ANNUAL REPORT 2020

For audited information as of 9-30-2020

Community Services of Northeast Texas, Inc.
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.
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

PITCHER
Professionalism
Integrity
Teamwork
Character
Honesty
Ethics
Respect

Compassion
Accountability
Transparency
Courtey
Humility
Empathy
Reliability

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

Core Values
PITCHER Value # 2
SERVICES AVAILABLE FOR VETERANS:

- Utility Assistance
- Rent Assistance
- Mortgage Assistance
- Job Readiness Training
- Case Management
- Dental Assistance
- Auto Fuel Assistance
- Veteran’s Free Taxi

903-756-5596
Extension 208

Community Services of Northeast Texas, Inc.
Vet Services Now
To apply for services, call 903-756-5596 or visit www.vetservicesnow.org

This program is supported by a grant from the Texas Veterans Commission Fund for Veterans’ Assistance. The Fund for Veterans’ Assistance provides grants to organizations serving veterans and their families.
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.
$79,884
Amount of funds managed by CSNT for SSA beneficiaries

$2,879,517
Dollars spent to keep utilities on for families in need in Northeast Texas

1308
Number of persons volunteering their time to CSNT activities
I am a person of moral distinction and I always take the highest position possible in matters of character.
965
Number of free rides
given by our
VETERAN’S TAXI

$4,899,155
Total dollars spent by
the Head Start program

3,989
The number of households
who received help
to reduce their energy burden
I understand the value of truth and accept it as the only option in my daily activities.
Behind on rent?

EVICTION
NOTICE

Let us help!

Call us at 903-474-8811 for information
or go online to www.csnthelp.org to get an application.

Hurry, we only have enough funds to serve
6% of the eligible customers.

If you are over 60, disabled, or have a child under 6, you should
CALL NOW! We can help you if you qualify.

Community Services
of Northeast Texas, Inc.

Funds are available for your county now. You must qualify
to receive assistance. Subject to qualification and availability
of funds. Households under 200% of the Federal Poverty
Guidelines will most likely qualify.
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.

Core Values
PITCHER Value # 7

Community Services
CSNT
At Northeast Texas, Inc.
Programs operated and counties served:

Head Start
Operated in four counties
Bowie Camp Cass Marion

Children/Adult Care Food Program
Operated in four counties
Bowie Camp Cass Marion

Community Services Block Grant
Operated in twelve counties
Bowie Camp Cass Delta Franklin Hopkins Lamar Marion Morris Raines Red River Titus

Comprehensive Energy Assistance Program
Operated in twelve counties
Bowie Camp Cass Delta Franklin Hopkins Lamar Marion Morris Morris Raines 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 Morris Raines Red River Titus

Salvation Army
Operated in four counties
Camp Cass Hopkins Marion Monts

Tenant Based Rental Assistance
Operated in twelve counties
Bowie Camp Cass Delta Franklin Hopkins Lamar Marion Morris Raines Red River Titus

Targeting Local Communities
Operated in twelve counties
Bowie Camp Cass Delta Franklin Hopkins Lamar Marion Morris Morris Raines Red River Titus

Veterans Services Now
Operated in twelve counties
Bowie Camp Cass Delta Franklin Hopkins Lamar Marion Morris Morris Raines Red River Titus

Offices, occupied buildings, and locations of operation in the following cities:
Atlanta Hughes Springs
Bloomberg Linden
Naples New Boston
Dalingerfield Texarkana
Pittsburg Jefferson
Mt Pleasant Sulphur Springs

Some of our programs reach into additional counties, including:
Harrison Smith
Gregg Upshur
Rusk Wood
Panola

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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 five individuals out of poverty at a total cost of just over $24,000 per individual, thus missing the state mandate by 11 individuals. The pandemic hurt this number greatly. 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 5 home runs as a major victory.
Community Services of Northeast Texas, Inc. currently employs 118 employees. The total payroll for fiscal year ending September 30, 2020 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. (See Counties)

Revenue

Federal Awards

Head Start $4,165,936
Community Services Block Grant 610,591
Community Services Block Grant - CARES 102,006
Comprehensive Energy Assistance Program 2,582,972
Comprehensive Energy Assistance Program - CARES 35,756
Tenant Based Rental Assistance Program 108,021
SS Administration 10,381

