 30) Org. Std. 2.1, 4.2)

Motion: John Baxter

Second: Donna Early, Treasurer

All in favor voted aye, none opposed, the motion carried unanimously.

H. Discuss/Approve Update for CAP and Strategic Plan (Org.Std. 6.5, 9.3)

Motion: John Baxter

Second: Arcolia Jenkins, ViceChair

All in favor voted aye, none opposed, the motion carried unanimously.

I. Discuss/Approve Annual Report FYE2021

Motion: Arcolia Jenkins, ViceChair

Second: Judge Doug Reeder, Parliamentarian

All in favor voted aye, none opposed, the motion carried unanimously.

STAFF REPORTS

- A. Financial Report – Prepared and presented by Shelley Mitchell, CFO and reviewed by all.

The governing board receives financial reports at each regular meeting that include the following:

1. Organization-wide report on revenue and expenditures that compares budget to actual, categorized by program and
2. Balance sheet/statement of financial position. (OS 8.7)

EXECUTIVE DIRECTOR

- A. Grant Texas Home Assistance Fund (TXHAF) \$999,999K
Dan credited Michelle for getting TXHAF grant and explained the use of this grant. Can be used for all admin by signing clients up in 20 counties.
- B. Audit Scheduled for week of December 12, 2022 – this was noted

Dan commented on going to New York for the NCAP conference August 29-Sept.2. Also, a personal note of putting a pet down and how upset he was over this.

DISCUSSION ITEMS

- A. Public Hearing Notice, Agency to receive \$431,143K for 2023
- B. Final PIR Head Start and Early Head Start 2021-2022

AUDIENCE COMMENTS

None

EXECUTIVE SESSION

Dan commented, before executive session started, that by mid-September evaluations should be received; and reminded the board of his compensation being approved last year for this year and he has not executed approved increase.

Motion to enter Executive Session at 1:47pm: Arcolia Jenkins, ViceChair
Second: Judge Doug Reeder, Parliamentarian

- A. Executive Director Evaluation – (Org. Std. 7.4)
- B. Executive Director Compensation Approval (Org. Std. 7.5)

Motion to exit Executive Session at 2:38pm: Cecelia Huff, Secretary
Second: Donna Early, Treasurer

- a. Consultation between the board and its attorney in those instances in which the board seeks the Attorney’s advice with respect to pending or contemplated litigation, settlement offers, and other matters where the duty of the attorney to his client requires confidentiality.
- b. Discussion with respect to the purchase, exchange, lease, or value of real property, negotiated contracts, and prospective gifts or donations to the organization, when such discussion, if made public, would have a detrimental effect on the negotiating position of the organization.
- c. Discussion with respect to matters involving the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal of an officer or employee or to hear complaints or charges against such officer or employee, unless such officer or employee requests a public session.
- d. Discussion with respect to any matter specifically made confidential by law or regulation. Any other exception available by state law.

ACTION FROM EXECUTIVE SESSION

No action taken at this time.

ADJOURN

Motion to Adjourn: Judge Doug Reeder, Parliamentarian at 2:39 pm
Second: John Baxter

Approved by: _____, on _____, 2022
(Board Secretary) (Date)

Board Minutes Organizational Standards Checklist:

Is there an attorney on the board? X Yes No
Is a contract in place for an attorney: Yes X No
Is there an early child expert on the board? X Yes No
Is there a finance expert on the board? X Yes No

Organizational Standard 1.1

Number of low-income persons participating: Two (2)
Is Policy Council represented? X Yes No
Is the Policy Council representative low-income? X Yes No
Were minutes submitted from advisory groups? Yes X No
Were minutes submitted from committee meetings? Yes X No
Were any of the following discussed during the meeting?
Recruitment documents Yes X No
Solicitation materials Yes X No
Final board membership list X Yes No
Did a low-income person participate in the development of services? X Yes No
Did a low-income person participate in the provision of services? Yes X No
Did a low-income person participate in the needs assessment process? Yes X No

Organizational Standard 1.2

Organizational Standard 1.3

Organizational Standard 2.1

Organizational Standard 2.2

Organizational Standard 2.3

The organization communicates its activities and its results to the community.
CSNT Annual Report published Date: August 23, 2022

Organizational Standard 2.4

Organizational Standard 3.1

Organizational Standard 3.2

Organizational Standard 3.3

Organizational Standard 3.4

Organizational Standard 3.5

Did the Board formally accept the Community Assessment? Yes No Date 7.27.2021

Organizational Standard 4.1

The governing board has reviewed the organization’s mission statement within the past 5 years and assured that:

- 1. The mission statement addresses poverty; and
- 2. The organization’s programs and services are aligned with the mission.

Yes No Date: October 26, 2021

Organizational Standard 4.2

Organizational Standard 4.3

Organizational Standard 4.4

The governing board receives an annual update on the success of specific strategies included in the Community Action plan. Date August 23, 2022

Organizational Standard 4.5

Organizational Standard 4.6

Organizational Standard 5.1

Is the Board structured in compliance with the CSBG Act? Yes

Total number of Board seats = 12

Total number of democratically elected representatives of the low-income community = Two (2) (must be at least 4) NO

Total number of local elected officials = Four (4) (must be exactly 4) Yes

Total number of members from major groups and interests in the community = Four (4) (must be the remainder) Yes

Organizational Standard 5.2

Does the Board have written procedures that document a democratic selection process for low-income board members adequate to assure that they are representative of the low-income community? Yes No

Where is it? Bylaws – Article V – Section 3

Organizational Standard 5.3

The organization’s bylaws have been reviewed by an attorney within the past five years.

X Yes No Date: 09.29.2021

Organization Standard 5.4

The organization documents that each governing board member has received a copy of the bylaws within the past two years. X Yes No Date 3-22-2022, 4-26-2022

Organizational Standard 5.5

Organizational Standard 5.6

Organizational Standard 5.7

Organizational Standard 5.8

Governing board members have been provided with training on their duties and responsibilities within the past two years. X Yes No Date: 7.27.2021

Organizational Standard 5.9

The organization’s governing board receives programmatic reports at each regular board meeting.

X Jan X Feb X Mar
X Apr X May X June
X July X Aug X Sept
X Oct X Nov X Dec

Organizational Standard 6.1

The organization has an agency-wide strategic plan in place that has been approved by the governing board within the past five years. X Yes No Date: 09.29.2021

Organizational Standard 6.2

Organizational Standard 6.3

Organizational Standard 6.4

Organizational Standard 6.5

The governing board has received and update(s) on progress meeting the goals of the strategic plan within the past 12 months. X Yes No Date: September 27, 2022

Organizational Standard 7.1

The organization has written personnel policies that have been reviewed by an attorney and approved by the governing board with the past five years.

X Yes No Date: 09.29.21

Organizational Standard 7.2

The organization makes available the employee handbook (or personnel policies in cases without a handbook) to all staff and notifies staff of any changes.

X Yes No Date: 8.6.21

Organizational Standard 7.3

The organization has written job descriptions for all positions, which have been updated with the past five years. X Yes No Date: 10.26.19

Organizational Standard 7.4

Performance appraisal of Executive Director X Yes No Date: 8.23.2022

Organizational Standard 7.5

Reviews and approves Executive Director Salary X Yes No Date: 7.27.2021

Organizational Standard 7.6

The organization has a policy in place for regular written evaluation of employees by their supervisors. X Yes No Date: 10.22.19

Organizational Standard 7.7

The Organization has a whistleblower policy that has been approved by the governing board. X Yes No Date: 10.22.19

Organizational Standard 7.8

All staff participate in a new employee orientation within 60 days of hire.

X Yes No (Human Resources keeps a spreadsheet)

Organizational Standard 7.9

The organization conducts or makes available staff development/training (including ROMA) on an ongoing basis. X Yes

| | |
|---|-----------------------|
| <u>ROMA Training for 12 staff</u> | <u>Sept 05, 2019</u> |
| <u>What Children & Young People Say</u> | <u>April 20, 2020</u> |
| <u>Making Sense of Ourselves</u> | <u>April 23, 2020</u> |
| <u>Facilitating Group Discussions</u> | <u>April 24, 2020</u> |
| <u>Microbes-Friend or Foe</u> | <u>April 27, 2020</u> |

Organizational Standard 8.1

The organization’s annual audit (or audited financial statements) is completed by a Certified Public Accountant on time in accordance with Title 2 of the Code of Federal Regulations, Uniform Administrative Requirements, Cost Principles, and Audit Requirement (if applicable) and/or State audit. X Yes Date November 29-December 1, 2021

Organizational Standard 8.2

All findings from the prior year’s annual audit have been assessed by the organization and addressed where the governing board has deemed it appropriate.
 Yes Date NO FINDINGS

Organizational Standard 8.3

The organization’s auditor presents the audit to the governing board via zoom.
X Yes Date March 22, 2022

Organizational Standard 8.4

The governing board formally receives and accepts the audit.
X Yes Date March 22, 2022

Organizational Standard 8.5

The organization has solicited bids for its audit within the past five (5) years.
X Yes Year 2021

Organizational Standard 8.6

The IRS Form 990 is completed annually and made available to the governing board for review.
X Yes Date May 24, 2022

Organizational Standard 8.7

The governing board receives financial reports at each regular meeting that include the following: 1) Organization-wide report on revenue and expenditures that compares budget to actual, categorized by program; and 2) Balance sheet/statement of financial position.

X Jan X April X July X October
X Feb X May X Aug X November
X Mar X June X Sept X December

Organizational Standard 8.8

All required filings and payments related to payroll withholdings are completed on time.

X Yes No - checked and verified by Jim Howard, Payroll Coordinator

Organizational Standard 8.9

The governing body annually approves and organization-wide budget.

X Yes No - September 27, 2022

Organizational Standard 9.1

The organization has a system or systems in place to track and report client demographics and services customers receive. X Yes No Shah Software

Organizational Standard 9.2

The organization has a system or systems in place to track family, agency, and/or community outcomes. X Yes No Shah Software

Organizational Standard 9.3

The organization has presented to the governing board for review or action, at least within the past 12 months, an analysis of the agency’s outcomes and any operational or strategic program adjustments and improvements identified as necessary. Yes No

Organizational Standard 9.4

The organization submits its annual CSBG Information Survey Data Report and it reflects client demographics and organization-wide outcomes. X Yes No Annual Report to TDHCA

GOVERNING BOARD ORIENTATION Training

Community Services of Northeast
Texas, Inc.

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Meeting Overview

The Board meets:

- Every month in Linden Community Building Conference Room (except Nov/Dec are combined)
- Typically the 4th Tuesday of the month at noon
- Lunch is served before meeting
- The December meeting is the Board's Annual Meeting

Meeting Overview

The PC meets:

- Every month in Linden Community Building Conference Room (except Nov/Dec are combined)
- Typically the 4th Tuesday of the month at 9:00 AM
- Members are served a brunch
- Normally, meetings do not occur in July/August

Meeting Overview

| | |
|--|---|
| <p>Board membership consists of:</p> <ul style="list-style-type: none"> • Private • Public • Poverty | <p>Board members may represent these counties:</p> <ul style="list-style-type: none"> • Bowie • Camp • Cass • Delta • Franklin • Hopkins • Lamar • Marion • Morris • Rains • Red River • Titus |
|--|---|

Meeting Overview

| | |
|--|---|
| <p>PC membership consists of:</p> <ul style="list-style-type: none"> • Elected parents/guardians of currently enrolled Head Start students • Community Representatives • Can not serve more than 5 years | <p>PC membership counties represented:</p> <ul style="list-style-type: none"> • Bowie • Camp • Cass • Morris |
|--|---|

Meeting Overview

Board membership consists of:
 Individuals that reflect the communities served and have expertise in education, business, administration, or community affairs.

- Head Start funding requires at least one member with background and expertise in fiscal management or accounting; one with early childhood education and development; and one who is an attorney. If someone with those qualifications is not available to serve as a member, the Board hires a consultant to work with the Board; and parents of current and former Head Start students.
- A member of the Policy Council

Meeting Overview

PC membership consists of:
 Elected parents/guardians of currently enrolled Head Start students and community representatives

- One parent representative from each Campus is elected to serve on the Policy Council and at least one alternate parent is elected to serve in the absence of the parent representative.
- One community representative from each of the four counties in the Head Start service area. Each representative must be from the county being represented and reflect the communities being served.
- One member of the Board of Directors

Meeting Overview

Board Agenda:

- Packets are made available online at least one week before the meeting date (to meet the 72 Hour rule)

Board meetings are:

- Professional meetings
- Interactive, with questions and open discussions encouraged and expected
- Designed so that Board members have time and opportunity to be fully informed about the business of the agency

SHARED GOVERNANCE

Shared Governance:

- A key value and requirement

Board has majority of governance responsibility but shares it with:

- Policy Council

Governance

Community Services governance is defined by:

- Non-profit agency laws
- The CSBG Act
- Contracts with funding sources
- Head Start Regulations
- The Board of Directors By-Laws

Governance

Board of Directors responsibilities:

- Establish policies/procedures to implement high quality programs
- Establish/implement internal controls and fiscal oversight of the Agency
- Establish/implement internal dispute resolutions with other committees and councils

Governance

Policy Council responsibilities:

- Work in partnership with management staff and Board of Directors
- Approve/disapprove policies and procedures described in standards
- Develop/review policies and procedures described in standards

Monitoring, Evaluation, Planning

Part of every Board Meeting and Committee Meetings:

Members monitor:

- Reports, planned updates, audits

Members evaluate:

- Annual Agency Self-Assessment, annual ED performance review

Members planning:

- Long/short-range plans, all program improvement plans, all Agency issues brought before the Board

Financial Management

CSNT's Fiscal Year runs October 1 – September 30, although funding is received from multiple funding sources with various funding years.

- Head Start Funding Year Dec. 1 – Nov. 30
- CSBG Funding Year Jan. 1 – Dec. 31
- CEAP Funding Year Jan. 1 – Dec. 31
- CACFP Funding Year Oct. 1 – Sep. 30

Financial Management

The Board must approve:

- Budgets for all programs
- Budgets for funding applications
- Wage increases and salary scales
- Check signers
- Audit Reports
- Operational decisions with liability risks

Personnel Management

Policies: Board reviews & approves personnel policies and procedures prepared by Executive Director and other management staff

Personnel Management

Board **takes these personnel actions:**

- Hiring the Executive Director
 - Any action related to Executive Director including and up to termination of Executive Director
 - Executive Director Evaluation and Salary
- Board **approves these personnel actions:**
- Hiring upper management positions

Personnel Management

Other Board responsibilities:

- Supervision and evaluation of the Executive Director
- Hear "Whistleblower" complaints (employees reporting financial mismanagement)

Personnel Management

PC approves hiring of:

- Head Start Director
- Human Resources Director
- Chief Financial Office
- All personnel paid at least 50% from Head Start funding

Internal Controls

No one person can have complete control over all aspects of a financial transaction

Financial transactions are spread over:

- Finance Director
- Executive Director
- Board Check Signers
- Fiscal Assistants
- Department Heads
- Administrative Assistants/Managers

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Internal Controls

- Every Financial transaction has a documented trail of every involved staff (Signatures/initials and dates)
- More than one person is always involved with every cash or computer system transaction
- Clear roles and responsibilities (do's and don'ts) for every staff involved in fiscal transactions.

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Internal Controls

Board of Directors

- Review Monthly Financial Reports
- May request information at any time
- Receives and reviews annual audits
- Establishes procedures for:
 - a. Salaries/wages
 - b. Property management
 - c. Contracting

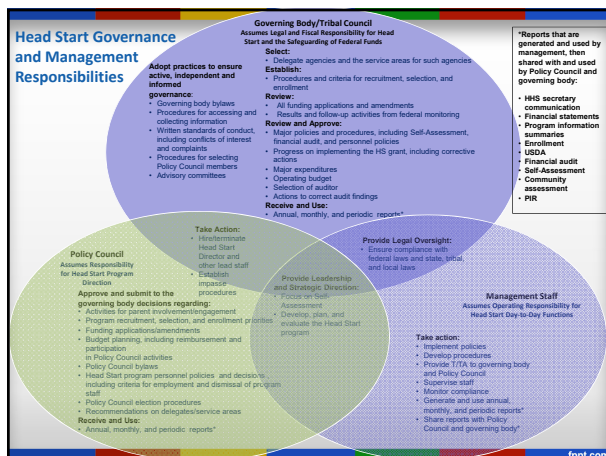
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Internal Controls

Independent Auditor:

- Verifies CSNT internal controls
- Identifies any problems or areas of concern
- Discusses the audit and any problems or concerns directly with the Board

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WHEW!!!!!!

Any questions, comments, or concerns?

CSNT Early Head Start Monthly Report

Program Year 03 2022 06CH011282/03

2022

Data Month **August**

CSNT Early HS Report
Revised 1/19/22

Early Head Start Attendance/Enrollment

| Report Month | December | January | February | March | April | May | June | July | August | September | October | November |
|------------------------------|-------------|----------------------|----------------------|----------------------|----------------------|------------------|-----------------------|------|--------|-----------|---------|----------|
| Funded Enrollment EHS | 16 | 16 | 16 | 16 | 16 | 16 | 16 | NA | 15 | | | |
| Over/Under Enrollment EHS | 0 | 0 | -2 | 0 | 0 | -3 | -2 | NA | -1 | | | |
| % with Special Needs | 12.50% | 12.50% | 12.50% | 12.50% | 12.50% | 12.50% | 12.50% | NA | 0.00% | | | |
| ADA Funded Enrolled* (16) | 84% | 64% | 73% | 76% | 81% | 66% | 30% | NA | 69% | | | |
| Enrollment (acutal students) | 84% | 73% | 83% | 78% | 81% | 82% | 37% | NA | 86% | | | |
| Present/ Absent | 13/3 | 12/2 | 12/2 | 12/4 | 13/3 | 11/3 | 5/9 | NA | 11/4 | | | |
| * If below 85% (Why) - | COVID Cases | COVID/Flu-Like Cases | COVID/Flu-Like Cases | COVID/Flu-Like Cases | COVID/Flu-Like Cases | Children Dropped | Children Staying Home | NA | NA | | | |

Non-Federal Share

| Early HS | December | January | February | March | April | May | June | July | August | September | October | November |
|------------------|----------|---------|----------|---------|---------|---------|-------|-------|---------|-----------|---------|----------|
| \$59,148 | \$2,165 | \$2,054 | \$2,165 | \$2,093 | \$2,093 | \$1,969 | \$969 | \$969 | \$1,971 | | | |
| \$42,699 | | | | | | | | | | | | |
| \$16,449 | | | | | | | | | | | | |
| 72% Needed | | | | | | | | | | | | |
| Grant Total | | | | | | | | | | | | |
| 108.11% Received | | | | | | | | | | | | |
| \$1,134,030 | | | | | | | | | | | | |

Indirect Cost Pool Expenditures (including % Admin)

| ICP | December | January | February | March | April | May | June | July | August | September | October | November |
|--------------------------------|----------|---------|----------|---------|---------|-------|---------|-------|--------|-----------|---------|----------|
| \$23,135 | \$942 | \$1,413 | \$1,435 | \$1,283 | \$1,635 | \$793 | \$1,173 | \$735 | \$425 | | | |
| \$13,301 | | | | | | | | | | | | |
| Grant Total | | | | | | | | | | | | |
| \$415,021 | | | | | | | | | | | | |
| Expended | | | | | | | | | | | | |
| \$210,199 | | | | | | | | | | | | |
| *Grant should not be above 15% | | | | | | | | | | | | |
| EHS Total 8% | | | | | | | | | | | | |
| \$9,834 | | | | | | | | | | | | |

Meals/Reimbursements

| | December | January | February | March | April | May | June | July | August | September | October | November |
|---------------------|----------|---------|----------|---------|---------|---------|-------|------|---------|-----------|---------|----------|
| \$9,672 | \$1,113 | \$812 | \$1,393 | \$1,398 | \$1,698 | \$1,549 | \$467 | NA | \$1,241 | | | |
| # of service days | 13 | 16 | 18 | 17 | 20 | 21 | 15 | NA | 15 | | | |
| # of meals served | 481 | 347 | 593 | 603 | 727 | 669 | 198 | NA | 480 | | | |
| CACFP Reimbursement | | | | | | | | | | | | |

Program Monitoring

| | December | January | February | March | April | May | June | July | August | September | October | November |
|---------------------------|----------|---------|----------|-------|-------|-----|------|------|--------|-----------|---------|----------|
| # Child Files Reviewed | 10 | 27 | 16 | 8 | 25 | 17 | NA | NA | 5 | | | |
| # Classrooms Observed | 12 | 6 | 6 | 8 | 14 | 14 | NA | NA | 2 | | | |
| Incomes Verified | 0 | 0 | 0 | 0 | 0 | 0 | NA | NA | 0 | | | |
| # Parents Interviewed | 0 | 0 | 0 | 0 | 0 | 0 | NA | NA | 0 | | | |
| # of Staff interviewed | 2 | 0 | 0 | 0 | 3 | 0 | NA | NA | 0 | | | |
| # Bus Routes Observed | 0 | 0 | 0 | 0 | 0 | N/A | NA | NA | 0 | | | |
| # Staff Files Reviewed | 0 | 0 | 0 | 0 | 0 | 1 | NA | NA | 0 | | | |
| # Community Contacts | 8 | 3 | 5 | 3 | 5 | 0 | NA | NA | 5 | | | |
| # of Findings/# Corrected | 4 | 0 | 0 | 0 | 2 | 3 | NA | NA | 1 | | | |

Annual Self-Assessment Findings

Date: **Week of 3/3/2022** Completed **5/26/2022**

| | December | January | February | March | April | May | June | July | August | September | October | November |
|----------------------|----------|---------|----------|-------|-------|-----|------|------|--------|-----------|---------|----------|
| # of findings | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | | | |
| # findings corrected | 2 | 2 | 0 | 2 | 3 | 4 | 4 | 4 | 4 | | | |
| # findings remaining | 0 | 0 | 4 | 2 | 1 | 0 | 0 | 0 | 0 | | | |

Annual Detailed Monitoring Findings

Week of **1/24/2022** Completed **5/25/2022**

| | December | January | February | March | April | May | June | July | August | September | October | November |
|----------------------|----------|---------|----------|-------|-------|-----|------|------|--------|-----------|---------|----------|
| # of findings | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | | | |
| # findings corrected | 7 | 2 | 2 | 4 | 5 | 7 | 7 | 7 | 7 | | | |
| # findings remaining | 0 | 5 | 5 | 3 | 2 | 0 | 0 | 0 | 0 | | | |

Program Updates

EHS Staff working to meet 30 day deadlines
Teachers and children getting adapted to new school year

CSNT Head Start Monthly Report

Program Year 03 2022 06CH011282/03

2022

Data Month **August**

CSNT HS Report
Revised 1/19/22

Head Start Attendance/Enrollment

| Report Month | December | January | February | March | April | May | June | July | August | September | October | November |
|------------------------------|----------|---------|----------|--------|--------|--------|------|------|--------|-----------|---------|----------|
| Funded Enrollment HS | 465 | 465 | 465 | 465 | 465 | 465 | NA | NA | 465 | | | |
| Over/Under Enrollment HS | -10 | -16 | -21 | -25 | -34 | -35 | NA | NA | -11 | | | |
| % with Special Needs | 6% | 8% | 9% | 10% | 11% | 11% | NA | NA | 3% | | | |
| ADA Funded Enrolled* (465) | 86% | 80% | 80% | 82% | 83% | 80% | NA | NA | 83% | | | |
| Enrollment (acutal students) | 89% | 85% | 86% | 86% | 90% | 88% | NA | NA | 92% | | | |
| Present/ Absent | 399/56 | 379/70 | 377/60 | 390/62 | 400/34 | 385/45 | NA | NA | 423/31 | | | |
| * If below 85% (Why) - | NA | NA | NA | NA | NA | NA | NA | NA | NA | NA | NA | NA |

| Non-Federal Share | Head Start | \$989,814 | (\$127,767) | \$1,117,581 | -13% Needed | Grant Total | 108.11% Received | \$1,134,030 | | | | |
|---------------------|------------|------------|-------------|-------------|-------------|-------------|------------------|-------------|------------|-----------|---------|----------|
| | December | January | February | March | April | May | June | July | August | September | October | November |
| \$ 1,117,581 | \$ 138,762 | \$ 143,161 | \$ 146,855 | \$149,467 | \$ 148,559 | \$ 139,898 | \$ 63,161 | \$ 62,340 | \$ 125,378 | | | |

| Indirect Cost Pool Expenditures (including % Admin) | ICP | | | | \$ 391,886 | \$ 191,521 | Grant Total | \$ 415,021 | Expended | \$ 210,199 | | |
|---|-----------|-----------|-----------|-----------|------------|------------|-------------|------------|----------|------------|---------|----------|
| *Grant should not be above 15% | December | January | February | March | April | May | June | July | August | September | October | November |
| HS Total 11% | \$ 16,125 | \$ 21,947 | \$ 25,668 | \$ 24,175 | \$ 32,021 | \$ 22,828 | \$ 26,787 | \$ 23,516 | \$ 7,298 | \$ - | \$ - | \$ - |
| \$ 200,365 | \$ 16,125 | \$ 21,947 | \$ 25,668 | \$ 24,175 | \$ 32,021 | \$ 22,828 | \$ 26,787 | \$ 23,516 | \$ 7,298 | \$ - | \$ - | \$ - |

Meals/Reimbursements

| \$ 74,035 | December | January | February | March | April | May | June | July | August | September | October | November |
|---------------------|----------|----------|-----------|-----------|-----------|----------|------|------|-----------|-----------|---------|----------|
| # of service days | 13 | 16 | 18 | 22 | 20 | 20 | NA | NA | 18 | | | |
| # of meals served | 3,696 | 3,677 | 4,436 | 5,202 | 5,593 | 4,245 | NA | NA | 4,383 | | | |
| CACFP Reimbursement | \$ 8,619 | \$ 8,613 | \$ 10,356 | \$ 12,119 | \$ 13,050 | \$ 9,933 | NA | NA | \$ 11,345 | | | |

Program Monitoring

| | December | January | February | March | April | May | June | July | August | September | October | November |
|------------------------|----------|---------|----------|-------|-------|-----|------|------|--------|-----------|---------|----------|
| # Child Files Reviewed | 152 | 46 | 46 | 466 | 215 | 160 | NA | NA | 13 | | | |
| # Classrooms Observed | 48 | 22 | 22 | 112 | 59 | 39 | NA | NA | 30 | | | |
| Incomes Verified | 10 | 6 | 8 | 4 | 4 | 0 | NA | NA | 34 | | | |
| # Parents Interviewed | 12 | 12 | 0 | 0 | 27 | 45 | NA | NA | 0 | | | |
| # of Staff interviewed | 5 | 14 | 17 | 10 | 3 | 0 | NA | NA | 0 | | | |
| # Bus Routes Observed | 0 | 0 | 0 | 0 | 0 | N/A | NA | NA | 0 | | | |
| # Staff Files Reviewed | 0 | 0 | 0 | 0 | 0 | 4 | NA | NA | 0 | | | |
| # Community Contacts | 63 | 50 | 43 | 134 | 51 | 51 | NA | NA | 65 | | | |
| # of Findings | 11 | 57 | 38 | 38 | 29 | 20 | NA | NA | 26 | | | |

Annual Self-Assessment Findings

Date: **Week of 3/3/2022** Completed **5/26/2022**

| | December | January | February | March | April | May | June | July | August | September | October | November |
|----------------------|----------|---------|----------|-------|-------|-----|------|------|--------|-----------|---------|----------|
| # of findings | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | | | |
| # findings corrected | 2 | 2 | 0 | 2 | 3 | 4 | 4 | 4 | 4 | | | |
| # findings remaining | 0 | 0 | 4 | 2 | 1 | 0 | 0 | 0 | 0 | | | |

Annual Detailed Monitoring Findings

Week of **1/24/2022** Completed **5/25/2022**

| | December | January | February | March | April | May | June | July | August | September | October | November |
|----------------------|----------|---------|----------|-------|-------|-----|------|------|--------|-----------|---------|----------|
| # of findings | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | | | |
| # findings corrected | 7 | 2 | 2 | 4 | 5 | 7 | 7 | 7 | 7 | | | |
| # findings remaining | 0 | 5 | 5 | 3 | 2 | 0 | 0 | 0 | 0 | | | |

Program Updates

HS Campuses working to meet 30 day deadlines
Teachers and children getting adapted to new school year



Office of Head Start - Head Start Services Snapshot

Community Services Of Northeast Texas, Inc. (2022-2023)

Date

9/7/2022

Funded Enrollment

Number of enrollment slots the program is funded to serve.

| | <i># of funded enrollment slots</i> | <i>% of funded enrollment slots</i> |
|-------------------------|-------------------------------------|-------------------------------------|
| Total Funded Enrollment | 455 | 97.85% |

Funded Enrollment by Program Option

| | <i># of funded enrollment slots</i> | <i>% of funded enrollment slots</i> |
|-------------------|-------------------------------------|-------------------------------------|
| Center-based | 465 | 100.00% |
| Home-based | 0 | 0% |
| Family Child Care | 0 | 0% |
| Locally Designed | 0 | 0% |

Detail - Center-based Funded Enrollment

| | <i># of center-based funded enrollment slots</i> | <i>% of center-based funded enrollment slots</i> |
|---|--|--|
| Number of slots equal to or greater than 1,020 annual hours for Head Start preschool children or 1,380 annual hours for Early Head Start infants and toddlers | 455 | 97.85% |
| Of these, the number that are available for the full-working-day and full-calendar-year | 0 | |
| Number of slots with fewer than 1,020 annual hours for Head Start preschool children or 1,380 annual hours for Early Head Start infants and toddlers | 0 | 0% |
| Of these, the number that are available for 3.5 hours per day for 128 days | 0 | |
| Of these, the number that are available for a full working day | 0 | |

Total Cumulative Enrollment

| | <i># of participants</i> | <i>% of participants</i> |
|-----------------------------|--------------------------|--------------------------|
| Total Cumulative Enrollment | 455 | 97.85% |

Participants by Age

| | <i># of participants</i> | <i>% of participants</i> |
|-------------|--------------------------|--------------------------|
| 1 Year Old | 0 | 0.00% |
| 2 Years Old | 0 | 0.00% |
| 3 Years Old | 211 | 46.37% |
| 4 Years Old | 244 | 53.63% |
| 5 Years Old | 0 | 0.00% |

Homelessness Services

| | <i># of children</i> | <i>% of children</i> |
|--|----------------------|----------------------|
| Total number of children experiencing homelessness that were served during the enrollment year | 18 | 3.96% |

Foster Care

| | # of children | % of children |
|--|---------------|---------------|
| Total number of enrolled children who were in foster care at any point in the program year | 14 | 3.08% |

Prior Enrollment of Children

| | # of children | % of children |
|---------------------|---------------|---------------|
| The second year | 137 | 30.11% |
| Three or more years | 9 | 1.98% |

Ethnicity And Race

| | # of Hispanic or Latino Origin participants | % of Hispanic or Latino Origin participants | # of Non-Hispanic or Non-Latino Origin participants | % of Non-Hispanic or Non-Latino Origin participants |
|-------------------------------------|---|---|---|---|
| American Indian or Alaska Native | 1 | 0.22% | 0 | 0.00% |
| Asian | 0 | 0.00% | 4 | 0.88% |
| Black or African American | 7 | 1.54% | 224 | 49.23% |
| Native Hawaiian or Pacific Islander | 0 | 0.00% | 0 | 0.00% |
| White | 23 | 5.05% | 126 | 27.69% |
| Biracial or Multi-Racial | 5 | 1.10% | 35 | 7.69% |
| Other Race | 30 | 6.59% | 0 | 0.00% |
| Unspecified Race | 0 | 0.00% | 0 | 0.00% |

Primary Language of Parents at Home

| | # of children | % of children |
|---|---------------|---------------|
| English | 405 | 89.01% |
| Of these, the number of children acquiring/learning another language in addition to English | 12 | |
| Spanish | 24 | 5.27% |
| Central American, South American, or Mexican Languages | 0 | 0.00% |
| Caribbean Languages | 0 | 0.00% |
| Middle Eastern or South Asian Languages | 0 | 0.00% |
| East Asian Languages | 3 | 0.66% |
| Native North American or Alaska Native Languages | 0 | 0.00% |
| Pacific Island Languages | 0 | 0.00% |
| European or Slavic Languages | 0 | 0.00% |
| African Languages | 0 | 0.00% |
| American Sign Language | 0 | 0.00% |
| Other Languages | 0 | 0.00% |
| Unspecified Languages | 23 | 5.05% |

Health Services

| <i>Services to All Children at Beginning of Enrollment Year Compared to End of Enrollment Year (based on Cumulative Enrollment)</i> | # at Beginning of Enrollment Year | % at Beginning of Enrollment Year | # at End of Enrollment Year | % at End of Enrollment Year |
|---|-----------------------------------|-----------------------------------|-----------------------------|-----------------------------|
| Children with health insurance | 283 | 62.20% | 154 | 33.85% |
| Children with accessible health care | 167 | 36.70% | 38 | 8.35% |
| Children with up-to-date immunizations or all possible immunizations to date, or exempt | 372 | 81.76% | 334 | 73.41% |
| Children with accessible dental care | 151 | 33.19% | 36 | 7.91% |

Disabilities Services

| | <i># of children</i> | <i>% of children</i> |
|---|----------------------|----------------------|
| Children with an Individualized Education Program (IEP), indicating they were determined eligible to receive special education and related services | 12 | 2.58% |

