



# CSRA Economic Opportunity Authority, Inc.

## National Community Action Month 2018

*Agency Annual Report FY* **2017**

The background of the entire image is a collage of stylized icons. It features numerous interlocking gears in various colors including light blue, yellow, orange, and grey. Interspersed among the gears are grey silhouettes of human figures in various poses: some are walking, some are running, and one is holding a gear aloft. The overall theme is one of collective effort and community.

# commUnity

**Ordinary People.**

**Extraordinary Works.**

# 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.



Scan QR Code to quickly visit our website!



# CSRA EOA, Inc. Mission Statement:



Leveraging resources,  
Empowering people,  
and Advocating  
to alleviate poverty  
in the CSRA



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Serving Burke, Columbia, Emanuel, Glascock, Jefferson, Jenkins, Lincoln, McDuffie, Richmond, Screven, Taliaferro, Warren, Wilkes and Bulloch (Head Start) counties in Georgia.

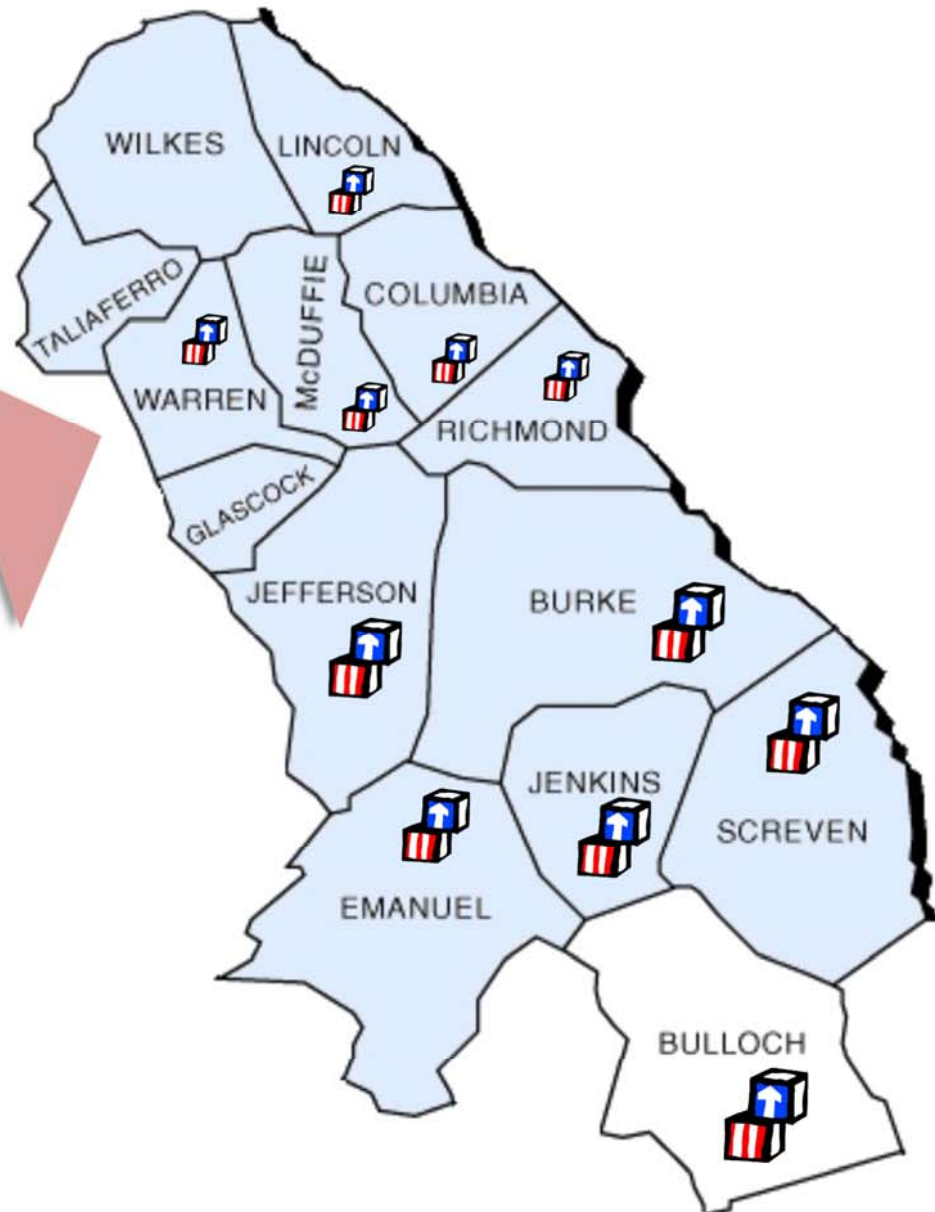
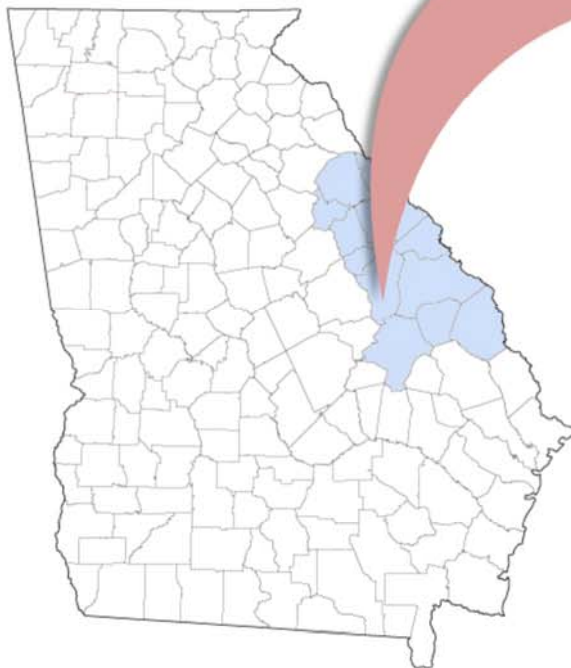
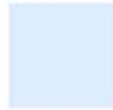
# Counties We Serve

Head Start



Community Services

Department





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## MESSAGE FROM OUR BOARD CHAIRPERSON

### DEAR FRIENDS AND SUPPORTERS:

We welcome you to our CSRA Economic Opportunity Authority, Inc. National Community Action Month Celebration!

Our organization's mission exists to provide clear direction and focus to our staff and stakeholders. It reflects our shared long-term vision for keeping the Promise of Community Action by helping to establish economic security for all. For fifty-two years, CSRA EOA, Inc. has impacted the lives of area communities and families, with boots on the ground initiatives, partnerships among service providers, establishing think tanks, and engaging low-wealth families to determine what they need and the best practice strategies to help them reach a state of greater self-reliance. Our mission remains an expressed commitment to achieving an inclusive society in which we inspire a sense of authority and confidence in the less fortunate, increase their quality of life, and lessen the burden of poverty for everyone.

While our vision and values are constant, and ring with clarity in our hearts and through our daily work, we want to ensure that our message of what we do, how we do it, and why we do it is concise, yet comprehensive, and all the while transparent enough that you see yourself and your part through it.

Sincerely,

Marion E. Barnes  
Board Chairperson

Leveraging resources,  
Empowering people,  
and Advocating  
to alleviate poverty  
in the CSRA



# MESSAGE FROM OUR EXECUTIVE DIRECTOR

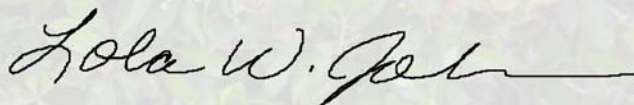
## GREETINGS,

Welcome to our Annual National Community Action Month Celebration. May is a time in which community action agencies countrywide recognize the impact of community action on the lives of the people and communities we serve. Our work is so intense that little time is available during the year to raise our heads and salute the positive changes that occur in the lives of people who are determined to work and provide for their families, but this month, and especially during our NCAM luncheon, we make the time. We spotlight and honor the accomplishments of our clients, students, volunteers, partners, and employees. This year's theme, "*commUnity*" *Ordinary People, Extraordinary Work*" reminds us that it doesn't take superheroes to help people...it takes ordinary people with a vision and a mission, working together, united in a cause, to do extraordinary work to bring together communities, increase knowledge and skills, improve environments, and opportunities for employment, home ownership, education, and other economic opportunities.

