

# ANNUAL REPORT

For audited information as of 9-30-2019



***Community Services of Northeast Texas, Inc.***







# MISSION

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

# **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



## COMMUNITY ACTION CODE OF ETHICS

*We, as Community Action Professionals, dedicate ourselves to eliminating poverty in the midst of plenty in this nation by opening to everyone the opportunity for education and training; the opportunity for work; and the opportunity to live in decency and dignity; and with respect for cultural diversity, commit ourselves to:*

- ☞ Recognize that the chief function of the Community Action movement at all times is to serve the best interests of the poor, thereby serving the best interests of all people.
- ☞ Accept as a personal duty the responsibility to keep up to date on emerging issues and to conduct ourselves with professional competence, fairness, impartiality, efficiency, and effectiveness.
- ☞ Respect the structure and responsibilities of the board of directors, provide them with facts and advice as a basis for their making policy decisions, and uphold and implement policies adopted by the board of directors.
- ☞ Keep the community informed about issues affecting the poor; facilitate communication by the poor with locally elected public officials and the private sector.
- ☞ Conduct our organizational and operational duties with positive leadership exemplified by open communication, creativity, dedication, and compassion.
- ☞ Exercise whatever discretionary authority we have under the law to promote the interests of the poor.
- ☞ Lead the Community Action movement with respect, concern, courtesy, and responsiveness, recognizing that service to the poor is beyond service to oneself.
- ☞ Demonstrate the highest standards of personal integrity, truthfulness, honesty, and fortitude in all our Community Action activities in order to inspire confidence and trust in the Community Action movement.
- ☞ Serve in such a way that we do not realize undue personal gain from the performance of our professional duties.
- ☞ Avoid any interest or activity that is in conflict with the conduct of official duties.
- ☞ Respect and protect privileged information to which we have access in the course of official duties.
- ☞ Strive for professional excellence and encourage the professional development of our associates, including those seeking to become certified Community Action professionals.



# The 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.

## **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.

## **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.



# Our Core Values

*A great team needs good pitchers and good catchers*

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



## There are two types of values recognized by CSNT:

- Pitcher Values
- Catcher Values



### **PITCHER VALUES**

Pitcher Values are those which we ‘throw’ out each day with our forward actions. It might be difficult for someone to see us exemplifying these values without our outward actions.



### **CATCHER VALUES**

Catcher Values are those which are more visible by others simply by watching us do what we do each day. They are the things that people ‘catch’ us doing in our daily routine.

## 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

### Comprehensive Energy Assistance Program

*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

### Organizational Payee Services

*Operated in twelve+ counties*

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

### Salvation Army

*Operated in four counties*

Camp    Cass    Hopkins    Marion    Morris

### Tenant Based Rental Assistance

*Operated in twelve counties*

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

### Targeting Local Communities

*Operated in twelve counties*

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

### Veterans Services Now

*Operated in twelve counties*

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

### 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	

# PROFESSIONALISM



Core Values  
PITCHER Value # 1



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

Community Services of Northeast Texas, Inc. currently employs 122 employees. The total payroll for fiscal year ending September 30, 2019 was \$3.8 million.

CSNT, Inc. currently operates in 21 locations in a twelve county area. Eight of the locations operate the Head Start program. CSNT also has the ability to provide certain services in additional counties.

## Revenue

### Federal Awards

Head Start	\$	<b>3,912,188</b>
Community Services Block Grant		<b>375,074</b>
Comprehensive Energy Assistance Program		<b>2,195,817</b>
Tenant Based Rental Assistance Program		<b>67,711</b>

### Fee-for-service contracts

Veterans Services Now		<b>208,739</b>
USDA-CACFP		<b>141,959</b>

### Private & State Funds

Salvation Army		<b>413</b>
Targeting Local Communities		<b>803</b>
Other cash donations		<b>57,635</b>
In-kind donations		<b>1,223,559</b>
Upshur Rural Power Company		<b>7,935</b>