Family Services

| | <i># of families</i> | <i>% of families</i> |
|--------------------------|----------------------|----------------------|
| Total Number of Families | 429 | 100.00% |

| | <i># of families</i> | <i>% of families</i> |
|---|----------------------|----------------------|
| Families Who Received at Least One Family Service | 65 | 15.15% |

Specific Services

| | <i># of families</i> | <i>% of families</i> |
|---|----------------------|----------------------|
| Emergency or Crisis Intervention | 0 | 0.00% |
| Housing Assistance | 0 | 0.00% |
| Asset Building Services | 18 | 4.20% |
| Mental Health Services | 0 | 0.00% |
| Substance Misuse Prevention | 0 | 0.00% |
| Substance Misuse Treatment | 0 | 0.00% |
| English as a Second Language (ESL) Training | 0 | 0.00% |
| Assistance in enrolling into an education or job training program | 3 | 0.70% |
| Research-based parenting curriculum | 57 | 13.29% |
| Involvement in discussing their child's screening and assessment results and their child's progress | 55 | 12.82% |
| Supporting transitions between programs | 45 | 10.49% |
| Education on preventive medical and oral health | 62 | 14.45% |
| Education on health and developmental consequences of tobacco product use | 54 | 12.59% |
| Education on nutrition | 63 | 14.69% |
| Education on postpartum care | 2 | 0.47% |
| Education on relationship/marriage | 0 | 0.00% |
| Assistance to families of incarcerated individuals | 0 | 0.00% |



Office of Head Start - Early Head Start Services Snapshot

Community Services Of Northeast Texas, Inc. (2022-2023)

Date

9/7/2022

Funded Enrollment

Number of enrollment slots the program is funded to serve.

| | <i># of funded enrollment slots</i> | <i>% of funded enrollment slots</i> |
|-------------------------|-------------------------------------|-------------------------------------|
| Total Funded Enrollment | 16 | 100.00% |

Funded Enrollment by Program Option

| | <i># of funded enrollment slots</i> | <i>% of funded enrollment slots</i> |
|-------------------|-------------------------------------|-------------------------------------|
| Center-based | 16 | 100.00% |
| Home-based | 0 | 0% |
| Family Child Care | 0 | 0% |
| Locally Designed | 0 | 0% |

Detail - Center-based Funded Enrollment

| | <i># of center-based funded enrollment slots</i> | <i>% of center-based funded enrollment slots</i> |
|---|--|--|
| Number of slots equal to or greater than 1,020 annual hours for Head Start preschool children or 1,380 annual hours for Early Head Start infants and toddlers | 15 | 93.75% |
| Of these, the number that are available for the full-working-day and full-calendar-year | 0 | |
| Number of slots with fewer than 1,020 annual hours for Head Start preschool children or 1,380 annual hours for Early Head Start infants and toddlers | 0 | 0% |
| Of these, the number that are available for 3.5 hours per day for 128 days | 0 | |
| Of these, the number that are available for a full working day | 0 | |

Total Cummulative Enrollment

| | <i># of participants</i> | <i>% of participants</i> |
|-----------------------------|--------------------------|--------------------------|
| Total Cumulative Enrollment | 15 | 93.75% |

Participants by Age

| | <i># of participants</i> | <i>% of participants</i> |
|------------------|--------------------------|--------------------------|
| Under 1 Year Old | 6 | 40.00% |
| 1 Year Old | 0 | 0.00% |
| 2 Years Old | 9 | 60.00% |
| 3 Years Old | 0 | 0.00% |
| Pregnant Women | 0 | 0.00% |

Homelessness Services

| | <i># of children</i> | <i>% of children</i> |
|--|----------------------|----------------------|
| Total number of children experiencing homelessness that were served during the enrollment year | 2 | 13.33% |

Foster Care

| | # of children | % of children |
|--|---------------|---------------|
| Total number of enrolled children who were in foster care at any point in the program year | 1 | 6.67% |

Prior Enrollment of Children

| | # of children | % of children |
|---------------------|---------------|---------------|
| The second year | 4 | 26.67% |
| Three or more years | 1 | 6.67% |

Ethnicity And Race

| | # of Hispanic or Latino Origin participants | % of Hispanic or Latino Origin participants | # of Non-Hispanic or Non-Latino Origin participants | % of Non-Hispanic or Non-Latino Origin participants |
|-------------------------------------|---|---|---|---|
| American Indian or Alaska Native | 0 | 0.00% | 0 | 0.00% |
| Asian | 0 | 0.00% | 1 | 6.67% |
| Black or African American | 0 | 0.00% | 8 | 53.33% |
| Native Hawaiian or Pacific Islander | 0 | 0.00% | 0 | 0.00% |
| White | 0 | 0.00% | 3 | 20.00% |
| Biracial or Multi-Racial | 1 | 6.67% | 0 | 0.00% |
| Other Race | 2 | 13.33% | 0 | 0.00% |
| Unspecified Race | 0 | 0.00% | 0 | 0.00% |

Primary Language of Parents at Home

| | # of children | % of children |
|---|---------------|---------------|
| English | 13 | 86.67% |
| Of these, the number of children acquiring/learning another language in addition to English | 1 | 6.67% |
| Spanish | 2 | 13.33% |
| Central American, South American, or Mexican Languages | 0 | 0.00% |
| Caribbean Languages | 0 | 0.00% |
| Middle Eastern or South Asian Languages | 0 | 0.00% |
| East Asian Languages | 0 | 0.00% |
| Native North American or Alaska Native Languages | 0 | 0.00% |
| Pacific Island Languages | 0 | 0.00% |
| European or Slavic Languages | 0 | 0.00% |
| African Languages | 0 | 0.00% |
| American Sign Language | 0 | 0.00% |
| Other Languages | 0 | 0.00% |
| Unspecified Languages | 0 | 0.00% |

Health Services

| <i>Services to All Children at Beginning of Enrollment Year Compared to End of Enrollment Year (based on Cumulative Enrollment)</i> | # at Beginning of Enrollment Year | % at Beginning of Enrollment Year | # at End of Enrollment Year | % at End of Enrollment Year |
|---|-----------------------------------|-----------------------------------|-----------------------------|-----------------------------|
| Children with health insurance | 12 | 80.00% | 9 | 60.00% |
| Children with accessible health care | 9 | 60.00% | 7 | 46.67% |
| Children with up-to-date immunizations or all possible immunizations to date, or exempt | 14 | 93.33% | 13 | 86.67% |
| Children with accessible dental care | 9 | 60.00% | 7 | 46.67% |

Disabilities Services

| | <i># of children</i> | <i>% of children</i> |
|---|----------------------|----------------------|
| Children with an Individualized Family Service Plan (IFSP), indicating they were determined eligible to receive early intervention services | 0 | 0.00% |

Family Services

| | <i># of families</i> | <i>% of families</i> |
|--------------------------|----------------------|----------------------|
| Total Number of Families | 14 | 93.33% |

| | <i># of families</i> | <i>% of families</i> |
|---|----------------------|----------------------|
| Families Who Received at Least One Family Service | 7 | 50.00% |

Specific Services

| | <i># of families</i> | <i>% of families</i> |
|---|----------------------|----------------------|
| Emergency or Crisis Intervention | 0 | 0.00% |
| Housing Assistance | 0 | 0.00% |
| Asset Building Services | 0 | 0.00% |
| Mental Health Services | 0 | 0.00% |
| Substance Misuse Prevention | 0 | 0.00% |
| Substance Misuse Treatment | 0 | 0.00% |
| English as a Second Language (ESL) Training | 1 | 7.14% |
| Assistance in enrolling into an education or job training program | 3 | 21.43% |
| Research-based parenting curriculum | 7 | 50.00% |
| Involvement in discussing their child's screening and assessment results and their child's progress | 7 | 50.00% |
| Supporting transitions between programs | 2 | 14.29% |
| Education on preventive medical and oral health | 7 | 50.00% |
| Education on health and developmental consequences of tobacco product use | 0 | 0.00% |
| Education on nutrition | 7 | 50.00% |
| Education on postpartum care | 0 | 0.00% |
| Education on relationship/marriage | 0 | 0.00% |
| Assistance to families of incarcerated individuals | 0 | 0.00% |

Community Services Report- August 2022

CSNT applies all available strategies enabling Northeast Texas families to lead improved, empowered, and self-reliant lives.

Highlights

A Month in Summary

Customers
Served: 808
Funds
Expended:
\$227,734.16

CSBG: \$8,485.19
CSBG Discretionary:
\$16,562.27
CEAP: \$190,565.46
LIHWAP: \$12,121.24
TBRA: \$29,633.00

Annual Totals:
CSBG: \$264,626.40
CSBG Discretionary: \$20,833.00
CEAP: \$7,229,390.50
LIHWAP: \$20,607.37
TBRA: \$146,799.00



What's next?

Community Services Director Job Posting

TBRA Training for Staff provided by TDHCA

Monthly Vehicle Cost Summary

Sep-22

By Program

| | <u>Fuel</u> | <u>Repairs</u> | |
|------|-------------|----------------|----------|
| TBRA | - | - | |
| CSBG | - | - | |
| CEAP | - | - | |
| VSN | - | - | |
| | | | <u>-</u> |

By Location

| | <u>Fuel</u> | <u>Repairs</u> | |
|--------------|-------------|----------------|-----------------|
| Jefferson | 457.54 | - | |
| Linden | 666.23 | - | |
| Linden Shop | 55.49 | - | |
| Daingerfield | - | - | |
| | | | <u>1,179.26</u> |

By Vehicle

| <u>#</u> | <u>Fuel</u> | <u>Repairs</u> | <u>Total</u> | <u>Location</u> |
|----------|-------------|----------------|-----------------|-----------------|
| 801 | - | - | - | Linden Shop |
| 879 | - | - | - | Linden |
| 880 | - | - | - | Linden |
| 881 | 47.61 | - | 47.61 | Linden |
| 882 | 182.49 | - | 182.49 | Linden |
| 883 | 55.49 | - | 55.49 | Linden Shop |
| 884 | - | - | - | Linden |
| 885 | - | - | - | Daingerfield |
| 886 | 457.54 | - | 457.54 | Jefferson |
| 887 | 258.98 | - | 258.98 | Linden |
| 838 | 177.15 | - | 177.15 | Linden |
| | | | <u>1,179.26</u> | |

Service Department Report

SEPTEMBER, 2022

Service Department

Department makeup

5 full time employees

0 temporary employees

0 Head Start employees under temporary supervision.

Head Start Transportation

Cost per child to transport:

Transportation Costs:

| | Children | Staff | Children | Staff |
|---|----------|---------|----------|--------------|
| Vehicle Maintenance cost (Campus) | | | 880.29 | YTD = |
| Vehicle Maintenance cost (Buses) | | | | YTD = |
| Vehicle Maintenance cost (Exec. Office) | | | | YTD = |
| Vehicle fuel cost (Gas Campus) | | | 409.02 | YTD = 1711 |
| Vehicle fuel cost (Exec. Office) | | | 937.18 | YTD = 6865 |
| Vehicle fuel cost (Buses) | | | 153.25 | YTD = 668.25 |
| Vehicle insurance cost (Buses) | | | 1106.58 | YTD = 8853 |
| Vehicle driver cost buses | | 2454.62 | | YTD = 19637 |
| Total transportation cost: | | 3561.2 | 2379.74 | |
| Total number transported: | | 27 | | |

Payee Services Report

Month of: August 2022

| | | |
|--|----|----------|
| Number of beneficiaries: | | 7 |
| Total Funds Received: | \$ | 6,113.00 |
| Total Expenses Managed: | \$ | 6,966.21 |
| MONTHLY total on hold for Beneficiaries: | \$ | (853.21) |
| TOTAL on hold for Beneficiaries: | \$ | 1,456.54 |

Expenditures

| | | |
|-------------------------------|----|----------|
| Rent: | \$ | 1,949.30 |
| Utilities: | \$ | 214.51 |
| Food: | \$ | - |
| Medical: | \$ | - |
| Other: | \$ | 188.40 |
| Transfer for beneficiary use: | \$ | 4,230.00 |
| | \$ | 6,918.21 |

Total collected for FFS: \$ 336.00

Interest Earned: \$ 5.85

REPORT- Tenant Based Rental Assistance (TBRA)

Funded by the Texas Department of Housing and Community Affairs (TDHCA)

Contracts: COVID \$41,480.00
Reservation \$532,036.00

| Counties in each region: | | |
|--------------------------|-----------------------|--------------------|
| <u>West Region</u> | <u>Central Region</u> | <u>East Region</u> |
| Delta | Camp | Bowie |
| Hopkins | Franklin | Cass |
| Lamar | Morris | Marion |
| Rains | Red River | |
| | Titus | |

Report for August 2022

Number of Households currently receiving assistance: **39**
West 6
Central 4
East 29

This month, we paid out in assistance: **\$29,633.00**
West \$1,270.00
Central \$6,051.00
East \$19,884.00

Year to date, we have paid out in assistance for all contracts: **\$146,799.00**
West \$25,758.00
Central \$16,852.00
East \$104,189.00

AGENCY-WIDE BUDGET - 2023

| | ADMIN | ASSISTANCE | SALARY | FRINGE | TRAVEL | TRAINING | EQUIPMENT | CONTRACTUAL | SUPPLIES | INDIRECT | OTHER | TOTAL | |
|----------------------|--------------|--------------|--------------|------------|-----------|-----------|-----------|-------------|------------|------------|--------------|--------------|-----|
| HEAD START | - | - | 1,958,112.00 | 475,771.00 | 9,000.00 | 27,342.00 | 31,500.00 | 248,985.00 | 157,171.00 | 407,000.00 | 757,641.00 | 4,072,522.00 | 31% |
| EARLY HEAD START | - | - | 123,169.00 | 30,133.00 | 1,971.00 | 2,760.00 | - | - | 17,100.00 | 24,000.00 | 43,689.00 | 242,822.00 | 2% |
| CACFP | - | - | - | - | - | - | - | - | - | 18,000.00 | 162,698.00 | 180,698.00 | 1% |
| CSBG 2023 | - | - | 159,489.00 | 30,365.00 | 7,335.00 | - | 30,184.00 | 1,738.00 | 10,217.00 | 43,394.00 | 112,163.00 | 394,885.00 | 3% |
| CEAP 2023 | 180,000.00 | 1,993,500.00 | 305,550.00 | - | 2,250.00 | - | - | - | - | 180,000.00 | - | 2,661,300.00 | 20% |
| CSBG DISC 2022 | - | - | - | - | - | - | 7,826.00 | - | - | 2,952.00 | 18,749.00 | 29,527.00 | 0% |
| BENEFICIARY FUND | - | 6,400.00 | - | - | - | - | - | - | - | - | - | 6,400.00 | 0% |
| PAYEE | - | 336.00 | - | - | - | - | - | - | - | - | - | 336.00 | 0% |
| TBRA | - | 25,600.00 | - | - | - | - | - | - | - | 2,000.00 | - | 27,600.00 | 0% |
| VSN | 13,500.00 | 121,500.00 | - | - | - | - | - | - | - | 15,000.00 | - | 150,000.00 | 1% |
| TLC | - | 6,000.00 | - | - | - | - | - | - | - | - | - | 6,000.00 | 0% |
| SALVATION ARMY | - | 3,500.00 | - | - | - | - | - | - | - | - | - | 3,500.00 | 0% |
| TX HAF | 899,999.00 | - | - | - | - | - | - | - | - | 100,000.00 | - | 999,999.00 | 8% |
| LIHWAP | 74,781.00 | 494,762.00 | - | - | - | - | - | - | - | 63,282.00 | - | 632,825.00 | 5% |
| LOCAL ADMINISTRATION | - | 40,000.00 | - | - | - | - | - | - | - | - | - | 40,000.00 | 0% |
| TOTAL | 1,168,280.00 | 2,691,598.00 | 2,546,320.00 | 536,269.00 | 20,556.00 | 30,102.00 | 69,510.00 | 250,723.00 | 184,488.00 | 855,628.00 | 1,094,940.00 | 9,448,414.00 | |



Community Services of Northeast Texas, Inc.



CERTIFICATION OF DE MINIMIS INDIRECT COST RATE

An award recipient that proposes to use federal grant funds to pay for indirect costs may elect to charge a de minimis rate of up to 10% of its modified total direct costs (MTDC) which may be used indefinitely. (2 CFR § 200.414)

In order to charge a de minimis rate of up to 10% of its MTDC, the award recipient must submit this certification form to each funding source which will be contributing to the rate.

Community Services of Northeast Texas, Inc. certifies that it meets the following eligibility criteria to use the ten (10) percent de minimis indirect cost rate:

1. Community Services of Northeast Texas, Inc. does not have a current Federally-approved indirect cost rate agreement.
2. Community Services of Northeast Texas, Inc. has received less than \$35 million in direct federal funding for the fiscal year requested.
3. The de minimis rate approved will be applied to the MTDC. This base includes all direct salaries and wages, applicable fringe benefits, materials and supplies, services, travel, and up to the first \$25,000 of each subaward.
4. MTDC excludes equipment, capital expenditures, charges for patient care, rental costs, tuition remission, scholarships and fellowships, participant support costs, and the portion of each subaward in excess of \$25,000. Other items may only be excluded when necessary to avoid a serious inequity in the distribution of indirect costs, and with the approval of the cognizant agency.
5. The project costs will be consistently charged as either indirect or direct and will not be double charged or inconsistently charged as both.
6. The proper use and application of the de minimis rate is the responsibility of Community Services of Northeast Texas, Inc. The funding sources may perform a financial monitoring review to ensure compliance with 2 CFR Part 200.

SUBMITTED BY:

Board President Signature: _____

Name: _____ Date: _____

Executive Director Signature: _____

Name: _____ Date: _____

(DE MINIMIS INDIRECT COST RATE implementation date 10/1/2021)

**Comprehensive Energy Assistance Program (CEAP)
Poverty Population per County Analysis Tool**

| Subrecipient: | | Community Services of Northeast Texas, Inc | | | | | | | | |
|--|-----------------------|--|---------------------------|----------------------------------|------------------|-----------------------------------|---|-----------------------------|--------------------------------|--|
| Instructions: | | | | | | | | | | |
| <i>Input accurate numbers from Contract, Community Assessment Tool (https://engagementnetwork.org), Contract Budget and CEAP Production Tool, in the yellow highlighted cells.</i> | | | | | | | | | | |
| County/ or Zip Code for single county CAAs | HHs in poverty | % of Service Area | Direct Service \$s | Direct Service \$s/County | Avg \$/HH | Target HHs to Serve/County | Actual HHs Served/County previous PY | Main office (Yes/No) | Service Center (Yes/No) | Outreach Visits - at least once a week (Yes/No) |
| Bowie | 6283 | 30.60% | \$2,555,157.00 | \$781,827.77 | \$1,060.96 | 737 | 410 | No | Yes | No |
| Camp | 850 | 4.14% | \$2,555,157.00 | \$105,770.11 | \$1,060.96 | 100 | 109 | No | No | No |
| Cass | 1873 | 9.12% | \$2,555,157.00 | \$233,067.55 | \$1,060.96 | 220 | 253 | Yes | Yes | No |
| Delta | 294 | 1.43% | \$2,555,157.00 | \$36,584.01 | \$1,060.96 | 34 | 37 | No | No | No |
| Franklin | 350 | 1.70% | \$2,555,157.00 | \$43,552.40 | \$1,060.96 | 41 | 22 | No | No | No |
| Hopkins | 1726 | 8.41% | \$2,555,157.00 | \$214,775.54 | \$1,060.96 | 202 | 103 | No | Yes | No |
| Lamar | 4027 | 19.61% | \$2,555,157.00 | \$501,101.45 | \$1,060.96 | 472 | 165 | No | No | No |
| Marion | 833 | 4.06% | \$2,555,157.00 | \$103,654.71 | \$1,060.96 | 98 | 100 | No | Yes | No |
| Morris | 1014 | 4.94% | \$2,555,157.00 | \$126,177.52 | \$1,060.96 | 119 | 147 | No | No | No |
| Rains | 553 | 2.69% | \$2,555,157.00 | \$68,812.79 | \$1,060.96 | 65 | 10 | No | No | No |
| Red River | 1060 | 5.16% | \$2,555,157.00 | \$131,901.55 | \$1,060.96 | 124 | 91 | No | No | No |
| Titus | 1671 | 8.14% | \$2,555,157.00 | \$207,931.59 | \$1,060.96 | 196 | 98 | No | Yes | No |
| | | 0.00% | | \$0.00 | | | | | | |
| | | 0.00% | | \$0.00 | | | | | | |
| | | 0.00% | | \$0.00 | | | | | | |
| | | 0.00% | | \$0.00 | | | | | | |
| | | 0.00% | | \$0.00 | | | | | | |
| | | 0.00% | | \$0.00 | | | | | | |
| | | 0.00% | | \$0.00 | | | | | | |
| | | 0.00% | | \$0.00 | | | | | | |
| | | 0.00% | | \$0.00 | | | | | | |
| | | 0.00% | | \$0.00 | | | | | | |
| | | 0.00% | | \$0.00 | | | | | | |
| | | 0.00% | | \$0.00 | | | | | | |
| | | 0.00% | | \$0.00 | | | | | | |
| | | 0.00% | | \$0.00 | | | | | | |
| | | 0.00% | | \$0.00 | | | | | | |
| Total: | 20534 | | | | | | | | | |
| | | | | | | | Report Date: | 15-Sep-22 | | |

| Instructions: | | | | | | |
|---|--|--|--|------------------------------|----------------------------|-------------------------|
| Answer the questions below to describe the process of CEAP service delivery in your area. | | | | | | |
| 1. How do you accept CEAP applications? Please check all that apply. | | | | | | |
| Virtual portal | Via email | Via regular mail | In office drop-off | Drop-off at another location | Over the phone | Other (please describe) |
| X | X | X | X | X | X | |
| 2. Where can applicants access CEAP applications? Please check all that apply. | | | | | | |
| Virtual portal | PDF or Word document on your website | Via email, upon request | Via regular mail, upon request | In office pickup | Pickup at another location | Other (please describe) |
| X | X | X | X | X | X | |
| 3. Do you take appointments in-office? If yes, describe what happens during these appointments. If no, describe how applicants provide you copies of their documents. | | | | | | |
| Yes. When a customer comes in to apply for services, the case managers make sure they have all of their documents first. If they do, they proceed with making copies of the documents and help applicants fill out their application. | | | | | | |
| 4. How do you ensure that homebound/disabled applicants and applicants requiring accommodations have access to applications? | | | | | | |
| Case Managers provide home visits for homebound/disabled applicants or guide them through the process. In an effort to keep everyone safe and healthy, applications are also accepted by email, fax, online and by mail for customers that are unable to visit an office. | | | | | | |
| 5. How are clients provided updates on their application status after applying? How are clients alerted to their eligibility determination? How are clients notified if their application is missing documentation? | | | | | | |
| Clients are provided updates on their application status, eligibility determinations, and if their application is missing documentation by phone and mail. | | | | | | |
| 6. How does your agency utilize applicants' priority rating? Are clients served in order of priority at any time or do eligible households receive assistance based on priority only at certain times? | | | | | | |
| Eligible households receive assistance based on priority when funds are low. | | | | | | |
| 7. How does your agency ensure that applications are accepted in areas that are geographically accessible to all applicants? Describe how you ensure counties/zip codes without an office or outreach location receive information and are able to apply for services. | | | | | | |
| CSNT has multiple locations in our service area where applications can be dropped off. We also have other ways such as email, fax, mail and online access for applicants to submit applications. | | | | | | |
| 8. How do you identify that an applicant has a disconnect? Once identified, how are disconnects handled? | | | | | | |
| Disconnects are identified by a disconnect notice. Applicants with a disconnect notice are processed in a timely manner. | | | | | | |
| 9. What is your process for handling crisis applicants to ensure compliance with the 18/48 hour time limit? | | | | | | |
| Crisis applications are processed in a timely manner to meet the time limit. If the case manager that serves the county where the client that is up for disconnection lives is overwhelmed with applications, the application with the disconnect is given to our Director of Energy Programs to process or to delegate it to a case manager that is available. | | | | | | |
| 10. Describe your agency's marketing and outreach to advertise the availability of CEAP assistance in your service area. Include information about partnerships that help identify and refer eligible families. | | | | | | |
| For marketing and outreach, we do PSA's on the radio throughout the 12 county service area, put advertisements in newspapers, put flyers up everywhere in the communities that will allow us to display them, speak with community partners at least monthly, and provide applications to them to give to customers. | | | | | | |
| 11. Are you still enacting measures to prevent the spread of COVID-19? Are staff working in-office or remotely, due to COVID-19 or otherwise? | | | | | | |
| Yes, we are still providing alternate methods to accept applications. In an effort to keep everyone safe and healthy, applications are accepted by email, fax, online, by phone and by mail for customers that are uncomfortable with an in office visit. Staff are working in office. | | | | | | |
| 12. How many months of assistance will you provide? Please select one. (Maximum allowable assistance is determined from application date to end of original program year) | | | | | | |
| Full allowable amount: Up to 12 months for Vulnerable; up to 6 months for Non-Vulnerable | 6 months, not to exceed allowable number of months or benefit amount | 3 months, not to exceed allowable number of months or benefit amount | First month, with arrears, and pledge the remaining allowable months | | | |
| X | | | | | | |

**Comprehensive Energy Assistance Program (CEAP)
Production Schedule Tool**

Instructions:

Input accurate numbers, ideally from submitted and approved Monthly Expenditure Reports, in the yellow boxes (cells). The rest of the table should auto-populate the information according to the data input in the appropriate boxes (cells). More detailed instruction is provided in each cell, once selected.

| | | | | | | |
|---|---|--|---|---|--|---|
| Monthly Report: | | | | | | |
| 2022 Program Year Contract | | | | | | |
| Contract Number: | 58220003579 | Contract Term: | Jan 1 - Dec 31 | Program Year: | PY22 | |
| | Administration | Direct Services - Household Crisis | Direct Services - Utility Assistance | Program Services | Travel | TOTAL |
| Budget Amount | \$199,033.00 | \$1,107,788.00 | \$1,107,788.00 | \$339,581.00 | \$2,500.00 | \$2,756,690.00 |
| Expenditure | \$67,477.94 | \$108,890.48 | \$2,084,126.15 | \$105,607.74 | \$0.00 | \$2,366,102.31 |
| Percentage | 2.85% | 4.60% | 88.08% | 4.59% | 0.00% | 85.83% |
| Remaining Dollars | \$131,555.06 | \$998,897.52 | -\$976,338.15 | \$233,973.26 | \$2,500.00 | \$390,587.69 |
| Obligated Funds | | | \$9,609.06 | | | \$9,609.06 |
| Percentage Including Obligated | | | 88.13% | | | 86.18% |
| Remaining Dollars less Obligated | \$131,555.06 | \$998,897.52 | -\$985,947.21 | \$233,973.26 | \$2,500.00 | \$380,978.63 |
| Percentage of Total Award Expended and Obligated | | | | | | 86.18% |
| Data Analysis | | | | | | |
| Weeks Left in Program Year | 12 | Cumulative Unduplicated Households Served | 2067 | Number of CEAP caseworkers employed | 7 | |
| Total Direct Service Budget Expended & Obligated | Remaining Direct Service Budget to Expend [Budget - (Exp+Oblig)] | Average Household Expenditure Prior Year | Estimated number of Households still needed to serve | Estimated Files to be completed per week | Estimated Files to be completed per day | Estimated Files to be completed per day per caseworker |
| \$2,308,233.43 | \$246,923.57 | \$929.33 | 266 | 22 | 4.4 | 0.6 |
| Disclaimer: | | | | | | |
| <p><i>This spreadsheet provides a quick analysis of data. There are countless situations that each Subrecipient can be in, regarding the CEAP program, that this spreadsheet does not include, like the encumbered UA payments for upcoming months, for example. It is the responsibility of the Subrecipient to stay aware of the expenditure levels in this program, analyze it, and then act accordingly with the end goal of full and allowable contract program expenditures. This spreadsheet is simply another tool Subrecipients can use to try and understand what is left to do for the current program year.</i></p> | | | | | | |

**Comprehensive Energy Assistance Program (CEAP)
Production Schedule Tool**

Instructions:

Input accurate numbers, ideally from submitted and approved Monthly Expenditure Reports, in the yellow boxes (cells). The rest of the table should auto-populate the information according to the data input in the appropriate boxes (cells). More detailed instruction is provided in each cell, once selected.

| | | | | | | |
|---|---|--|---|---|--|---|
| Monthly Report: | | | | | | |
| 2023 Program Year Contract | | | | | | |
| Contract Number: | | Contract Term: | Jan 1 - Dec 31 | Program Year: | PY23 | |
| | Administration | Direct Services - Household Crisis | Direct Services - Utility Assistance | Program Services | Travel | TOTAL |
| Budget Amount | \$199,033.00 | \$1,107,788.00 | \$1,107,788.00 | \$339,581.00 | \$2,500.00 | \$2,756,690.00 |
| Expenditure | | | | | | \$0.00 |
| Percentage | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |
| Remaining Dollars | \$199,033.00 | \$1,107,788.00 | \$1,107,788.00 | \$339,581.00 | \$2,500.00 | \$2,756,690.00 |
| Obligated Funds | | | | | | \$0.00 |
| Percentage Including Obligated | | | 0.00% | | | 0.00% |
| Remaining Dollars less Obligated | \$199,033.00 | \$1,107,788.00 | \$1,107,788.00 | \$339,581.00 | \$2,500.00 | \$2,756,690.00 |
| Percentage of Total Award Expended and Obligated | | | | | | 0.00% |
| Data Analysis | | | | | | |
| Weeks Left in Program Year | 48 | Cumulative Unduplicated Households Served | 0 | Number of CEAP caseworkers employed | 7 | |
| Total Direct Service Budget Expended & Obligated | Remaining Direct Service Budget to Expend [Budget - (Exp+Oblig)] | Average Household Expenditure Prior Year | Estimated number of Households still needed to serve | Estimated Files to be completed per week | Estimated Files to be completed per day | Estimated Files to be completed per day per caseworker |
| \$0.00 | \$2,555,157.00 | \$1,060.96 | 2408 | 50 | 10.0 | 1.4 |
| Disclaimer: | | | | | | |
| <p><i>This spreadsheet provides a quick analysis of data. There are countless situations that each Subrecipient can be in, regarding the CEAP program, that this spreadsheet does not include, like the encumbered UA payments for upcoming months, for example. It is the responsibility of the Subrecipient to stay aware of the expenditure levels in this program, analyze it, and then act accordingly with the end goal of full and allowable contract program expenditures. This spreadsheet is simply another tool Subrecipients can use to try and understand what is left to do for the current program year.</i></p> | | | | | | |

Instructions

Please upload the following items to Wufoo when submitting your SDP workbook

1. Client Education
2. Temperature Triggers
3. Priority Rating Sheet
4. Alternative Billing Method (ABM and actual client data)

**Community Services of Northeast Texas
Policy Council
By Laws**

ARTICLE I: NAME

The name of this organization shall be Community Services of Northeast Texas Head Start Policy Council.

ARTICLE II: PURPOSE

The purpose for which this Council shall be is to provide for participation of parent and community representatives in the decision making processes concerning the Community Services of Northeast Texas Head Start Program as set forth in the Head Start Program Performance Standards, 45 CFR 1301.1 of the Performance Standards, effective November 7, 2016.

ARTICLE III: MEMBERSHIP

SECTION I

The Head Start Policy Council shall be composed of at least thirteen (13) members as follows:

- * Atlanta – One (1) representative and One (1) alternate
- * Bloomburg – One (1) representative and One (1) alternate
- * Daingerfield/Lone Star – One (1) representative and One (1) alternate
- * Hughes Springs – One (1) representative and One (1) alternate (Head Start)
One (1) representative and One (1) alternate (Early Head Start)
- * Naples/Omaha – One (1) representatives and One (1) alternate
- * New Boston – One (1) representative and One (1) alternate
- * Pittsburg – One (1) representative and One (1) alternate
- * Texarkana – One (1) representative and One (1) alternate

There shall be nine (9) parent/guardians and four (4) community representatives on the Policy Council. There will be one representative appointed to the Policy Council from the Governing Board and one member from Policy Council will be appointed to the Governing Board. The Policy Council Representative that serves on the Governing Board must be a Parent and/or Former Parent. These members will serve the purpose of acting as a liaison and advisor between the Governing Board and the Policy Council. Community representatives must be from one of the four counties served by CSNT Head Start. These counties include Bowie, Camp, Cass, and Morris Counties.

Parent representatives and alternates must meet the following definition as a Head Start parent: “A Head Start child’s mother or father, other family member who is the primary care-giver, foster parent, guardian or the person with whom the child has been placed for purposes of adoption pending a final adoption decree”.

SECTION II: Term of Office

Terms of office for Policy Council members shall be for one (1) year. Elections shall take place in August or September at the first Campus Parent Committee Meeting with installation in September/October. Terms of membership are limited to five (5) calendar years. Policy Council members will remain as members on the Council until a successor is elected and seated in September/October.

SECTION III: Voting Rights

Each Policy Council member will have one (1) vote on all issues at all meetings. The Chairperson of the Policy Council votes only in the case of a tie. An Alternate Member will vote only in the absence of a Policy Council Member.

SECTION IV: Member Obligations

All members shall attend meetings regularly; arrive promptly for scheduled meetings and actively participate in meetings. It shall be the responsibility of each current parent/guardian Policy Council member to report information back to the parent committee in his/her Campus at the next Parent Committee Meeting following each Policy Council Meeting.

SECTION V: Confidentiality

Each Policy Council Member is bound by the same Confidentiality Policy of CSNT employees. A breach of confidentiality will result in immediate termination, and possible legal action.