The CSRA Economic Opportunity Authority, Inc. contribution to the region during FY 2017 can be computed by more than the value of the services provided through its programs. In addition to our significant impact on the families we help achieve a stable, self-sufficient place in their communities, we also must note CSRA EOA makes a sizeable boost to the local economy. This boost goes far beyond the economic benefits to its program recipients. CSRA EOA is a nonprofit business; one that infused \$738,615.30 into the local economies through salaries for its 402 employees, and in purchasing goods and services from local vendors during FY 2017.

This annual report documents the many services and activities that CSRA EOA has been involved in over the past program year and how we have worked diligently to meet or exceed our goals. Further, CSRA EOA believes in the value and worth of all people and treats each person with dignity and respect. This supports a positive work environment in which people can contribute and provides a model for how all staff should treat one another, those we serve, our volunteers, and our partners. CSRA EOA strives for excellence, continuous growth and improvement, and the sharing of knowledge and resources to achieve the greatest results in our agency and our communities.

Again, thank you for joining us in celebration and recognition today.



Lola W. Johnson  
Executive Director





# 2017-2018

Top row from left to right: Ms. Angel Little, Ms. Linda LaMarr, Mr. Marion E. Barnes, The Reverend Norris V. Rouse, Mr. Emanuel Larkin, Jr., Ms. Margaret Huskey, Mr. Johnny Holmes, and Mr. Ernest Muhammad

Bottom row from left to right: Veronica Shareef, Carole Long, Ophelia Adams, Gwendolyn Rountree, & Imogene Ford

Not Pictured: Mr. Lucious Abrams, Jr., Ms. Brenda Bonner, Ms. Monique Braswell, Ms. Jacqueline Cochrane, Ms. Bea Hart-Moss, Ms. Beatrice Holiday, Mr. Kenneth Jones, Ms. Kimberly Ivey-Mathis, Ms. Pamela Oliphant, Dr. Louise Rice, Mr. Melvin Stewart, Mr. Augustus Thurmond, and Mr. Sterling Wimberly.



CSRA Economic Opportunity Authority is a private non-profit corporation designated by the IRS as a 501(c)(3) charitable organization. The organization is governed by a tripartite Board of Directors, which represents three significant sectors of the community that include the low-income; elected officials or their designees; and the private sector (local business, churches, educational institutions, and community organizations). This was a unique structure in 1964, and was mandated by law to allow low-income people to participate in the development of the solutions to poverty, and, at the same time, gave local representatives and elected officials an understanding of the issues that face low-income citizens in their communities.

## CSRA EOA, Inc. Board

The Board is charged with oversight of the Agency's Mission and overall management of the CSRA Economic Opportunity Authority Inc., assets, which includes vesting the Board with the responsibility of monitoring finances to ensure that the Agency has adequate resources and is managing these appropriately and is in compliance with legal and funder requirements. Each Board member is obligated to fulfill fiduciary duties of care to CSRA Economic Opportunity Authority, Inc., which requires that Board decisions be based on a deliberative process of fact finding and assessment and duty of loyalty, which requires each Board member to act in the best interests of the Agency and its Mission.





**Thank You For Your Service**  
**To CSRA EOA, INC.**

# 2018 NCAM PIN RECIPIENTS



## 5 YEAR

June 1, 2012 through May 31, 2013

<i>Name</i>	<i>Hire Date</i>	<i>Name</i>	<i>Hire Date</i>
<i>Tiffany Wooden</i>	<i>06-25-2012</i>	<i>Barbara Dawson</i>	<i>09-10-2012</i>
<i>Artie Harrell</i>	<i>07-30-2012</i>	<i>Kwamel Jones</i>	<i>09-04-2012</i>
<i>Lisa Mitchell</i>	<i>11-26-2012</i>	<i>Eshelle Forman</i>	<i>08-13-2012</i>
<i>Tameshia Brinson</i>	<i>11-12-2012</i>	<i>Ava Williams</i>	<i>08-13-2012</i>
<i>Lakisha Pinkney</i>	<i>10-29-2012</i>	<i>Latoya Prescott</i>	<i>08-06-2012</i>
<i>Brenda Blocker</i>	<i>10-01-2012</i>	<i>Erica Robinson</i>	<i>04-29-2013</i>
<i>Lueree Culver</i>	<i>09-18-2018</i>	<i>Tydra Brooks</i>	<i>04-25-2013</i>
<i>Alma White</i>	<i>09-17-2012</i>	<i>Eddie Lanham</i>	<i>02-27-2013</i>

# 2018 NCAM PIN RECIPIENTS



## 10 YEAR

June 1, 2007 through May 31, 2008

*Name*

*Hire Date*

<i>Arlinda Kelly</i>	<i>11-19-2007</i>
<i>Dionysia Lawson</i>	<i>09-24-2007</i>
<i>Sharon Benniefield</i>	<i>09-10-2007</i>
<i>Ivory Washington</i>	<i>09-10-2007</i>
<i>Lasandra Peeples</i>	<i>03-10-2008</i>
<i>Andrea Rodgers</i>	<i>03-03-2008</i>
<i>Lorene McClattie</i>	<i>03-31-2008</i>
<i>Diana English</i>	<i>02-04-2008</i>



## 15 YEAR

June 1, 2002 through May 31, 2003

*Name*

*Hire Date*

<i>Yvonne Bush</i>	<i>10-01-2002</i>
<i>Kimberly Smith</i>	<i>11-13-2002</i>
<i>Cathy Parker</i>	<i>09-23-2002</i>
<i>Mary Harrison</i>	<i>08-26-2002</i>
<i>Gwendolyn Allen- Robinson</i>	<i>06-07-2002</i>
<i>Serena Warner</i>	<i>04-07-2003</i>
<i>Matrude Turner</i>	<i>02-17-2003</i>

# 2018 NCAM PIN RECIPIENTS



## 20 YEAR

June 1, 1997 through May 31, 1998



## 25 YEAR

June 1, 2002 through May 31, 2003



## 30 YEAR

June 1, 1987 through May 31, 1988

<i>Name</i>	<i>Hire Date</i>	<i>Name</i>	<i>Hire Date</i>	<i>Name</i>	<i>Hire Date</i>
Sonya Weaver	12-01-1997	Brenda Mincey	12-09-1992	Janet Mack	09-03-1987
Alicia Bynes	04-06-1998	Gail Gilmore	09-04-1992	Darlene Bray	09-01-1987
		Delores Cartledge	09-02-1992	Josie Barksdale	03-28-1988
		Marlene Hudson	09-02-1992		
		Mary Webb	09-01-1992		
		Geraldine Simmons	09-01-1992		
		Gloria Wilson	09-31-1992		
		Faye Ketch	08-27-1992		
		Jerome Lewis	03-01-1993		

# HR: A Year In Review



Beverly E. King

Human Resources Director

Our mission is to provide a full range of Human Resources management service for CSRA Economic Opportunity Authority, Inc. staff and potential employees.

We are a service department, working to serve the needs of all our employees.

