



Community Services of Northeast Texas, Inc.

ANNUAL REPORT

Fiscal Year Ending September 30, 2016



In accordance with Section 644 of the
2007 Head Start Reauthorization Act,
the following annual report is hereby released
as the official information regarding activities of
Community Services of Northeast Texas, Inc.

Community Services of Northeast Texas, Inc. (CSNT) is a private non-profit Community Action Agency which exists as part of the original War on Poverty. Since 1965, CSNT has fought the causes and conditions of poverty throughout Northeast Texas.

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.

Community Services of Northeast Texas, Inc.

304 E. Houston St.
P.O. Box 427
Linden, Texas 75563

IMPORTANT PHONE NUMBERS

MAIN NUMBER

903-756-5596

This is our main phone number. You can reach any of our offices in our entire service area with one number.

TOLL FREE

1-866-940-CSNT

If you would like to call toll-free, this number will connect you to our main phone number in Linden.

FAX

903-756-7294

This is our main facsimile phone number. It can receive a fax at any our of the day or night.

WHISTLEBLOWER

1-800-959-6143

This number is not answered by a person. Use it ONLY if you know of any illegal or inappropriate activity which you feel must be reported to CSNT's Board of Directors.

Every recorded message is taken very seriously.

DISASTER INFORMATION

1-888-LINDEN-0

When a disaster threatens our service area, we answer this line to provide as much information as possible.

Our Vision

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

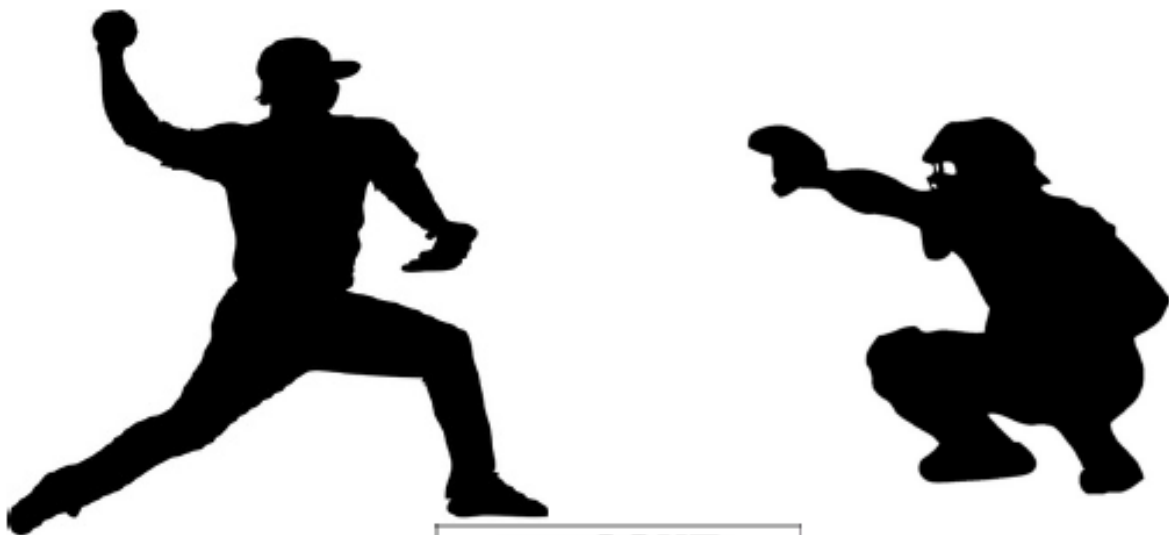
Our Adult Nutrition Vision

To allow our homebound citizens to live
nourished lives with
dignity and independence

Our Core Values

A great team needs good pitchers and good catchers

P	Professionalism	Compassion	C
I	Integrity	Accountability	A
T	Teamwork	Transparency	T
C	Character	Courtesy	C
H	Honesty	Humility	H
E	Ethics	Empathy	E
R	Respect	Reliability	R



Board Members

Brandt Allen, Chairman

Democratically selected by New Boston Housing Authority • Poverty Sector

Ross Hyde, Vice-Chairman

Representing State Representative, Gary VanDeaver • Public Sector

Brenda Swisher, Secretary

Representing Cass County Mayor Clarence Burns • Public Sector

Donna Early, Treasurer

Representing Cass County Judge Becky Wilbanks • Public Sector

April Bennett

Democratically selected by Head Start Policy Council • Poverty Sector

Kimberly Cook

Representing Woodforest Bank • Private Sector

Stacia Waters

Democratically selected by Atlanta Property Management • Poverty Sector

Judge Lynda Munkres

Morris County Judge • Public Sector

Kellie Burns

Representing Linden-Kildare CISD • Private Sector

LEADERSHIP TEAM

Dan 'Lucky' Boyd, CCAP, NCRT

Executive Director

De Anna House

Director of Operations

Bernadette 'Berny' Harris, M.A.

