

ANNUAL REPORT

For audited information as of 9-30-2017



Community Services of Northeast Texas, Inc.



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 hour 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



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, B.A.

Finance Director

Charlotte Hall, B.B.A, SHRM-CP

Human Resources Director

Sheryl Alden

Director of Client Services

Tommy Hooper

Service Department Manager

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 '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.

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	

Community Services of Northeast Texas, Inc. currently employs 137 employees. The total payroll for fiscal year ending September 30, 2017 was \$3.5 million.

CSNT, Inc. currently operates in 25 locations in a twelve county area. Nine of the locations operate the Head Start program. There is one location operating the nutrition program. Other programs are operated throughout the service area, which extends to two additional counties for the nutrition program.

FINANCIAL DATA

Audited figures - Sept 30, 2017

Revenue

Federal Awards

Head Start	\$	3,694,229
Community Services Block Grant		506,636
Comprehensive Energy Assistance Program		2,214,492

Fee-for-service contracts

Adult Nutrition		204,302
USDA-CACFP		135,302

Private Funds

Salvation Army		3,145
Targeting Local Communities		1,122
Other cash donations		113,190
In-kind donations		1,282,651
Upshur Rural Power Company		4,819

Total revenue all categories \$ **8,159,887**

Community Services of Northeast Texas, Inc. is a 501(c)3 charity, and as such retains no earnings from Federal awards, and all revenues are expended according to federal, state, and local regulations.

Expenditures

	Head Start	CSBG	CEAP	All others	Org. Total
Personnel	2,403,243	277,722	212,434	61,873	2,955,272
Fringe Benefits	591,659	58,505	40,183	29,333	719,680
Travel	11,882	25,144	1,113	3,287	41,426
Equipment ¹	27,500	645	3,648	19,917	51,709
Supplies ²	117,196	28,876	37,878	7,349	191,299
Contractual services ³					
Other (rent, utilities, operating expenses) ⁴	2,118,059	115,744	1,919,236	109,426	4,179,224
Direct assistance services to, or on behalf of clients			15,202	1,914,932	1,930,134
					10,068,744

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 BUDGETS

Head Start

Personnel	\$	2,474,981
Fringe Benefits		618,745
Travel (4120)		12,150
Equipment		51,751
Supplies		143,037
Contractual		18,005
Facilities / Construction		0
Other (4120)		33,488
Other (4122)		511,135
<i>Total</i>	\$	<u>3,863,292</u>

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

Salaries	\$	47,778
Fringe Benefits		16,506
Travel		0
Raw Food		76,273
Supplies		609
Equipment		1,192
Vehicle Costs		21,738
Other		14,964
<i>Total</i>		<u>\$179,062</u>

Community Services Block Grant

Personnel	\$	248,852
Fringe Benefits		54,958
Travel		21,005
Equipment		9,384
Supplies		22,778
Contractual		3,718
Other		69,028
Indirect Costs		0
<i>Total</i>	\$	<u>429,724</u>

Comprehensive Energy Assistance Program

Administration	\$	149,110
Household Crisis		830,219
Utility Assistance		830,219
Program Services		254,494
Travel		1,200
<i>Total</i>	\$	<u>2,065,242</u>

HEAD START SERVICE DATA

Total number of children to be served based on Head Start funding	516
Average number of children served daily	529
Average monthly enrollment (as a percentage of funded enrollment)	95%
Percentage of eligible children served	81%

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 Accountants
1815 S. Santa Fe
P.O. Box 779
Chanute, Kansas 66720
620-431-6342

HEAD START MEDICAL AND DENTAL SERVICE INFORMATION

Percentage of enrolled children up-to-date on schedule of age appropriate preventive and primary health care	79%
Percentage of enrolled children receiving dental exams	98%
Percentage of enrolled children with up-to-date immunizations	97%
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*
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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

2018/2019 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 develop strong receptive and expressive language skills.
	Children will name letters of the alphabet and produce correct sounds associated with letters.
Cognitive Mathematics Development	Children will name numbers and sequence count.
Parent Involvement Goals	Families will work with child/children to complete weekly home activities.

Student Achievement/Progress in School Readiness 2017/2018

% Proficient at end of school year in each area - Frog Street Assessment				
	4-yr-old	3-yr-old	Disability	Dual Language
Language and Literacy	81%	70%	68%	NA
Mathematics	87%	78%	81%	NA
Social-Emotional	53%	48%	53%	NA
Science	83%	88%	79%	NA
Social Studies	90%	88%	83%	NA
Approaches to Learning	86%	90%	81%	NA
Perceptual Motor/Physical	98%	97%	96%	NA
% Proficient at end of school year in each area - CIRCLE Assessment				
	4-yr-old	3-yr-old	Disability	Dual Language
Rapid Letter Naming	49%	25%	37%	46%
Rapid Vocabulary	48%	34%	39%	36%

Phonological Awareness	76%	58%	62%	69%
Mathematics	74%	58%	63%	64%
Social-Emotional	89%	76%	79%	92%
Science	88%	76%	81%	80%
Social Studies	87%	74%	76%	78%
Approaches to Learning	85%	75%	75%	92%
Perceptual Motor/Physical	95%	84%	87%	97%

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

3

Federal minimum wage

\$ 7.25 per hour

Agency internal minimum wage

\$7.50 per hour

Head Start internal minimum wage

\$9.00 per hour

Community Service Division

Clients Served 2017

Home delivered meals

43,785

CSBG

5,364

Energy Assistance

8,208

Salvation Army

127

Food Banks

570

CSNT, Inc. is an equal opportunity employer.

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



People Helping People

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.