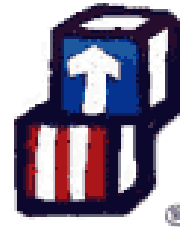


# ANNUAL REPORT

For audited information as of 9-30-2018





# **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>



**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.

# 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.

# INTEGRITY



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

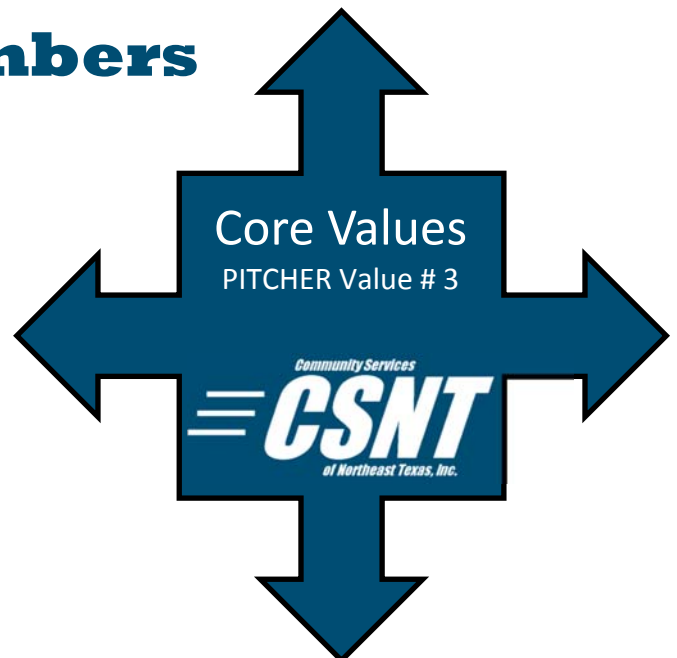
Core Values  
PITCHER Value # 2



**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.**



# Character

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

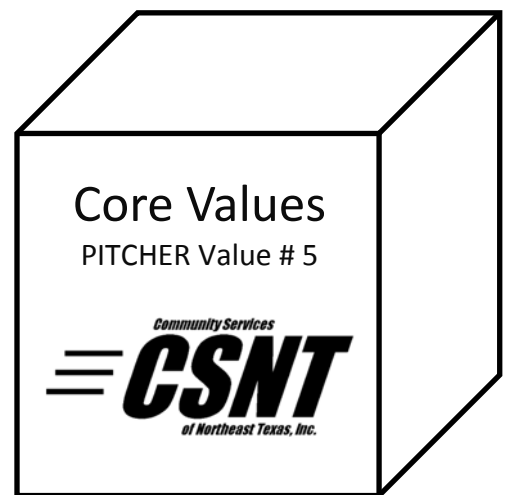
Core Values

PITCHER Value # 4

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



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





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



**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**  
of Northeast Texas, Inc.



# 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

## Head Start

*Operated in four counties*

Bowie    Camp    Cass    Morris

## 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 (TLC)

*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

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**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	

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Community Services of Northeast Texas, Inc. currently employs 130 employees. The total payroll for fiscal year ending September 30, 2018 was \$3.5 million.

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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.

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**Revenue****Federal Awards**

Head Start	\$	3,702,381
Community Services Block Grant		610,270
Comprehensive Energy Assistance Program		2,414,260
Tenant Based Rental Assistance Program		16,439

**Fee-for-service contracts**

Veterans Services Now		16,329
USDA-CACFP		135,985

**Private & State Funds**

Agrilife		199
Salvation Army		420
Targeting Local Communities		593
Other cash donations		56,705
In-kind donations		2,337,479
Upshur Rural Power Company		14,580

<b>Total revenue all categories</b>	\$	<b>9,305,639</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	2,413,629	337,890	179,638	7,811	2,938,969
Fringe Benefits	637,129	84,644	35,946	3,223	760,942
Travel	14,754	11,277	870	2,533	29,435
Equipment <sup>1</sup>	61,272	10,589	2,573	44,124	118,558
Supplies <sup>2</sup>	125,581	17,556	2,617	3,624	149,379
Contractual services <sup>3</sup>					
Other (rent, utilities, operating expenses) <sup>4</sup>	2,026,915	136,137	272,013	109,426	3,943,687
Direct assistance services to, or on behalf of clients		16,025	2,267,761		2,283,786
					10,224,755

<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.