**Employees Hired**

**65**

**Total Employees**

**402**

## TRAININGS INCLUDED

**SHRM** The Society for Human Resource Management

**GMS** Grants Management Systems

**CAPLAW** Community Action Program Legal Services

**HR Training**

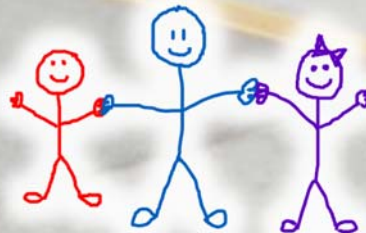
**Hours**

**320**

# AGENCY DEVELOPMENT FY 2017

**TOTAL**  
**182**  
**ORGANIZATION PARTNERSHIPS**

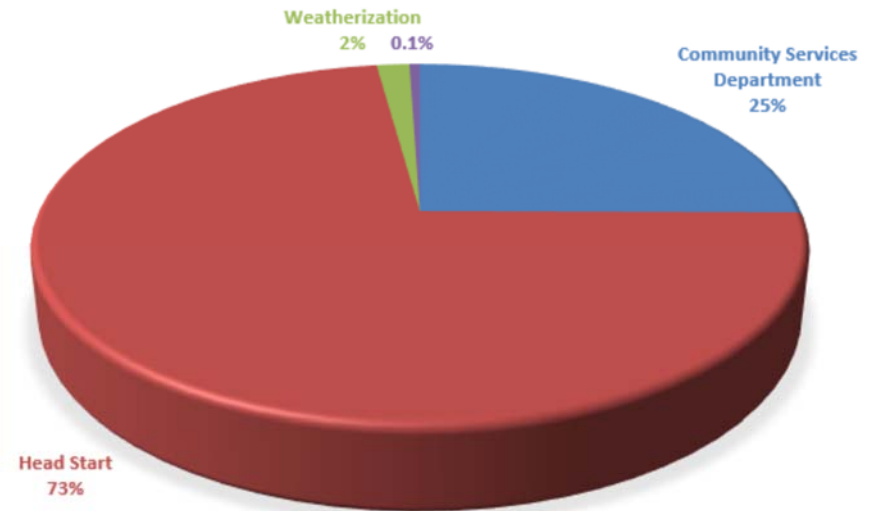
CERTIFIED COMMUNITY ACTION PROFESSIONALS.....	2
PROJECT MANAGEMENT PROFESSIONAL CERTIFICATION ....	1
CHILD DEVELOPMENT CERTIFIED STAFF.....	64
SEACAA CERTIFIED COMMUNITY ACTION MANAGER.....	2
FAMILY DEVELOPMENT CERTIFIED STAFF.....	9



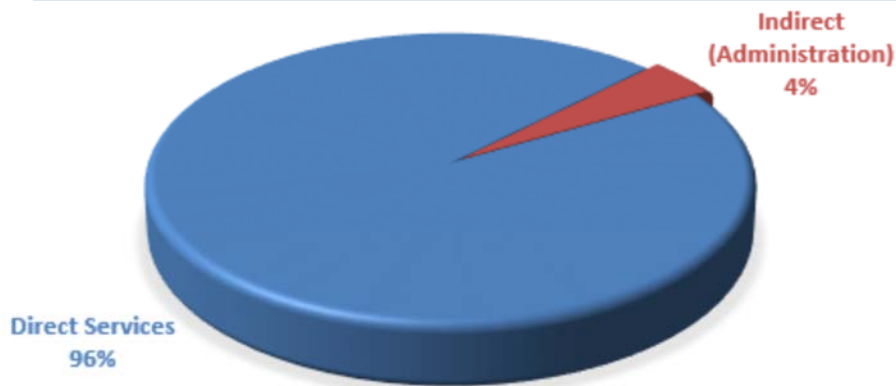
# 2017 AGENCY EXPENDITURES

**CSRA EOA, Inc.** is a 501(c)(3) private, non-profit Community Action Agency with funding and resources received from Federal, State, and local government, foundations, and the faith-based community. **Our Fiscal Office** Follows the Statement of Financial Accounting Standards (**SFAS**) No. 117 to report assets, and the (**SFAS**) no. 116 to report contributions received and contributions made. **CSRA EOA, Inc.** utilizes internal controls to ensure compliance with the U.S. Office of Management and Budget (**OMB**) Circular A-133, and is audited annually by Certified Public Accountants.

CSRA ECONOMIC OPPORTUNITY AUTHORITY, INC. FY  
2017 BUDGET BY PROGRAM



**73% HEAD START**  
**25% COMMUNITY SERVICES**  
**2% WEATHERIZATION**  
**0.1% MISCELLANEOUS INCOME**



**96% DIRECT SERVICES**

**4% INDIRECT ADMINISTRATION**

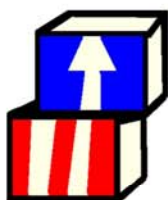


## COMMUNITY SERVICES

## AMOUNT

LIHEAP( Low-Income Home Energy Assistance Program).....	\$2,883,303.00
Community Services Block Grant.....	\$1,276,807.83
Supportive Services for Veteran Families (VA-SSVF).....	\$993,562.00
Department of Community Affairs– Homeless Prevention/Rapid Rehousing.....	\$30,000.00
Burke County Commissioners– Senior Nutrition.....	\$145,246.47
Housing & Urban Development– Emergency Solutions Grant.....	\$42,750.00
Augusta-Richmond County Housing & Community Development (CDBG).....	\$44,643.49
Department of Community Affairs: Housing Counseling.....	\$59,716.00
Department of Community Affairs: Centralized Intake & Assessment.....	\$125,861.25
In-Kind & Financial Donations.....	\$253,104.00
HOPE.....	\$1,669.54
Church of the Good Shepherd.....	\$5,400.00
Emergency Food & Shelter–Burke County.....	\$27,639.00
Wells Fargo Foundation.....	\$71,000.00

**TOTAL \$5,960,702.58**



## HEAD START

Department of Health & Human Services– Head Start .....	\$11,958,322.00
Department of Health & Human Services– Early Head Start.....	\$954,632.84
In-Kind Donations.....	\$2,861,454.37
United States Department of Agriculture– CACFP.....	\$1,081,449.50
Bright from the Start– PreK.....	\$409,091.11

**TOTAL \$17,264,949.82**



## WEATHERIZATION

Department of Energy.....	\$180,716.05
Health & Human Services– GEFA WAP.....	\$199,965.26
Georgia Power.....	\$8,592.85

**TOTAL \$389,274.16**

Non-Fed Miscellaneous.....	\$20,074.00
Miscellaneous Income.....	\$103,614.74
Miscellaneous Agency Income.....	\$123,688.74

**FY 2017 AGENCY REVENUE TOTAL**

**\$23,738,615.30**



20

**COMMUNITY  
SERVICES**



# 17 YEAR IN REVIEW

The Community Services Department was created and works to "allow low-income people to develop and use their capacities; to invest in the 'skills and strengths of our people'; to create 'long-range' plans that are 'local plans calling upon all the resources available to the community' to support and utilize the 'talent, initiative and leadership which exists at every level of our society' for the purpose of strengthening our families and our community, creating economic security and empowering individual responsibility.

## COMMUNITY SERVICES HIGHLIGHT

MARY HARRISON COMPLETED AND OBTAINED HER CERTIFICATION AS A CERTIFIED COMMUNITY ACTION PROFESSIONAL (CCAP). THIS CERTIFICATION IS A NATIONALLY RECOGNIZED STANDARD FOR PROFESSIONALISM IN COMMUNITY ACTION. THE CCAP CERTIFICATION IS A STANDARD FOR PROFESSIONAL BEHAVIOR THAT GUIDES THE DECISIONS A COMMUNITY ACTION LEADER MAKES.



Mary Harrison accepting her

CCAP certification

## A MESSAGE FROM THE COMMUNITY SERVICES DIRECTOR

### COMMUNITY SERVICES

CSRA EOA, Inc.'s **Community Services programs** are charged with the great responsibility of engaging individuals and families who are often in crisis or just fresh out of ideas to **improve** upon their circumstances. We find in our work that most people, while their life stories may differ, tend to share the common interest of a desire for **success**.

Who doesn't hope for success, or want to be attached to something or someone that is successful? In our service we strive to meet people where they are, and help them to **develop** a personalized road map to their own definition of success. To involve oneself in defining the destiny of another can be great, and terrifying, and overwhelming, yet necessary. It is a

challenge that is met only by the commitment and **determination** of ready participants, dedicated staff and like minded partners. So as we embark upon the next fifty years of service, we take this moment to reflect on the **successes** of our program participants, staff and partnerships.