SECTION VI: Termination of Membership

If a member misses two (2) meetings, he/she **may be** replaced. Any member may resign at any time and must be replaced immediately. When a parent representative's seat on the Policy Council becomes vacant, the Campus Parent Committee will elect a new member to fill the vacancy. This process will be reflected on the Parent Committee Meeting minutes.

SECTION VII: Alternates

Each Campus Parent Committee will elect an alternate Policy Council representative to attend all meetings that the representative is unable to attend. Alternates are encouraged to attend all meetings; however, they may not participate unless the representative is not present.

SECTION VIII: Head Start Staff Attendance

The Head Start Director or other staff members may attend Policy Council meetings in a consulting, non-voting capacity.

SECTION VIII: Council Representatives

A Policy Council member cannot profit from Community Services of Northeast Texas, Inc., while serving on the Policy Council. This includes working for the Head Start Program.

ARTICLE IV: OFFICERS

SECTION I: Election and Term

The officers of the Policy Council shall be the Chairperson, Vice-Chairperson and Secretary. The members of the Policy Council shall serve a term of office for a period of one (1) year. Officers will be elected each year.

SECTION II: Executive Committee

The officers of the Policy Council shall constitute the Executive Committee.

The Executive Committee is empowered to transact routine or ordinary business between meetings of the Policy Council. Any action of the Executive Committee must be ratified at the next regular meeting.

SECTION III: Special Committees

Special Committees may be appointed and/or dissolved by the Chairperson as deemed necessary.

SECTION IV: Chairperson

The Chairperson will preside at all meetings of the Policy Council and will be an ex-officio member of all committees.

SECTION V: Vice –Chairperson

The Vice-Chairperson, in the absence of the Chairperson, will perform all the duties of the Chairperson. When so acting, he/she will have all the powers of and be subject to all the restrictions of the Chairperson.

SECTION VI: Secretary

1. Keep the minutes of the Policy Council meetings;
2. Make written reports of the minutes with the assistance of the Staff; and
3. Any other duties deemed necessary by the Chairperson.

ARTICLE V: MEETINGS

SECTION I: Regular Meetings

The Policy Council will meet monthly during the program year and as needed during the months of June and July. The meeting will be held on the **fourth** Tuesday of each month in Linden, Texas. During the September or October meeting, the Policy Council will determine the most convenient time to meet. The meeting time determined for this program year is 9:00 AM.

SECTION II: Special Meetings

The Chairperson may call special meetings of the Policy Council at any time deemed necessary. A notice of special meetings will be given at least forty-eight (48) hours prior to said meeting.

SECTION III: Notice of Meetings

Notification of all meetings will be sent to all members and all alternates of the Council electronically at least five (5) days prior to the meeting date. The CSNT office will have the responsibility of notifying the Council members. When no quorum will be available, the Chairperson and the Head Start Director shall reschedule a meeting date.

SECTION IV: Quorum

The quorum for a meeting of the Policy Council shall be at least fifty percent plus one of the non-vacant seats of the Policy Council. The act of the majority of the Policy Council members present at a meeting that has a quorum shall be considered the “Act of the Policy Council”.

SECTION V: Conduction of Meeting

The Policy Council parliamentary process will follow PROBERT’S RULES OF ORDER as closely as possible. The business of the Policy Council shall be carried out in a timely manner at Policy Council Meetings as mandated in 45 CFR 1301.3 Program Governance.

SECTION VI: Dispute/Impasse Resolution

According to 45 CFR, Part 1301.6(a-c), each Head Start grantee and Policy Council jointly must establish written procedures for resolving internal disputes, including impasse procedures, between the governing body (Board) and policy group. The following procedures address this requirement.

- A.** There must be respect and involvement between the governing Board and the Policy Council.
- B.** There must be a Board member serving on the Policy Council and a Policy Council member serving on the governing Board.
- C.** These written procedures must be approved* by the governing Board and the Policy Council annually.
- D.** If there is conflict between the governing Board and the Policy Council, the following informal procedures must be applied.

INFORMAL PROCEDURES

- 1. The Executive Director and the Head Start Director meet to resolve the conflict.
- 2. The Executive Director, the Head Start Director, Policy Council Chairperson, and the Board Chairperson meet to resolve the conflict.
- 3. The Board and Policy Council Executive Committees meet to resolve the conflict.
- E. If the informal procedures do not resolve the conflict, then go to the approved formal procedures that includes disinterested** parties.

FORMAL PROCEDURES

- 1. The governing Board chooses one disinterested party.
- 2. The Policy Council chooses one disinterested party.
- 3. The two chosen disinterested parties choose a third disinterested party.
- 4. The three disinterested parties will resolve the impasse.

* The approval process includes the governing Board and the Policy Council being involved in the creation and implementation of these policies and procedures.

** Disinterested parties should not include: parents, guardians, or family members of any child enrolled in the Head Start Program for any part of the current school year, CSNT

Staff, Board members, Policy Council members, immediate family or persons in the employ of Board members or Policy Council members, or any other party with a general knowledge of the impasse details prior to being selected to decide the issue.

ARTICLE VII: AMENDMENTS

Individual Policy Council members may offer amendments to these by-laws upon request. Written form of the proposed amendment must be made ten (10) days in advance of any regular or special meeting. A two-thirds majority vote is required for passage.

Revised 9/21/22



196.67

LWOP Hours



Head Count - 106



HS - 89



CS - 17



Hired - 1

HR at a Glance

Report for
September 2022

Sub Hours - 96



. Head Start returned
from Summer Break

3

Turnover Count

Head Start - 1
CS - 2

359.32
Personal leave
hours

Vacancies



Head Start

1 Lead Teacher

Head Start

1 Teaching Assistant

Head Start

1 Custodian/Bus Driver

Head Start

Financial Report for the month of September 2022

(August 2022 Expenditures)

| <u>Funding Source</u> | <u>Amount Funded</u> | <u>Expenditures</u> | <u>Total To Date</u> | <u>Balance</u> | <u>Monthly Budget</u> | <u>YTD Budget</u> | <u>(Over)/Under</u> |
|--|-----------------------|---------------------|-----------------------|-----------------------|-----------------------|-----------------------|----------------------------------|
| <i>12 month program ending 11-30-2022</i> | | | | | | | |
| Personnel | \$2,175,680.00 | \$147,356.50 | \$1,363,505.49 | \$812,174.51 | \$181,306.67 | \$1,631,760.00 | \$268,254.51 |
| Fringe Benefits | \$528,635.00 | \$42,434.35 | \$358,004.01 | \$170,630.99 | \$44,052.92 | \$396,476.25 | \$38,472.24 |
| Travel (4120) | \$10,000.00 | \$0.00 | \$391.45 | \$9,608.55 | \$833.33 | \$7,500.00 | \$7,108.55 |
| Equipment | \$35,000.00 | \$25,862.00 | \$25,862.00 | \$9,138.00 | \$2,916.67 | \$26,250.00 | \$388.00 |
| Supplies | \$174,635.00 | \$10,551.40 | \$91,049.82 | \$83,585.18 | \$14,552.92 | \$130,976.25 | \$39,926.43 |
| Contractual | \$276,650.00 | \$0.00 | \$140,470.00 | \$136,180.00 | \$23,054.17 | \$207,487.50 | \$67,017.50 |
| Facilities / Construction | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| Other (4120) | \$30,381.00 | (\$10,708.54) | \$10,880.43 | \$19,500.57 | \$2,531.75 | \$22,785.75 | \$11,905.32 |
| Other (4122) | \$841,824.00 | \$68,917.17 | \$668,004.59 | \$173,819.41 | \$70,152.00 | \$631,368.00 | (\$36,636.59) |
| Total | \$4,072,805.00 | \$284,412.88 | \$2,658,167.79 | \$1,414,637.21 | \$339,400.42 | \$3,054,603.75 | \$396,435.96 |
| T&TA | \$40,381.00 | (\$10,708.54) | \$11,271.88 | \$29,109.12 | \$3,365.08 | \$30,285.75 | \$19,013.87 |
| Total | | | | | | | |
| USDA Reimbursements through July 2022 | | | | | | | \$62,689.63 |
| Estimated USDA Reimbursement for August 2022 | | | | | | | \$11,345.31 |
| | | | | | | | <u>\$470,470.90</u> |
| | | | | | | | Resulting (over)/under with USDA |

* Total Over/Under without USDA

Accruals: \$4.00
 Actual year end payroll accrual \$74,000.00

| Further Analysis | |
|-------------------------|-----|
| Number of children | 465 |
| Number of classrooms | 26 |

| | <u>Amount Funded</u> | <u>Expenditures</u> | <u>Total To Date</u> | <u>Monthly Budget</u> | <u>YTD Budget</u> | <u>(Over)/Under</u> |
|---------------|----------------------|---------------------|----------------------|-----------------------|-------------------|---------------------|
| Per Classroom | \$156,646.35 | \$10,938.96 | \$102,237.22 | \$13,053.86 | \$117,484.76 | \$15,247.54 |
| Per Child | \$8,758.72 | \$611.64 | \$5,716.49 | \$729.89 | \$6,569.04 | \$852.55 |

| IN-KIND (Non-Federal Share) | | | | |
|------------------------------------|----------------|-------------------|----------------|-------------------|
| | <u>Needed</u> | <u>This month</u> | <u>Total</u> | <u>Still need</u> |
| | \$1,018,201.00 | \$125,378.21 | \$1,117,581.94 | (\$99,380.94) |

Head Start C5

Financial Report for the month of September 2022

(August 2022 Expenditures)

| <u>Funding Source</u> | <u>Amount Funded</u> | <u>Expenditures</u> | <u>Total To Date</u> | <u>Balance</u> |
|----------------------------------|----------------------|---------------------|----------------------|----------------|
| <i>program ending 03/31/2023</i> | | | | |
| Supplies | \$59,327.00 | \$0.00 | \$62,572.51 | (\$6,772.15) |
| Other | \$78,200.00 | \$1,382.18 | \$66,099.15 | \$15,627.49 |
| Total | \$137,527.00 | \$1,382.18 | \$128,671.66 | \$8,855.34 |

Head Start C6

Financial Report for the month of September 2022

(August 2022 Expenditures)

| <u>Funding Source</u> | <u>Amount Funded</u> | <u>Expenditures</u> | <u>Total To Date</u> | <u>Balance</u> |
|----------------------------------|----------------------|---------------------|----------------------|----------------|
| <i>program ending 03/31/2023</i> | | | | |
| Personnel | \$254,594.00 | \$0.00 | \$225,856.81 | \$28,737.19 |
| Supplies | \$111,556.00 | \$2,950.86 | \$6,487.49 | \$105,068.51 |
| Other | \$180,591.00 | \$227.92 | \$15,852.58 | \$164,738.42 |
| Total | \$546,741.00 | \$3,178.78 | \$248,196.88 | \$298,544.12 |

Early Head Start

Financial Report for the month of September 2022

(August 2022 Expenditures)

| <u>Funding Source</u> | <u>Amount Funded</u> | <u>Expenditures</u> | <u>Total To Date</u> | <u>Balance</u> | <u>Monthly Budget</u> | <u>YTD Budget</u> | <u>(Over)/Under</u> |
|--|----------------------|---------------------|----------------------|---------------------|-----------------------|---------------------|----------------------------------|
| <i>12 month program ending 11-30-2022</i> | | | | | | | |
| Personnel | \$136,855.00 | \$11,360.86 | \$79,244.35 | \$57,610.65 | \$11,404.58 | \$102,641.25 | \$23,396.90 |
| Fringe Benefits | \$33,482.00 | \$3,545.78 | \$35,045.28 | (\$1,563.28) | \$2,790.17 | \$25,111.50 | (\$9,933.78) |
| Travel (4120) | \$2,190.00 | \$0.00 | \$0.00 | \$2,190.00 | \$182.50 | \$1,642.50 | \$1,642.50 |
| Equipment | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| Supplies | \$19,000.00 | \$187.73 | \$4,800.17 | \$14,199.83 | \$1,583.33 | \$14,250.00 | \$9,449.83 |
| Contractual | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| Facilities / Construction | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| Other (4120) | \$3,067.00 | (\$487.44) | \$2,802.83 | \$264.17 | \$255.58 | \$2,300.25 | (\$502.58) |
| Other (4122) | \$48,544.00 | \$1,673.40 | \$19,410.10 | \$29,133.90 | \$4,045.33 | \$36,408.00 | \$16,997.90 |
| Total | \$243,138.00 | \$16,280.33 | \$141,302.73 | \$101,835.27 | \$20,261.50 | \$182,353.50 | \$41,050.77 |
| T&TA | \$5,257.00 | (\$487.44) | \$2,802.83 | \$2,454.17 | \$438.08 | \$3,942.75 | \$1,139.92 |
| Total | | | | | | | |
| USDA Reimbursements through July 2022 | | | | | | | \$8,430.16 |
| Estimated USDA Reimbursement for August 2022 | | | | | | | \$1,241.44 |
| | | | | | | | <u>\$50,722.37</u> |
| | | | | | | | Resulting (over)/under with USDA |

* Total Over/Under without USDA

Accruals: \$4.00
 Actual year end payroll accrual \$4,800.00

| Further Analysis | |
|-------------------------|----|
| Number of children | 16 |
| Number of classrooms | 2 |

| | <u>Amount Funded</u> | <u>Expenditures</u> | <u>Total To Date</u> | <u>Monthly Budget</u> | <u>YTD Budget</u> | <u>(Over)/Under</u> |
|---------------|----------------------|---------------------|----------------------|-----------------------|-------------------|---------------------|
| Per Classroom | \$121,569.00 | \$8,140.17 | \$70,651.37 | \$10,130.75 | \$91,176.75 | \$20,525.39 |
| Per Child | \$15,196.13 | \$1,017.52 | \$8,831.42 | \$1,266.34 | \$11,397.09 | \$2,565.67 |

| IN-KIND (Non-Federal Share) | | | | |
|------------------------------------|---------------|-------------------|--------------|-------------------|
| | <u>Needed</u> | <u>This month</u> | <u>Total</u> | <u>Still need</u> |
| | \$60,785.00 | \$1,971.25 | \$16,449.94 | \$44,335.06 |

Early Head Start C5

Financial Report for the month of September 2022

(August 2022 Expenditures)

| <u>Funding Source</u> | <u>Amount Funded</u> | <u>Expenditures</u> | <u>Total To Date</u> | <u>Balance</u> |
|----------------------------------|----------------------|---------------------|----------------------|-------------------|
| <i>program ending 03/31/2023</i> | | | | |
| Supplies | \$2,239.00 | \$0.00 | \$856.28 | \$1,382.72 |
| Other | \$5,000.00 | \$0.00 | \$2,008.71 | \$2,991.29 |
| Total | <u>\$7,239.00</u> | <u>\$0.00</u> | <u>\$2,864.99</u> | <u>\$4,374.01</u> |

Early Head Start C6

Financial Report for the month of September 2022

(August 2022 Expenditures)

| <u>Funding Source</u> | <u>Amount Funded</u> | <u>Expenditures</u> | <u>Total To Date</u> | <u>Balance</u> |
|----------------------------------|----------------------|---------------------|----------------------|--------------------|
| <i>program ending 03/31/2023</i> | | | | |
| Personnel | \$12,606.00 | \$0.00 | \$13,555.35 | (\$949.35) |
| Supplies | \$6,761.00 | \$255.33 | \$386.41 | \$6,374.59 |
| Other | \$9,409.00 | \$0.00 | \$771.78 | \$8,637.22 |
| Total | <u>\$28,776.00</u> | <u>\$255.33</u> | <u>\$14,713.54</u> | <u>\$14,062.46</u> |

HEAD START and EHS NUTRITION PROGRAM

September 2022 Financial Report

For the month of August 2022

CACFP

| | | <u>Expenditures</u> | <u>Total To Date</u> |
|----------------------|----|---------------------|----------------------|
| Operating Labor | \$ | 6,581.81 | 78,743.54 |
| Administrative Labor | | 529.12 | 8,327.50 |
| Food | | 12,613.14 | 84,205.57 |
| Supplies & Equipment | | 641.86 | 8,641.03 |
| Purchased Services | | - | 0.00 |
| Financial Costs | | - | 0.00 |
| Media Costs | | - | 0.00 |
| Operating Org Cost | | - | 859.00 |
| Other | | - | 0.00 |
| Total | \$ | 20,365.93 | \$ 180,776.64 |

****Operating Labor includes C5 and C6 money****

TDHS REVENUE

12,586.75 111,778.88
(Income Starts October 2021)

CSBG 2022

Financial Report for the month of September 2022

CSBG Current Program (August 2022 Expenditures)

| | |
|---------------|-----|
| % of contract | 67% |
| % of money | 59% |

| <u>Funding Source</u> | <u>Amount Funded</u> | <u>Expenditures</u> | <u>Total To Date</u> | <u>Balance</u> | <u>Monthly Budget</u> | <u>YTD Budget</u> | <u>(Over)/Under</u> |
|---|----------------------|---------------------|----------------------|---------------------|-----------------------|---------------------|---------------------|
| <i>Community Services Block Grant (CSBG) 12 month program ending 12/31/2022</i> | | | | | | | |
| Personnel | \$177,211.05 | 12,236.19 | \$79,705.34 | \$97,505.71 | \$14,767.59 | \$118,140.70 | \$38,435.36 |
| Fringe Benefits | 33,739.35 | 2,410.86 | \$22,223.92 | 11,515.43 | 2,811.61 | 22,492.90 | 268.98 |
| Travel* | 8,150.50 | 75.77 | \$2,265.49 | 5,885.01 | 679.21 | 5,433.67 | 3,168.18 |
| Equipment | 33,538.00 | 1,143.65 | \$6,906.62 | 26,631.38 | 2,794.83 | 22,358.67 | 15,452.05 |
| Supplies | 11,353.96 | 642.92 | \$3,947.25 | 7,406.71 | 946.16 | 7,569.31 | 3,622.06 |
| Contractual | 1,932.50 | 220.63 | \$3,320.64 | (1,388.14) | 161.04 | 1,288.33 | (2,032.31) |
| Other | 124,626.94 | 8,485.19 | \$107,090.31 | 17,536.63 | 10,385.58 | 83,084.63 | (24,005.68) |
| Indirect Costs | 43,394.70 | 3,592.85 | \$28,453.45 | 14,941.25 | 3,616.23 | 28,929.80 | 476.35 |
| Total | \$433,947.00 | \$28,808.06 | \$253,913.02 | \$180,033.98 | \$36,162.25 | \$289,298.00 | \$35,384.98 |

CEAP 2022

Financial Report for the month of September 2022

CEAP Current Program (August 2022 Expenditures)

| | |
|---------------|-----|
| % of contract | 67% |
| % of money | 86% |

| | <u>Amount Funded</u> | <u>Expenditures</u> | <u>Total To Date</u> | <u>Balance</u> | | <u>Contract Budget</u> | | | |
|--|-----------------------|---------------------|-----------------------|---------------------|----|------------------------|-----------------------|---------------------|--|
| | | | | | | <u>Minimum</u> | <u>Maximum</u> | | |
| <i>Comprehensive Energy Assistance Program (CEAP) 12 month program ending 12/31/2022</i> | | | | | | | | | |
| Administration* | \$199,033.00 | 10,831.15 | \$67,477.94 | \$131,555.06 | 3% | \$16,586.08 min | \$146,698.34 max | \$79,220.40 | |
| Household Crisis** | 1,107,788.00 | 9,297.65 | \$108,890.48 | 998,897.52 | | 219,301.66 min | 1,107,788.00 max | 998,897.52 | |
| Utility Assistance** | 1,107,788.00 | 181,267.81 | \$2,084,126.15 | (976,338.15) | | 219,301.66 min | 1,107,788.00 max | (976,338.15) | |
| Program Services | 339,581.00 | 52,193.81 | \$105,607.74 | 233,973.26 | 5% | 28,298.42 min | 183,889.95 max | 78,282.21 | |
| Training Travel | 2,500.00 | 0.00 | \$0.00 | 2,500.00 | | 0.00 min | 2,500.00 max | 2,500.00 | |
| Total | \$2,756,690.00 | \$253,590.42 | \$2,366,102.31 | \$390,587.69 | | \$483,487.83 | \$2,548,664.29 | \$182,561.98 | |

*Cannot be over-budget by end of contract **Must be at least 10% of total expenditures

Compliance calculation used, Admin = 6.0% of total grant, Program Services = 6.25% of direct expenditures

Admin with Future Payments

2.8%

Program Services with Future Payments

Future Payments

\$8,360.43

0.045777389

CSBG D 2022

Financial Report for the month of September 2022

CSBG D Current Program (August 2022 Expenditures)

| <u>Funding Source</u> | <u>Amount Funded</u> | <u>Expenditures</u> | <u>Total To Date</u> | <u>Balance</u> |
|--|----------------------|---------------------|----------------------|----------------|
| <i>CSBG D February 2022 thru July 2022</i> | | | | |
| Personnel | \$0.00 | 0.00 | \$0.00 | \$0.00 |
| Fringe Benefits | 0.00 | 0.00 | \$0.00 | 0.00 |
| Travel* | 0.00 | 0.00 | \$0.00 | 0.00 |
| Equipment | 8,696.00 | 721.74 | \$721.74 | 7,974.26 |
| Supplies | 0.00 | 0.00 | \$0.00 | 0.00 |
| Direct Services to Clients | 0.00 | 0.00 | \$0.00 | 0.00 |
| Other | 20,833.00 | 17,138.12 | \$21,408.85 | (575.85) |
| Indirect Costs | 0.00 | 0.00 | \$0.00 | 0.00 |
| Total | \$29,529.00 | \$17,859.86 | \$22,130.59 | \$7,398.41 |

LOW INCOME WATER ASSISTANCE PROGRAM

Financial Report for the month of September 2022

LIWAP Current Program (August 2022 Expenditures)

| | |
|---------------|-----|
| % of contract | 53% |
| % of money | 3% |

| <u>Funding Source</u> | <u>Amount Funded</u> | <u>Expenditures</u> | <u>Total To Date</u> | <u>Balance</u> | <u>Monthly Budget</u> | <u>YTD Budget</u> | <u>(Over)/Under</u> |
|---|----------------------|---------------------|----------------------|---------------------|-----------------------|---------------------|---------------------|
| <i>Grant Administered From 01/01/2022 to 03/31/2023</i> | | | | | | | |
| Administration | \$83,090.00 | (10.30) | \$0.00 | \$83,090.00 | \$5,539.33 | \$44,314.67 | \$44,314.67 |
| Direct Services | 549,736.00 | 12,121.24 | \$20,607.37 | 529,128.63 | 36,649.07 | 293,192.53 | 272,585.16 |
| Total | \$632,826.00 | \$12,110.94 | \$20,607.37 | \$612,218.63 | \$42,188.40 | \$337,507.20 | \$316,899.83 |

Community Services of Northeast Texas, Inc.
Credit Usage Report

Board Report - September 2022

Sam's Club

| | | | |
|----------------|-------|--|------------|
| Purchases for | | | |
| Payment due by | Pd on | | |
| Balance | | | ----- - |

American Express

| | | | |
|---------------------------------------|------------------|--|------------|
| Purchases for June 2022 and July 2022 | | | 2,814.42 |
| Payment due by --- | Pd on 08/10/2022 | | (2,814.42) |
| Balance | | | ----- - |

| | | | |
|-------------------------|------------------|--|-------------|
| Purchases for June 2022 | | | 19,759.58 |
| Purchases for July 2022 | | | 2,609.17 |
| Payment due by --- | Pd on 08/17/2022 | | (22,368.75) |
| Balance | | | ----- - |

Line of Credit

| | | | |
|-----------------------------|---------------|---------------|--|
| Program | CSBG B | CSBG B | |
| Highest August 2022 Balance | 3,200.00 | 10,000.00 | |
| Current balance | - | - | |
| Exp pay off date | | | |

In House Line of Credit

| | | | | |
|-----------------------------|-------------------|---------------|---------------|---|
| Program | CEAP CARES | CSBG B | CSBG A | |
| Highest August 2022 Balance | 5,741.00 | 15,900.00 | 6,400.00 | - |
| Current balance | 5,741.00 | 3,150.00 | 6,400.00 | |
| Exp pay off date | | 9/30/2022 | | |

U.S. SMALL BUSINESS ADMINISTRATION LOAN

\$150,000



Corporate Purchasing Cardmember Report

Sign-up For Online Statements

www.americanexpress.com/gopaperless

Prepared For
DAN BOYD
CSNT INC

Account Number
XXXX-XXXXX ~~21009~~

Closing Date
07/28/22

Page 1 of 3

| | | | | | | |
|---------------------|----------------|-----------------|-------------|------------------|-----------------------|---|
| Previous Balance \$ | New Charges \$ | Other Debits \$ | Payments \$ | Other Credits \$ | Balance Due \$ | Do Not Pay |
| 4,579.51 | 3,314.43 | 0.00 | 4,579.51 | 500.01 | 2,814.42 | For important information regarding your account refer to page 2. |

For your records only - do not pay.

For assistance or questions about your account, contact us at www.americanexpress.com/checkyourbill or call Customer Service at 1-800-492-4920.

Activity

Date reflects either transaction or posting date

| Card Number | Reference Code | Amount \$ |
|---|----------------|-------------------|
| XXXX-XXXXX1- 21009 | | |
| 07/17/22 PAYMENT RECEIVED - THANK YOU 07/17 | 0561500000 | -4,579.51 |
| 06/29/22 ALLIANZ TRAVEL INS RICHMOND VA REF# 57718QGS 8006285404 06/29/22 | | 31.00 |
| 06/30/22 AMERICAN AIRLINES 800-433-7300 TX TKT# 0012438995056 AMERICAN AIR 06/29/22 PASSENGER TICKET BOYD/DAN AMERICAN AIRLINES AMERICAN AIRLINES 800-433-7300 TX FROM DALLAS/FT WORTH TX TO CARRIER CLASS LAGUARDIA INTL A/P AA N TO DALLAS/FT WORTH TX AA S TO UNAVAILABLE YY 00 TO UNAVAILABLE YY 00 | 20220630000 | 404.19 |
| 07/16/22 CAESARS HOTEL & CASI LAS VEGAS NV FOL# 13617989 CAESAR'S HOTE 07/15/22 ARRIVAL DATE DEPARTURE DATE 07/15/22 07/15/22 00 ROC NUMBER 13617989 | 13617989000 | -500.01 Credit |

Continued on Page 3

Do not staple or use paper clips

Payment Coupon

Account Number Enter 15 digit account number on all payments.
~~67062665984-21009~~

DAN BOYD
CSNT INC
304 E HOUSTON BX 427
LINDEN TX 75563-5600

See reverse side for instructions on how to update your address, phone number, or email.

Payments: The American Express® Corporate Purchasing Card statement is payable in full by your Company upon receipt. Payments received after 5:00 pm may not be credited until the next day. Payments must be made in US currency, with a single draft or check drawn on a US bank and payable in US dollars or with a single negotiable instrument payable in US dollars and clearable through the US banking system, or through an electronic payment method clearable through the US banking system. The Account number must be included on or with all payments. If payment does not conform to these requirements, crediting may be delayed and additional Charges may be imposed. If we accept payment made in a foreign currency, we will choose a conversion rate that is acceptable to us to convert remittance into US currency, unless a particular rate is required by law. Please do not send post-dated checks. They will be deposited upon receipt. Our acceptance of any payment marked with a restrictive legend will not operate as an accord and satisfaction without our express prior written approval.

Authorization for Electronic Debit: We will process checks electronically, at first presentment and any re-presentments, by transmitting the amount of the check, routing number, account number, and check serial number to the financial institution, unless the check is not processable electronically or a less costly process is available. By submitting a check for payment, Company authorizes us to initiate an electronic debit from its bank or asset account. When we process a check electronically, payment may be debited to the bank or asset account as soon as the same day we receive the check, and that cancelled check will not be received with that bank or asset account statement. If we cannot collect the funds electronically we may issue a draft against the bank or asset account for the amount of the check. If you currently send in an individual payment for expenses on the Corporate Purchasing Card, please note that you are eligible to pay your bill online.

Authorizations for Electronic Payments: By using Pay by Computer, Pay by Phone or any other electronic payment service of ours, you will be authorizing us to initiate an electronic debit to the financial account you specify in the amount you request. Payments received after 5:00 pm may not be credited until the next day.

Transactions Made in Foreign Currencies: If you incur a Charge in a foreign currency, it will be converted into US dollars on the date it is processed by us or our agents. Unless a particular rate is required by applicable law, we will choose a conversion rate that is acceptable to us for that date. Currently the conversion rate that we use for a Charge in a foreign currency is no greater than (a) the highest official conversion rate published by a government agency, or (b) the highest interbank conversion rate identified by us from customary banking sources, on the conversion date or the prior business day, **in each instance increased by 2.5%**. This conversion rate may differ from rates in effect on the date of your Charge. Charges converted by establishments (such as airlines) will be billed at the rates such establishments use.

In Case of Errors or Questions About Your Bill: If you think your bill is incorrect, or if you need more information about a transaction on your bill, please call 1-800-492-4920 or the number on the back of your Card. You can also write us on a separate sheet of paper at the Customer Service address noted to the right. If you have a dispute concerning goods and services purchased with the Corporate Purchasing Card, you should contact the merchant directly. If you are unable to obtain resolution, please contact us at 1-800-492-4920.

When Contacting Us Regarding Errors or Questions: We must hear from you no later than 60 days after we send you the first bill on which the error or problem appeared. When contacting us, please give us the following information: 1. Your name and account number; 2. The dollar amount of the suspected error; 3. Describe why you believe there is an error. If you need more information, describe the item you are unsure about.

Note: Your corporation, firm or organization may have its own policy or customized program, which takes precedence over any provision stated above.



Manage your Card account online at:
www.americanexpress.com/checkyourbill



For all further inquiries, please call the number on the back of your Card.

If your Card has been lost or stolen, please call 1-800-492-4920.

International Collect:
1-336-393-1111.

Hearing Impaired Services:
Dial Relay 711 and
1-800-492-4920.

Large Print and Braille Statements:
1-800-492-4920.



Customer Service
P.O. Box 53611
Phoenix, AZ
85072-3611

Change of Address, phone number, email

- Online at www.americanexpress.com/updatecontactinfo
- Via Mobile device
- Voice automated: call the number on the back of your card
- For Name, Company Name, and Foreign Address or Phone changes, please call Customer Care

Please do not add any written communication or address change on this stub.



Prepared For
DAN BOYD
CSNT INC

Account Number
 XXXX-XXXXX ~~1020009~~

Closing Date
 07/28/22

Page 3 of 3

| Activity Continued | | Reference Code | Amount \$ |
|---------------------------|---|--|-----------------------|
| 07/01/22 | CAESARS PLACE ADV RS LAS VEGAS NV FOL# 24936192 CAESAR'S HOTE 06/29/22 ARRIVAL DATE DEPARTURE DATE 06/28/22 06/29/22 00 ROC NUMBER 24936192 | 24936192000 | 1,510.23 |
| 07/12/22 | COMMUNITY ACTION PAR WASHINGTON DC REF# 38440939 202-265-7546 07/11/22 TRANSACTION ROC NUMBER 38440939 | 38440939000 | 995.00 |
| 07/21/22 | WESTIN AUSTIN DOMAIN AUSTIN TX FOL# 841328 WESTIN 07/21/22 ARRIVAL DATE DEPARTURE DATE 08/03/22 08/05/22 00 ROC NUMBER 841328 | 97758204300 | 374.01 |
| Total for DAN BOYD | | New Charges/Other Debits Payments/Other Credits | 3,314.43 -5,079.52 |



Corporate Purchasing Cardmember Report

Sign-up For Online Statements

www.americanexpress.com/gopaperless

Prepared For
CREW DYKES
CSNT INC

Account Number
XXXX-XXXXX7-81008

Closing Date
06/28/22

Page 1 of 3

| | | | | | |
|---------------------|----------------|-----------------|-------------|------------------|----------------------------------|
| Previous Balance \$ | New Charges \$ | Other Debits \$ | Payments \$ | Other Credits \$ | Balance Due \$ Do Not Pay |
| 0.00 | 19,759.58 | 0.00 | 0.00 | 0.00 | 19,759.58 |

For important information regarding your account refer to page 2.

For your records only - do not pay.

For assistance or questions about your account, contact us at www.americanexpress.com/checkyourbill or call Customer Service at 1-800-492-4920.

Activity

Date reflects either transaction or posting date

Card Number XXXX-XXXXX7-81008

| | | Reference Code | Amount \$ |
|----------|---|----------------|------------|
| 06/23/22 | AMZN MKTP US*DR8EZ83 AMZN.COM/BILL 6T160XIZE 114-1025210-6355498109 ROC NUMBER 6T160XIZEVRU | WA 06/22/22 | 29.97 ✓ |
| 06/13/22 | AMZN MKTP US*JG0SC7Q AMZN.COM/BILL 5JSM02AUC 114-1043404-9332298109 ROC NUMBER 5JSM02AUCOWK | WA 06/13/22 | 161.18 ✓ |
| 06/14/22 | AMZN MKTP US*O74J382 AMZN.COM/BILL 3C7MYJBTH 114-7571651-6387498109 ROC NUMBER 3C7MYJBTH43F | WA 06/13/22 | 3,391.33 ✓ |
| 06/21/22 | AMZN MKTP US*RU6WP2X AMZN.COM/BILL 2Z7EAGVPF 114-9147851-4637098109 ROC NUMBER 2Z7EAGVPFEOL | WA 06/19/22 | 6,667.08 ✓ |
| 06/15/22 | AMZN MKTP US*S95TC23 AMZN.COM/BILL 6YQ37J4AV 114-5483890-7004298109 ROC NUMBER 6YQ37J4AVESD | WA 06/13/22 | 399.00 ✓ |
| 06/21/22 | AMZN MKTP US*Y06810R AMZN.COM/BILL 3375RZM0A 114-9147851-4637098109 ROC NUMBER 3375RZM0A16A | WA 06/14/22 | 4,833.33 ✓ |
| 06/19/22 | AMZN MKTP US*Y92G504 AMZN.COM/BILL XPJDP409Q 114-0878137-8042698109 ROC NUMBER XPJDP409QT1U | WA 06/19/22 | 22.83 ✓ |

Continued on Page 3

Do not staple or use paper clips

Payment Coupon

Account Number ~~3796256603781008~~ Enter 15 digit account number on all payments.