Fee-for-service contracts
Veterans Services Now 242,543
USDA-CACFP 100,973

Private & State Funds
Salvation Army 4,475
Targeting Local Communities 24,744
Other cash donations 82,020
In-kind donations 1,255,251
Youth Empowerment Program 50,000
Upshur Rural Power Company 8,193

Total revenue all categories $9,383,862

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


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.
PROPOSED BUDGETS

<table>
<thead>
<tr>
<th>Head Start</th>
<th>Early Head Start</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Personnel</td>
<td>$2,341,706</td>
<td></td>
</tr>
<tr>
<td>Fringe Benefits</td>
<td>$585,427</td>
<td></td>
</tr>
<tr>
<td>Travel (4120)</td>
<td>$10,000</td>
<td></td>
</tr>
<tr>
<td>Equipment</td>
<td>$35,000</td>
<td></td>
</tr>
<tr>
<td>Supplies</td>
<td>$177,881</td>
<td></td>
</tr>
<tr>
<td>Contractual</td>
<td>$276,650</td>
<td></td>
</tr>
<tr>
<td>Facilities / Construction</td>
<td>$0</td>
<td></td>
</tr>
<tr>
<td>Other (4120)</td>
<td>$25,750</td>
<td></td>
</tr>
<tr>
<td>Other (4122)</td>
<td>$502,842</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>$3,999,255</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Community Services Block Grant</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Personnel</td>
<td>$213,415</td>
</tr>
<tr>
<td>Fringe Benefits</td>
<td>$5,125</td>
</tr>
<tr>
<td>Travel</td>
<td>$6,091</td>
</tr>
<tr>
<td>Equipment</td>
<td>$18,515</td>
</tr>
<tr>
<td>Supplies</td>
<td>$12,516</td>
</tr>
<tr>
<td>Contractual</td>
<td>$124,964</td>
</tr>
<tr>
<td>Other</td>
<td>$0</td>
</tr>
<tr>
<td>Indirect Costs</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>$431,143</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Comprehensive Energy Assistance Program</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration</td>
<td>$200,769</td>
</tr>
<tr>
<td>Household Crisis</td>
<td>$1,118,028</td>
</tr>
<tr>
<td>Utility Assistance</td>
<td>$1,118,028</td>
</tr>
<tr>
<td>Program Services</td>
<td>$342,718</td>
</tr>
<tr>
<td>Travel</td>
<td>$1,200</td>
</tr>
<tr>
<td>Total</td>
<td>$2,780,738</td>
</tr>
</tbody>
</table>

CSBG - CARES

| Personnel                     | $37,482 |
| Fringe Benefits               | $2,190  |
| Travel (4120)                 | $17,200 |
| Equipment                     | $0      |
| Supplies                      | $0      |
| Contractual                   | $2,867  |
| Facilities / Corp             | $0      |
| Other (4120)                  | $26,926 |
| Other (4122)                  | $236,652 |
| Total                         | $89,767 |

CEAP - CARES

| Administration                | $96,815 |
| Household Crisis              | $119,423 |
| Utility Assistance            | $261,370 |
| Program Services              | $0      |
| Travel                        | $1,682,582 |
| Total                         | $96,815 |

HEAD START SERVICE DATA

Total number of children to be served based on Head Start funding: 481
Average number of children served daily: 442
Average monthly enrollment (as a percentage of funded enrollment): 91%
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 45 CFR Part 75 & 45 CFR Part 200: NONE
Auditee qualified as a low-risk auditee: NO
Financial findings and questioned costs: NONE
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 88%
Percentage of enrolled children with up-to-date immunizations 85%
Percentage of enrolled children with an IEP 11%

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
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

2020/2021 SCHOOL READINESS GOALS

<table>
<thead>
<tr>
<th>Area Assessed</th>
<th>Goal</th>
<th>Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social &amp; Emotional Development</td>
<td>Children will demonstrate an increasing ability to manage their own emotions and behaviors.</td>
<td>79%</td>
</tr>
<tr>
<td>Perceptual, Motor, and Physical Development</td>
<td>Children will demonstrate control of large and small muscles for movement, coordination and balance.</td>
<td>89%</td>
</tr>
<tr>
<td>Approaches to Learning</td>
<td>Children will demonstrate a positive approach to learning.</td>
<td>81%</td>
</tr>
<tr>
<td>Language and Literacy</td>
<td>Children will develop strong receptive and expressive language skills.</td>
<td>64%</td>
</tr>
<tr>
<td></td>
<td>Children will learn and demonstrate alphabet knowledge.</td>
<td>64%</td>
</tr>
<tr>
<td>Cognitive Mathematics Development</td>
<td>Children will learn and begin to use Math Concepts.</td>
<td>76%</td>
</tr>
<tr>
<td>Parent Involvement Goals</td>
<td>Families will work with child/children to complete weekly home activities.</td>
<td>54%</td>
</tr>
</tbody>
</table>