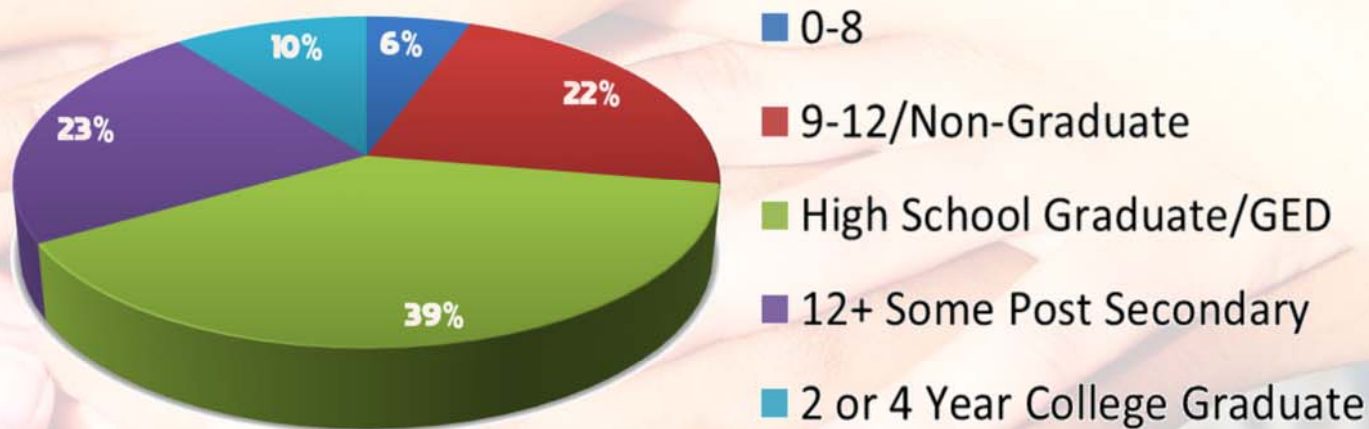
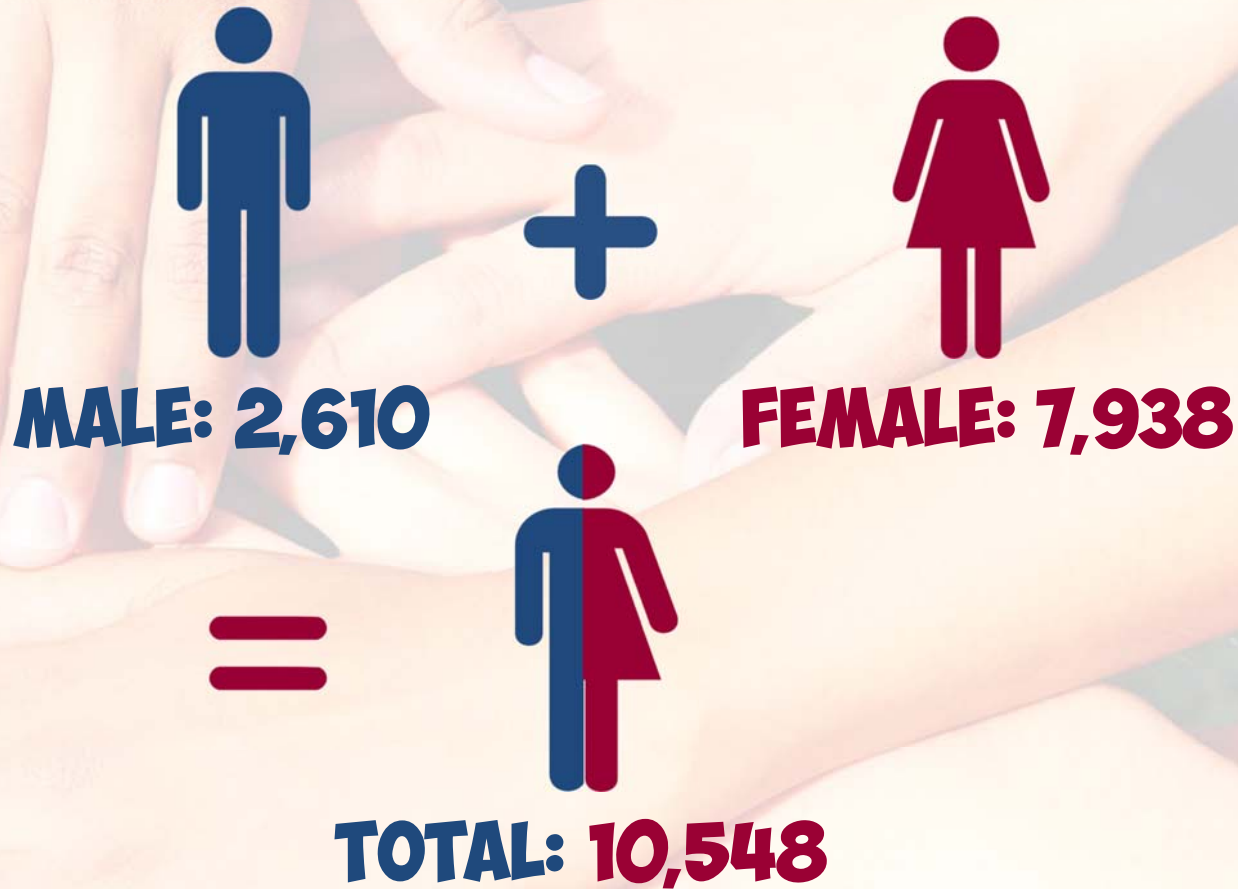
The following is a review of **Community Services programs for FFY 2017**.



Mary Harrison

Mary Harrison, M. Ed., CCAP  
Community Services Director

# COMMUNITY SERVICES IMPACT FY 2017



## COUNTIES SERVED

BURKE  
COLUMBIA  
EMANUEL  
GLASCOCK  
JEFFERSON  
JENKINS  
LINCOLN  
MCDUFFIE  
RICHMOND  
SCREVEN  
TALIAFERRO  
WARREN  
WILKES