CREW DYKES
CSNT INC
302 E HOUSTON BX 427
LINDEN TX 75563-5600

See reverse side for instructions on how to update your address, phone number, or email.



Prepared For
CREW DYKES
CSNT INC

Account Number
 XXXX-XXXXX784008

Closing Date
 06/28/22

Page 3 of 3

Activity Continued

| | Reference Code | Amount \$ |
|--|----------------|------------|
| 06/15/22 AMZN MKTP US*0R96A5A AMZN.COM/BILL WA 22VLTKE7 114-5056264-4353098109 06/14/22 ROC NUMBER 22VLTKE7G1F | | 936.97 ✓ |
| 06/23/22 AMZN MKTP US*0W3RT7Y AMZN.COM/BILL WA 5VQRMFNS 114-4021099-3491498109 06/22/22 ROC NUMBER 5VQRMFFNSWTC | | 23.97 ✓ |
| 06/19/22 AMZN MKTP US*2M8F67D AMZN.COM/BILL WA 5M75YHZOS 114-9502932-6270698109 06/14/22 ROC NUMBER 5M75YHZOSCW3 | | 1,488.91 ✓ |
| 06/22/22 AMZN MKTP US*4P6FU3V AMZN.COM/BILL WA 52Y1189W6 114-9147851-4637098109 06/21/22 ROC NUMBER 52Y1189W6W4H | | 559.01 ✓ |
| 06/24/22 TECHSOUP SAN FRANCIS CA REF# 248YPBZB 415-633-9300 06/24/22 TECHSOUP ROC NUMBER 248YPBZB | | 1,246.00 ✓ |

Total for CREW DYKES

| | |
|--------------------------|-----------|
| New Charges/Other Debits | 19,759.58 |
| Payments/Other Credits | 0.00 |



Corporate Purchasing Cardmember Report

**Sign-up For Online
Statements**

www.americanexpress.com/gopaperless

Prepared For
**CREW DYKES
CSNT INC**

Account Number
XXXX-XXXX-~~7-81008~~

Closing Date
07/28/22

Page 1 of 2

| Previous Balance \$ | New Charges \$ | Other Debits \$ | Payments \$ | Other Credits \$ | Balance Due \$ Do Not Pay |
|---------------------|----------------|-----------------|-------------|------------------|---------------------------|
| 19,759.58 | 2,018.36 | 590.81 | 0.00 | 0.00 | 22,368.75 |

For important information regarding your account refer to page 2.

Your account is past due, please contact your program administrator.

For assistance or questions about your account, contact us at www.americanexpress.com/checkyourbill or call Customer Service at 1-800-492-4920.

Activity

Date reflects either transaction or posting date

| Card Number | Reference Code | Amount \$ |
|--|--|------------------|
| XXXX-XXXX-81008 | | |
| 07/26/22 AMZN MKTP US*T32NC18 AMZN.COM/BILL WA 6LA1X3EXG 114-5129912-4389098109 07/25/22 ROC NUMBER 6LA1X3EXGR30 | | 599.00 ✓ |
| 07/12/22 AMZN MKTP US*ZF2JV6G AMZN.COM/BILL WA 3EWGQR7JT 114-7463196-5393098109 07/12/22 ROC NUMBER 3EWGQR7JTMNA | | 84.92 ✓ |
| 07/19/22 AMZN MKTP US*ZH33P4R AMZN.COM/BILL WA 51JHZ6VOE 114-6918501-6512298109 07/14/22 ROC NUMBER 51JHZ6VOEJEQ | | 612.70 ✓ |
| 07/26/22 WALMART.COM AA 800-966-6546 AR REF# WPCEXULD03S DISCOUNT STORE 07/25/22 | | 721.74 ✓ |
| 07/28/22 DELINQUENCY CHARGE ON 19,759.58 | | 590.81 |
| Total for CREW DYKES | New Charges/Other Debits Payments/Other Credits | 2,609.17 0.00 |

Do not staple or use paper clips

Payment Coupon

Account Number Enter 15 digit account
~~379656603781008~~ number on all payments.

CREW DYKES
CSNT INC
302 E HOUSTON BX 427
LINDEN TX 75563-5600

See reverse side for instructions on how to update your address, phone number, or email.

CHECK REGISTER FOR August 2022

| Check Number | Effective Date | Vendor Name | Check Amount | Description |
|--------------|----------------|---|--------------|----------------------|
| 75087 | 8/3/2022 | 4IMPRINT | 10,168.09 | Supplies |
| 75092 | 8/3/2022 | AEP-SWEPKO-EA | 59,442.45 | Client Assistance |
| 75093 | 8/3/2022 | AMBIT ENERGY | 4,594.79 | Client Assistance |
| 75094 | 8/3/2022 | AT&T | 716.11 | Telephone & Internet |
| 75096 | 8/3/2022 | ATMOS ENERGY | 9,082.40 | Client Assistance |
| 75097 | 8/3/2022 | BLUE CROSS BLUE SHIELD | 43,321.58 | Employee Insurance |
| 75098 | 8/3/2022 | CAMCO ELEVATOR INC | 930.00 | Elevator Repair |
| 75100 | 8/3/2022 | CENTERPOINT ENERGY | 7,777.06 | Client Assistance |
| 75101 | 8/3/2022 | CENTERPOINT ENERGY ENTEX | 95.81 | Utility |
| 75102 | 8/3/2022 | CHAD D SUTTON | 1,250.00 | Client Assistance |
| 75103 | 8/3/2022 | CITY OF HUGHES SPRINGS | 345.24 | Utility |
| 75104 | 8/3/2022 | CITY OF JEFFERSON WATER | 615.33 | Utility |
| 75105 | 8/3/2022 | CITY OF NEW BOSTON | 19.00 | Utility |
| 75106 | 8/3/2022 | CITY OF PITTSBURG | 199.87 | Utility |
| 75107 | 8/3/2022 | CLUBBS PLUMBING | 295.00 | Bldg Maintenance |
| 75108 | 8/3/2022 | COLEMAN MOTORS, INC. | 25,862.00 | Vehicle |
| 75109 | 8/3/2022 | DIRECT ENERGY | 2,615.66 | Client Assistance |
| 75110 | 8/3/2022 | EXPRESS ENERGY | 2,777.05 | Client Assistance |
| 75111 | 8/3/2022 | FARMER ELECTRIC | 3,643.97 | Client Assistance |
| 75112 | 8/3/2022 | FEDERAL EXPRESS | 30.92 | Postage |
| 75113 | 8/3/2022 | HOPE FIRE EXTINGUISHER SERVICE, INC/ KLEEN KING | 28.95 | Alarm Service |
| 75114 | 8/3/2022 | LAURA JEAN WILLIAMS COLEMAN | 75.00 | Zumba Fitness |
| 75115 | 8/3/2022 | MCI | 66.98 | Telephone |
| 75116 | 8/3/2022 | MOUNTAIN VALLEY OF TEXARKANA | 20.00 | Water |
| 75118 | 8/3/2022 | ODP BUSINESS SOLUTIONS, LLC | 3,369.93 | Office Supplies |
| 75119 | 8/3/2022 | PENSTAR POWER, LLC | 0.00 | Void Check |
| 75120 | 8/3/2022 | REGION VII ESC | 150.00 | Bus Training |
| 75121 | 8/3/2022 | RELIANT ENERGY | 5,421.18 | Client Assistance |
| 75122 | 8/3/2022 | RENE TITSWORTH | 38.27 | Mileage Reimb |
| 75123 | 8/3/2022 | REPUBLIC SERVICES #070 | 105.28 | Utility |
| 75124 | 8/3/2022 | RPM STAFFING PROFESSIONALS, INC. | 1,545.60 | Temp Staffing |
| 75125 | 8/3/2022 | SCHOOL SPECIALTY | 1,721.66 | Classroom Supplies |
| 75126 | 8/3/2022 | SHELLEY MITCHELL | 35.26 | Mileage Reimb |
| 75127 | 8/3/2022 | SOUTHWEST ARKANSAS TELEPHONE CO OP, INC. | 240.57 | Telephone & Internet |
| 75128 | 8/3/2022 | SOUTHWESTERN ELECTRIC POWER | 1,483.04 | Utility |
| 75129 | 8/3/2022 | SPORTS MAGIC | 20.00 | T-shirts |
| 75130 | 8/3/2022 | STREAM | 1,628.62 | Client Assistance |
| 75131 | 8/3/2022 | TEXAS DEPARTMENT OF HOUSING & COMMUNITY AFFAIRS | 9,950.49 | Fund Reimbursement |
| 75132 | 8/3/2022 | TOSHIBA FINANCIAL SERVICES | 550.00 | Copiers |
| 75133 | 8/3/2022 | TRICO LUMBER CO. | 217.65 | Bldg Maintenance |
| 75134 | 8/3/2022 | TXU-ASSISTANCE GROUP | 6,043.30 | Client Assistance |
| 75135 | 8/3/2022 | WASTE MANAGEMENT CORPORATE SERVICES, INC. | 360.96 | Utility |
| 75136 | 8/3/2022 | WINDSTREAM | 70.10 | Telephone & Internet |
| 75137 | 8/10/2022 | ABILA | 934.73 | Software Support |
| 75138 | 8/10/2022 | ACE HARDWARE NEW BOSTON | 0.00 | Void Check |
| 75139 | 8/10/2022 | ADA RENTALS, LLC | 599.00 | Equipment Rental |
| 75146 | 8/10/2022 | AEP-SWEPKO-EA | 84,459.19 | Client Assistance |
| 75147 | 8/10/2022 | ALFORD AIR CONDITIONING & HEATING LLC | 21,182.98 | Client Assistance |
| 75148 | 8/10/2022 | AMBIT ENERGY | 1,588.84 | Client Assistance |
| 75149 | 8/10/2022 | AMERICAN EXPRESS | 2,814.42 | Travel |
| 75150 | 8/10/2022 | AMERIGAS | 1,411.29 | Client Assistance |
| 75151 | 8/10/2022 | AMIGO ENERGY | 3,002.73 | Client Assistance |

CHECK REGISTER FOR August 2022

| Check Number | Effective Date | Vendor Name | Check Amount | Description |
|--------------|----------------|----------------------------------|--------------|--------------------------|
| 75152 | 8/10/2022 | ANGELA DAVIS | 341.00 | Client Assistance |
| 75153 | 8/10/2022 | ARTIS CULBERSON JR. | 386.00 | Client Assistance |
| 75154 | 8/10/2022 | AT&T | 197.13 | Telephone & Internet |
| 75156 | 8/10/2022 | ATMOS ENERGY | 9,298.68 | Client Assistance |
| 75157 | 8/10/2022 | BARBARA GRUBBS | 650.00 | Client Assistance |
| 75158 | 8/10/2022 | BLOOMBURG WATER SUPPLY | 51.23 | Utility |
| 75159 | 8/10/2022 | BOB GATES | 600.00 | Client Assistance |
| 75160 | 8/10/2022 | BOWIE CASS | 7,048.74 | Client Assistance |
| 75161 | 8/10/2022 | BRANDON ELLIOTT | 500.00 | Client Assistance |
| 75164 | 8/10/2022 | CENTERPOINT ENERGY | 13,068.04 | Client Assistance |
| 75165 | 8/10/2022 | CENTERPOINT ENERGY ENTEX | 56.47 | Utility |
| 75166 | 8/10/2022 | CHAD CLEMENTS | 1,066.00 | Client Assistance |
| 75167 | 8/10/2022 | CHAMPION ENERGY SERVICES | 2,200.00 | Client Assistance |
| 75168 | 8/10/2022 | CIRRO ENERGY | 4,214.21 | Client Assistance |
| 75169 | 8/10/2022 | CITY OF DAINGERFIELD | 63.20 | Client Assistance |
| 75170 | 8/10/2022 | CITY OF LINDEN | 285.00 | Client Assistance |
| 75171 | 8/10/2022 | CITY OF LINDEN | 147.41 | Client Assistance |
| 75172 | 8/10/2022 | CITY OF LINDEN | 64.26 | Client Assistance |
| 75173 | 8/10/2022 | CITY OF MOUNT PLEASANT | 276.37 | Client Assistance |
| 75174 | 8/10/2022 | CITY OF OMAHA | 72.00 | Client Assistance |
| 75175 | 8/10/2022 | CITY OF TALCO WATER DEPT. | 2,463.54 | Client Assistance |
| 75176 | 8/10/2022 | CSNT ORG PAYEE | 336.00 | SSA Client Fees |
| 75177 | 8/10/2022 | DIRECT ENERGY | 2,335.56 | Client Assistance |
| 75178 | 8/10/2022 | EDDIE L. CLARDY | 4,250.00 | Client Assistance |
| 75179 | 8/10/2022 | ETEX TELEPHONE CORP, INC. | 6,130.07 | Telephone & Internet |
| 75180 | 8/10/2022 | FARMER ELECTRIC | 5,340.63 | Client Assistance |
| 75181 | 8/10/2022 | GREEN MOUNTAIN ENERGY | 5,812.01 | Client Assistance |
| 75182 | 8/10/2022 | GUARDIAN | 8,385.96 | Employee Insurance |
| 75183 | 8/10/2022 | GUIDEONE INSURANCE | 167.00 | Bldg & Vehicle Insurance |
| 75184 | 8/10/2022 | HALO BRANDED SOLUTION, INC. | 3,535.35 | Head Start Supplies |
| 75185 | 8/10/2022 | HAWK SECURITY SERV | 39.99 | Bldg Alarm |
| 75186 | 8/10/2022 | HOLLY SPRINGS WSC | 178.38 | Client Assistance |
| 75187 | 8/10/2022 | IMPACT REALTY GROUP | 3,450.00 | Client Assistance |
| 75188 | 8/10/2022 | JAN KITTLINGER | 700.00 | Client Assistance |
| 75189 | 8/10/2022 | JESSICA WALLACE | 39.75 | Fingerprint Reimb |
| 75190 | 8/10/2022 | JIMMY MITCHELL | 896.00 | Client Assistance |
| 75191 | 8/10/2022 | JUST ENERGY | 2,467.67 | Client Assistance |
| 75192 | 8/10/2022 | KALASHINE HOPKINS LLC | 256.00 | Client Assistance |
| 75193 | 8/10/2022 | KATHY JO RODGERS | 220.00 | Client Assistance |
| 75194 | 8/10/2022 | KATHY RUSSELL | 500.00 | Client Assistance |
| 75195 | 8/10/2022 | LAMAR CO-OP | 1,858.47 | Client Assistance |
| 75196 | 8/10/2022 | LARRY WRIGHT | 390.00 | Client Assistance |
| 75197 | 8/10/2022 | LAURIE STIGER | 550.00 | Client Assistance |
| 75198 | 8/10/2022 | LINDEN FUEL CENTER | 1,508.58 | Vehicle Fuel |
| 75199 | 8/10/2022 | LOLLIPOP KID STOP INC | 660.00 | Client Assistance |
| 75200 | 8/10/2022 | MARC MOTE PROPERTIES | 3,447.00 | Client Assistance |
| 75201 | 8/10/2022 | MARGARETT JOHNSON | 2,849.00 | Client Assistance |
| 75202 | 8/10/2022 | MARIA B GUERRERO | 235.00 | Client Assistance |
| 75203 | 8/10/2022 | MARIA S. CRUZ | 425.00 | Client Assistance |
| 75204 | 8/10/2022 | MICHELLE MOREHEAD | 60.91 | Fuel Reimbursement |
| 75205 | 8/10/2022 | MONARCH UTILITIES | 119.44 | Client Assistance |
| 75206 | 8/10/2022 | MOUNT PLEASANT HOUSING AUTHORITY | 334.30 | Client Assistance |

CHECK REGISTER FOR August 2022

| Check Number | Effective Date | Vendor Name | Check Amount | Description |
|--------------|----------------|---|--------------|-------------------------|
| 75207 | 8/10/2022 | NATHAN BELL, LLC | 44.00 | Client Assistance |
| 75208 | 8/10/2022 | NELSON PROPANE | 742.73 | Client Assistance |
| 75209 | 8/10/2022 | ODP BUSINESS SOLUTIONS, LLC | 44.18 | Office Supplies |
| 75210 | 8/10/2022 | PAM MCMICHEAL | 575.00 | Client Assistance |
| 75211 | 8/10/2022 | POSITIVE PROMOTIONS, INC. | 2,834.40 | Supplies |
| 75212 | 8/10/2022 | PRIMROSE ESTATES | 364.00 | Client Assistance |
| 75213 | 8/10/2022 | PRIMROSE HEALTH SOLUTIONS | 615.00 | Client Assistance |
| 75214 | 8/10/2022 | PTL VILLAGE LLC | 1,236.00 | Client Assistance |
| 75215 | 8/10/2022 | QUEEN CITY WATERWORKS | 193.50 | Client Assistance |
| 75216 | 8/10/2022 | RELIABLE MANAGEMENT | 580.00 | Client Assistance |
| 75217 | 8/10/2022 | RELIANT ENERGY | 11,290.29 | Client Assistance |
| 75218 | 8/10/2022 | ROY PLATT, JR. | 450.00 | Client Assistance |
| 75219 | 8/10/2022 | RPM STAFFING PROFESSIONALS, INC. | 1,104.00 | Temp Staffing |
| 75220 | 8/10/2022 | RUSHING PEST CONTROL SERVICES | 0.00 | Void Check |
| 75221 | 8/10/2022 | SCHOOL HEALTH CORPORATION | 2,681.00 | Classroom Supplies |
| 75222 | 8/10/2022 | SHELLEY MITCHELL | 208.26 | Per Diem Reimb |
| 75223 | 8/10/2022 | SKAGGS TRAVEL STOPS INC. | 59.00 | Vehicle Fuel |
| 75224 | 8/10/2022 | SONITROL OF LONGVIEW | 294.78 | Bldg Alarm |
| 75225 | 8/10/2022 | SOUTHWEST ARKANSAS ELECTRIC | 954.22 | Client Assistance |
| 75226 | 8/10/2022 | SOUTHWESTERN ELECTRIC POWER | 372.25 | Utility |
| 75227 | 8/10/2022 | SSA MID ATLANTIC PROGRAM SERVICE CENTER | 623.96 | Vehicle Repair |
| 75228 | 8/10/2022 | STREAM | 2,954.53 | Client Assistance |
| 75229 | 8/10/2022 | SUMMER ENERGY | 2,796.03 | Client Assistance |
| 75230 | 8/10/2022 | Superior Realty - Property | 775.00 | Client Assistance |
| 75231 | 8/10/2022 | TALCO | 934.00 | Client Assistance |
| 75232 | 8/10/2022 | TERI ARNOLD | 300.00 | Client Assistance |
| 75233 | 8/10/2022 | TEXARKANA WATER UTILITIES | 564.97 | Client Assistance |
| 75234 | 8/10/2022 | THE RESIDENCES ON STILLHOUSE ROAD | 1,135.00 | Client Assistance |
| 75235 | 8/10/2022 | THOMAS BLYTHE | 120.00 | Client Assistance |
| 75236 | 8/10/2022 | TORI DALLAS KINGS LLC | 1,330.00 | Client Assistance |
| 75237 | 8/10/2022 | TOSHIBA FINANCIAL SERVICES | 1,167.00 | Copiers |
| 75238 | 8/10/2022 | TRI SPECIAL UTILITY DISTRICT | 500.89 | Client Assistance |
| 75239 | 8/10/2022 | TRICO LUMBER CO. | 348.82 | Bldg Repair |
| 75241 | 8/10/2022 | TXU-ASSISTANCE GROUP | 21,260.84 | Client Assistance |
| 75242 | 8/10/2022 | UPSHUR RURAL ELEC. CORP. | 9,181.26 | Client Assistance |
| 75243 | 8/10/2022 | VANCO SYSTEMS, INC. | 644.36 | Copiers |
| 75244 | 8/10/2022 | WAYNE KERBY | 650.00 | Client Assistance |
| 75245 | 8/10/2022 | WEST STREET HOME AND AUTO | 123.95 | Lawn Equip Repair |
| 75246 | 8/10/2022 | WESTERN CASS WATER SUPPLY | 548.53 | Client Assistance |
| 75247 | 8/10/2022 | WINDSTREAM | 250.28 | Telephone & Internet |
| 75248 | 8/10/2022 | WINFIELD ESTATES | 260.00 | Client Assistance |
| 75249 | 8/10/2022 | WOODBIDGE APARTMENTS | 432.00 | Client Assistance |
| 75250 | 8/10/2022 | TEXAS DEPARTMENT OF HOUSING & COMMUNITY AFFAIRS | 180.37 | Fund Reimbursement |
| 75251 | 8/17/2022 | ABERNATHY COMPANY | 1,581.98 | Cleaning Supplies |
| 75252 | 8/17/2022 | AMERICAN EXPRESS | 22,368.75 | Travel |
| 75253 | 8/17/2022 | AMY PERALES | 89.44 | Mileage Reimb |
| 75254 | 8/17/2022 | ARKANSAS HEAD START ASSOCIATION | 840.00 | Training |
| 75255 | 8/17/2022 | B & S TRUE VALUE HARDWARE | 9.90 | Bldg Repair |
| 75256 | 8/17/2022 | B & S TRUE VALUE HARDWARE | 509.00 | Bldg Repair |
| 75257 | 8/17/2022 | BEN E KEITH CO | 5,594.09 | HS Groceries & Supplies |
| 75258 | 8/17/2022 | BOBBY'S B&G AUTOMOTIVE INC. | 344.94 | Vehicle Repair |
| 75259 | 8/17/2022 | CANDIE HARRIS PETTY CASH CUSTODIAN | 50.00 | Petty Cash |

CHECK REGISTER FOR August 2022

| Check Number | Effective Date | Vendor Name | Check Amount | Description |
|--------------|----------------|--|--------------|-------------------------|
| 75260 | 8/17/2022 | CARLIN JOHNSON PETTY CASH CUSTODIAN | 50.00 | Petty Cash |
| 75261 | 8/17/2022 | CARLIN JOHNSON PETTY CASH CUSTODIAN | 50.00 | Petty Cash |
| 75262 | 8/17/2022 | CENTERPOINT ENERGY | 446.49 | Client Assistance |
| 75263 | 8/17/2022 | CENTERPOINT ENERGY ENTEX | 51.63 | Utility |
| 75264 | 8/17/2022 | CITY OF DAINGERFIELD | 453.95 | Client Assistance |
| 75265 | 8/17/2022 | CITY OF LINDEN | 53.08 | Client Assistance |
| 75266 | 8/17/2022 | CITY OF MOUNT PLEASANT | 429.65 | Client Assistance |
| 75267 | 8/17/2022 | CITY OF NAPLES | 55.76 | Client Assistance |
| 75268 | 8/17/2022 | CITY OF OMAHA | 224.31 | Client Assistance |
| 75269 | 8/17/2022 | DEBRA JACKSON-PETTY CASH CUSTODIAN | 50.00 | Petty Cash |
| 75270 | 8/17/2022 | DOOLY PLUMBING SERVICE | 300.00 | Bldg Maintenance |
| 75271 | 8/17/2022 | FELICIA WILLIAMS PETTY CASH CUSTODIAN | 50.00 | Petty Cash |
| 75272 | 8/17/2022 | HARREL'S PLUMBING CO. | 140.00 | Bldg Maintenance |
| 75273 | 8/17/2022 | Intellicorp Records | 0.30 | Background Checks |
| 75274 | 8/17/2022 | JULIA ELROD | 40.58 | Fingerprint Reimb |
| 75275 | 8/17/2022 | KAYE NELMS PETTY CASH CUSTODIAN | 50.00 | Petty Cash |
| 75276 | 8/17/2022 | MARENDA TRAYLOR | 50.00 | Petty Cash |
| 75277 | 8/17/2022 | MICHELLE SMITH PETTY CASH CUSTODIAN | 50.00 | Petty Cash |
| 75278 | 8/17/2022 | MOORE PEST CONTROL | 300.00 | Pest Control |
| 75279 | 8/17/2022 | NAPLES HARDWARE & SUPPLIES LLC | 23.97 | Bldg Repair |
| 75280 | 8/17/2022 | ODP BUSINESS SOLUTIONS, LLC | 2,212.65 | Office Supplies |
| 75281 | 8/17/2022 | OPTIMUM | 226.24 | Telephone & Internet |
| 75282 | 8/17/2022 | PABLO CHINCHILLA-ETX INVESTMENT REAL ESTATE, LLC | 4,000.00 | Client Assistance |
| 75283 | 8/17/2022 | REGION VII ESC | 150.00 | Bus Training |
| 75284 | 8/17/2022 | ROGERS TROPHY & SIGN CO., INC. | 151.50 | Plaque |
| 75285 | 8/17/2022 | RPM STAFFING PROFESSIONALS, INC. | 1,104.00 | Temp Staffing |
| 75286 | 8/17/2022 | SCHOOL SPECIALTY | 1,891.49 | Classroom Supplies |
| 75287 | 8/17/2022 | SHERYL ALDEN | 36.12 | Mileage Reimb |
| 75288 | 8/17/2022 | SOUTHWESTERN ELECTRIC POWER | 735.95 | Utility |
| 75289 | 8/17/2022 | STAPLES BUSINESS CREDIT | 2,469.54 | Office Supplies |
| 75290 | 8/17/2022 | SUDDENLINK | 67.17 | Telephone & Internet |
| 75291 | 8/17/2022 | TEXARKANA WATER UTILITIES | 422.86 | Client Assistance |
| 75292 | 8/17/2022 | TEXARKANA WATER UTILITIES | 66.63 | Client Assistance |
| 75293 | 8/17/2022 | TEXAS DEPARTMENT OF HOUSING & COMMUNITY AFFAIRS | 3,973.26 | Fund Reimbursement |
| 75294 | 8/17/2022 | TRI SPECIAL UTILITY DISTRICT | 306.51 | Utility |
| 75295 | 8/17/2022 | TRICO LUMBER CO. | 462.94 | Bldg Repair |
| 75296 | 8/17/2022 | VENUS HORNBUCKLE PETTY CASH CUSTODIAN | 50.00 | Petty Cash |
| 75297 | 8/17/2022 | WEST STREET HOME AND AUTO | 2,154.00 | Lawn Equip Repair |
| 75298 | 8/17/2022 | WILLIAM MICHAEL BERRY | 547.65 | Bldg Repair |
| 75299 | 8/17/2022 | WINDSTREAM | 254.05 | Telephone & Internet |
| 75300 | 8/17/2022 | XEROX CORPORATION | 827.09 | Copier |
| 75301 | 8/24/2022 | AREA WIDE PROPERTIES | 1,400.00 | Rent |
| 75302 | 8/24/2022 | ATLANTA ISD | 700.00 | Rent |
| 75303 | 8/24/2022 | BEN E KEITH CO | 2,396.66 | HS Groceries & Supplies |
| 75304 | 8/24/2022 | CENTERPOINT ENERGY ENTEX | 91.24 | Utility |
| 75305 | 8/24/2022 | CHAD D SUTTON | 1,025.00 | Client Assistance |
| 75306 | 8/24/2022 | DAN BOYD | 513.50 | Per Diem |
| 75307 | 8/24/2022 | FIRST BAPTIST CHURCH | 150.00 | Rent |
| 75308 | 8/24/2022 | GIVE CLEAN TEXAS LLC | 660.00 | Clean Buildings |
| 75309 | 8/24/2022 | GLENN B. LANIER | 240.00 | Rent |
| 75310 | 8/24/2022 | GREG'S MIRACLE MART | 89.52 | Vehicle Fuel |
| 75311 | 8/24/2022 | HEALTHJOY LLC | 1,039.50 | Employee Insurance |

1045 - TEXANA
 ACCOUNTS
 PAYABLE
 DISBURSEMENT
 2

CHECK REGISTER FOR August 2022

| Check Number | Effective Date | Vendor Name | Check Amount | Description |
|---|----------------|---------------------------------------|--------------|----------------------|
| 75312 | 8/24/2022 | HOUSING AUTHORITY OF TEXARKANA, TX | 500.00 | Rent |
| 75313 | 8/24/2022 | HUGHES SPRINGS ISD | 800.00 | Rent |
| 75314 | 8/24/2022 | HUMPHREY AIR CONDITIONING LLC | 12,472.00 | Bldg Repair |
| 75315 | 8/24/2022 | JIMMIE RAY AYERS | 800.00 | Rent |
| 75316 | 8/24/2022 | JOHN YOUNG PETTY CASH CUSTODIAN | 90.55 | Petty Cash |
| 75317 | 8/24/2022 | KIMBERLY PARRISH | 67.08 | Mileage Reimb |
| 75318 | 8/24/2022 | LUMINOUS SERVICES LLC | 1,382.18 | Clean Buildings |
| 75319 | 8/24/2022 | MOORE PEST CONTROL | 75.00 | Pest Control |
| 75320 | 8/24/2022 | MOUNTAIN VALLEY OF TEXARKANA | 225.00 | Water |
| 75321 | 8/24/2022 | NCS PEARSON, INC. | 2,584.60 | Classroom Supplies |
| 75322 | 8/24/2022 | POSITIVE PROMOTIONS, INC. | 838.72 | Supplies |
| 75323 | 8/24/2022 | R. MORGAN, LLC | 950.00 | Rent |
| 75324 | 8/24/2022 | RELIABLE ALARM SERVICE, LLC | 45.00 | Bldg Alarm |
| 75325 | 8/24/2022 | RUSHING PEST CONTROL SERVICES | 250.00 | Pest Control |
| 75326 | 8/24/2022 | SHAW'S SERVICE CENTER | 10.00 | Vehicle Repair |
| 75327 | 8/24/2022 | SOUTHWESTERN ELECTRIC POWER | 4,273.95 | Utility |
| 75328 | 8/24/2022 | STAPLES CREDIT PLAN | 649.48 | Office Supplies |
| 75329 | 8/24/2022 | TEXARKANA INDEPENDENT SCHOOL DISTRICT | 3,882.00 | Rent |
| 75330 | 8/24/2022 | TEXARKANA ISD CATERING DEPT | 1,491.45 | HS Meals |
| 75331 | 8/24/2022 | TEXARKANA WATER UTILITIES | 765.01 | Client Assistance |
| 75332 | 8/24/2022 | TRI SPECIAL UTILITY DISTRICT | 105.64 | Client Assistance |
| 75333 | 8/24/2022 | TRICO LUMBER CO. | 507.90 | Bldg Repair |
| 75334 | 8/24/2022 | TURNER DAVID K | 1,000.00 | Rent |
| 75335 | 8/24/2022 | VERIZON WIRELESS | 3,617.17 | Cell Service |
| 75336 | 8/24/2022 | WILLIAMS CHAPEL BAPTIST CHURCH | 900.00 | Rent |
| 75337 | 8/24/2022 | WINDSTREAM | 366.05 | Telephone & Internet |
| Total 1045 - TEXANA ACCOUNTS PAYABLE DISBURSEMENT 2 | | | 598,491.77 | |

1080 - TEXANA
 NEW PAYROLL
 CASH ACCOUNT

| Check Number | Effective Date | Vendor Name | Check Amount | |
|--|----------------|-------------------|--------------|-------------|
| 6528 | 8/11/2022 | RENE TITTSWORTH | 640.34 | Final Check |
| 6529 | 8/17/2022 | HEATHER HUMPHRIES | 2,197.92 | Final Check |
| Total 1080 - TEXANA NEW PAYROLL CASH ACCOUNT | | | 2,838.26 | |
| Report Total | | | 601,330.03 | |

COMMUNITY SERVICES OF NORTHEAST TEXAS

Balance Sheet
As of 8/31/2022

Assets

| | |
|--|-----------|
| CASH IN BANK CHECKING | 0.00 |
| HEAD START CHECKING | 0.00 |
| DHS MEALS CHECKING | 0.00 |
| CSBG/CEAP/WX CHECKING | 0.00 |
| WEATHERIZATION CHECKING | 0.00 |
| DISBURSEMENTS CHECKING | 0.00 |
| FEMA CHECKING | 0.00 |
| ETCOG CHECKING | 0.00 |
| OLD - CEAP CHECKING (Do Not Use) | 0.00 |
| CEAP CHECKING (Do Not Use) | 0.00 |
| PAYROLL CASH ACCOUNT | 0.00 |
| IP Grant Checking | 0.00 |
| HOUSING CHECKING | 0.00 |
| LOCAL ADMIN CHECKING | 0.00 |
| CASH DONATIONS - LINDEN | 0.00 |
| CSBG Checking | 0.00 |
| CEAP Checking | 0.00 |
| Upshur Rural Checking | 0.00 |
| TLC Checking | 0.00 |
| CSBG 2012 SP | 0.00 |
| JEFFERSON CHECKING | 0.00 |
| BECKVILLE SR. CHECKING | 0.00 |
| CARTHAGE SR. CHECKING | 0.00 |
| HALLSVILLE SR. CHECKING | 0.00 |
| MARSHALL SR. CHECKING | 0.00 |
| WESTEND CHECKING | 0.00 |
| PITTSBURG SR. CHECKING | 0.00 |
| WASKOM SR. CHECKING | 0.00 |
| NEWSOME SR. CHECKING | 0.00 |
| CEAP UB CASH ACCOUNT | 0.00 |
| SALVATION ARMY CHECKING | 503.04 |
| HS ARRA CHECKING | 0.00 |
| CSBG ARRA CHECKING | 0.00 |
| CHILD CARE WELLNESS CHECKING | 0.00 |
| CSBG UB CHECKING | 0.00 |
| PARENT FUND CHECKING | 0.00 |
| CBA UNITED HEALTH | 0.00 |
| CBA CIGNA HEALTH SPRING | 0.00 |
| CSBG DISCRETIONARY | 0.00 |
| TEXANA ACCOUNTS PAYABLE DISBURSEMENT | 20,258.89 |
| TEXANA ACCOUNTS PAYABLE DISBURSEMENT 2 | 2,558.67 |
| NEW DISBURSEMENT CHECKING | 0.00 |
| TEXANA CSBG A CHECKING | 403.96 |
| TEXANA CSBG B CHECKING | 15,706.27 |
| TEXANA CSBG DISCRETIONARY CHECKING | 31,449.52 |
| TEXANA HEAD START CHECKING | 1,220.36 |
| TEXANA CEAP A CHECKING | 7,341.14 |