<b>Total revenue all categories</b>	<b>\$</b>	<b>8,191,833</b>
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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	2,484,524	185,052	290,012	67,152	3,026,741
Fringe Benefits	622,487	42,148	51,856	35,756	752,247
Travel	10,382	16,337	2,976	811	30,506
Equipment <sup>1</sup>	139,730	3,472	4,123	233	147,559
Supplies <sup>2</sup>	172,326	10,570	2,863	396	186,155
Contractual services <sup>3</sup>					
Other (rent, utilities, operating expenses) <sup>4</sup>	2,038,915	105,908	102,676	164,477	2,411,976
Direct assistance services to, or on behalf of clients		11,587	1,741,310		1,741,310
					<b>8,296,492</b>

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

<sup>2</sup> Supplies in 'all others' includes all consumable and food costs for the nutrition programs

<sup>3</sup> This line item is for contracted services outside the normal scope of program operation

<sup>4</sup> 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.

# INTEGRITY



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

Core Values  
PITCHER Value # 2



**4%**

Increase in the number of  
staff positions from previous  
annual report

Number of  
CSNT  
Employees

**122**

**610**

Number of  
US Veterans  
served



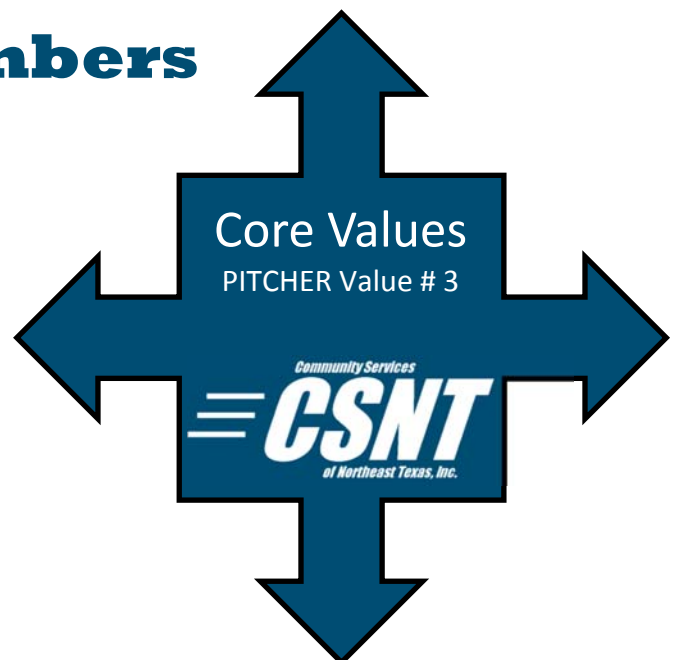
All numbers in this annual report  
as audited for September 30, 2019  
except for subsequent figures and  
budgets, which are current program  
reportable figures or estimates  
based on model projections.



**T E A M W O R K**



**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.**





**PROPOSED BUDGETS**

<b>Head Start</b>		<b>Early Head Start</b>	
Personnel	\$ 2,179,881	Personnel	\$ 238,643
Fringe Benefits	544,970	Fringe Benefit:	59,661
Travel (4120)	10,000	Travel (4120)	2,190
Equipment	91,000	Equipment	6,000
Supplies	173,427	Supplies	28,489
Contractual	227,370	Contractual	0
Facilities / Construction	0	Facilities / Cor	0
Other (4120)	29,500	Other (4120)	2,110
Other (4122)	479,862	Other (4122)	72,722
<i>Total</i>	<b>\$ 3,736,010</b>	<i>Total</i>	<b>\$ 409,815</b>

<b>Community Services Block Grant</b>	
Personnel	\$ 266,909
Fringe Benefits	54,395
Travel	9,610
Equipment	4,051
Supplies	7,764
Contractual	3,956
Other	80,323
Indirect Costs	0
<i>Total</i>	<b>\$ 427,008</b>