# COMMUNITY SERVICES IMPACT FY 2017

**12**

**HOPE PROGRAM  
PARTICIPANTS  
PURCHASED  
A HOME**



**511** FAMILIES RECEIVED EMERGENCY RENT OR MORTGAGE ASSISTANCE

**146** OBTAINED SAFE & AFFORDABLE HOUSING

**354** HOUSEHOLDS PARTICIPATED IN BUDGET COUNSELING

**169** HOUSEHOLDS RECEIVED CREDIT COUNSELING

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**847**

**HOUSEHOLDS  
RECEIVED CASE  
MANAGEMENT  
SERVICES**

**49** FAMILIES WERE REFERRED FOR SNAP BENEFITS

**8,180** HOUSEHOLDS RECEIVED EMERGENCY UTILITY ASSISTANCE

**111** SENIOR CITIZENS RECEIVED TRANSPORTATION ASSISTANCE

**129** SENIOR CITIZENS PARTICIPATED IN WELLNESS ACTIVITIES

**7,325** FAMILIES RECEIVED CLOTHING DONATIONS

**910**

**FAMILIES REPORT THEY  
HAVE BECOME MORE  
STABLE THROUGH  
CSRA EOA, INC.**

**146**  
**HOUSEHOLDS  
RECEIVED  
NON-LIHEAP  
UTILITY  
ASSISTANCE**



# SSVF PROGRAM REVIEW

FOR THE PAST SIX YEARS CSRA ECONOMIC OPPORTUNITY AUTHORITY, INC. HAS SERVED AS LEAD AGENCY IN A PARTNERSHIP WITH AUGUSTA WARRIOR PROJECT AND GOODWILL OF MIDDLE GEORGIA AND THE CSRA. EACH HAS BROUGHT THEIR OWN EXPERTISE TO THE TABLE. AUGUSTA WARRIOR PROJECT'S DEVELOPING A PROACTIVE RELATIONSHIP WITH VETERANS IN ORDER TO PREVENT OR MITIGATE LIFE CRISIS BY HOLISTICALLY ADDRESSING ISSUES EARLY AND COLLECTIVELY WITH THEIR PARTNERS. VETERAN ASSISTANCE IS COORDINATED BY AUGUSTA WARRIOR PROJECT ADVOCATES. THEIR COLLABORATIVE RELATIONSHIP WITH LOCAL, STATE, AND NATIONAL ORGANIZATIONS ENSURES THE WELL-DESERVED SUPPORT FOR OUR VETERANS AND THEIR FAMILIES. GOODWILL INDUSTRIES IS NORTH AMERICA'S LEADING PROVIDER OF WORKFORCE DEVELOPMENT SERVICES. GOODWILL'S VAST EXPERIENCE IN BOTH THE ATTAINMENT AND SUCCESSFUL IMPLEMENTATION OF FEDERAL GRANTS AND THEIR ORGANIZATIONS SUCCESSFUL EXPERIENCE IN ASSISTING VETERANS WITH JOB TRAINING AND PLACEMENT SERVICES HAVE PROVIDED INCREASED OPPORTUNITY FOR EMPLOYMENT AND RETENTION OF VETERANS IN HIGH DEMAND OCCUPATIONS. OVERALL THE PARTNERSHIP HAS WORKED VERY HARD TO SERVE THOSE WHO SERVED US.



## SERVING THOSE WHO SERVED US

Ms.R. CAME TO THE SSVF PROGRAM SEEKING ASSISTANCE WITH HER PAST DUE RENT AND OR HELP LOCATING NEW HOUSING. MS.R FELL BEHIND ON HER BILLS AFTER THE DEATH OF HER MOTHER AND THEN BEING TEMPORARILY OUT OF WORK BECAUSE OF MEDICAL REASONS. HER RENT WAS PAST DUE THREE MONTHS AND SHE WAS FACING EVICTION IN ADDITION TO HAVING A REGULAR WATER BILL OF OVER \$ DOLLARS FOR A ONE BEDROOM. SSVF CASE MANAGERS WORKED WITH MS.R TO HELP HER FIND ANOTHER HOME WITH A LANDLORD THAT WANTED TO ALSO HELP VETERANS. THE RENT WAS LESS THAN HER CURRENT RENT AND THE UTILITY BILLS WERE ALSO LOWER. WHILE ENROLLED IN THE SSVF PROGRAM MS.R WAS ABLE TO ESTABLISH STABLE HOUSING AND RETURN TO WORK PART-TIME. SHE WAS ALSO ABLE TO START FOLLOWING A MONTHLY BUDGET BASED ON HER PART TIME HOURS AND WITH THE INCREASE IN INCOME, MS. R BECAME OVER INCOME SSVF PROGRAM LIMIT. MS.R EXPRESSED HER GRATITUDE FOR ALL THE SERVICES AND SUPPORT SHE RECEIVED WHILE ENROLLED IN THE PROGRAM. SHE REPORTS THAT SHE LOVES HER NEW HOME AND IS SURE THAT SHE WILL BE ABLE TO MAINTAIN HER HOUSING.



**Above:** CSRA EOA SSVF CASE MANAGERS

**Below:** CSRA EOA SSVF CASE MANAGERS & AND  
OUR PARTNER AGENCIES: THE AUGUSTA WARRIOR PROJECT &



**207** FAMILIES CONSISTING OF **333** PEOPLE WERE

SERVED THROUGH SUPPORTIVE SERVICES FOR VETERAN FAMILIES.

WE WERE ABLE TO RE-HOUSE **89** HOMELESS VETERAN FAMILIES

CONSISTING OF **120** PEOPLE RE-HOUSED.

WE WERE ALSO ABLE TO PREVENT HOMELESSNESS FOR **35** FAMILIES

CONSISTING OF **67** PEOPLE NOT BECOMING HOMELESS.

# CENTRALIZED INTAKE & ASSESSMENT

CSRA Economic Opportunity Authority (EOA), in partnership with Augusta Housing and Community Development and the local Continuum of Care for the Homeless, receives funding from U.S. Department of Housing and Urban Development (HUD) to provide a Centralized Intake & Assessment facility for residents of Augusta-Richmond County who experience housing instability and find themselves in need of service. The Marion Barnes Resource Center for the Homeless provides a single, centralized point of access for community members, Partner Agencies and interested volunteers to coordinate the efforts to address homelessness and housing instability in the local community. The main goal of The Marion Barnes Resource Center for the Homeless is to improve the efficiency and effectiveness of the community's crisis intervention strategy and response capacity for persons experiencing homelessness as well as persons at-risk of experiencing homelessness.

## CIA STATISTICS

4 6 6

FAMILIES CONSISTING OF

1 , 0 7 6

PEOPLE WERE SERVED THROUGH

THE CENTRALIZED INTAKE & ASSESSMENT PROGRAM.

# SENIOR NUTRITION PROGRAM

**The Senior Nutrition Program provides homebound and congregate meals, nutrition educating, exercise, wellness and recreation activities, and linkage to other vital services and resources for seniors. Nutrition assistance supported by CSBG dollars is provided in collaboration with senior centers in Burke County, McDuffie County, Jenkins County and Emanuel County. This year our seniors participated in a Health & Fitness week which is pictured right. The week dealt with healthy food options and exercises they could perform at home.**



# HOMEOWNERSHIP

## PLANNING & EDUCATION (HOPE)



**13** OF **14** HOPE PROGRAM PARTICIPANTS SAVING

FOR A HOME PURCHASE INCREASED THEIR SAVINGS; SAVING

**\$7634**

**169**

HOUSEHOLDS RECEIVED  
CREDIT COUNSELING

### Success Story

Mr. H entered the HOPE Program in 2015 with the goal of becoming a homeowner. At the time, the single father of two girls was living in Section 8 Housing, worked for a local government office, and also sold items at the flea market to assist with his daughter's college tuition costs. In Jan. 2016 he enrolled in EOA's Individual Development Account (IDA) Program, which provided a 4:1 match for his down payment savings. Through EOA's collaboration with, Wells Fargo, City Hope Alliance, and the Assets for Independence Program to provide match funds, Mr. H. was able to save much more quickly for a down payment.

While in the program, Mr. H. worked with his Housing Counselor to develop a plan. He worked to follow that plan and was able to improve his credit, increase his savings, and complete pre-purchase and home maintenance training. In August of 2017, having increased his credit score by over 50 points, and with over \$10,000 in IDA savings for down payment and closing costs, he qualified for a mortgage. Mr. H. closed on his new home. His mortgage payment of \$588 is well below fair market rent for the area, and is an affordable long-term housing option for him, as well as a wealth-building asset.

# HOPE- Home Repair



On Monday June 12, 2017 & Tuesday, June 13, 2017, eight members of the Wesley UMC, Evans, Georgia, 'Men in Ministry' provided homeowner assistance to Mrs. Bonnie Williams. Mrs. Williams is an elderly and partially disabled client of the CSRA EOA, INC. Home Owner Rehabilitation and Repair Project in Harrisburg neighborhood of Augusta, Ga. The volunteers cleared overgrown grass from under and around the existing wheelchair ramp; removed the old ramp deck boards and railing; and installed new ramp deck boards, top handrail and side boards to provide safer movement up and down the ramp for Mrs. Williams. This work was provided at no cost to the Project and was the result of a working partnership between the CSRA EOA, INC. & Walton Options.