COMMUNITY SERVICES OF NORTHEAST TEXAS

Balance Sheet
As of 8/31/2022

| | |
|---|--------------|
| TEXANA CEAP B CHECKING | 256,334.43 |
| TEXANA CBA UNITED HEALTH CARE CHECKING | 0.00 |
| TEXANA CBA CIGNA HEALTH SPRING CHECKING | 0.00 |
| TEXANA UPSHUR RURAL CHECKING | 27,398.64 |
| TEXANA TLC CHECKING | 11,568.17 |
| TEXANA LOCAL ADMINISTRATIVE CHECKING | 90,977.16 |
| TEXANA PAYROLL CASH ACCOUNT | 0.00 |
| TEXANA CLIENT FUNDS FOR SSA BENEFITS | 4,330.03 |
| TEXANA TBRA CHECKING | 20,523.48 |
| TEXANA POSTAL ACCOUNT CHECKING | 266.35 |
| TEXANA VET SERVICES NOW | 65,700.28 |
| TEXANA BANK YOUTH EMPOWERMENT CHECKING | 20,671.68 |
| TEXANA CSBG CARES CHECKING | 3.63 |
| TEXANA CEAP CARES CHECKING | 440.17 |
| TEXANA NEW PAYROLL CASH ACCOUNT | 30,526.82 |
| TEXANA EARLY HEAD START CHECKING | 279.64 |
| TEXANA CEAP ARP CHECKING | 1.80 |
| TEXANA INDIRECT COST RATE CHECKING | 174,785.22 |
| TEXANA ATMOS ENERGY 'SHARE THE WARMTH' PROGRAM CHECKING | 23,933.07 |
| TEXANA ORGANIZATION PAYEE FUNDS | 295.00 |
| TEXANA LOW INCOME HOUSEHOLD WATER ASSISTANCE CHECKING | 94,825.98 |
| ACCOUNTS RECEIVABLE - AISD | 0.00 |
| ACCOUNTS RECEIVABLE - Employee Reimbursement | 0.00 |
| ACCOUNTS RECEIVABLE - LKISD | 0.00 |
| ACCOUNTS RECEIVALBE - BISD | 0.00 |
| ACCOUNTS RECEIVABLE | 0.00 |
| GRANT RECEIVABLE | 3,549,246.65 |
| GRANT RECEIVABLE-ATC | 0.00 |
| GRANT RECEIVABLE-TIT | 0.00 |
| EMPLOYEE ADVANCE | 0.00 |
| GRANTS RECEIVABLE - USDA | 12,586.75 |
| DUE FROM OTHER FUNDS | 0.00 |
| DUE FROM DHS MEALS | 0.00 |
| DUE FROM WEATHERIZATION | 0.00 |
| DUE FROM FEMA | 0.00 |
| DUE FROM ETCOG | 0.00 |
| DUE FROM CEAP | 0.00 |
| DUE FROM DHS TRANSPORTATION | 0.00 |
| DUE FROM HOUSING | 0.00 |
| DUE FROM LOCAL ADMIN | 0.00 |
| RENTAL HOME DEPOSITS | 0.00 |
| PREPAID RENT | 9,659.50 |
| Prepaid Expense | 0.00 |
| PREPAID WORKERS COMP | 0.00 |
| PREPAID INSURANCE | 28,277.18 |
| PREPAID MAINTENANCE | 0.00 |
| Total Current Assets | 4,502,073.48 |
| Long Term Assets | |
| PROPERTY & EQUIPMENT | 2,944,377.33 |
| LAND | 0.00 |

COMMUNITY SERVICES OF NORTHEAST TEXAS

Balance Sheet
As of 8/31/2022

| | |
|--------------------------|---------------------|
| BUILDINGS | 0.00 |
| EQUIPMENT | 0.00 |
| ACCUMULATED DEPRECIATION | (1,462,912.35) |
| Total Assets | <u>5,983,538.46</u> |

Current Liabilities

| | |
|--------------------------------------|------------|
| ACCOUNTS PAYABLE | 0.00 |
| ACCOUNTS PAYABLE-OLD BOX | 0.00 |
| ACCOUNTS PAYABLE - REALWORLD | 0.00 |
| ACCOUNTS PAYABLE - ACCR & ADJ | 0.00 |
| ACCOUNTS PAYABLE - VALLEY | 0.00 |
| GRANT PAYABLE | 0.00 |
| NEW ACCOUNTS PAYABLE | 0.00 |
| TEXANA ACCOUNTS PAYABLE | 261,484.82 |
| STATE UNEMPLOYMENT TAXES | 0.00 |
| Sales Tax Payable | 0.00 |
| WORKERS COMP PAYABLE | 0.00 |
| SUPPLEMENTAL INSURANCE PAYABLE | 0.00 |
| EMPLOYEE PORTION HLTH INS PAYABLE | 0.00 |
| Employee Insurance Repayment | 0.00 |
| Short Term Disability Payable | 0.00 |
| Long Term Disability Payable | 0.00 |
| DENTAL INSURANCE PAYABLE | 3.14 |
| VISION INSURANCE PAYABLE | 0.00 |
| CAFETERIA PLAN PAYABLE | 0.00 |
| AUL CONTRIBUTIONS PAYABLE | 0.00 |
| LIFE/DISABILITY INSURANCE | 0.00 |
| COBRA PREMIUMS PAYABLE | 0.00 |
| RETIREMENT PAYABLE | 0.00 |
| GARNISHED WAGES PAYABLE | 0.00 |
| INSURANCE W/H | 0.00 |
| MISCELLANEOUS PAYABLE | 0.00 |
| PAYROLL LIABILITIES - AUDIT | 0.00 |
| ACCRUED LIABILITIES | 0.00 |
| NOTE PAYABLE | 150,000.00 |
| DEFERRED REVENUE | 0.00 |
| RECIPROCAL ADJUSTMENT - ACCT 2000 | 0.00 |
| RECIPROCAL ADJUSTMENT - ACCOUNT 2007 | 0.00 |
| ACCRUED INTEREST PAYABLE | 0.00 |
| ACCRUED PAYROLL | 0.00 |
| ACCRUED VACATION | 94,216.80 |
| CONTINGENT LIABILITY | 0.00 |
| CONTINGENCY WX-QUESTIONED COST | 0.00 |
| DUE TO OTHER FUNDS | 0.00 |
| DUE TO HEADSTART | 0.00 |
| DUE TO DHS MEALS | 0.00 |
| DUE TO CSBG | 0.00 |
| DUE TO FEMA | 0.00 |
| DUE TO DHS TRANSPORTATION | 0.00 |

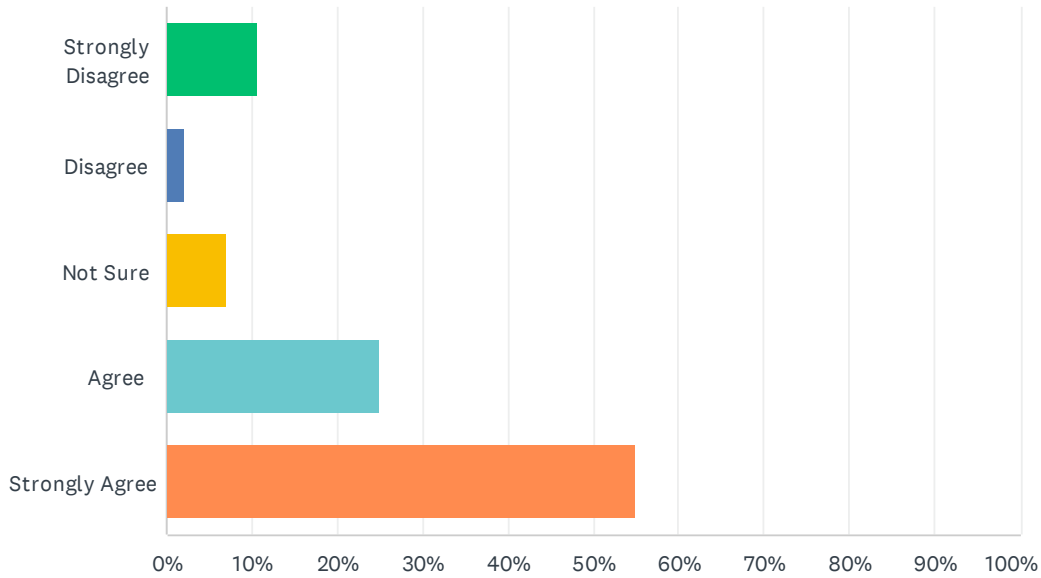
COMMUNITY SERVICES OF NORTHEAST TEXAS

Balance Sheet
As of 8/31/2022

| | |
|-----------------------------------|---------------------|
| DUE TO LOCAL ADMIN | 0.00 |
| DUE TO STATE | 0.00 |
| Total Current Liabilities | <u>505,704.76</u> |
| Net Assets | |
| NET ASSETS | 566,677.83 |
| NET ASSETS - EQUIPMENT | 0.00 |
| NET ASSETS - NON FEDERAL | 0.00 |
| NET ASSETS - SFSP | 0.00 |
| NET ASSETS - CHIPS | 0.00 |
| NET ASSETS - PROPERTY | 0.00 |
| PRIOR PERIOD ADJUSTMENTS | <u>0.00</u> |
| Total Current Net Assets | <u>566,677.83</u> |
| Excess Revenues over Expenditures | <u>4,911,155.87</u> |
| Total Liabilities and Net Assets | <u>5,983,538.46</u> |

Q1 The program and my participation in it has been fully explained to me.

Answered: 140 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|-------------------|-----------|------------|
| Strongly Disagree | 10.71% | 15 |
| Disagree | 2.14% | 3 |
| Not Sure | 7.14% | 10 |
| Agree | 25.00% | 35 |
| Strongly Agree | 55.00% | 77 |
| TOTAL | | 140 |

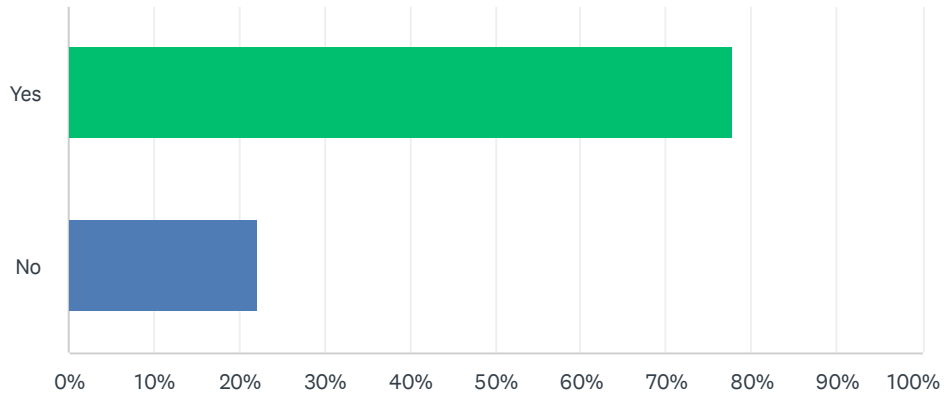
| # | COMMENTS (OPTIONAL) | DATE |
|----|--|--------------------|
| 1 | What is the paper saying. | 6/13/2022 12:53 PM |
| 2 | The lady was rude | 4/25/2022 11:18 PM |
| 3 | I don't understand how all the pledges is put up front on my account with Bowie Cass | 4/24/2022 12:02 AM |
| 4 | No one would answer the phone, until I called another number and got Mount Pleasant | 4/12/2022 10:00 PM |
| 5 | Amy don't know her last name, she explained it very clearly | 4/12/2022 9:46 PM |
| 6 | I've gotten several disconnect notices because the vouchers are late. It's about to break me. Is there something that can be done about this matter? Please. Thank you | 3/25/2022 3:42 PM |
| 7 | I really appreciate the service yall give to the Community. | 3/8/2022 6:07 PM |
| 8 | Amy is the best | 2/27/2022 5:04 PM |
| 9 | I'd just like to say how appreciative I am for the assistance lent to me. | 2/12/2022 5:24 PM |
| 10 | drenekia is the best | 1/18/2022 3:43 PM |

Customer Experience Survey 2022

| | | |
|----|---|---------------------|
| 11 | Britany Hampton has been awesome explaining how all this works to me. | 1/12/2022 2:06 PM |
| 12 | Mrs. Perales was wonderful at explaining everything and how it works. She also answered all my questions. | 11/17/2021 8:03 AM |
| 13 | This was my first time asking for help and Amy took her time explaining everything to me, also answered any questions I had. | 11/10/2021 11:06 AM |
| 14 | I'm still confused with everything I'm still getting electric bill in for more than what it was when I sent application in for help | 11/5/2021 1:12 PM |
| 15 | Mrs Amy is the best. She has been kind and very hard working at assisting with my utilities. She made me feel so assured in the midst of a bad situation on having to move and kissing my job. I thank her so much and csnt for everything. | 10/26/2021 11:23 AM |
| 16 | Yes I was told how the program worked. Amy explained it very well | 10/14/2021 7:48 PM |
| 17 | amy answered all my questions | 10/14/2021 4:19 PM |
| 18 | When Julie did it was all clear & could count on! Since it's a bit fickle & feel communications are unreliable | 6/7/2021 11:56 AM |
| 19 | I turned my papers in March 10 2021 I have no help. you all have always help me. what's wrong now | 5/30/2021 12:03 AM |
| 20 | DRANEKIA & STAFF ARE SO PROFESSIONAL.. | 5/17/2021 5:46 PM |

Q2 Would you like to answer three additional questions on this topic?

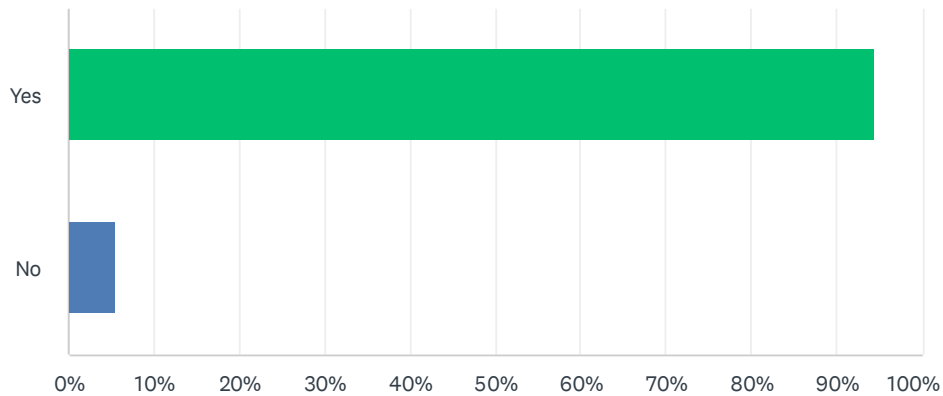
Answered: 122 Skipped: 18



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----|
| Yes | 77.87% | 95 |
| No | 22.13% | 27 |
| TOTAL | | 122 |

Q3 I knew what services I needed before I applied for assistance.

Answered: 110 Skipped: 30

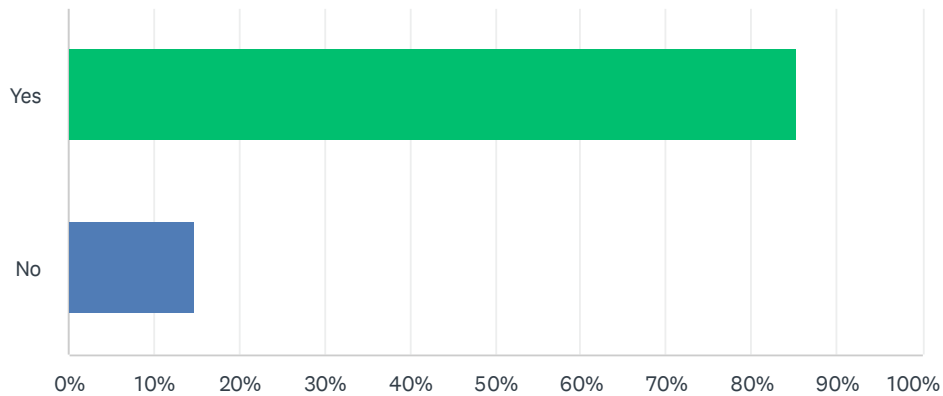


| ANSWER CHOICES | RESPONSES |
|----------------|------------|
| Yes | 94.55% 104 |
| No | 5.45% 6 |
| TOTAL | 110 |

| # | COMMENTS (OPTIONAL) | DATE |
|----|---|---------------------|
| 1 | To help wit my father's bills. | 6/13/2022 12:54 PM |
| 2 | But Texarkana people are rude and talk mean to you. Like your stupid | 4/12/2022 10:02 PM |
| 3 | I was also told about the rent program and they are hoping water soon | 4/12/2022 9:48 PM |
| 4 | Amy did mention the rent program. | 1/19/2022 8:42 PM |
| 5 | I just needed help with my elec bill. | 11/10/2021 11:07 AM |
| 6 | i needed help paying my bills | 11/4/2021 1:05 PM |
| 7 | utility help | 11/3/2021 4:58 PM |
| 8 | I need help with my electric | 11/2/2021 2:06 PM |
| 9 | I just needed help | 10/25/2021 7:08 PM |
| 10 | but Amy told me CSNT not only helps with my elec but also my gas | 10/20/2021 4:07 PM |
| 11 | but Amy told me about other programs like the vet and tbra | 10/18/2021 1:10 PM |
| 12 | Use to if had cutoff notice could get help then. Now is all unclear. | 6/7/2021 11:59 AM |
| 13 | DRANEKIA was so helpful. I am 70 yrs. Young & she was so self explanatory to help me. | 5/17/2021 5:50 PM |

Q4 My Case Manager was very good at explaining the programs to me.

Answered: 108 Skipped: 32

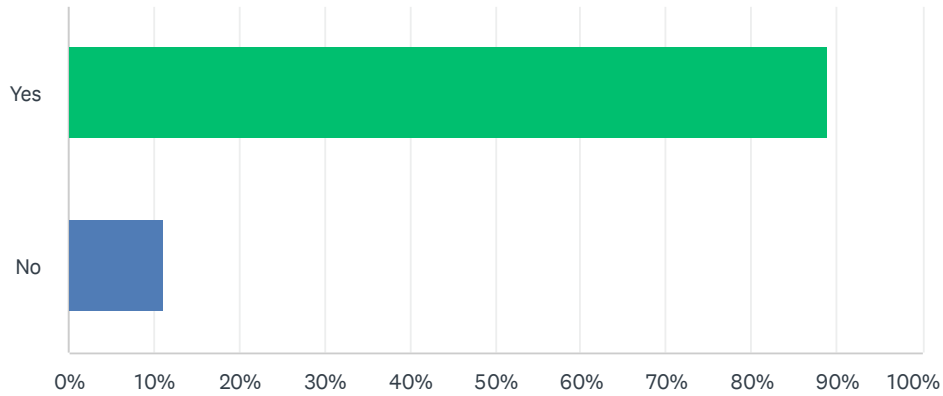


| ANSWER CHOICES | RESPONSES |
|----------------|------------|
| Yes | 85.19% 92 |
| No | 14.81% 16 |
| TOTAL | 108 |

| # | COMMENTS (OPTIONAL) | DATE |
|----|---|---------------------|
| 1 | I never spoke with my case manager | 7/31/2022 1:14 PM |
| 2 | I was giving the packet and was told to bring back and I did. | 6/13/2022 12:54 PM |
| 3 | She wouldn't even answer the phone | 4/25/2022 11:19 PM |
| 4 | I am left in the with how they are doing the pledges this year. | 4/24/2022 12:03 AM |
| 5 | Amy is very sweet and caring person | 4/22/2022 6:15 AM |
| 6 | Only people I got any information from was Amy in Titus County | 4/12/2022 10:02 PM |
| 7 | She even explained it to my daughter | 4/12/2022 9:48 PM |
| 8 | No case manager | 4/5/2022 11:01 AM |
| 9 | At the time I signed up I wasn't told about the late fees that I'd be charged. | 3/25/2022 3:44 PM |
| 10 | the best | 1/18/2022 3:44 PM |
| 11 | amy did a great job I knew how it worked before leaving the office | 12/20/2021 4:05 PM |
| 12 | look at first question | 11/10/2021 11:07 AM |
| 13 | I dont even know who or how to contact my case manager | 11/5/2021 1:12 PM |
| 14 | Amy did a good job letting me know what to except | 11/4/2021 1:05 PM |
| 15 | i did not even talk to her | 11/2/2021 4:11 PM |
| 16 | She helped so much and made you laugh, great people | 10/25/2021 7:08 PM |
| 17 | Olga was nice but is a layer of interference Lia to intercede. Is just harder to not feel sidelined instead of real, genuine, timely help | 6/7/2021 11:59 AM |

Q5 I know what is expected of me with regard to this program.

Answered: 109 Skipped: 31

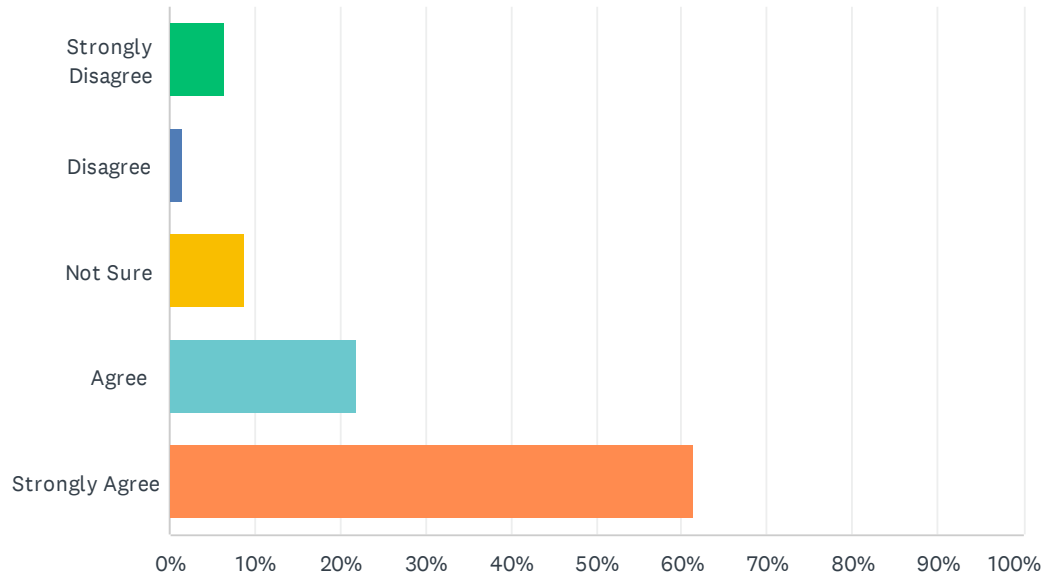


| ANSWER CHOICES | RESPONSES |
|----------------|------------|
| Yes | 88.99% 97 |
| No | 11.01% 12 |
| TOTAL | 109 |

| # | COMMENT (OPTIONAL) | DATE |
|---|--|--------------------|
| 1 | Still have questions | 7/26/2022 4:05 PM |
| 2 | Well I do now because I've called your office & also called Swepeco | 3/25/2022 3:44 PM |
| 3 | i need to keep track of my part | 12/20/2021 4:05 PM |
| 4 | Yes and no | 11/5/2021 1:12 PM |
| 5 | i know I have to pay my portion | 11/4/2021 1:05 PM |
| 6 | I pay what CSNT does not pay | 11/2/2021 2:06 PM |
| 7 | She told me what to expect so I did not worry, she said if I had any questions to call her. | 10/25/2021 7:08 PM |
| 8 | if your pledge is less than the bill I pay the difference, if your pledge is more then the bill it rolls over to the next month. | 10/20/2021 4:07 PM |
| 9 | I think so, but not entirely sure! Do need to know that, then really don't. | 6/7/2021 11:59 AM |

Q6 Because of the program, I am better able to provide for myself and my household.

Answered: 127 Skipped: 13



| ANSWER CHOICES | RESPONSES | |
|-------------------|-----------|------------|
| Strongly Disagree | 6.30% | 8 |
| Disagree | 1.57% | 2 |
| Not Sure | 8.66% | 11 |
| Agree | 22.05% | 28 |
| Strongly Agree | 61.42% | 78 |
| TOTAL | | 127 |

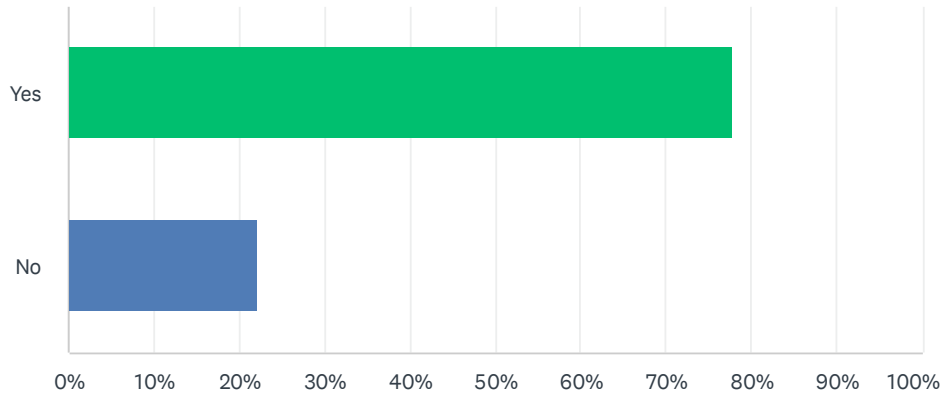
| # | COMMENTS (OPTIONAL) | DATE |
|---|--|--------------------|
| 1 | Thank you guys so much, because I am a single mother of 3. | 8/7/2022 6:28 PM |
| 2 | I'm very thankful for this program | 7/31/2022 1:14 PM |
| 3 | Haven't talked to anyone! | 7/29/2022 9:48 AM |
| 4 | Dont know if they are helping with bills or not. | 6/13/2022 12:55 PM |
| 5 | The program is and will help me save and make better decisions for my family I now can plan for future opportunities for my family | 6/1/2022 12:20 PM |
| 6 | I do appreciate the assistance very much. God Bless y'all | 3/25/2022 3:46 PM |
| 7 | Amy set down and showed me how to budget my household expenses | 2/27/2022 5:05 PM |
| 8 | So much less stress | 2/10/2022 3:17 PM |
| 9 | It takes a lot of stree knowing your getting help and your electric won't be turned off | 1/19/2022 8:44 PM |

Customer Experience Survey 2022

| | | |
|----|---|---------------------|
| 10 | If it wasn't for the electrical assistant program I am not quite sure what I would do thank you so much | 1/12/2022 2:07 PM |
| 11 | This help makes ALL the difference! Thank you so much! | 1/5/2022 9:48 AM |
| 12 | I am still needing help but It is getting better | 12/20/2021 4:05 PM |
| 13 | I appreciate this so much. | 12/2/2021 2:28 PM |
| 14 | I can buy christmas now | 11/22/2021 11:49 AM |
| 15 | It is still hard, but we are doing better now. | 11/17/2021 8:04 AM |
| 16 | i have less worries because I know my elec wont be cut off | 11/10/2021 11:07 AM |
| 17 | I am so relieved for the help | 11/4/2021 1:06 PM |
| 18 | The extra money helps with other bills | 11/2/2021 2:19 PM |
| 19 | It took a lot of stress from me. | 10/25/2021 7:09 PM |
| 20 | I pray that things will change now | 10/25/2021 11:11 AM |
| 21 | I am still having a hard time making ends meat but 2 less bills to worry about helps a lot | 10/20/2021 4:09 PM |
| 22 | yes one less bill to worry about | 10/18/2021 1:11 PM |
| 23 | It's helps not having to pay on electric and now I can buy or pay other things | 10/14/2021 7:49 PM |
| 24 | Could they add water bill?? | 6/16/2021 2:26 PM |
| 25 | Definitely need the elec. help & pgm. is better now if can get all done, as covers a longer period of time! | 6/7/2021 12:00 PM |
| 26 | Applied in end of March. Still haven't received any assistance. | 5/27/2021 8:45 PM |

Q7 Would you like to answer three additional questions on this topic?

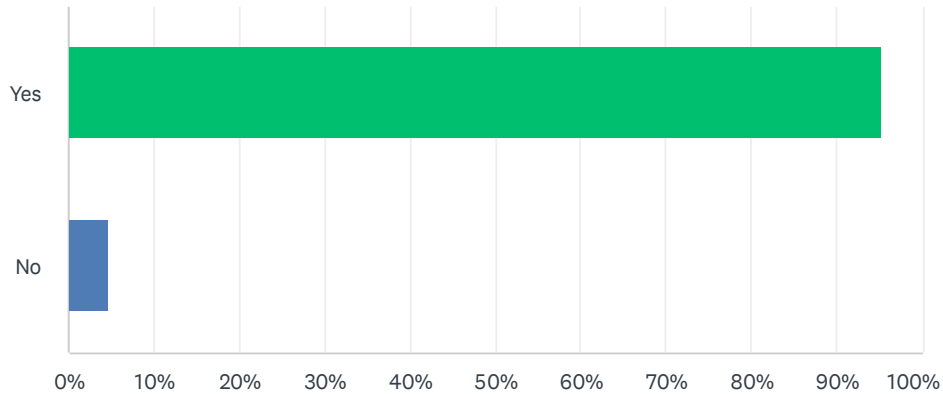
Answered: 113 Skipped: 27



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----|
| Yes | 77.88% | 88 |
| No | 22.12% | 25 |
| TOTAL | | 113 |

Q8 Getting help makes me think about making better decisions.

Answered: 105 Skipped: 35

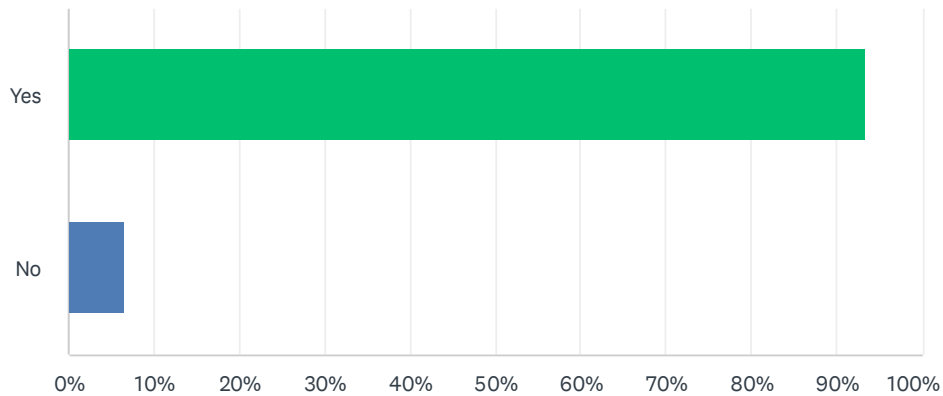


| ANSWER CHOICES | RESPONSES |
|----------------|------------|
| Yes | 95.24% 100 |
| No | 4.76% 5 |
| TOTAL | 105 |

| # | COMMENT (OPTIONAL) | DATE |
|----|---|---------------------|
| 1 | Yes because of rude people | 4/25/2022 11:21 PM |
| 2 | Just so I don't have to ask for help | 4/12/2022 10:04 PM |
| 3 | But, some time people just need help | 4/12/2022 9:50 PM |
| 4 | I am not making bad decisions, I just don't have a good job | 3/29/2022 10:33 PM |
| 5 | I have tried to make better decisions Amy helped me budget better and gave me a budget book | 12/20/2021 4:06 PM |
| 6 | i try always | 11/10/2021 11:08 AM |
| 7 | I just got behind because of covid. You can not pay something if you do not have the money | 11/4/2021 1:08 PM |
| 8 | i try my best always | 11/2/2021 2:20 PM |
| 9 | I make the best one I can make | 10/25/2021 11:14 AM |
| 10 | Yes, I try to make better choices | 10/14/2021 7:51 PM |
| 11 | The main decision is to get the needed help, as difficult as it may be. | 6/7/2021 12:01 PM |

Q9 I experience less fear knowing there is help available.