Head Start Director

Shelley Mitchell

Finance Director

Charlotte Hall

Human Resources Director

Sheryl Alden

Director of Client Services

Tommy Hooper

Service Department Manager

Programs operated and counties served:

Head Start

Operated in four counties

Bowie Camp Cass Morris

Children/Adult Care Food Program

Operated in four counties

Bowie Camp Cass Morris

Community Services Block Grant

Operated in twelve counties

Bowie Camp Cass Delta Franklin Hopkins Lamar Marion Morris Rains Red River Titus

Community Services Block Grant

Operated in twelve counties

Bowie Camp Cass Delta Franklin Hopkins Lamar Marion Morris Rains Red River Titus

Food Banks

Operated in four counties

Camp Cass Marion Titus

Salvation Army

Operated in four counties

Camp Cass Marion Morris

Home Delivered Meals

Operated in six counties

Camp Cass Marion Morris

* also Harrison and Panola, which are not in the main service area

Targeting Local Communities (TLC)

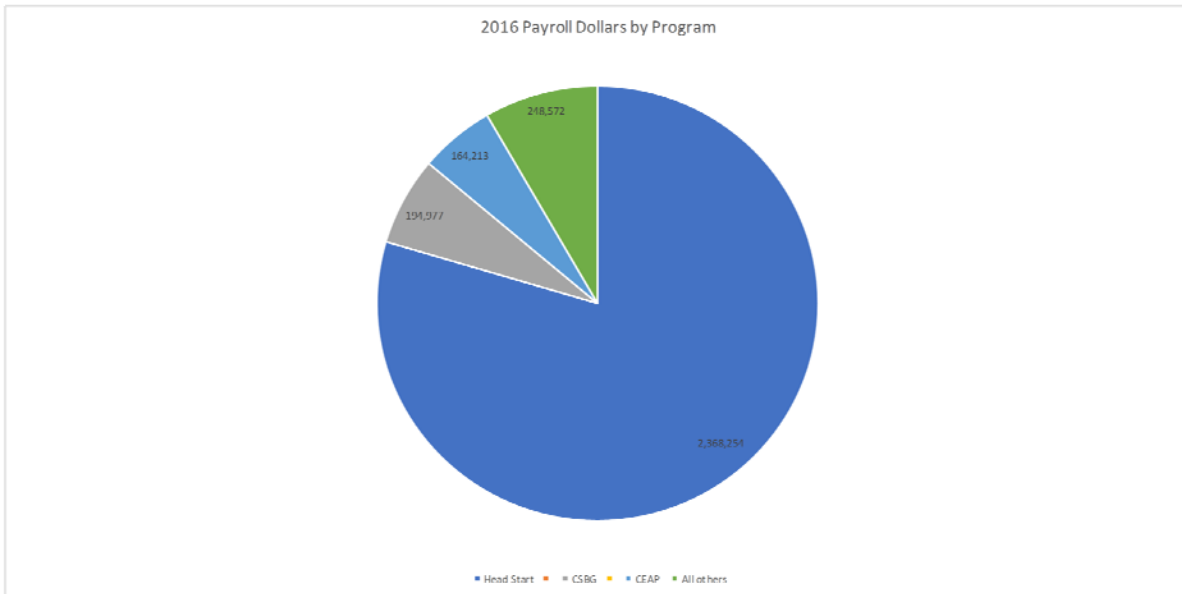
Operated in five counties

Bowie Camp Cass Marion Morris

Offices, occupied buildings, and locations of operation in the following cities:

Atlanta	Hughes Springs	Mt Pleasant
Bloomburg	Linden	Sulphur Springs
Naples	New Boston	Paris
Daingerfield	Texarkana	
Pittsburg	Jefferson	

PAYROLL



AGENCY EXPENSES

Expenditures

	Head Start	CSBG	CEAP	All others	Org. Total
Personnel	2,368,254	194,977	164,213	248,572	2,976,017
Fringe Benefits	600,669	28,444	22,766	73,517	725,397
Travel	8,139	15,731	1,090	1,284	26,245
Equipment ¹	0	47,207	1,792	5,814	54,812
Supplies ²	234,133	28,876	1,345	72,574	336,928
Contractual services ³					
Other (rent, utilities, operating expenses) ⁴	2,109,207	1,092,917	37,479	1,666,680	1,572,923
Direct assistance services to, or on behalf of clients		7,626	1,363,474		1,371,100
					7,063,423

¹ For Head Start, this line item includes vehicles and equipment over the cost of \$5,000

² Supplies in 'all others' includes all consumable and food costs for the nutrition programs

³ This line item is for contracted services outside the normal scope of program operation

⁴ The 'Other' category is used for all programs to include non-delineable items including, but not limited to rent, space costs, utilities, telephone, publications, fees, printing, legal, audit, insurance, fuel, repairs, travel costs not previously stated, building maintenance, safety costs, memberships, and all other standard operating costs.