# Community Services

**Our community services team completed a total  
of 23 hours of training at our annual  
meeting.**



## **TRAINING TOPICS**

**NEW ROMA ASSURANCES  
TACTICS FOR WORKING BETTER TOGETHER  
LIHEAP  
WEATHERIZATION  
HEAD START PROGRAMS  
EASYTRAK DATABASE**



# Annual Training



**CSRA Economic Opportunity Authority, Inc.**  
**Community Services Programs Site Directory**

Facility (Name, Address, Phone)	Contact Person/ Number	Email Addresses	Counties Served Hours of Operation
Central Administrative Offices 1261 Greene Street P. O. Box 10104 (30903-2704), Augusta, GA 30901	Mary Harrison, Community Svcs. Director Shaundra Dority, Community Svcs. Deputy Director Sharon Scott, Program Coordinator (706) 722-0493; (800) 890-0493; Fax (706)-722-8565	<a href="mailto:mharrison@csraeoa.org">mharrison@csraeoa.org</a> <a href="mailto:sdority@csraeoa.org">sdority@csraeoa.org</a> <a href="mailto:sscott@csraeoa.org">sscott@csraeoa.org</a>	Burke, Columbia, Emanuel, Glascock, Jefferson, Jenkins, Lincoln, McDuffie, Richmond, Screven, Taliaferro, Warren, & Wilkes; Office Hours - 8:30 am – 5:00 pm
Burke County Sr.Center 717 W. 6 <sup>th</sup> Street Waynesboro, GA 30830	Jackie Brayboy, Burke Senior Center Director (706) 437-8007; Fax (706) 437-9891	<a href="mailto:jbrayboy@csraeoa.org">jbrayboy@csraeoa.org</a>	Burke Senior Center Sr Activities: 8:30-3:30 Office 8:30–5:00
Burke County NSC 518 College Street Waynesboro, GA 30830	Connie Shephard CSBG (all regular programs) Kastina Burton (SSVF) (706) 554-2149 Fax (706) 554-6343	<a href="mailto:csheppard@csraeoa.org">csheppard@csraeoa.org</a> <a href="mailto:kbarton@csraeoa.org">kbarton@csraeoa.org</a>	Burke, Jefferson, Jenkins Office Hours - 8:30 am – 5:00 pm
<b>Doughty Park NSC</b> 1200 Nellieville Road Augusta, GA 30901	Yvonne Bush – Prescription Asst. & CSBG (706) 722-7511; Fax (706) 722-7236	<a href="mailto:ybush@csraeoa.org">ybush@csraeoa.org</a>	Prescription Assistance –all counties; Office Hours - 8:30 am – 5:00 pm
Energy Asst Program 333 Telfair Street B 343 Telfair Street Augusta, GA 30901	Pat Johnson—EAP Coordinator Pearlie Walker Cathy Harper (706) 722-2207; 1-866-722-4346 Fax (706) 823-0787	<a href="mailto:pjohnson@csraeoa.org">pjohnson@csraeoa.org</a> <a href="mailto:pwalker@csraeoa.org">pwalker@csraeoa.org</a> <a href="mailto:charper@csraeoa.org">charper@csraeoa.org</a>	All 13 counties Office Hours - 8:30 am – 5:00 pm
Kroc Center—HOPE Project 1765 Broad Street Augusta, GA 30904	Christel Snyder – Housing Counselor – (706-922-8353) Penny Parrish – Foreclosure Intervention Counselor – (706-922-8354) Jennifer Speth –Volunteer/Special Project Coord. (706) 836-0418	<a href="mailto:cjiles@csraeoa.org">cjiles@csraeoa.org</a> <a href="mailto:pparrish@csraeoa.org">pparrish@csraeoa.org</a> <a href="mailto:jspeth@csraeoa.org">jspeth@csraeoa.org</a>	All 13 CSBG counties Office Hours - 8:30 am – 5:00 pm  Fax: (706) 364-6549

Kroc Center—SSVF Program 1765 Broad Street Augusta, GA 30904	Deborah Jones – SSVF Lead CM/Coordinator Khristy Murray - SSVF Case Manager Shauna Walton – SSVF Case Manager (706) 364-6548; Fax: (706) 364-6549	<a href="mailto:djones@csraeo.org">djones@csraeo.org</a> <a href="mailto:kmurray@csraeo.org">kmurray@csraeo.org</a> <a href="mailto:swalton@csraeo.org">swalton@csraeo.org</a>	Burke, Columbia, Glascock, Jefferson, Jenkins, Lincoln, McDuffie, Richmond, Warren Office Hours - 8:30 am – 5:00 pm
Marion Barnes Center 730 East Boundary Augusta, GA 30901	Lynda Barrs — Resource Devel./Grant Writer Maria Beard—CIA Program Coordinator Jasmine Moore—DBA/Computer Tech Bethany Trapp—Supportive Housing, Homeless Counseling, CSBG Programs Sandy Cosby—Data Specialist (706) 724-8588; Fax (706) 724-6951	<a href="mailto:lbarrs@csraeo.org">lbarrs@csraeo.org</a> <a href="mailto:mbeard@csraeo.org">mbeard@csraeo.org</a> <a href="mailto:jmoore@csraeo.org">jmoore@csraeo.org</a> <a href="mailto:btrapp@csraeo.org">btrapp@csraeo.org</a> <a href="mailto:scosby@csraeo.org">scosby@csraeo.org</a>	Columbia, Burke, Emanuel, Glascock, Jefferson, Jenkins, Lincoln, McDuffie, Richmond, Screven, Taliaferro, Warren, & Wilkes Office Hours - 8:30 am – 5:00 pm
Screven NSC 209 East Ogeechee Street Sylvania, GA	Dilsie Lawton (912) 564-2077 Fax (912) 564-2769	<a href="mailto:dlawton@csraeo.org">dlawton@csraeo.org</a>	Screven, Jenkins Office Hours - 8:30 am – 5:00 pm
<b>Richmond County One Stop/ Dept of Labor</b> 601 Greene Street Augusta, GA 30901	Patricia Johnson Phone (706) 721-2745	<a href="mailto:pjohnson@csraeo.org">pjohnson@csraeo.org</a>	Richmond Alternate Tuesdays 8:30 am – 12:30 pm

### Subcontractor Sites:

Family Connections-Communities in Schools of Warren County 1857 Mitchell Road Warrenton, GA 30828	Emma Sinkfield Barbara Dawson (SSVF) (706) 465-1006 Fax (706) 465-0105	8:30 a.m. – 5:00 p.m.	<a href="mailto:AssociationQ@bellsouth.net">AssociationQ@bellsouth.net</a> <a href="mailto:bdawson@csraeo.org">bdawson@csraeo.org</a>	Warren, Glascock, Lincoln Taliaferro, Wilkes, & McDuffie
Emanuel County Sr. Ctr. & CAA Highway 56 North, Box 42 Swainsboro, GA 30401	Judy Powell (478) 237-5434 Fax (478) 237-5449	Sr Activities: 8:30-3:00 Office 8:30-4	<a href="mailto:ecscjudy@yahoo.com">ecscjudy@yahoo.com</a>	Emanuel
<b>Jenkins County Senior Center</b> 998 E. College Ave. Millen, GA 30442	Shirley Chance, Sr Ctr (478) 982-4213	Sr Activities: 8:30-3:00		Jenkins
<b>McDuffie Leisure/Senior Ctr</b> 304 Greenway Street Thomson, GA 30824	Merlinda D'Antignac (706) 595-7502 Fax (706) 597-2640	Sr Activities: 8:30-3:00 Office 8:30-4:00	<a href="mailto:merlinda.hill@thomson-mcduffie.net">merlinda.hill@thomson-mcduffie.net</a>	McDuffie
<b>Augusta Mini Theater</b> 2548 Deans Bridge Road Augusta, GA 30906	Tyrone Butler Judith Simon-Butler (706) 722-0598	11:00 a.m. – 8:00 p.m.	<a href="mailto:judydrama77@yahoo.com">judydrama77@yahoo.com</a>	Richmond

# Weatherization Assistance Program

## FY2016 Highlights



Pictured above from top to bottom:

Keesha Johnson

Weatherization Coordinator

Henry Gibson

Quality Control Inspector

Debra Glabas

Weatherization Clerk

### Focused on Improving Homes

- Energy Efficiency
- Indoor Air Quality
- Combustion Safety



**Weatherization** measures provide long-term relief for low-income families, protecting them from fluctuations in energy prices and supplies.