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	\$	2,435,173
Fringe Benefits		608,793
Travel (4120)		12,150
Equipment		56,000
Supplies		250,110
Contractual		18,330
Facilities / Construction		0
Other (4120)		32,724
Other (4122)		517,584
<i>Total</i>	\$	3,930,864

### Community Services Block Grant

Personnel	\$	269,836
Fringe Benefits		54,991
Travel		9,715
Equipment		4,095
Supplies		7,850
Contractual		4,000
Other		81,205
Indirect Costs		0
<i>Total</i>	\$	431,692

### Comprehensive Energy Assistance Program

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

## HEAD START SERVICE DATA

Total number of children to be served based on Head Start funding	516
Average number of children served daily	520
Average monthly enrollment (as a percentage of funded enrollment)	94%
Percentage of eligible children served	91%

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## 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

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	61%
Percentage of enrolled children receiving dental exams	83%
Percentage of enrolled children with up-to-date immunizations	94%
Percentage of enrolled children with an IEP	9%

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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 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 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

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## **2018/2019 SCHOOL READINESS GOALS**

<b>Area Assessed</b>	<b>Goal</b>	<b>Progress</b>
<b>Social &amp; Emotional Development</b>	Children will use basic problem-solving skills to resolve conflicts with other children.	68%
<b>Perceptual, Motor, and Physical Development</b>	Children will demonstrate effective and efficient use of large and small muscles.	94%
<b>Approaches to Learning</b>	Children will demonstrate initiative and independence.	87%
<b>Language and Literacy</b>	Children will develop strong receptive and expressive language skills.	79%
	Children will name letters of the alphabet and produce correct sounds associated with letters.	47%
<b>Cognitive Mathematics Development</b>	Children will name numbers and sequence count.	78%
<b>Parent Involvement Goals</b>	Families will work with child/children to complete weekly home activities.	96%

**Student Achievement/Progress in School Readiness 2018/2019**

% Proficient at end of school year in each area - Frog Street Assessment				
	4-yr-old	3-yr-old	Disability	Dual Language
Vocabulary	95%	90%	94%	91%
Letter Naming	77%	53%	54%	63%
Phonological Awareness	79%	60%	64%	65%
Mathematics	89%	72%	74%	84%
Physical Development	99%	97%	100%	95%
Approaches to Learning	95%	90%	98%	98%
Social-Emotional	58%	49%	48%	68%
Social Studies	98%	81%	87%	98%
Science	91%	90%	88%	80%

% Proficient at end of school year in each area - CIRCLE Assessment				
	4-yr-old	3-yr-old	Disability	Dual Language
Approaches to Learning	85%	76%	76%	85%
Perceptual Motor & Physical	92%	84%	86%	91%
Social Studies	83%	78%	73%	83%
Rapid Letter Naming	84%	26%	39%	51%
Rapid Vocabulary	50%	36%	40%	41%
Phonological Awareness	81%	64%	68%	75%
Mathematics	84%	66%	69%	80%
Social-Emotional	85%	78%	78%	88%
Science	88%	77%	82%	85%



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 2018**

<b>CSBG</b>	<b>5,247</b>
<b>Energy Assistance</b>	<b>18,489</b>
<b>Salvation Army</b>	<b>92</b>
<b>Food Banks</b>	<b>350</b>

# COMPASSION



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

Core Values  
CATCHER Value # 1

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



# accountability

Core Values  
CATCHER Value # 2

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



**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.



Core Values  
CATCHER Value # 3

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

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

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

# 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.



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.



# MISSION

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