Note: Revenue amounts represent program funding; expense amounts represent fiscal year amounts and may not equal entire program funding amounts

PROPOSED 2017 BUDGETS

PROPOSED BUDGETS

Head Start

Personnel	\$	2,382,989
Fringe Benefits		613,858
Travel (4120)		12,150
Equipment		56,000
Supplies		144,272
Contractual		17,838
Facilities / Construction		0
Other (4120)		32,724
Other (4122)		<u>505,953</u>
<i>Total</i>	\$	3,765,784

Nutrition and Meal Delivery: DADS, United Health Care, and Cigna Health Spring

Salaries	\$	239,136
Fringe Benefits		75,866
Travel		1,300
Raw Food		593,895
Supplies		4,002
Equipment		4,883
Vehicle Costs		53,961
Other		<u>19,547</u>
<i>Total</i>	\$	1,016,282

Community Services Block Grant

Personnel	\$	194,977
Fringe Benefits		33,107
Travel		15,264
Equipment		42,375
Supplies		28,414
Contractual		4,451
Other		63,298
Indirect Costs		<u>0</u>
<i>Total</i>	\$	381,885

Comprehensive Energy Assistance Program

Administration	\$	119,685
Household Crisis		210,105
Utility Assistance		1,140,521
Program Services		120,648
Travel		<u>1,200</u>
<i>Total</i>	\$	1,592,160

HEAD START SERVICE DATA

Total number of children to be served based on Head Start funding	516
Average number of children served daily	524
Average monthly enrollment (as a percentage of funded enrollment)	92%
Percentage of eligible children served	92%

What does this mean?

- CSNT receives funding to serve only 516 children in four counties
- However, CSNT uses its resources and partnerships to serve 524 children within the service area
- CSNT is required by law to maintain 85% attendance within the program. That means that at least 85% of our children must show up every day. Head Start, the way CSNT administers it, has partnerships with school districts in every county, and thus, our attendance percentage is 92%, well above the standard.
- CSNT is required to determine how many children are eligible for Head Start in our service area. Then we must determine how many of them we are serving. The data shows that we are serving 92% of the eligible children in our four county service area. We only wish we could serve 100%!

OUR 'PITCHER' VALUES

Professionalism

I exhibit professionalism in every level of my actions allowing myself and those around me to be mission-driven.

Integrity

I conduct myself in a manner of integrity regardless of whether I am working alone or with others.

Teamwork

I work with all members of my team toward the realization of our goals, acknowledging that each member of the team is vital to our success.

Character

I am a person of moral distinction and I always take the highest position possible in matters of character.

Honesty

I understand the value of truth and accept it as the only option in my daily activities.

Ethics

I am guided by the highest ethical standards and the Agency's mantra, "We do things the right way, the first time."

Respect

I understand respect is an essential part of professional relationships. I get respect when I give respect.

OUR RECENT REVIEWS

The most recent review of the Head Start program revealed the following findings:

CSSR - Comprehensive Services and School Readiness
(no areas of non-compliance)

Health & Safety - (No areas of non-compliance - one concern (1304.53(a)(10)(xiv) (bathroom flooring was replaced)

Classroom Assessment Scoring System - Results within the benchmarks set by Head Start

Eligibility, Recruitment, Selection, Enrollment, Attendance (ERSEA)
(no areas of non-compliance)

Leadership, Governance, and Management Systems - will be reviewed in the future

The most recent audit of Community Services of Northeast Texas, Inc. revealed the following:

Material weakness identified in financial reporting	NO
Material weakness identified in control over federal awards	NO
Significant deficiencies identified	NONE
Audit findings required to be reported under A-133	NONE
Auditee qualified as a low-risk auditee	NO
Financial findings and questioned costs	NONE

Auditor:

**Jarred, Gilmore & Phillips,
PA
Certified Public Account-
ants
1815 S. Santa Fe
P.O. Box 779
Chanute, Kansas 66720
620-431-6342**

OUR 'CATCHER' VALUES

Compassion

I will embrace the human condition, acknowledge when only kind efforts will suffice, and lead by example.

Accountability

I know that all my actions will be viewed by others, and as such, I am committed to excellence and accuracy.

Transparency

I believe my actions and the actions of my team are pure, and will withstand public scrutiny.

Courtesy

I know that all issues are more easily solved with courteous efforts. When deciding to either win a debate on principle or to be kind, I choose kindness every time.