<b>Comprehensive Energy Assistance Program</b>	
Administration	\$ 200,769
Household Crisis	1,118,025
Utility Assistance	1,118,026
Program Services	342,718
Travel	1,200
<i>Total</i>	<b>\$ 2,780,738</b>

**HEAD START SERVICE DATA**

Total number of children to be served based on Head Start funding	516
Average number of children served daily	525
Average monthly enrollment (as a percentage of funded enrollment)	93%
Percentage of eligible children served	91%

**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 45 CFR Part 75 & 45 CFR Part 200	NONE
Auditee qualified as a low-risk auditee	NO
Financial findings and questioned costs	NONE

# Character

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

Core Values

PITCHER Value # 4

Community Services  
**CSNT**  
of Northeast Texas, Inc.



Auditor:

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

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## **HEAD START MEDICAL AND DENTAL SERVICE INFORMATION**

Percentage of enrolled children up-to-date on schedule of age appropriate preventive and primary health care	51%
Percentage of enrolled children receiving dental exams	63%
Percentage of enrolled children with up-to-date immunizations	95%
Percentage of enrolled children with an IEP	10%

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## **PARENT ENGAGEMENT ACTIVITIES**

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

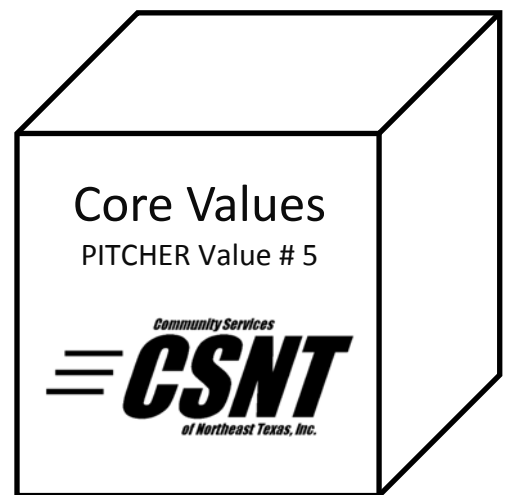
- Parent Committee meetings
  - Parent Trainings and Activities
  - Monthly Policy Council meetings
  - Volunteering in classrooms
  - Budget management training
  - Job search and counseling from local colleges
  - Local college and universities financial aid training
  - Cooperation with TOYS FOR TOTS Program
  - Implementation of the FRED (Families Reading Every Day) program
  - Implementation of Walk Across Texas - Parents walking with their children
  - Participation in SHOP WITH A COP Program
- 

## **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
-

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



**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 Early Learning Outcomes 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

**2019/2020 SCHOOL READINESS GOALS \***

Area Assessed	Goal	Progress
<b>Social &amp; Emotional Development</b>	Children will demonstrate an increasing ability to manage their own emotions and behaviors.	63%
<b>Perceptual, Motor, and Physical Development</b>	Children will demonstrate control of large and small muscles for movement, coordination and balance.	89%
<b>Approaches to Learning</b>	Children will demonstrate a positive approach to learning.	80%
<b>Language and Literacy</b>	Children will develop strong receptive and expressive language skills.	66%
	Children will learn and demonstrate alphabet knowledge.	42%
<b>Cognitive Mathematics Development</b>	Children will learn and begin to use Math Concepts.	69%
<b>Parent Involvement Goals</b>	Families will work with child/children to complete weekly home activities.	89%

*\*Due to COVID-19 Pandemic, the Spring Assessment Data was not completed. The percentages listed above are based on Fall/Winter Data.*

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

CSNT, Inc. is an equal opportunity employer.

For an employment application, visit our website: [www.csntexas.org](http://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.



I am guided by the highest ethical standards and the Agency's mantra,

“We do things the right way, the first time.”