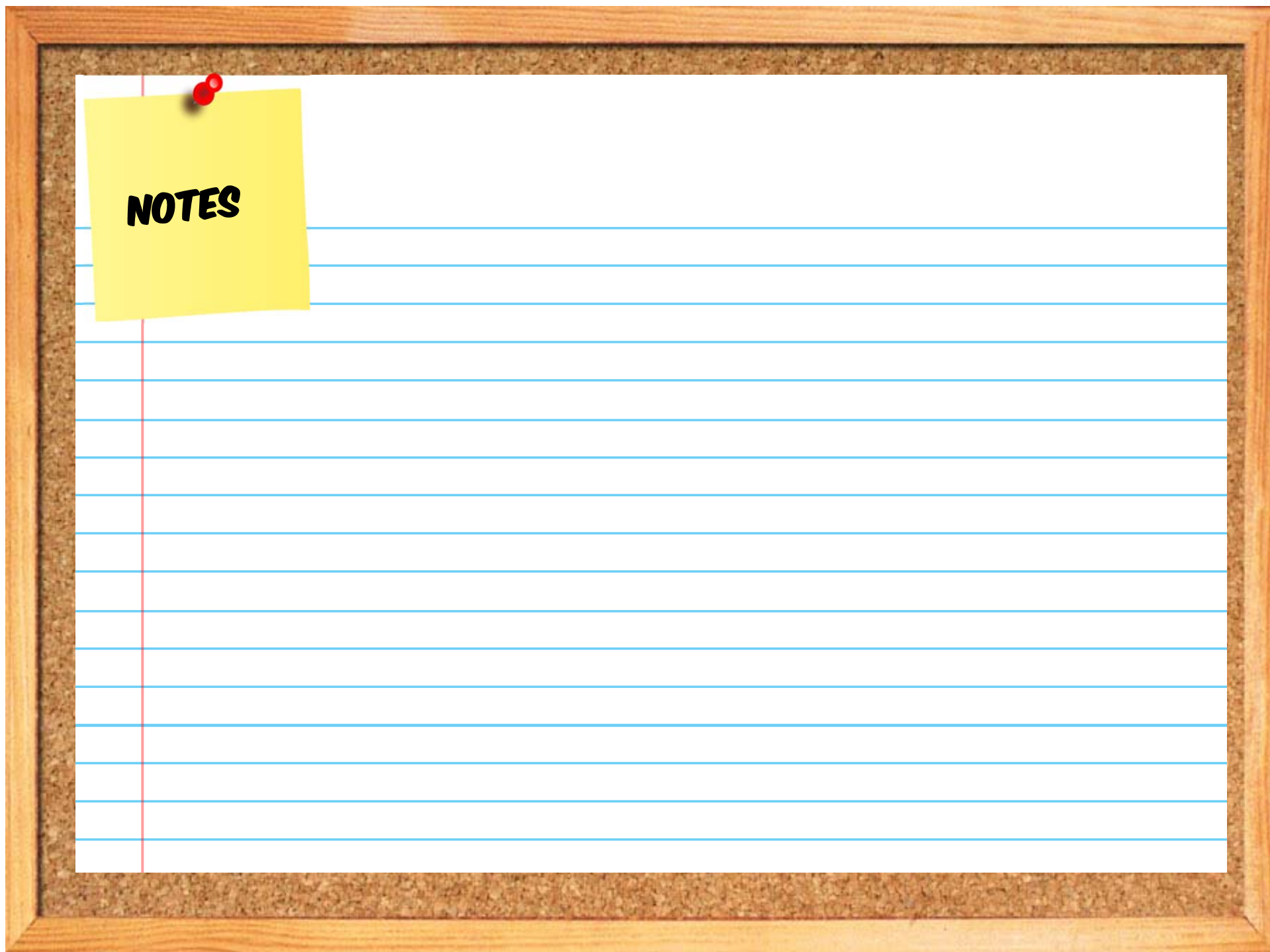
### Accomplishments

Homes Weatherized	45
People Assisted	288
Program Expenditures	\$389,274.11

By expanding the scope of the Program to adopt a whole-house approach and incorporating advanced energy efficiency technologies, it is anticipated that weatherization can achieve significantly greater energy savings; further reduce emissions of air pollutants and greenhouse gases; increase the leveraging potential of the weatherization network; and expand the Program's contribution to the economic health and sustainability of the nation's communities.

Funding provided by:







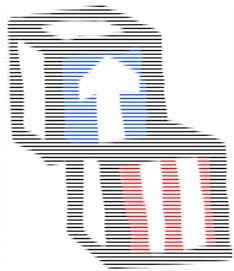
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# Head Start



# Year In Review





**CSRA Economic Opportunity Authority, Inc.**  
**Head Start & Early Head Start/CCP Programs**  
**2017-2018**



# Annual Report



**1261 Greene Street**  
**Post Office Box 10104**  
**Augusta, Georgia 30903**  
**Phone 706-722-0493**  
**Fax 706-722-1640**

**Website: [www.csraeoheadstart.org](http://www.csraeoheadstart.org)**



# Greetings from the Policy Council Chairperson



Greetings,

On behalf of the CSRA EOA, Inc. Head Start Policy Council, it gives me great pleasure to extend a heartfelt welcome to you.

Head Start contributes to the goals and mission of the Agency. We, the members of the Policy Council are ambassadors for Head Start. We believe in the program and can attest that it has had a successful record for more than five decades. It is our desire that this Agency continues to make a difference in the communities that are served. Because of the fundamental foundation that you give, the difference is not only seen in our communities, but the impact is seen throughout the world as the families, children, and staff utilize their love, gifts, talents and the concept of “it takes a village” to unify wholesome productive lives. We will all continue to encourage each other to be the best we can be, because we do understand that we all need each other to be the light of this world. Even when things seem so very dim and sad around us, because of you there is hope for the heart that there is a brighter day!!!!!!!

Again, welcome and thank you so very much!

Respectfully,

A handwritten signature in black ink that reads "Bea Hart-Moss". The signature is written in a cursive, flowing style.

Bea Hart-Moss

Policy Council Chairperson



## A Message from the Head Start Director

Since 1971, the Agency has served over 44,000 preschools as it strives to empower participants to make a difference. Head Start is an advantage for children in all communities. The trajectory of our success is evidenced through our growth from serving 220 children in 2 counties (Burke and Richmond), to serving our highest of 1,572 children in 11 counties.

This has also been an exciting time for the Head Start and Early Head Start/Child Care Partnership program. All persons involved have been busy implementing the new performance standards. These standards were developed to ensure a higher level of coordination of services for the programs. The Board of Directors, Head Start Policy Council, staff and parents joined forces to present programs and services that will foster school readiness and parent engagement in every aspect of the program offered to counties in the service areas.

The partnership with the Department of Early Care and Learning (DECAL) enables Head Start to successfully operate 7 Head Start/Pre-K blended classrooms. The partnership with the Richmond County Board of Education provides the same opportunity to jointly serve 220 Pre-K students at several elementary schools. Other partnerships in the 11 counties ensure that every aspect of the child, parent and family needs are met.

The staff of both programs work to ensure that performance standards, local, state, and other federal requirements are met. These efforts extend into all 11 counties. Head Start does and continues to work and be a force in all communities for the children and families that it serves.

For the children,

A handwritten signature in black ink that reads "Ernestine P. Smith". The signature is written in a cursive, flowing style.

Ernestine P. Smith, Head Start Director





## **Mission Statement**

CSRA EOA, Inc. is a private non-profit corporation which operates a Head Start program that provides professional comprehensive quality services to preschool children, families, staff, and the communities of Bulloch, Burke, Columbia, Emanuel, Jefferson, Jenkins, Lincoln, McDuffie, Richmond, Screven and Warren Counties.

## **Vision Statement and Projected Goals**

CSRA EOA, Inc. Head Start will be an Agency whose efforts and quality will continue to improve while achieving excellence, and serving every eligible child and family who desire services over the next five years.

- Goal 1:** Promote school readiness to low-income children by enhancing their cognitive skills, social skills, and emotional development.
- Goal 2:** Establish learning environments for the development of children's speech and language, literacy, math skills, science comprehension, social and emotional skills and physical development.
- Goal 3:** Engage parents in their child's education and growth and development.
- Goal 4:** Coordinate family and community engagement activities and resource utilization to assist parents in their pursuit of social competence and self-sufficiency.