Humility

I know that I am no better nor worse than anyone. I try to see myself as others see me.

Empathy

I seek to understand. When I can see issues from another's perspective, I can be a greater help to them.

Reliability

I maintain reliable standards, keeping appointments and promises, and never letting anyone down.

MORE HEAD START INFORMATION

HEAD START MEDICAL AND DENTAL SERVICE INFORMATION

Percentage of enrolled children up-to-date on schedule of age appropriate preventive and primary health care	75%
Percentage of enrolled children receiving dental exams	85%
Percentage of enrolled children with up-to-date immunizations	98%
Percentage of enrolled children with an IEP	10%

PARENT ENGAGEMENT ACTIVITIES

CSNT, Inc. Head Start coordinates the following activities to promote parent involvement:

- Parent Committee meetings
- Parent Trainings and Activities
- Monthly Policy Council meetings
- Volunteering in classrooms
- Stress management training
- Job search and counseling from local colleges
- EMS basic first aid training
- Local college and university financial aid training
- Cooperation with the TOYS FOR TOTS program
- Implementation of the FRED (Families Reading Every Day) program
- Implementation of Walk Across Texas - Parents walking with their children

PREPARING CHILDREN FOR KINDERGARTEN

CSNT, Inc. Head Start engages in the following efforts to prepare children for public school:

- Provide a variety of learning styles and skill levels for school readiness
- Provide opportunities for children to be independent and self-directed
- Provide 'hands-on' activities
- Establish healthy eating habits and proper lunchroom procedures
- Provide orientation to Kindergarten Campus (when applicable)
- Track and analyze data on each child's development using state-adopted, research-based assessments
- Allow children to make a smooth transition into kindergarten
- Coordinate with school districts and receiving programs for records needed
- Initiate communication between Head Start and receiving program staff
- Initiate joint training with Head Start teachers and receiving program staff
- Provide parent-teacher communication for children making transition
- Comply with new Head Start Program Performance Standards

EFFORTS IN BUILDING SCHOOL READINESS

CSNT, Inc. Head Start engages in the following efforts to prepare children for public school:

- Participation in the Texas Kindergarten Readiness System
- Implementation of the Texas Pre-K Guidelines and the Head Start Framework
- Implementation of a state-adopted, developmentally appropriate, research-based curriculum
- At least 15 hours of classroom-focused professional development annually for teachers
- Implementation of the Classroom Assessment Scoring System
- Implementation of Campus School Readiness Teams
- Monitoring of school readiness goals
- Partnerships with local education agencies
- Assessment systems that track data on a student's progress on a continuum
- Creation of student progress reports based on data

2017 / 2018 SCHOOL READINESS GOALS

Social & Emotional Development	Children will use basic problem-solving skills to resolve conflicts with other children.
Perceptual, Motor, and Physical Development	Children will demonstrate effective and efficient use of large and small muscles.
Approaches to Learning	Children will demonstrate initiative and independence.
Language and Literacy	Children will comprehend language and vocabulary.
	Children will name letters of the alphabet and produce correct sounds associated with letters.
Cognitive Mathematics Development	Children will recognize the number of objects in a small set.
Parent Involvement Goals	Families will exercise together to improve health and use this time to improve quality family time.

Student Achievement /Progress in School Readiness 2016/2017				
	% Proficient at end of school year in each area			
	4-yr-old	3-yr-old	Disability	Dual Language
Rapid Letter Naming	50%	30%	35%	37%
Rapid Vocabulary	50%	38%	42%	33%
Phonological Awareness	76%	69%	62%	64%
Mathematics	71%	61%	64%	59%
Social-Emotional	91%	85%	85%	87%
Science	88%	82%	82%	83%
Social Studies	84%	80%	76%	76%
Approaches to Learning	88%	82%	82%	85%
Perceptual Motor/Physical	95%	91%	92%	91%

MORE CSNT INFORMATION

Number of persons receiving salary more than \$50,000: Three

Federal minimum wage	\$ 7.25 per hour
Agency internal minimum wage	\$ 7.50 per hour
Head Start internal minimum wage	\$ 9.00 per hour
Agency-wide average hourly wage	\$12.64 per hour

Community Service Division

Clients served: (numbers reported for full year 2015)

Home delivered meals	192,135
CSBG—Family Assistance/Case Management	3,922
Energy Assistance	6,241
Salvation Army	135
Food Banks	876

CSNT, Inc. is an equal opportunity employer.

For an employment application, visit our website: www.csntexas.org



Our mantra:

We do things the right way, the first time.

Our rule:

The Grandmother Rule: It doesn't matter who is right, it only matters what is right.

Our four gospels:

1. It must be legal.
2. It must be according to the regulations.
3. It must be good for the program and the families and children we serve.
4. It must be good for our employees.