Answered: 107 Skipped: 33

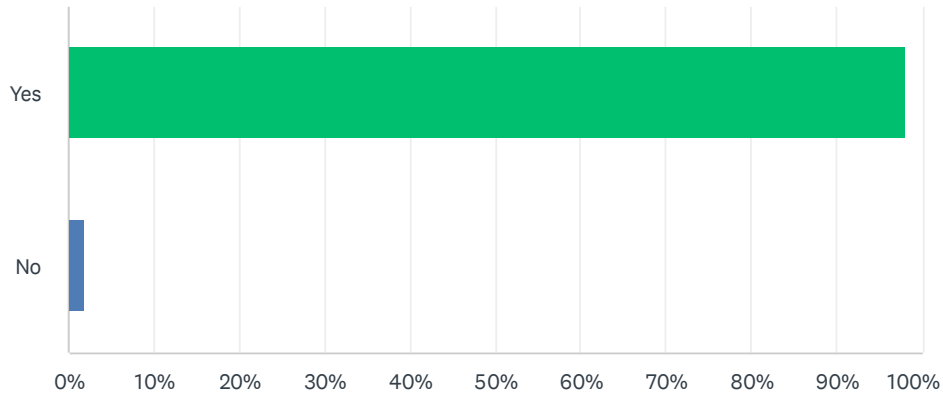


| ANSWER CHOICES | RESPONSES |
|----------------|------------|
| Yes | 93.46% 100 |
| No | 6.54% 7 |
| TOTAL | 107 |

| # | COMMENT (OPTIONAL) | DATE |
|----|--|---------------------|
| 1 | No fear | 7/26/2022 4:07 PM |
| 2 | If people weren't rude and more like Mrs.Amy in mount pleasant I think a lot more people like myself would ask for help. | 4/25/2022 11:21 PM |
| 3 | Now if I lived In Titus county and I got to have the women there it would be easier | 4/12/2022 10:04 PM |
| 4 | I did not want to ask for help but had to. I am just glad the sweet person in mount pleasant was so caring | 4/12/2022 9:50 PM |
| 5 | I had a hard time asking for help, but amy put me at ease | 3/29/2022 10:33 PM |
| 6 | The fear is always there but the help is a relief. I appreciate Mrs Sheryl and CSNT so much. I'm glad it's here. Morris County only has a handful of jobs and services. We literally have to work from home or commute to towns 20 to sometimes 80 miles away to find jobs. CSNT SAVES FAMILIES. | 12/2/2021 2:31 PM |
| 7 | It is very hard to ask for help. Mrs. Perales made it so easy and light hearted. | 11/17/2021 8:05 AM |
| 8 | i was so scared but Amy is a doll | 11/10/2021 11:08 AM |
| 9 | I am so glad Mrs.Amy gave me an application | 11/4/2021 1:08 PM |
| 10 | people like Mrs. Prales make it easy to seek help | 11/2/2021 2:20 PM |
| 11 | Amy took all the fear I had away.She is terrific !! | 10/25/2021 7:11 PM |
| 12 | I was afraid to go and ask for help, However Ms. Amy put me at ease before I even sat down. | 10/25/2021 11:14 AM |
| 13 | She made it so easy to ask for help. Amy is a very caring person. | 10/20/2021 4:10 PM |
| 14 | amy makes it easy to ask for help | 10/18/2021 1:11 PM |
| 15 | Amy makes you feel comfortable | 10/14/2021 7:51 PM |

Q10 I am better at knowing what my family needs.

Answered: 107 Skipped: 33

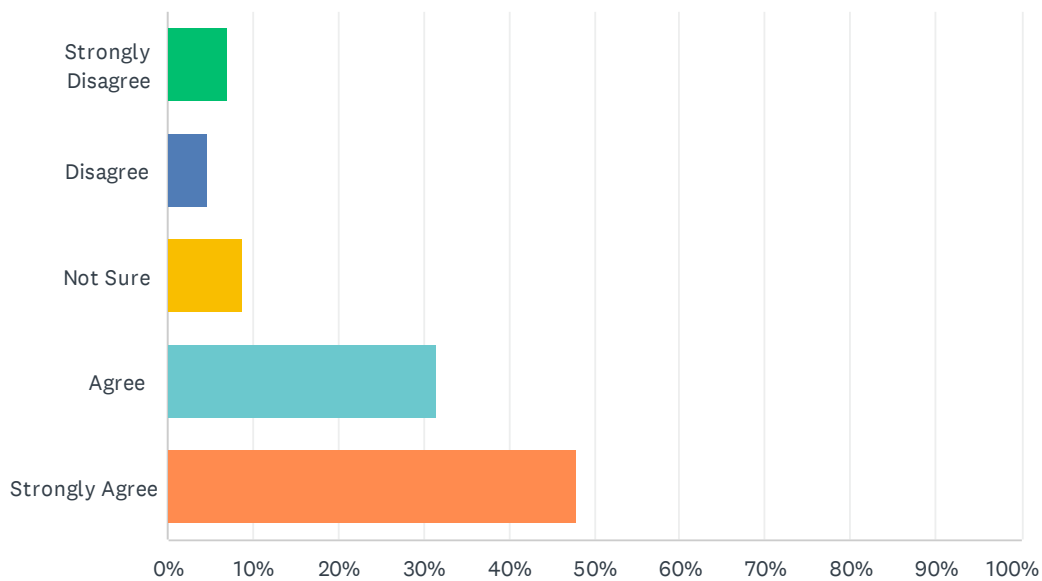


| ANSWER CHOICES | RESPONSES |
|----------------|------------|
| Yes | 98.13% 105 |
| No | 1.87% 2 |
| TOTAL | 107 |

| # | COMMENT (OPTIONAL) | DATE |
|---|---------------------------------------|--------------------|
| 1 | Always knew | 7/26/2022 4:07 PM |
| 2 | The program has put my stress at ease | 6/1/2022 12:21 PM |
| 3 | I was given a budget book, I love it | 3/29/2022 10:33 PM |

Q11 This program has taught me to find services I need.

Answered: 127 Skipped: 13

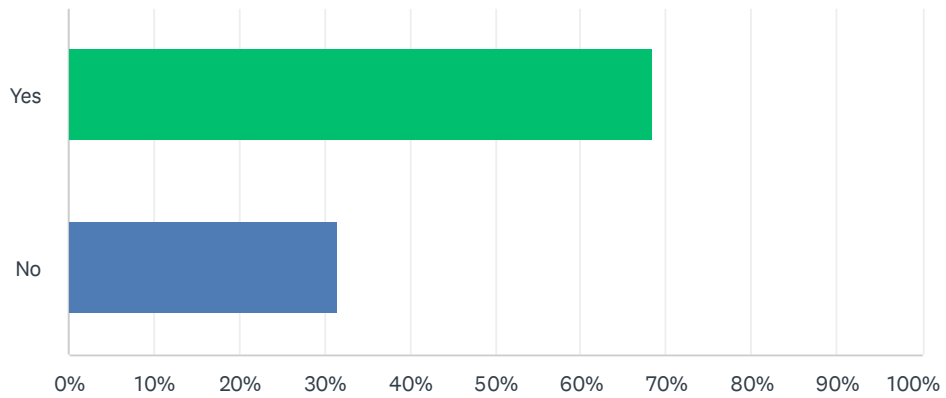


| ANSWER CHOICES | RESPONSES | |
|-------------------|-----------|------------|
| Strongly Disagree | 7.09% | 9 |
| Disagree | 4.72% | 6 |
| Not Sure | 8.66% | 11 |
| Agree | 31.50% | 40 |
| Strongly Agree | 48.03% | 61 |
| TOTAL | | 127 |

| # | COMMENTS (OPTIONAL) | DATE |
|---|--|---------------------|
| 1 | I haven't talked to anyone | 7/29/2022 9:49 AM |
| 2 | The lady in Paris Texas is rude and didn't explain anything to me. I had to call the mount pleasant office to get answers | 4/25/2022 11:23 PM |
| 3 | I was informed of other programs by Mrs. Amy | 2/27/2022 5:06 PM |
| 4 | The program has taught me that it's easier to not work | 1/3/2022 8:52 AM |
| 5 | It sure has taken the fear away and made it easier to ask for help. Wish more people were as nice as Amy was | 10/25/2021 7:12 PM |
| 6 | I now know that everyone one needs helps once in their life time because of people like Ms. Amy it is a lot easier to ask. | 10/25/2021 11:15 AM |
| 7 | I was told about the TBRA program also the Salvation Army | 10/20/2021 4:11 PM |
| 8 | I mostly had just looked for the elec. assistance. | 6/7/2021 12:02 PM |

Q12 Would you like to answer three additional questions on this topic?

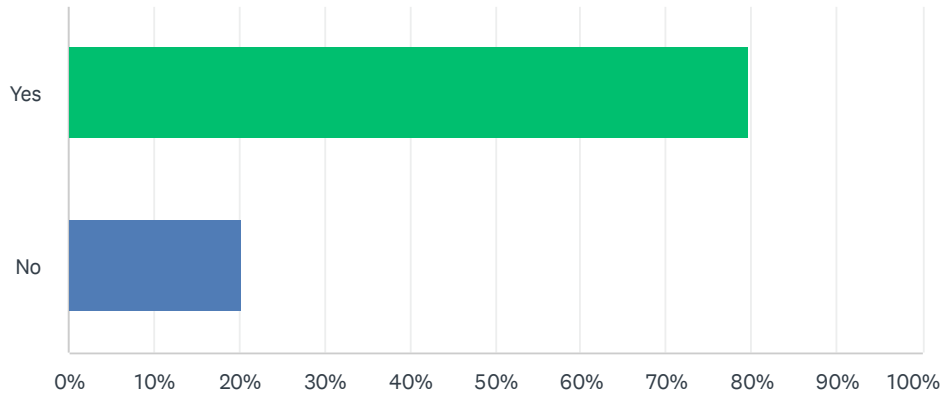
Answered: 111 Skipped: 29



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----|
| Yes | 68.47% | 76 |
| No | 31.53% | 35 |
| TOTAL | | 111 |

Q13 I have learned about new services available to me.

Answered: 94 Skipped: 46

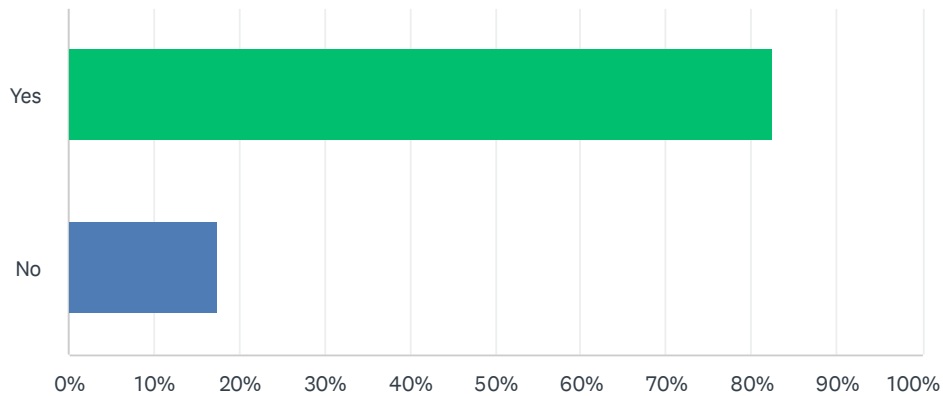


| ANSWER CHOICES | RESPONSES |
|----------------|-----------|
| Yes | 79.79% 75 |
| No | 20.21% 19 |
| TOTAL | 94 |

| # | COMMENT (OPTIONAL) | DATE |
|---|--|--------------------|
| 1 | Im not understanding | 6/13/2022 12:56 PM |
| 2 | Mrs. Perales said she would keep me inform of new programs coming CSNT's way | 11/17/2021 8:06 AM |
| 3 | Good Lord yes, | 11/4/2021 1:10 PM |
| 4 | Ms.Prales told me about the a/c repair, the rent prgram, the soon be water program | 11/2/2021 2:23 PM |
| 5 | Amy told me about TBRA program, and maybe future programs | 10/14/2021 7:53 PM |
| 6 | Maybe, not really not sure or of what they are. | 6/7/2021 12:03 PM |

Q14 I have learned about new organizations that help people.

Answered: 97 Skipped: 43

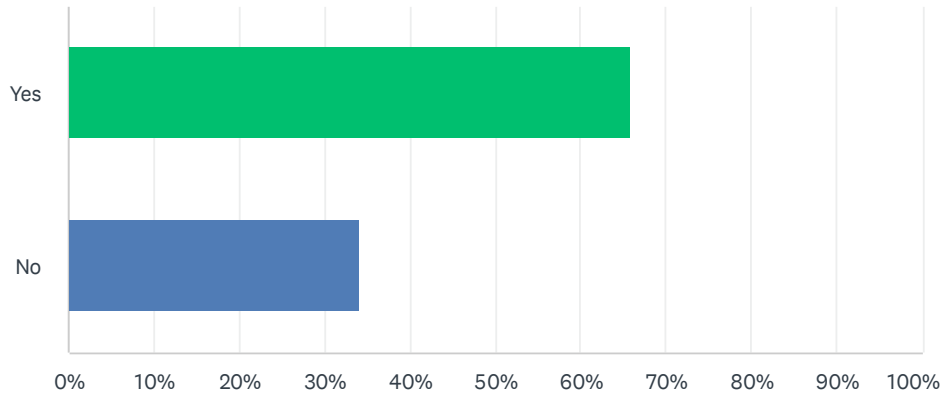


| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|----|
| Yes | 82.47% | 80 |
| No | 17.53% | 17 |
| TOTAL | | 97 |

| # | COMMENT (OPTIONAL) | DATE |
|---|--|--------------------|
| 1 | Mrs.Amy let me know about the Salvation army, they can help me with my rent and help getting my kids christmas | 11/4/2021 1:10 PM |
| 2 | Ms.Prales let me know about Titus county cares, and Salvation army | 11/2/2021 2:23 PM |
| 3 | Titus county care, Salvation army, | 10/14/2021 7:53 PM |

Q15 Sometimes I search online and find help that I need.

Answered: 97 Skipped: 43

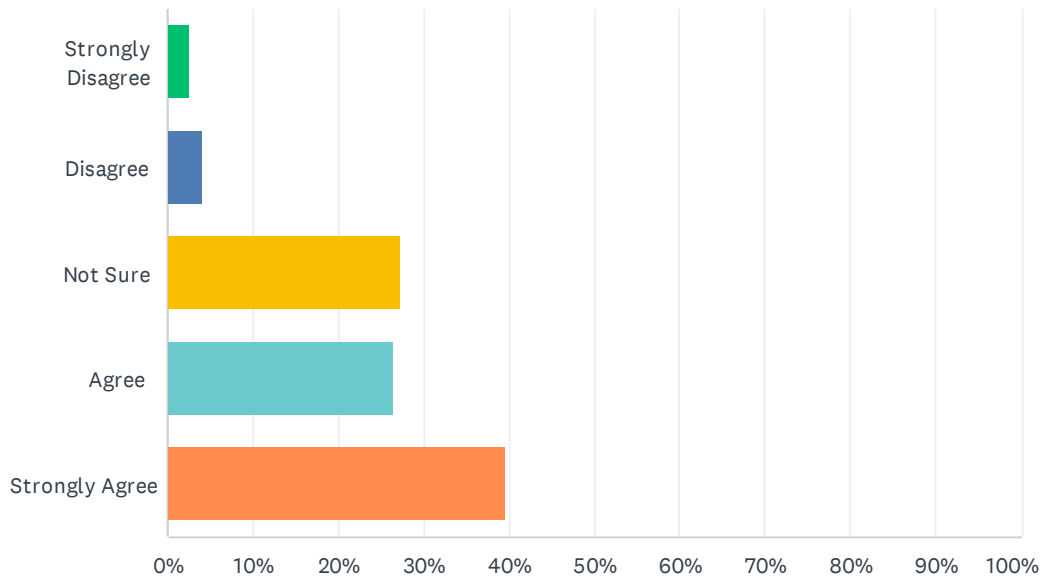


| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----------|
| Yes | 65.98% | 64 |
| No | 34.02% | 33 |
| TOTAL | | 97 |

| # | COMMENT (OPTIONAL) | DATE |
|---|---|-------------------|
| 1 | I did long ago but have not been able.to lately | 4/5/2022 11:03 AM |

Q16 Because of the program, I am better at problem solving.

Answered: 121 Skipped: 19

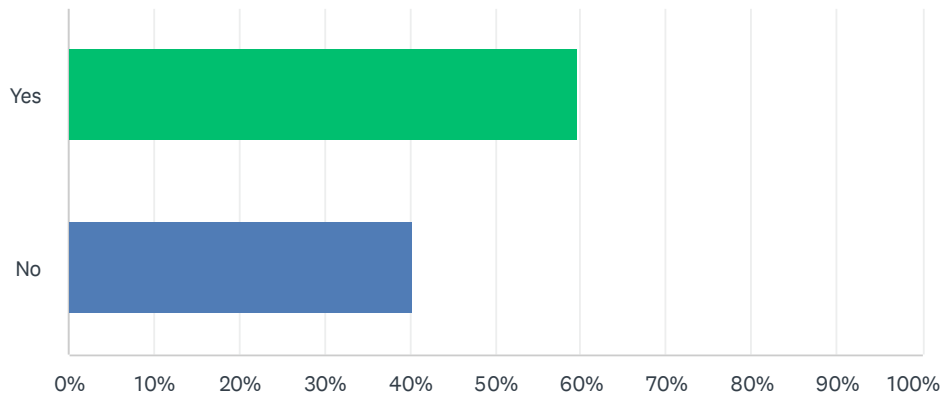


| ANSWER CHOICES | RESPONSES |
|-------------------|------------|
| Strongly Disagree | 2.48% 3 |
| Disagree | 4.13% 5 |
| Not Sure | 27.27% 33 |
| Agree | 26.45% 32 |
| Strongly Agree | 39.67% 48 |
| TOTAL | 121 |

| # | COMMENTS (OPTIONAL) | DATE |
|---|---------------------|-------------------|
| 1 | I am learning | 2/27/2022 5:06 PM |

Q17 Would you like to answer three additional questions on this topic?

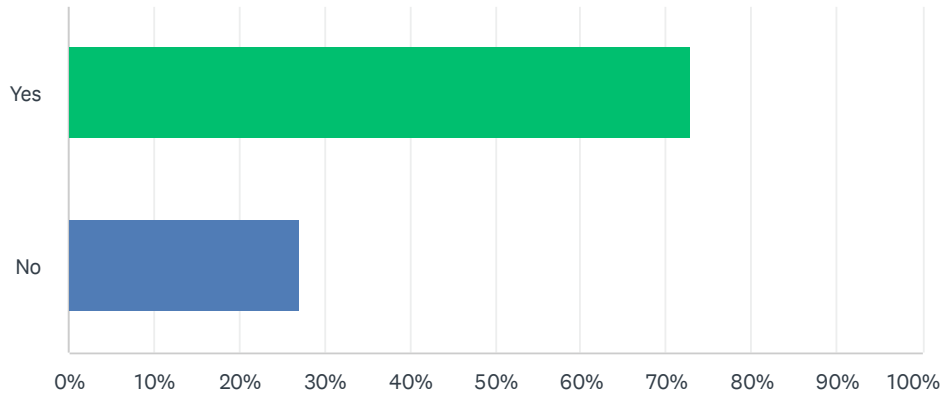
Answered: 104 Skipped: 36



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----|
| Yes | 59.62% | 62 |
| No | 40.38% | 42 |
| TOTAL | | 104 |

Q18 I see my household in a different way now.

Answered: 81 Skipped: 59

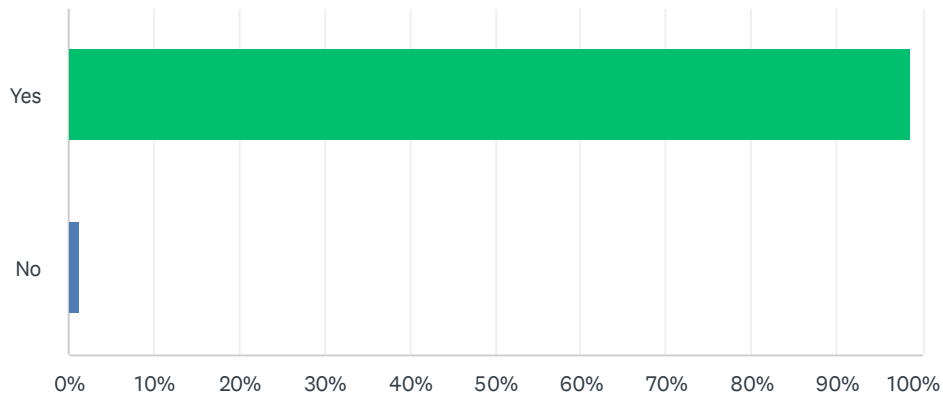


| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----------|
| Yes | 72.84% | 59 |
| No | 27.16% | 22 |
| TOTAL | | 81 |

| # | COMMENT (OPTIONAL) | DATE |
|---|--|--------------------|
| 1 | Not really | 4/12/2022 9:52 PM |
| 2 | Have a little hope now | 4/5/2022 11:04 AM |
| 3 | No I do see myself working toward to a new job | 3/29/2022 10:34 PM |
| 4 | We are going to be just fine. | 10/20/2021 4:13 PM |

Q19 I consider my options before making decisions.

Answered: 84 Skipped: 56

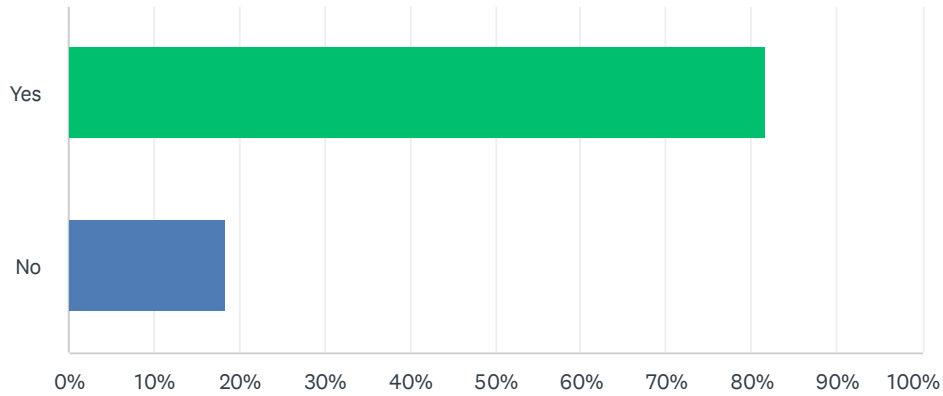


| ANSWER CHOICES | RESPONSES |
|----------------|-----------|
| Yes | 98.81% 83 |
| No | 1.19% 1 |
| TOTAL | 84 |

| # | COMMENT (OPTIONAL) | DATE |
|---|--------------------|---------------------|
| 1 | Always have | 4/12/2022 9:52 PM |
| 2 | always | 11/10/2021 11:09 AM |
| 3 | Always | 11/4/2021 1:11 PM |

Q20 Sometimes I ask advice from someone I trust before I make a decision.

Answered: 82 Skipped: 58

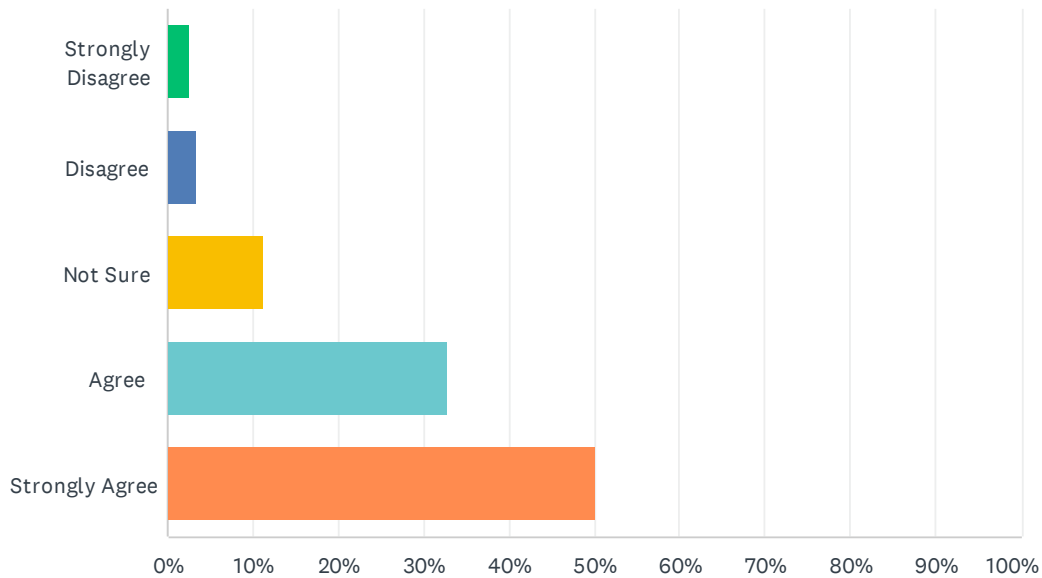


| ANSWER CHOICES | RESPONSES |
|----------------|-----------|
| Yes | 81.71% 67 |
| No | 18.29% 15 |
| TOTAL | 82 |

| # | COMMENT (OPTIONAL) | DATE |
|---|----------------------------|--------------------|
| 1 | My daughter | 4/12/2022 9:52 PM |
| 2 | I don;t really have anyone | 10/20/2021 4:13 PM |

Q21 Because of the program, I am better at keeping a budget.

Answered: 116 Skipped: 24

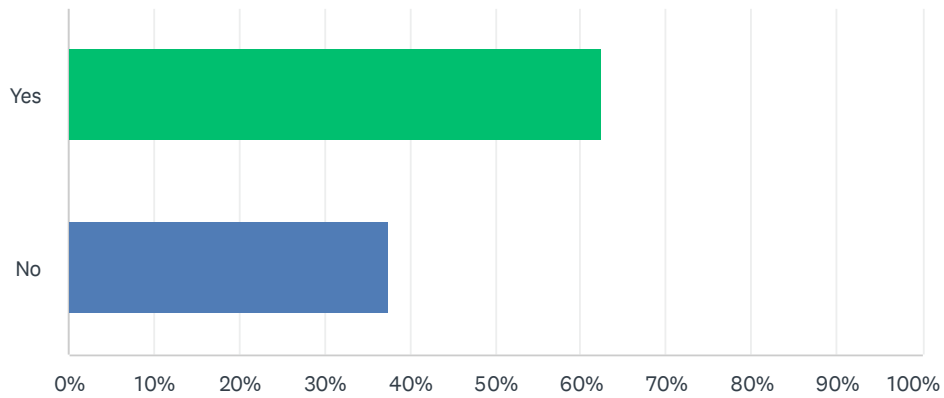


| ANSWER CHOICES | RESPONSES |
|-------------------|------------|
| Strongly Disagree | 2.59% 3 |
| Disagree | 3.45% 4 |
| Not Sure | 11.21% 13 |
| Agree | 32.76% 38 |
| Strongly Agree | 50.00% 58 |
| TOTAL | 116 |

| # | COMMENTS (OPTIONAL) | DATE |
|----|--|---------------------|
| 1 | Always have a budget | 7/26/2022 4:09 PM |
| 2 | The program has given me the opportunity to save for the future | 6/1/2022 12:29 PM |
| 3 | I just run out of money | 4/12/2022 9:52 PM |
| 4 | It is difficult to budget when income is not enough to pay my bills | 4/5/2022 11:06 AM |
| 5 | The budget book Amy gave me help a lot | 3/29/2022 10:35 PM |
| 6 | I thank you for the service yall give to the Community. | 3/8/2022 6:08 PM |
| 7 | I am trying to use my worksheet and book Mrs.Amy gave me | 2/27/2022 5:07 PM |
| 8 | AMY helped me and gave me a budget book for the upcoming year | 12/20/2021 4:11 PM |
| 9 | amy gave me a budget book | 11/10/2021 11:10 AM |
| 10 | Ms. Prales told me a few things about paying off other bills that would help me in the long run. | 11/2/2021 2:24 PM |
| 11 | It will help me with the budget | 10/25/2021 7:13 PM |

Q22 Would you like to answer three additional questions on this topic?

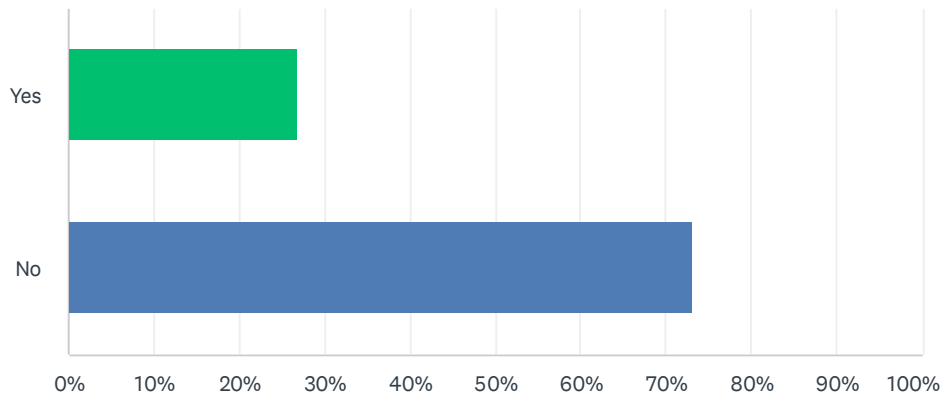
Answered: 104 Skipped: 36



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----|
| Yes | 62.50% | 65 |
| No | 37.50% | 39 |
| TOTAL | | 104 |

Q23 I have been able to add to my savings.

Answered: 82 Skipped: 58

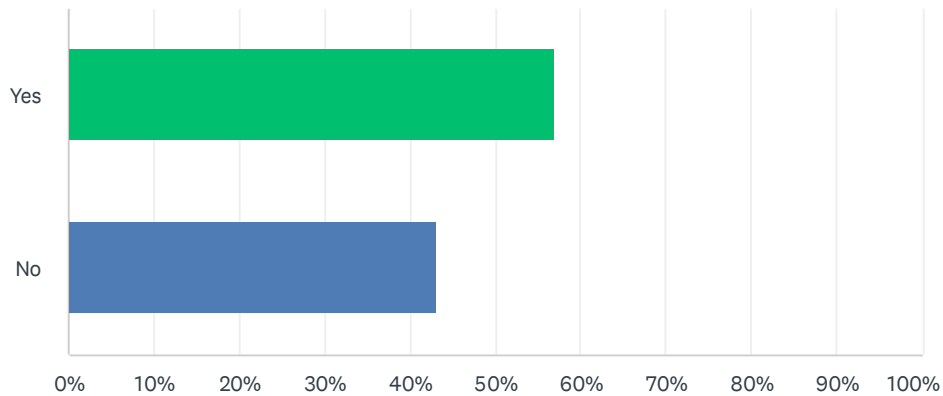


| ANSWER CHOICES | RESPONSES |
|----------------|-----------|
| Yes | 26.83% 22 |
| No | 73.17% 60 |
| TOTAL | 82 |

| # | COMMENT (OPTIONAL) | DATE |
|----|--|--------------------|
| 1 | It has allowed me to save and put back | 6/1/2022 12:32 PM |
| 2 | I wish | 4/22/2022 6:16 AM |
| 3 | Not yet at this time it's hard to live on such a small fixed income | 3/28/2022 4:55 PM |
| 4 | I don't have a saving account | 2/27/2022 5:09 PM |
| 5 | Do not have a savings | 1/19/2022 8:46 PM |
| 6 | I dont have a saving account I am working on getting one for next year | 12/20/2021 4:12 PM |
| 7 | But hope I can soon | 12/8/2021 3:18 PM |
| 8 | I wish we had a saving to add to. | 11/17/2021 8:07 AM |
| 9 | not just yet, but I hope to start the first of the year | 11/4/2021 1:12 PM |
| 10 | I am going to start a saving account | 11/2/2021 2:24 PM |
| 11 | I don't have a saving account | 10/25/2021 7:14 PM |
| 12 | i do not have a savings | 10/20/2021 4:14 PM |
| 13 | dont have a saving account | 10/18/2021 1:12 PM |
| 14 | I don't have saving account | 10/14/2021 7:55 PM |

Q24 Sometimes I have a little money left at the end of the month.

Answered: 86 Skipped: 54

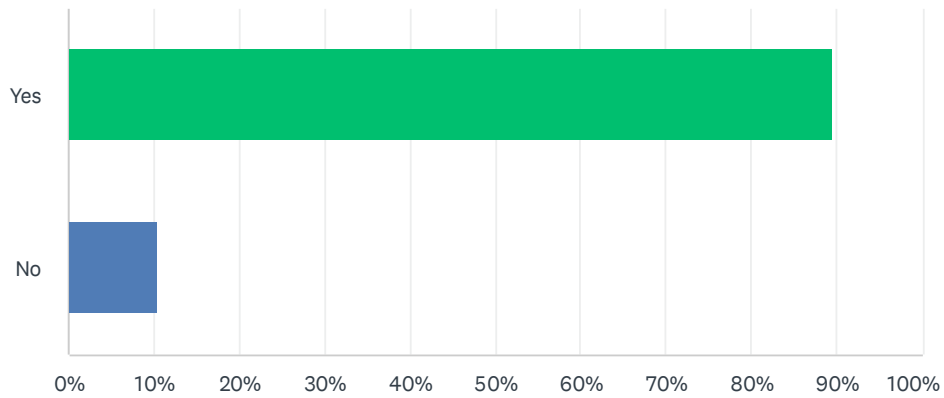


| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|----|
| Yes | 56.98% | 49 |
| No | 43.02% | 37 |
| TOTAL | | 86 |

| # | COMMENT (OPTIONAL) | DATE |
|---|--|---------------------|
| 1 | I am able to get my kids school supplies now | 7/21/2022 9:10 PM |
| 2 | I put it aside for emergency | 2/27/2022 5:09 PM |
| 3 | not very much | 12/8/2021 3:18 PM |
| 4 | I have money to start the month off right | 10/25/2021 7:14 PM |
| 5 | I pray I do | 10/25/2021 11:17 AM |
| 6 | Thanks to Amy or CSNT | 10/20/2021 4:14 PM |
| 7 | Because I dont have to pay electric | 10/14/2021 7:55 PM |

Q25 It's still tough, but I'm staying within my budget.