Core Values  
PITCHER Value # 6



**Student Achievement/Progress in School Readiness 2019/2020\***

% Proficient at end of school year in each area - Frog Street Assessment				
	3-yr-old	4-yr-old	Disability	Dual Language
Vocabulary	83%	87%	73%	59%
Letter Naming	39%	68%	13%	20%
Phonological Awareness	54%	65%	18%	41%
Mathematics	61%	80%	45%	54%
Physical Development	94%	95%	95%	94%
Approaches to Learning	89%	88%	88%	97%
Social-Emotional	47%	56%	40%	56%
Social Studies	81%	88%	50%	73%
Science	82%	79%	38%	81%

% Proficient at end of school year in each area - CIRCLE Assessment				
	4-yr-old	3-yr-old	Disability	Dual Language
Approaches to Learning	76%	70%	68%	69%
Perceptual Motor & Physical	85%	82%	82%	84%
Social Studies	81%	70%	69%	74%
Rapid Letter Naming	37%	18%	28%	37%
Rapid Vocabulary	44%	33%	34%	33%
Phonological Awareness	67%	51%	55%	64%
Mathematics	75%	58%	67%	74%
Social-Emotional	78%	70%	71%	75%
Science	82%	72%	70%	78%

\*Due to COVID-19 Pandemic, the Spring Assessment Data was not completed. The percentages listed above are based on Fall/Winter Data.



# RESPECT

I understand respect  
is an essential part of  
professional relationships.

**I get respect when  
I give respect.**





# COMPASSION



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

Core Values  
CATCHER Value # 1



**965**

**Number of free rides  
given by our  
VETERAN'S TAXI**



**\$5,468,364**

**Total dollars spent by  
the Head Start program**

**8,716**

**The number of households  
who received help  
to reduce their energy burden**

# accountability

Core Values  
CATCHER Value # 2



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



# GETTING OUT OF POVERTY

Getting out of poverty is not easy. We define that movement as being eligible for Community Services Block Grant assistance, and then through the efforts of both the family and Community Services of Northeast Texas, becoming ineligible for a period of ninety days. This means the household income is now above 125% of the Federal Poverty Guidelines for a period of three months.

In Texas, Governor Abbot has mandated that we must transition a certain number of individuals out of poverty each year. Additionally, we should spend no more than \$25,000 per individual in doing so. Of course, that money doesn't go to clients, rather it pays for overhead, salaries, and fringe benefits for staff who help each individual out of poverty. For this period, Community Services of Northeast Texas transitioned twenty-three individuals out of poverty at a total cost of just over \$18,000 per individual. Thus getting six more individuals out of poverty than the state mandate. Each year, we try to do more.

Some people may think that is a very low number given all the families we work with. Sometimes we have to redefine our success. Some major league baseball players come to bat hundreds of times in a season, but never hit very many home runs.

We will take our 23 home runs as a major victory.

# TRANSPARENCY

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



Core Values  
CATCHER Value # 3



**Number of times CSNT helped with nutrition by delivering free food**

**20,848**

**0**

**Number of audit findings or issues**

**50**

**Number of students successfully completing the Certified Nurse's Assistant program through our partnership with Panola College**

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.

Core Values  
CATCHER Value # 4



COURTESY

# HUMILITY



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

Core Values  
CATCHER Value # 5





# EMPATHY

**I seek to understand.**



Core Values  
CATCHER Value # 6



**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.





Do you know someone who needs assistance?  
Maybe you know someone who is elderly or  
has lost their job. Tell them about us.

Visit our website [www.csntexas.org](http://www.csntexas.org)  
or our application page [www.csnthelp.org](http://www.csnthelp.org)  
or get an application mailed to you by calling  
903-474-8811

Would you like to sit on our Board of Directors?  
We have openings for those who want to represent  
low-income Texans. If you live in one of our service  
counties and would like to help CSNT blaze a path  
into the future, let us know by calling 903-756-5596 x 201  
You must be able to meet in Linden, Texas at noon  
every fourth Tuesday of the month except  
November (no meeting) and December (annual meeting).