Number of persons receiving salary more than $50,000: 4

Federal minimum wage: $7.25 per hour
Agency internal minimum wage: $9.00 per hour
Head Start internal minimum wage (except substitutes): $9.00 per hour

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.
### Student Achievement/Progress in School Readiness 2020/2021

<table>
<thead>
<tr>
<th>Approaches to Learning</th>
<th>4-yr-old</th>
<th>3-yr-old</th>
<th>Disability</th>
<th>Dual Language</th>
</tr>
</thead>
<tbody>
<tr>
<td>Perceptual Motor &amp; Physical</td>
<td>88%</td>
<td>73%</td>
<td>73%</td>
<td>72%</td>
</tr>
<tr>
<td>Social Studies</td>
<td>91%</td>
<td>86%</td>
<td>80%</td>
<td>84%</td>
</tr>
<tr>
<td>Rapid Letter Naming</td>
<td>84%</td>
<td>73%</td>
<td>75%</td>
<td>77%</td>
</tr>
<tr>
<td>Rapid Vocabulary</td>
<td>48%</td>
<td>29%</td>
<td>47%</td>
<td>36%</td>
</tr>
<tr>
<td>Phonological Awareness</td>
<td>48%</td>
<td>33%</td>
<td>37%</td>
<td>30%</td>
</tr>
<tr>
<td>Mathematics</td>
<td>76%</td>
<td>61%</td>
<td>57%</td>
<td>64%</td>
</tr>
<tr>
<td>Social-Emotional</td>
<td>84%</td>
<td>67%</td>
<td>70%</td>
<td>72%</td>
</tr>
<tr>
<td>Science</td>
<td>86%</td>
<td>72%</td>
<td>69%</td>
<td>79%</td>
</tr>
<tr>
<td></td>
<td>89%</td>
<td>75%</td>
<td>78%</td>
<td>83%</td>
</tr>
</tbody>
</table>
I will embrace the human condition, acknowledge when only kind efforts will suffice, and lead by example.
I know that all my actions will be viewed by others, and as such, I am committed to excellence and accuracy.
Community Services of Northeast Texas, Inc.

Payee Services

Why do we offer a Payee Service?
A representative payee receives and manages Social Security and SSI benefit payments for someone who has difficulty with money management. The main responsibility of the representative payee is to use the funds to pay for the beneficiary's current needs and to maintain accurate records for the beneficiary and others as required.

What We Do
- Individualized help with budgeting and money management
- Regular and reliable distribution of funds based upon the individual’s budget
- Prompt bill paying services and other administrative tasks
- Professional record keeping
- Printing of expense checks once weekly
- Access to a variety of services
- Assessing finances and future planning
- Prioritizing housing, food, utilities, and medical
- Managing laundry, clothing, recreation costs
- Managing personal spending, transportation
- Free notary services available

How it Works
On deposit day, we pay the rent and recurring monthly bills. Other bills are paid as we receive them. We have the bills sent directly to us. Checks are distributed based on the budget we have created together with the beneficiary. If you know someone who needs a payee, call us today.

903-756-5596
TRANSPARENCY

I believe my actions and the actions of my team are pure, and will withstand public scrutiny.
-1% Increase in the number of staff positions from previous annual report

145 Number of US Veterans served

Number of CSNT Employees 118

All numbers in this annual report as audited for September 30, 2020 except for subsequent figures and budgets, which are current program reportable figures or estimates based on model projections.
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.
Number of times CSNT helped with nutrition by delivering free food

1,040

Number of audit findings or issues

0

Number of households receiving assistance from the Tenant Based Rental Assistance program

37
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.
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 or our application page www.csnthelp.org or get an application mailed to you by calling 903-474-8811

We are part of the National Community Action Partnership (NCAP) which provides support to over 1000 agencies who cover more than 99 percent of the counties in the United States.