Answered: 86 Skipped: 54

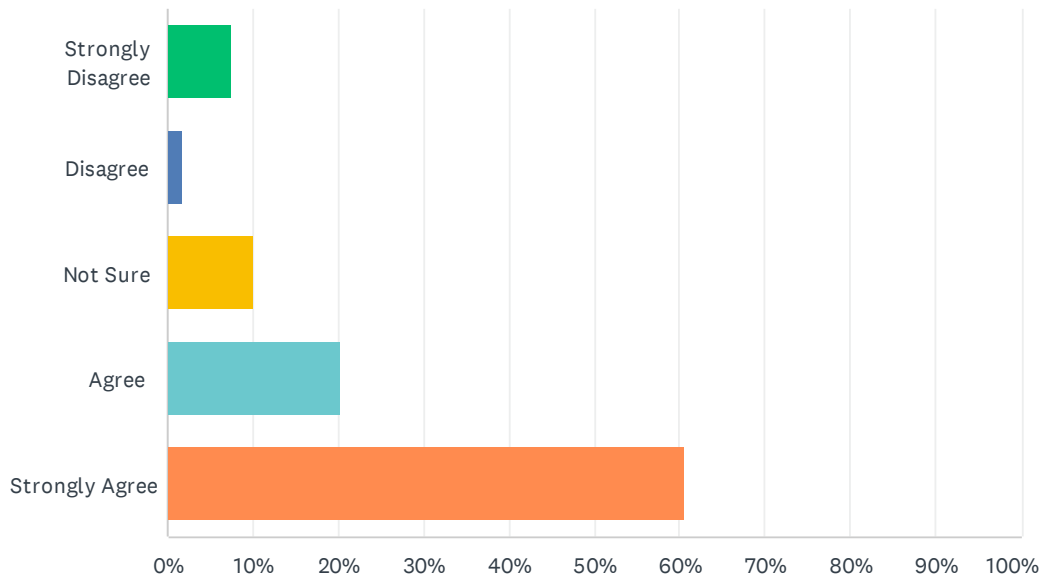


| ANSWER CHOICES | RESPONSES |
|----------------|-----------|
| Yes | 89.53% 77 |
| No | 10.47% 9 |
| TOTAL | 86 |

| # | COMMENT (OPTIONAL) | DATE |
|---|---|-------------------|
| 1 | The programs and has helped me with my budgeting | 6/1/2022 12:32 PM |
| 2 | I appreciate Mrs.Amy working with me on my budget | 2/27/2022 5:09 PM |

Q26 I can speak openly and honestly with my Case Manager.

Answered: 119 Skipped: 21



| ANSWER CHOICES | RESPONSES |
|-------------------|------------|
| Strongly Disagree | 7.56% 9 |
| Disagree | 1.68% 2 |
| Not Sure | 10.08% 12 |
| Agree | 20.17% 24 |
| Strongly Agree | 60.50% 72 |
| TOTAL | 119 |

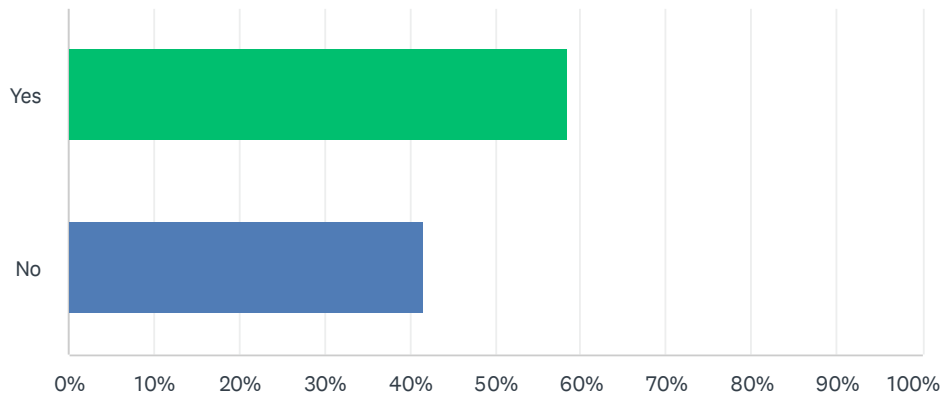
| # | COMMENTS (OPTIONAL) | DATE |
|----|---|---------------------|
| 1 | I did not even talk to her and when she did answer she was rude | 4/25/2022 11:25 PM |
| 2 | Yes. Amy I'd the best | 4/22/2022 6:17 AM |
| 3 | He'll no they don't talk to you and when they do they are mean. I am speaking of the Texarkana people | 4/12/2022 10:06 PM |
| 4 | Am not aware of a case worker | 4/5/2022 11:07 AM |
| 5 | She is like a mom !! | 2/27/2022 5:10 PM |
| 6 | Amy is the most caring person | 1/19/2022 8:46 PM |
| 7 | I feel like i can trust her. | 1/12/2022 2:09 PM |
| 8 | My case manager Amy is the most sweetest person I have dealt with in a long time in the mount pleasant office | 12/20/2021 4:13 PM |
| 9 | Mrs. Perales is a easy person to talk to. | 11/17/2021 8:09 AM |
| 10 | Amy is a extraordinary person | 11/10/2021 11:11 AM |

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| | | |
|----|--|--------------------|
| 11 | Who is my case manager? | 11/5/2021 1:14 PM |
| 12 | Mrs. Amy is a God sent | 11/4/2021 1:12 PM |
| 13 | I do not know what to say about Ms. Prales (she is a keeper) funny, kind hearted | 11/2/2021 2:26 PM |
| 14 | Oh Lord Yes, Amy is so sweet and makes you feel like family | 10/25/2021 7:15 PM |
| 15 | I feel no judgment from Amy she is a wonderful person | 10/18/2021 1:13 PM |
| 16 | Amy, is amazing case manager | 10/14/2021 7:55 PM |
| 17 | amy listens to everything and lets me know everyone needs help once in a while | 10/14/2021 4:24 PM |
| 18 | Uncertain, as the 2nd yr. Kwantesia was very ugly & hateful to me for no reason! Olga was very nice on the phone though. | 6/7/2021 12:05 PM |

Q27 Would you like to answer three additional questions on this topic?

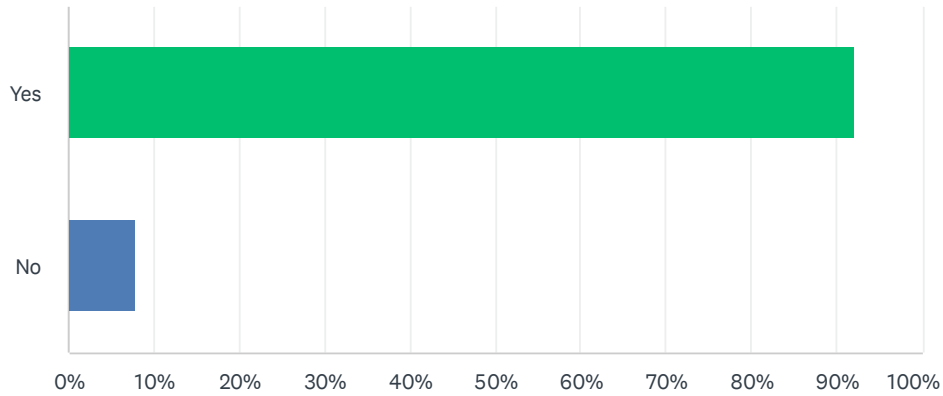
Answered: 96 Skipped: 44



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|----|
| Yes | 58.33% | 56 |
| No | 41.67% | 40 |
| TOTAL | | 96 |

Q28 My case manager seems to understand my issues.

Answered: 76 Skipped: 64

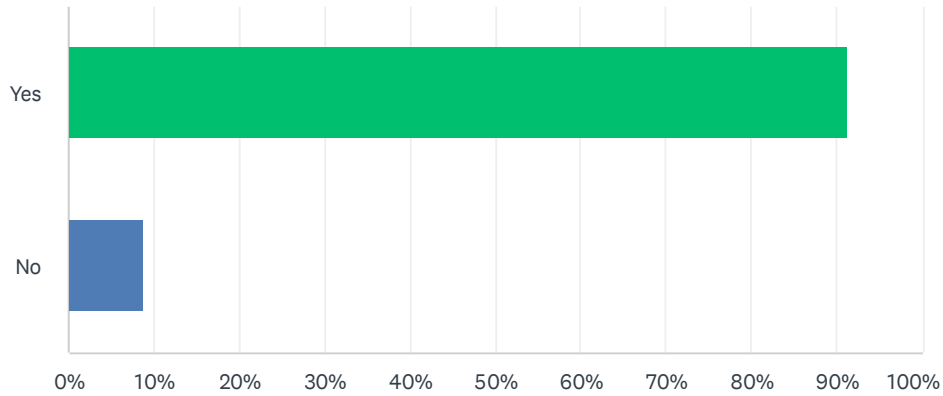


| ANSWER CHOICES | RESPONSES |
|----------------|-----------|
| Yes | 92.11% 70 |
| No | 7.89% 6 |
| TOTAL | 76 |

| # | COMMENT (OPTIONAL) | DATE |
|---|--|---------------------|
| 1 | Hope so | 7/26/2022 4:11 PM |
| 2 | She was very nice and warming to not only myself but to others | 6/1/2022 12:34 PM |
| 3 | No case worker | 4/5/2022 11:08 AM |
| 4 | Not really hardly get to talk to her | 3/4/2022 1:29 PM |
| 5 | she gave me some of her life examples | 11/10/2021 11:12 AM |

Q29 I am confident that my case manager doesn't discuss my issues with others.

Answered: 80 Skipped: 60

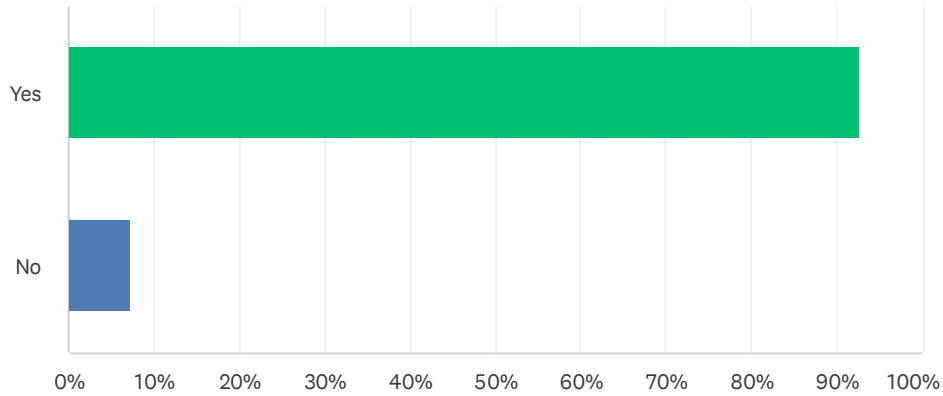


| ANSWER CHOICES | RESPONSES |
|----------------|-----------|
| Yes | 91.25% 73 |
| No | 8.75% 7 |
| TOTAL | 80 |

| # | COMMENT (OPTIONAL) | DATE |
|---|---|--------------------|
| 1 | Hope so | 7/26/2022 4:11 PM |
| 2 | NA | 4/5/2022 11:08 AM |
| 3 | Mrs. Amy has integrity and very high ethics | 11/4/2021 1:15 PM |
| 4 | I trust Amy. | 10/14/2021 7:57 PM |

Q30 Being open and honest with my case manager has helped my situation.

Answered: 83 Skipped: 57

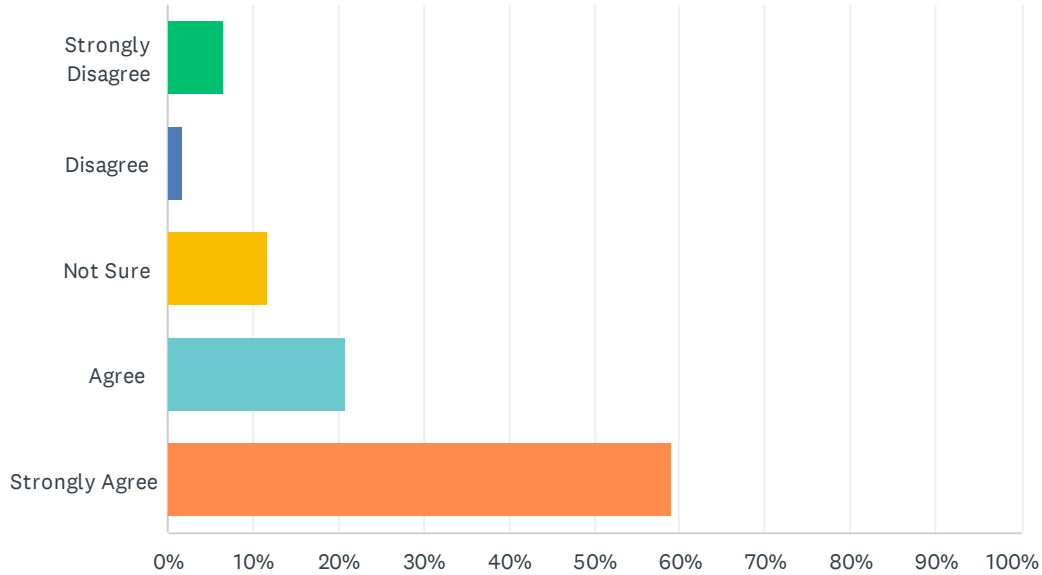


| ANSWER CHOICES | RESPONSES |
|----------------|-----------|
| Yes | 92.77% 77 |
| No | 7.23% 6 |
| TOTAL | 83 |

| # | COMMENT (OPTIONAL) | DATE |
|---|---|---------------------|
| 1 | NA | 4/5/2022 11:08 AM |
| 2 | When I do get to speak with her | 3/4/2022 1:29 PM |
| 3 | She is so understanding | 12/20/2021 4:14 PM |
| 4 | I know she cares | 11/10/2021 11:12 AM |
| 5 | i love that she is open and honest as well | 11/2/2021 2:26 PM |
| 6 | She has helped so much I could not have asked for a better case manager | 10/25/2021 7:16 PM |

Q31 My Case Manager listens to me and is genuinely interested in helping me.

Answered: 120 Skipped: 20



| ANSWER CHOICES | RESPONSES | |
|-------------------|-----------|------------|
| Strongly Disagree | 6.67% | 8 |
| Disagree | 1.67% | 2 |
| Not Sure | 11.67% | 14 |
| Agree | 20.83% | 25 |
| Strongly Agree | 59.17% | 71 |
| TOTAL | | 120 |

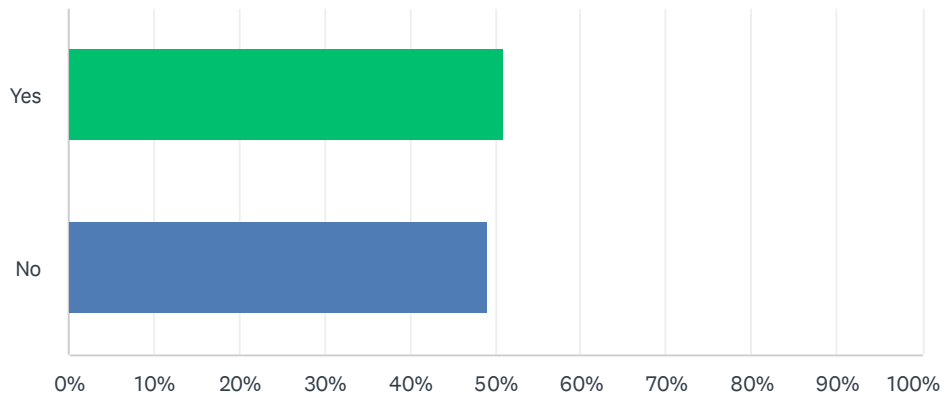
| # | COMMENTS (OPTIONAL) | DATE |
|----|--|---------------------|
| 1 | Yes she was very helpful. | 8/7/2022 6:29 PM |
| 2 | Dora is the best | 8/2/2022 11:26 PM |
| 3 | Was very compassionate blessing to her and the grateful to the program | 6/1/2022 12:36 PM |
| 4 | Amy I'd very caring | 4/22/2022 6:17 AM |
| 5 | NA | 4/5/2022 11:08 AM |
| 6 | Mrs. Amy listens and gives you advice like a mother would. | 2/27/2022 5:11 PM |
| 7 | she took her time with me and answered all my questions | 12/20/2021 4:14 PM |
| 8 | Again dont know who it is | 11/5/2021 1:14 PM |
| 9 | She listen to me and showed me ways to help myself in the long run | 11/4/2021 1:16 PM |
| 10 | She was the best | 10/26/2021 11:24 AM |

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| | | |
|----|---|--------------------|
| 11 | She went over everything with me. | 10/14/2021 7:58 PM |
| 12 | she is a wonderful person. she doesn't make you feel less of a person. | 10/14/2021 4:25 PM |
| 13 | Hope so, but as said now seems a bit more beauracracy & interceptors making things uneasy, worrisome. | 6/7/2021 12:06 PM |

Q32 Would you like to answer three additional questions on this topic?

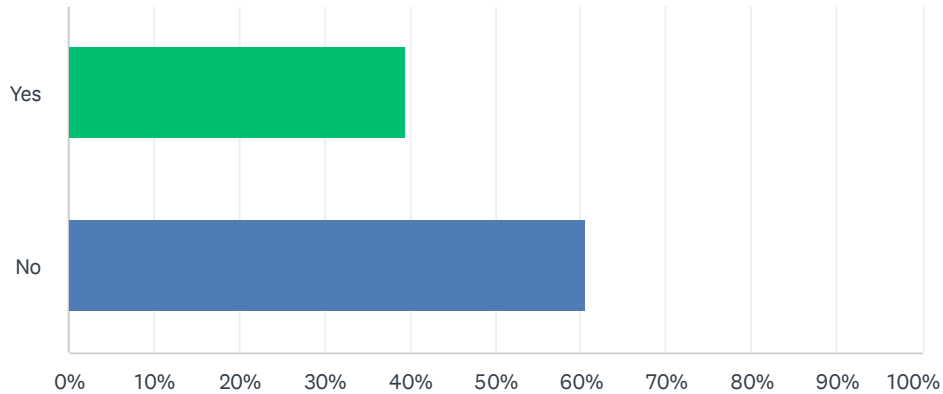
Answered: 100 Skipped: 40



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----|
| Yes | 51.00% | 51 |
| No | 49.00% | 49 |
| TOTAL | | 100 |

Q33 Sometimes I feel like I'm the only family my case manager works with.

Answered: 71 Skipped: 69

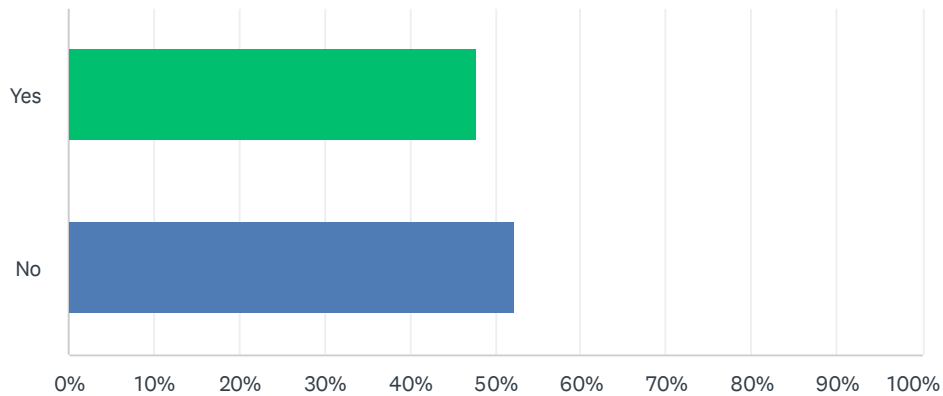


| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|----|
| Yes | 39.44% | 28 |
| No | 60.56% | 43 |
| TOTAL | | 71 |

| # | COMMENT (OPTIONAL) | DATE |
|----|--|---------------------|
| 1 | The place was packed when I went there | 4/12/2022 9:55 PM |
| 2 | She helps anyone that really needs help. | 3/8/2022 6:12 PM |
| 3 | Amy is very busy but she does what she says she will do. | 1/19/2022 8:48 PM |
| 4 | Very personable. Wonderful people skills. | 1/12/2022 2:10 PM |
| 5 | I know she has other families and I know she takes her time with them also | 12/20/2021 4:16 PM |
| 6 | I know she helps others. | 11/17/2021 8:10 AM |
| 7 | She is a very busy person because people love her | 11/10/2021 11:13 AM |
| 8 | She can make you feel like you are the most important person there She didn't even answered the phone while I was in the office. | 10/25/2021 7:18 PM |
| 9 | I know she has other clients but she is there when I call on her. | 10/18/2021 1:15 PM |
| 10 | no I know she has other people but she still makes time for me | 10/14/2021 4:26 PM |

Q34 My case manager doesn't rush me out of their office.

Answered: 69 Skipped: 71



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----------|
| Yes | 47.83% | 33 |
| No | 52.17% | 36 |
| TOTAL | | 69 |

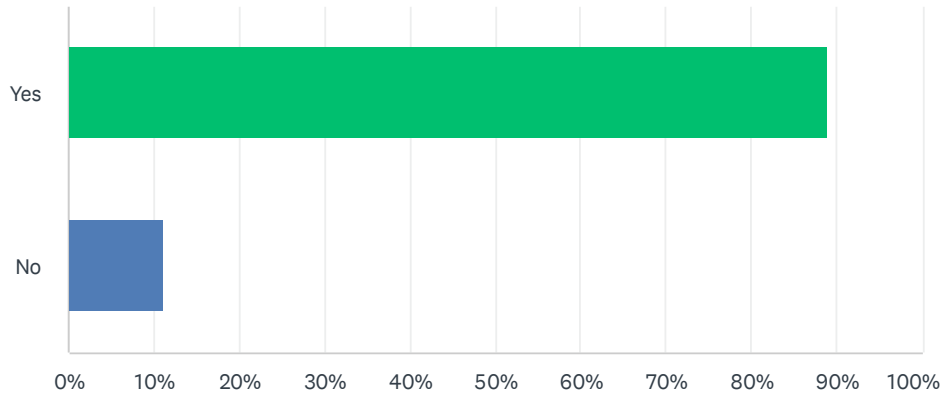
| # | COMMENT (OPTIONAL) | DATE |
|----|---|---------------------|
| 1 | Did not fo to the office. | 5/9/2022 9:48 AM |
| 2 | Yes, if she answers her door | 4/25/2022 11:26 PM |
| 3 | They won't even let us in the office | 4/12/2022 10:07 PM |
| 4 | She treated everyone so sweetly and she got the other ladies so no one had to wait | 4/12/2022 9:55 PM |
| 5 | No only did she not rush me, she offered me a drink and snack | 3/29/2022 10:37 PM |
| 6 | Never rushed out | 3/28/2022 4:59 PM |
| 7 | There is no office in Paris TX area, they just give you phone number. | 3/28/2022 8:08 AM |
| 8 | I don't think she would ever rush anyone | 2/27/2022 5:12 PM |
| 9 | The office are closed when I reapplied | 1/19/2022 8:48 PM |
| 10 | no she set down with me and help me budget was not hurrying me and when phone rang she would let them know she was with another person and would call them call them back | 12/20/2021 4:16 PM |
| 11 | She takes her time and makes sure you understand everything. | 11/17/2021 8:10 AM |
| 12 | She does not rush anyone, she will take her time with you so you will understand | 11/10/2021 11:13 AM |
| 13 | she took her time with me even when others were calling. | 11/4/2021 1:18 PM |
| 14 | SHe went over every page of the app with me. | 11/2/2021 2:28 PM |
| 15 | No she did not rush me, She even went over the application with me. | 10/25/2021 7:18 PM |
| 16 | She took her time with me even though another person was waiting. | 10/25/2021 11:18 AM |
| 17 | She took her time explaining everything | 10/20/2021 4:15 PM |

Customer Experience Survey 2022

| | | |
|----|---|--------------------|
| 18 | she take her time explaining everything and listens to you | 10/18/2021 1:15 PM |
| 19 | She doesn't rush through anything, she went over every sheet and pledge with me | 10/14/2021 8:00 PM |
| 20 | No she does not rush you on the phone either | 10/14/2021 4:26 PM |

Q35 My case manager knows my household issues and really cares about them.

Answered: 72 Skipped: 68

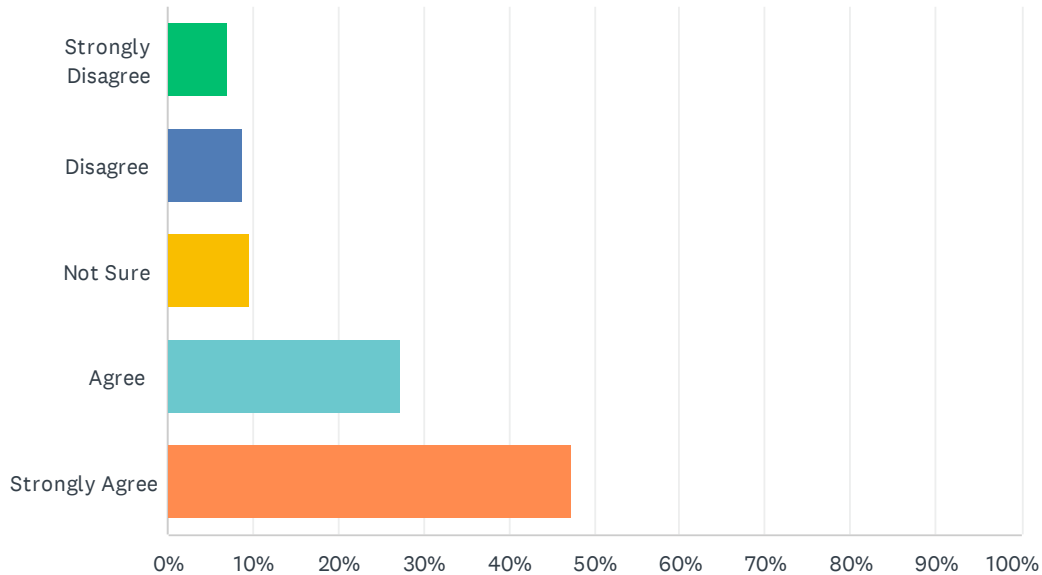


| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----------|
| Yes | 88.89% | 64 |
| No | 11.11% | 8 |
| TOTAL | | 72 |

| # | COMMENT (OPTIONAL) | DATE |
|---|--|--------------------|
| 1 | If we get to talk more | 3/4/2022 1:30 PM |
| 2 | She is the bomb | 2/27/2022 5:12 PM |
| 3 | very caring | 12/20/2021 4:16 PM |
| 4 | She is a very compassionate person | 11/4/2021 1:18 PM |
| 5 | Amy has the biggest heart | 10/14/2021 8:00 PM |
| 6 | I need help with my light Bill | 5/30/2021 12:07 AM |
| 7 | Only talked to her by phone. And I keep calling her. | 5/27/2021 8:47 PM |

Q36 My Case Manager was reasonably accessible when I tried to contact them.

Answered: 114 Skipped: 26



| ANSWER CHOICES | RESPONSES | |
|-------------------|-----------|------------|
| Strongly Disagree | 7.02% | 8 |
| Disagree | 8.77% | 10 |
| Not Sure | 9.65% | 11 |
| Agree | 27.19% | 31 |
| Strongly Agree | 47.37% | 54 |
| TOTAL | | 114 |

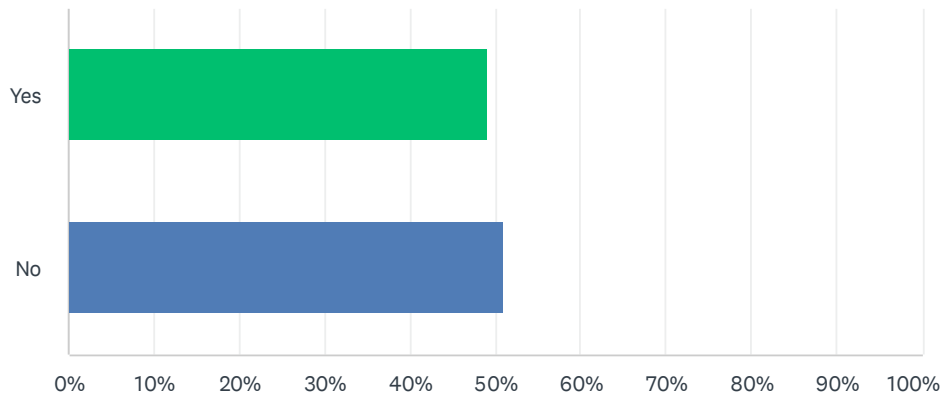
| # | COMMENTS (OPTIONAL) | DATE |
|---|--|--------------------|
| 1 | This year. Last year just a same | 7/26/2022 4:14 PM |
| 2 | NA | 4/5/2022 11:08 AM |
| 3 | I know the phones were down | 3/29/2022 10:37 PM |
| 4 | She gave me her cell phone number in case I need anything | 11/2/2021 2:28 PM |
| 5 | She works different places and it's sometimes hard to get a hold of her but she will call you back | 10/25/2021 7:19 PM |
| 6 | never answers phone | 10/20/2021 4:21 PM |
| 7 | She gave me her work cell because she works different place | 10/20/2021 4:16 PM |
| 8 | When she is at work if not she gets back to you | 10/14/2021 8:00 PM |
| 9 | she even gave me her work cell | 10/14/2021 4:27 PM |

Customer Experience Survey 2022

| | | |
|----|--|---------------------|
| 10 | she is the only one that answers her phone | 10/14/2021 12:35 PM |
| 11 | Did apply early but then seemed to be on bottom until contacted more, usually by email as more successful with that. | 6/7/2021 12:07 PM |

Q37 Would you like to answer three additional questions on this topic?

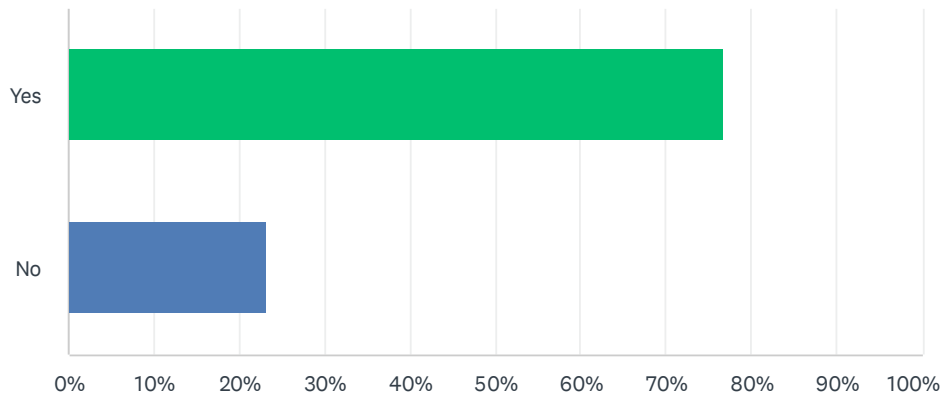
Answered: 96 Skipped: 44



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|----|
| Yes | 48.96% | 47 |
| No | 51.04% | 49 |
| TOTAL | | 96 |

Q38 I can get through when I call.

Answered: 69 Skipped: 71

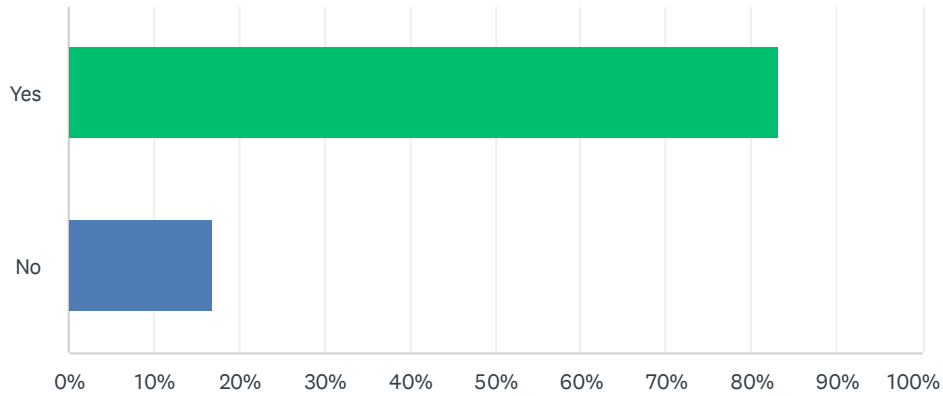


| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----------|
| Yes | 76.81% | 53 |
| No | 23.19% | 16 |
| TOTAL | | 69 |

| # | COMMENT (OPTIONAL) | DATE |
|---|--|--------------------|
| 1 | Phones not working | 3/29/2022 10:38 PM |
| 2 | Have not had to call i live really close to the facility | 3/28/2022 5:02 PM |
| 3 | Sometimes they're busy but they do call back | 3/23/2022 10:53 AM |
| 4 | No but I went up there and found out phones were not working | 2/27/2022 5:14 PM |
| 5 | if she had a client when I did call she called me back asap | 12/20/2021 4:18 PM |
| 6 | Had to leave a message | 10/25/2021 7:20 PM |
| 7 | I can leave a message | 10/14/2021 8:01 PM |
| 8 | if she is at work | 10/14/2021 4:28 PM |

Q39 My case manager is really good at calling me back.

Answered: 71 Skipped: 69

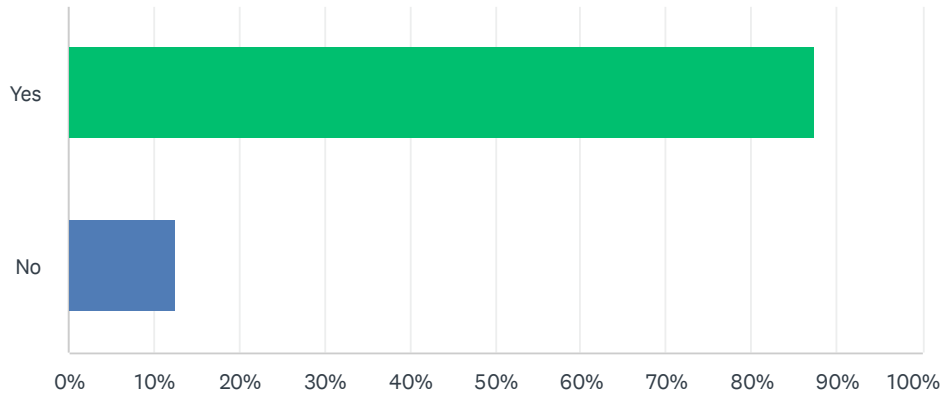


| ANSWER CHOICES | RESPONSES |
|----------------|-----------|
| Yes | 83.10% 59 |
| No | 16.90% 12 |
| TOTAL | 71 |

| # | COMMENT (OPTIONAL) | DATE |
|---|-----------------------------|---------------------|
| 1 | Sometimes | 3/4/2022 1:31 PM |
| 2 | Yes, she is | 1/19/2022 8:49 PM |
| 3 | Has always returned my call | 10/14/2021 8:01 PM |
| 4 | she also text me | 10/14/2021 12:36 PM |

Q40 My case manager takes their time with me, even on the phone.

Answered: 71 Skipped: 69

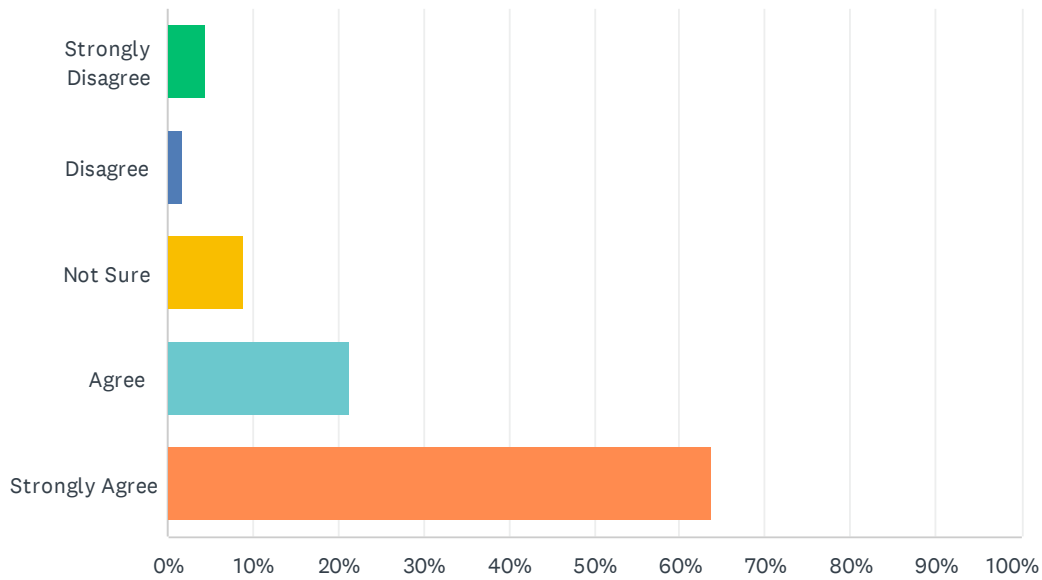


| ANSWER CHOICES | RESPONSES |
|----------------|-----------|
| Yes | 87.32% 62 |
| No | 12.68% 9 |
| TOTAL | 71 |

| # | COMMENT (OPTIONAL) | DATE |
|---|---|--------------------|
| 1 | She felt so bad I couldn't get ahold of anyone | 2/27/2022 5:14 PM |
| 2 | Amy did take her time with me and she even came outside to get my papers | 1/19/2022 8:49 PM |
| 3 | She will even text you if she is with another client or busy just so you know | 10/20/2021 4:17 PM |
| 4 | when call | 5/30/2021 12:08 AM |
| 5 | OR DRANEKIA WILL EMAIL ME... | 5/17/2021 5:53 PM |

Q41 My Case Manager was able to help me find the services I needed.

Answered: 113 Skipped: 27

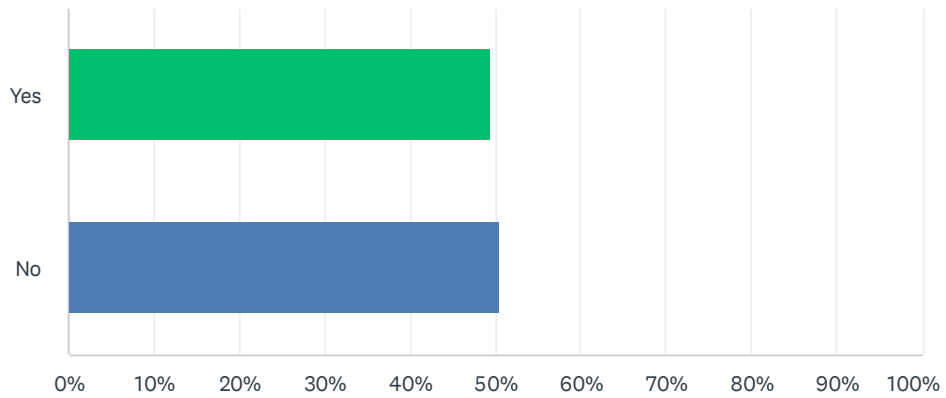


| ANSWER CHOICES | RESPONSES |
|-------------------|------------|
| Strongly Disagree | 4.42% 5 |
| Disagree | 1.77% 2 |
| Not Sure | 8.85% 10 |
| Agree | 21.24% 24 |
| Strongly Agree | 63.72% 72 |
| TOTAL | 113 |

| # | COMMENTS (OPTIONAL) | DATE |
|---|--|--------------------|
| 1 | Dora was excellent | 8/2/2022 11:27 PM |
| 2 | Not the one in Paris but yes Amy in mount pleasant | 4/25/2022 11:27 PM |
| 3 | She helped me fill out the application | 4/22/2022 6:19 AM |
| 4 | Mrs Hampton has been so so helpful to myself and also my dads needs. | 1/12/2022 2:11 PM |
| 5 | plus some | 11/4/2021 1:19 PM |
| 6 | Elec. was my main need. | 6/7/2021 12:08 PM |
| 7 | Yes, but I still haven't received them. | 5/27/2021 8:49 PM |

Q42 Would you like to answer three additional questions on this topic?

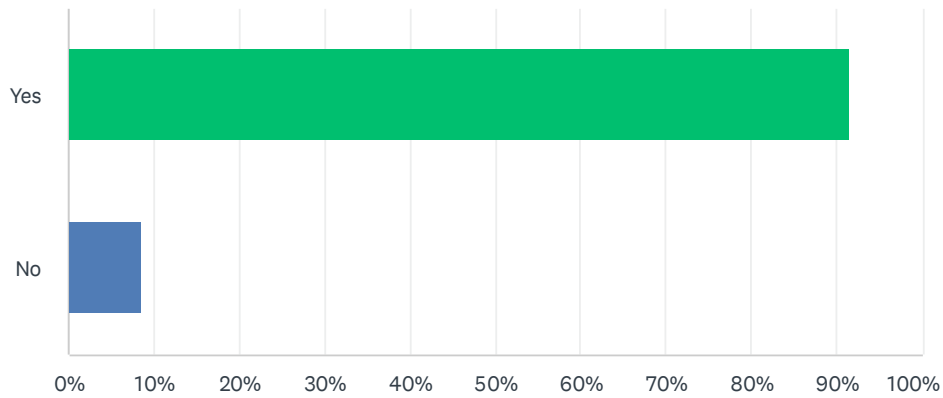
Answered: 95 Skipped: 45



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|----|
| Yes | 49.47% | 47 |
| No | 50.53% | 48 |
| TOTAL | | 95 |

Q43 My case manager knew what I needed and helped me get it.

Answered: 70 Skipped: 70

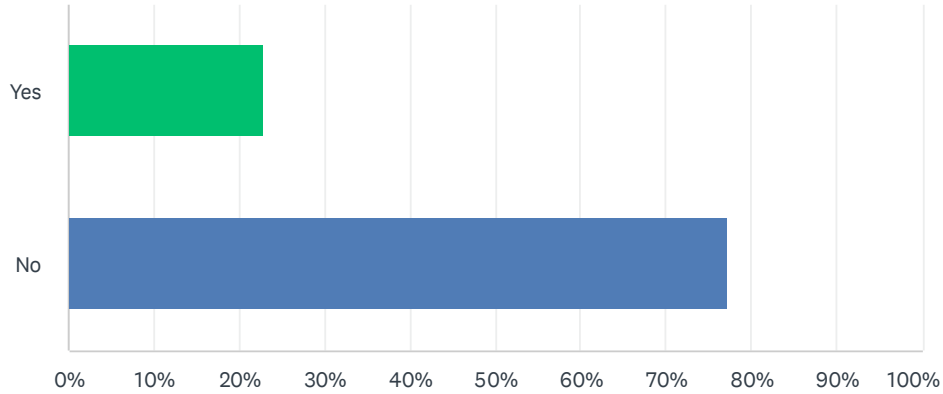


| ANSWER CHOICES | RESPONSES |
|----------------|-----------|
| Yes | 91.43% 64 |
| No | 8.57% 6 |
| TOTAL | 70 |

| # | COMMENT (OPTIONAL) | DATE |
|---|--------------------|---------------------|
| 1 | Sometimes | 3/4/2022 1:31 PM |
| 2 | plus some | 12/20/2021 4:18 PM |
| 3 | Thank You Jesus | 11/10/2021 11:15 AM |

Q44 I had to go somewhere else for help, but my case manager knew right where to send me.

Answered: 70 Skipped: 70

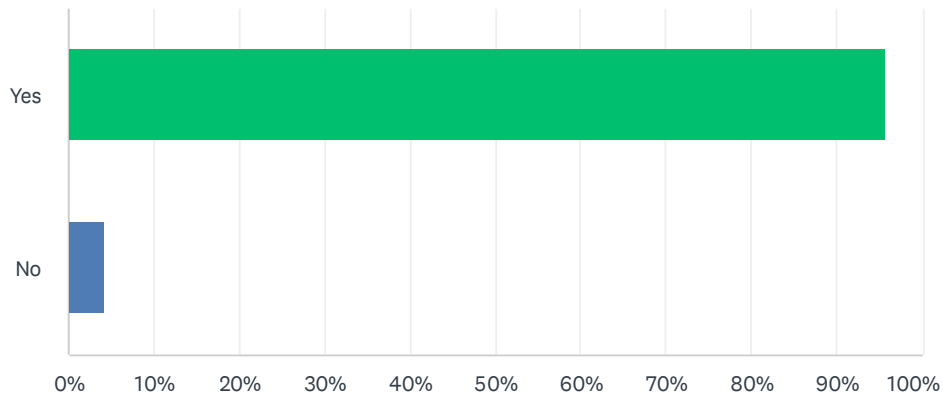


| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----------|
| Yes | 22.86% | 16 |
| No | 77.14% | 54 |
| TOTAL | | 70 |

| # | COMMENT (OPTIONAL) | DATE |
|---|--|--------------------|
| 1 | I had to go to mount pleasant and Ms Amy helped me and answered all my questions | 4/25/2022 11:28 PM |
| 2 | They did send me someone gave me the phone number of Titus county office | 4/12/2022 10:10 PM |
| 3 | Didnt have to go anywhere else | 4/8/2022 1:59 PM |
| 4 | Did not have to go elsewhere | 3/28/2022 5:03 PM |
| 5 | they took care of my needs right in their office. | 3/8/2022 6:15 PM |
| 6 | she was able to help me | 12/8/2021 3:20 PM |
| 7 | Amy helped me with my needs | 10/14/2021 8:02 PM |
| 8 | did not need to go anywhere else | 10/14/2021 4:29 PM |

Q45 I actually received the help I needed.

Answered: 70 Skipped: 70

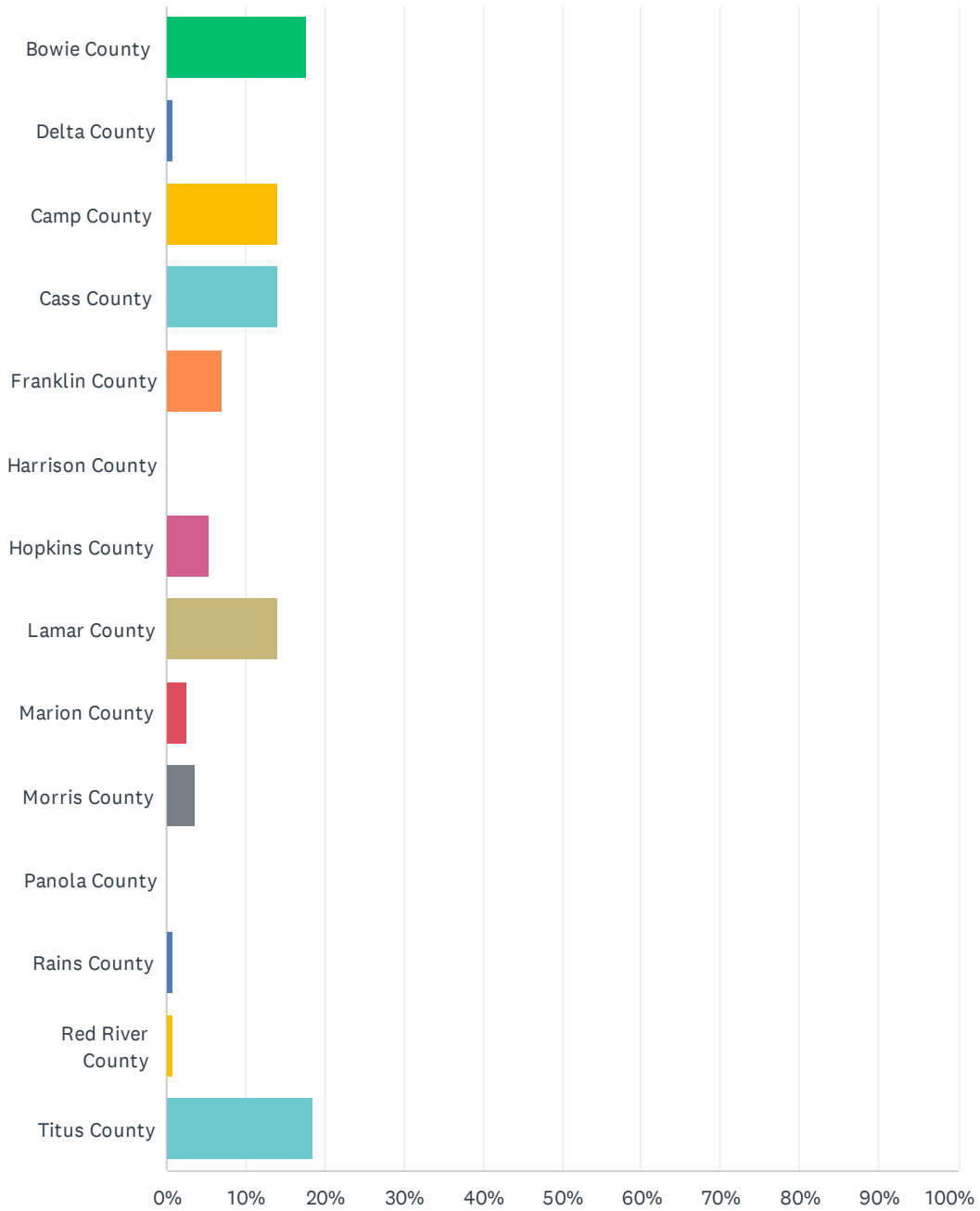


| ANSWER CHOICES | RESPONSES |
|----------------|-----------|
| Yes | 95.71% 67 |
| No | 4.29% 3 |
| TOTAL | 70 |

| # | COMMENT (OPTIONAL) | DATE |
|---|---|--------------------|
| 1 | But not by Texarkana people, Kim and Margaret are mean | 4/12/2022 10:10 PM |
| 2 | took a load off my shoulders | 10/14/2021 4:29 PM |
| 3 | Not yet | 5/27/2021 8:49 PM |
| 4 | I HOPE DRANEKIA WILL BE WITH US FOR A LONG TIME..SHE IS SO PROFESSIONAL & KNOWS WHAT SHES DOING.. | 5/17/2021 5:55 PM |

Q46 In which county did you receive services?

Answered: 113 Skipped: 27



Customer Experience Survey 2022

| ANSWER CHOICES | RESPONSES | |
|------------------|-----------|------------|
| Bowie County | 17.70% | 20 |
| Delta County | 0.88% | 1 |
| Camp County | 14.16% | 16 |
| Cass County | 14.16% | 16 |
| Franklin County | 7.08% | 8 |
| Harrison County | 0.00% | 0 |
| Hopkins County | 5.31% | 6 |
| Lamar County | 14.16% | 16 |
| Marion County | 2.65% | 3 |
| Morris County | 3.54% | 4 |
| Panola County | 0.00% | 0 |
| Rains County | 0.88% | 1 |
| Red River County | 0.88% | 1 |
| Titus County | 18.58% | 21 |
| TOTAL | | 113 |

Q47 Please enter any additional comments you may have.

Answered: 48 Skipped: 92

| # | RESPONSES | DATE |
|----|---|--------------------|
| 1 | I really would like to thank everyone in this program. | 8/7/2022 6:30 PM |
| 2 | Im still waiting on a response in my rental Assistants I hope it's soon | 8/5/2022 9:49 PM |
| 3 | I am extremely grateful for the service I receive. Will share my experience | 8/2/2022 11:28 PM |
| 4 | Very appreciate for the services | 7/26/2022 12:46 PM |
| 5 | Overall the process was simple and user friendly. | 7/21/2022 10:06 PM |
| 6 | I thank y'all so much for the help it's been hard to get cleaning supplies and I can now get some rest I didn't know how I was going to get my kids school supplies this year because my bill runs so high | 7/21/2022 9:12 PM |
| 7 | This program has been a blessing . When living in small counties it is hard to find resources . | 7/21/2022 8:15 PM |
| 8 | I am very grateful for the services that I received. The staff was very friendly and helpful. | 6/24/2022 8:21 AM |
| 9 | I'd like to thank the program for it's help and being there for me and our community. I was not aware of them till I spoke to my loan company that told me about them. | 6/23/2022 6:23 PM |
| 10 | My dad recieved this letter from community service of northeast Texas's .its not saying if they are helping with his bills but it do have all bills on paper but not really understanding it. | 6/13/2022 1:01 PM |
| 11 | This program makes things a lot better for me and my granddaughter. I'm able to do things for her and myself I wouldn't be able to otherwise. | 5/31/2022 2:36 PM |
| 12 | Thank you for helping me and my family out. It truly means a lot and for that we are thankful. | 5/16/2022 3:55 PM |
| 13 | I am from Red River County and I tried to go to the lady in Paris Mrs. Savage I think her name was but she didn't help it was over a month and so I call the Linden office but I got the Mount Pleasant office and Mrs Amy helped and answered all my question. She was polite and listened and pointed me in the right direction. | 4/25/2022 11:32 PM |
| 14 | I just lost as know how payments are this on my electric bill. | 4/24/2022 12:08 AM |
| 15 | Amy is the best case worker I have had in this program | 4/22/2022 6:20 AM |
| 16 | I would not recommend CSNT Bowie County to anyone. Please send them to Titus county were the people are kind. | 4/12/2022 10:12 PM |
| 17 | Them ladies in the mount pleasant office are so kind and caring | 4/12/2022 9:57 PM |
| 18 | Miss Dora was extremely helpful and kind. Great to have the pleasure of working with her. | 4/8/2022 11:29 AM |
| 19 | Thanks you very much for the help God bless you | 4/7/2022 8:59 PM |
| 20 | Amy made you feel welcome and the play area was so helpful, the place smelled so good | 3/29/2022 10:40 PM |
| 21 | At a point in life after working for over 45 yrs, and becoming disabled and learning to live on fixed income with prices rising rapidly, I felt At a total loss on what to do. This help came just in time and has been such a blessing. Thank you from the bottom of my heart I don't know what I would have done with the help of such a great place. | 3/28/2022 5:08 PM |
| 22 | I'm really thankful that I was able to get help with my utility bill | 3/27/2022 1:40 PM |
| 23 | I do not know who my case is. | 3/15/2022 11:32 AM |
| 24 | I want to thank csnt for helping and Mrs. Amy for being so caring and taking her time with me. | 2/27/2022 5:16 PM |
| 25 | Excellent team & good people always eager to help | 1/28/2022 1:22 PM |

Customer Experience Survey 2022

| | | |
|----|---|---------------------|
| 26 | Thank CSNT for all they do for people like me. Amy was a blessing | 1/19/2022 8:51 PM |
| 27 | dranekia is always so wonderful to work with and is awesome at always helping | 1/18/2022 3:48 PM |
| 28 | I ended up going to Brittany Queen Hampton instead of Nikka Savage which works in Lamar County. I never could get a hold of Mrs Savage on her voice mail because the voice mailbox was always full and I never could get her in her office even after the day they said that you could have reapply for assistance so I reached out to mrs Hampton instead and she was great and got all of my benefits started right away. She was nice enough to help me the year before when Miss Savage was out on leave of absence is how I knew who to contact she was so very helpful and took all of the time needed to explain the program to me and told me exactly what I needed to email to her and was able to get my benefits started right away and I'm very thankful for that and so is my dad. It's really nice when you talk to people like that representing the benefits companies it makes it so much easie Danny Massey | 1/12/2022 2:15 PM |
| 29 | I want to thank Amy and Community services for helping me and my family | 12/20/2021 4:20 PM |
| 30 | case manager really good and helpful | 12/8/2021 3:21 PM |
| 31 | Thank you for the help. | 11/17/2021 8:12 AM |
| 32 | Amy was very nice and very sweet | 11/16/2021 4:08 PM |
| 33 | Thanks CSNT and Amy for helping people like me. Your company is a blessing to many people | 11/10/2021 11:16 AM |
| 34 | Please would someone contact me so I can understand exactly what's going on... 9033364193 Bowie county tiffany Rodgers (it's with a d not Rogers) | 11/5/2021 1:17 PM |
| 35 | Thank you for helping | 11/4/2021 1:20 PM |
| 36 | Thank you for helping people like me. Thank you for Ms. Prales. May the good Lord Bless you. | 11/2/2021 2:30 PM |
| 37 | Amy is a great case manager and I wish other people that help families were like her and this company | 10/25/2021 7:22 PM |
| 38 | Ms. Amy is a wonderful !! thats all I have to say | 10/25/2021 11:20 AM |
| 39 | I appreciate everything Amy and CSNT has done for me and my family. | 10/20/2021 4:18 PM |
| 40 | I appreciate everything Mrs. Amy has done for me and my family. She makes you feel better and makes you feel like someone. You could not ask for a better case manager. | 10/18/2021 1:18 PM |
| 41 | My case manger was very nice, patient, and professional. | 10/14/2021 6:53 PM |
| 42 | Thank you for all the help | 10/14/2021 4:29 PM |
| 43 | Thanks for helping my family in our time of need. I would recommend you to all my family members you are very trustworthy | 10/14/2021 1:10 PM |
| 44 | Mrs. Amy is the most caring person I have meet. If she can not help you she will fine out who can. | 10/14/2021 12:38 PM |
| 45 | My taxes are not exempt sense 2009, how will this be approached?? | 6/16/2021 2:34 PM |
| 46 | Maybe csnt covers larger area now making things harder, not sure. | 6/7/2021 12:09 PM |
| 47 | Thank you for your time today. | 5/29/2021 10:35 PM |
| 48 | Still waiting on service | 5/27/2021 8:49 PM |

2022-2023 Calendar



Naples/Omaha Head Start



Student Days:
Full Day—7:30-2:45

Student Hours—1290.5
Student Days—178

Staff Training/ Students out

- August 1-5
- Oct. 28
- April 21

Student & Staff Holidays

- Labor Day - Sept. 6
- Fall Break—Oct. 7
- Thanksgiving - Nov. 18-25
- Christmas - Dec. 21-Jan. 3
- Martin Luther King—Jan. 16
- Winter Break—Feb. 10
- Spring Break - Mar. 17-24
- Good Friday—April 7

Bad Weather Day

Early Release @ 11:30

- Dec. 20
- May 25

**Staff Return
August 1st**

Campus Director:
Felicia Williams

Family Services:
Felicia Williams

Contact Number:
(903) 897-0318

| August 2022 | | | | | | | September 2022 | | | | | | | October 2022 | | | | | | |
|---------------|----|----|----|----|----|----|----------------|----|----|----|----|----|----|--------------|----|----|----|----|----|----|
| S | M | T | W | Th | F | S | S | M | T | W | Th | F | S | S | M | T | W | Th | F | S |
| | 1 | 2 | 3 | 4 | 5 | 6 | | | | | 1 | 2 | 3 | | | | | | | 1 |
| 7 | 8 | 9 | 10 | 11 | 12 | 13 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| 14 | 15 | 16 | 17 | 18 | 19 | 20 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 9 | 10 | 11 | 12 | 13 | 14 | 15 |
| 21 | 22 | 23 | 24 | 25 | 26 | 27 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 16 | 17 | 18 | 19 | 20 | 21 | 22 |
| 28 | 29 | 30 | 31 | | | | 25 | 26 | 27 | 28 | 29 | 30 | | 23 | 24 | 25 | 26 | 27 | 28 | 29 |
| | | | | | | | | | | | | | | 30 | 31 | | | | | |
| November 2022 | | | | | | | December 2022 | | | | | | | January 2023 | | | | | | |
| S | M | T | W | Th | F | S | S | M | T | W | Th | F | S | S | M | T | W | Th | F | S |
| | | 1 | 2 | 3 | 4 | 5 | | | | | 1 | 2 | 3 | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 6 | 7 | 8 | 9 | 10 | 11 | 12 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| 13 | 14 | 15 | 16 | 17 | 18 | 19 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| 20 | 21 | 22 | 23 | 24 | 25 | 26 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 27 | 28 | 29 | 30 | | | | 25 | 26 | 27 | 28 | 29 | 30 | 31 | 29 | 30 | 31 | | | | |
| | | | | | | | | | | | | | | | | | | | | |
| February 2023 | | | | | | | March 2023 | | | | | | | April 2023 | | | | | | |
| S | M | T | W | Th | F | S | S | M | T | W | Th | F | S | S | M | T | W | Th | F | S |
| | | | 1 | 2 | 3 | 4 | | | | 1 | 2 | 3 | 4 | | | | | | | 1 |
| 5 | 6 | 7 | 8 | 9 | 10 | 11 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| 12 | 13 | 14 | 15 | 16 | 17 | 18 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 9 | 10 | 11 | 12 | 13 | 14 | 15 |
| 19 | 20 | 21 | 22 | 23 | 24 | 25 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 16 | 17 | 18 | 19 | 20 | 21 | 22 |
| 26 | 27 | 28 | | | | | 26 | 27 | 28 | 29 | 30 | 31 | | 23 | 24 | 25 | 26 | 27 | 28 | 29 |
| | | | | | | | | | | | | | | 30 | | | | | | |
| May 2023 | | | | | | | June 2023 | | | | | | | July 2023 | | | | | | |
| S | M | T | W | Th | F | S | S | M | T | W | Th | F | S | S | M | T | W | Th | F | S |
| | 1 | 2 | 3 | 4 | 5 | 6 | | | | | 1 | 2 | 3 | | | | | | | 1 |
| 7 | 8 | 9 | 10 | 11 | 12 | 13 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| 14 | 15 | 16 | 17 | 18 | 19 | 20 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 9 | 10 | 11 | 12 | 13 | 14 | 15 |
| 21 | 22 | 23 | 24 | 25 | 26 | 27 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 16 | 17 | 18 | 19 | 20 | 21 | 22 |
| 28 | 29 | 30 | 31 | | | | 25 | 26 | 27 | 28 | 29 | 30 | | 23 | 24 | 25 | 26 | 27 | 28 | 29 |
| | | | | | | | | | | | | | | 30 | 31 | | | | | |

School Starts: August 8

School Ends: May 25

2022-2023 Calendar



New Boston Head Start



Student Days:

Full Day—7:30-3:00

Student Hours-1279.63

Student Days—176.5

Staff Training/ Students out

- August 1-5
- Oct. 28
- Jan. 3
- May 5

Student & Staff Holidays

- Labor Day - Sept 5
- Fall Break - Oct 7
- Thanksgiving - Nov 18-25
- Christmas - Dec 16-Jan 3
- Martin Luther King- Jan 16
- Winter Break - Feb 10
- Spring Break - Mar 10-17
- Good Friday—Apr 7
- Spring Holiday—Apr 17

Early Release @ 11:30

- May 25

Campus Director:
Venus Hornbuckle

Family Services:
Venus Hornbuckle

Contact Number:
(903) 628-5621

| August 2022 | | | | | | | September 2022 | | | | | | | October 2022 | | | | | | |
|---------------|----|----|----|----|----|----|----------------|----|----|----|----|----|----|--------------|----|----|----|----|----|----|
| S | M | T | W | Th | F | S | S | M | T | W | Th | F | S | S | M | T | W | Th | F | S |
| | 1 | 2 | 3 | 4 | 5 | 6 | | | | | 1 | 2 | 3 | | | | | | | 1 |
| 7 | 8 | 9 | 10 | 11 | 12 | 13 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| 14 | 15 | 16 | 17 | 18 | 19 | 20 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 9 | 10 | 11 | 12 | 13 | 14 | 15 |
| 21 | 22 | 23 | 24 | 25 | 26 | 27 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 16 | 17 | 18 | 19 | 20 | 21 | 22 |
| 28 | 29 | 30 | 31 | | | | 25 | 26 | 27 | 28 | 29 | 30 | | 23 | 24 | 25 | 26 | 27 | 28 | 29 |
| | | | | | | | | | | | | | | 30 | 31 | | | | | |
| November 2022 | | | | | | | December 2022 | | | | | | | January 2023 | | | | | | |
| S | M | T | W | Th | F | S | S | M | T | W | Th | F | S | S | M | T | W | Th | F | S |
| | | 1 | 2 | 3 | 4 | 5 | | | | | 1 | 2 | 3 | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 6 | 7 | 8 | 9 | 10 | 11 | 12 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| 13 | 14 | 15 | 16 | 17 | 18 | 19 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| 20 | 21 | 22 | 23 | 24 | 25 | 26 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 27 | 28 | 29 | 30 | | | | 25 | 26 | 27 | 28 | 29 | 30 | 31 | 29 | 30 | 31 | | | | |
| | | | | | | | | | | | | | | | | | | | | |
| February 2023 | | | | | | | March 2023 | | | | | | | April 2023 | | | | | | |
| S | M | T | W | Th | F | S | S | M | T | W | Th | F | S | S | M | T | W | Th | F | S |
| | | | 1 | 2 | 3 | 4 | | | | 1 | 2 | 3 | 4 | | | | | | | 1 |
| 5 | 6 | 7 | 8 | 9 | 10 | 11 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| 12 | 13 | 14 | 15 | 16 | 17 | 18 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 9 | 10 | 11 | 12 | 13 | 14 | 15 |
| 19 | 20 | 21 | 22 | 23 | 24 | 25 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 16 | 17 | 18 | 19 | 20 | 21 | 22 |
| 26 | 27 | 28 | | | | | 26 | 27 | 28 | 29 | 30 | 31 | | 23 | 24 | 25 | 26 | 27 | 28 | 29 |
| | | | | | | | | | | | | | | 30 | | | | | | |
| May 2023 | | | | | | | June 2023 | | | | | | | July 2023 | | | | | | |
| S | M | T | W | Th | F | S | S | M | T | W | Th | F | S | S | M | T | W | Th | F | S |
| | 1 | 2 | 3 | 4 | 5 | 6 | | | | | 1 | 2 | 3 | | | | | | | 1 |
| 7 | 8 | 9 | 10 | 11 | 12 | 13 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| 14 | 15 | 16 | 17 | 18 | 19 | 20 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 9 | 10 | 11 | 12 | 13 | 14 | 15 |
| 21 | 22 | 23 | 24 | 25 | 26 | 27 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 16 | 17 | 18 | 19 | 20 | 21 | 22 |
| 28 | 29 | 30 | 31 | | | | 25 | 26 | 27 | 28 | 29 | 30 | | 23 | 24 | 25 | 26 | 27 | 28 | 29 |
| | | | | | | | | | | | | | | 30 | 31 | | | | | |

School Starts: August 8

School Ends: May 25