## **Governance**

CSRA EOA, Inc. was established in 1966, and received designation as a Community Action Agency under the provision of the Economic Opportunity Act of 1964. It is a private, non-profit agency. The Agency has a tripartite 27 member Board of Directors, consisting of at least one-third democratically elected representatives of low-income people, one-third local public officials or their designees, and the remainder, representatives of business, industry, labor, religious, social welfare and other private groups in the community. The formation of the Board of Directors meets requirements of the Head Start Performance Standards.



## **The Head Start Policy Council**

The Policy Council of CSRA EOA, Inc. Head Start was organized in accordance with the Head Start Performance Standards. It is comprised of 71% parents of children enrolled in the program, and 29% community representatives. Members of the Parent Committee at each center elect a representative to serve on the Policy Council. Individuals from each county were recommended and approved by the Council and Board of Directors to serve as community representatives. Members were installed in October, and are committed and have taken their positions and responsibilities seriously. Their attendance is commendable; each representative fully participates in the business of the Council, and can be shown in their decision making and reporting actions.

## **The Early Head Start/Child Care Partnership Program**

CSRA EOA, Inc. was funded to operate an Early Head Start/Child Care Partnership program that serves infants and toddlers, age six weeks through two years old. Children who have disabilities are also served in this program. To be eligible for this program, parents must be low-income working parents, enrolled in school, or completing a required volunteer program.

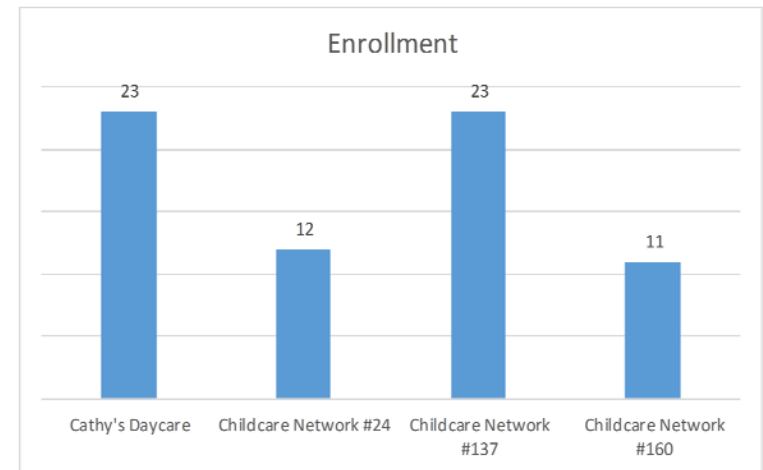
The partnership is with Child Care Network and Cathy's Day Care. Child Care Network, Inc. has three partnership sites (Wrightsboro Road and Wylds Road in Augusta, and Williams Road in Statesboro). Cathy's Day Care is the second partner, also located in Augusta. Each classroom has enrollment of eight (8) children with two teachers in each class. The classroom operates 10 hours per day for 224 days per year. Meals and snacks are provided through funding from CACFP that is awarded to the partner of the program. Formula and diapers are also provided for enrolled infants.

Developmental screening and assessments are conducted for each child and lesson plans are developed to encompass the individual needs of each child. Creative Curriculum is used as a base for planning for daily activities that develops and enhances learning skills.

Medical and dental exams are obtained in partnership with parents that are based on the age of the child and as required by EPSDT. The Health Specialist works with parents to ensure that all required services remain current.

Family Services staff work with parents to assist with development or implementation of family goals. Additionally, resources are provided that can aid families as needs arise in their personal lives. Staff also work with families to encourage their participation in active learning for their child. This activity is in conjunction with teachers. Parents attend center meetings where they assist with making decisions about the classroom and a representative is elected to serve on the Head Start Policy Council.

At the age of three, children are eligible to transition out of EHS/CCP and into the Head Start Program and continue to achieve their learning objectives as they are prepared for public school. Transition activities occur into the EHS/CCP program as well.





This agency continues to strive for the attainment of quality through its involvement with the Quality Rating and Improvement System. QRIS is a mechanism that is used to improve and communicate quality care in an early childhood education setting. QRIS assigns one, two, and three star ratings to early education and school age education programs that meet and go above and beyond minimum licensing standards. Involvement in QRIS is a marker to parents and the community at large, indicating that the services provided by this agency are of high caliber and continuous quality Improvement. This year, we are recertifying our QRIS status. The process began with training and technical assistance from Child Care Resource and Referral Agency. These individuals represent six districts, and the primary responsibility is to help prepare the staff with assessments relative to rating.

All of our centers have submitted the application for QRIS. Listed below are the ratings:

<b>Three-Stars:</b>	Jenkins and Sylvania centers
<b>Two-Stars:</b>	Augusta Tech, Bert Thomas at Pathways, Burke, Columbia, Emanuel, Floyd, McDuffie, South Richmond, and Warren centers
<b>Awaiting Results or Assessment:</b>	Collins, Deans Bridge, Lincoln, Louisville, Statesboro, Wadley and Wrens

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## PROGRAM SERVICES

### 1. Early Childhood Education

The Program uses the Creative Curriculum as the developmental guide in the classroom, however, many other useful sources are utilized to enhance the classroom activities. Children are screened using the Ages & Stages Questionnaire (ASQ-3) and Basic Right Over Wrong (B-ROW) screening tools and are assessed using Teaching Strategies GOLD, which compliments the curriculum.

Head Start has always prepared children for entry into public school. The expectations of school preparation changed to require programs to develop a school readiness plan that aligned program goals with state and local school systems' goals and expectations. The program's school readiness goals are aligned with the Head Start Early Learning Framework (HSELOF), Georgia Kindergarten Inventory Developing Skills (GKIDS), and Georgia Early Learning and Development Standards (GELDS).

The Classroom Assessment Scoring System (CLASS) is implemented to obtain information relative to teacher/child interaction. This information enables management staff to determine skill levels of the teaching staff and provide staff development opportunities that will improve their skills. Learning activities are extended outside of the classroom, for example, STEPS Emergency Literacy during the transport of children that mirrors classroom activities. Meals and nutritional activities with children also contribute to the holistic approaches used for child development by the program. This year, the 10 teachers received training that will enable them to be CLASS reliable observers. This will enable peer-to-peer assistance to be utilized in the program.

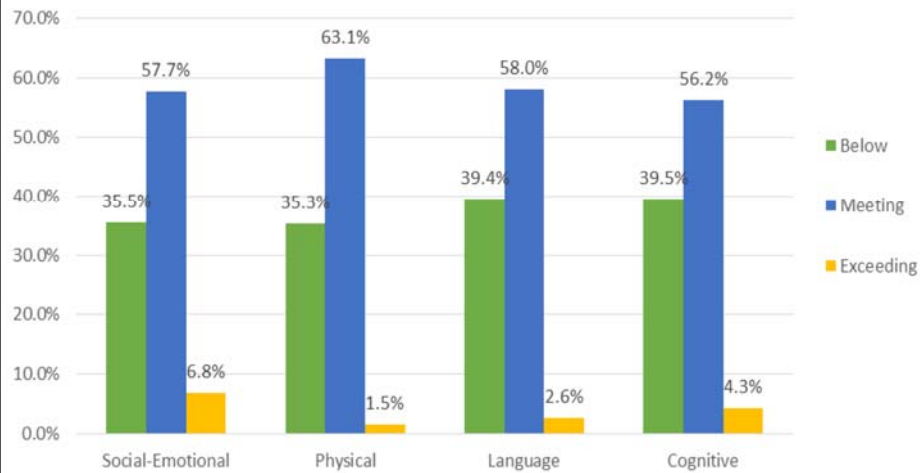
# CSRA EOA, INC. HEAD START

## Teaching Strategies GOLD

### Areas of Development & Learning

2017

Checkpoint One - Percentages



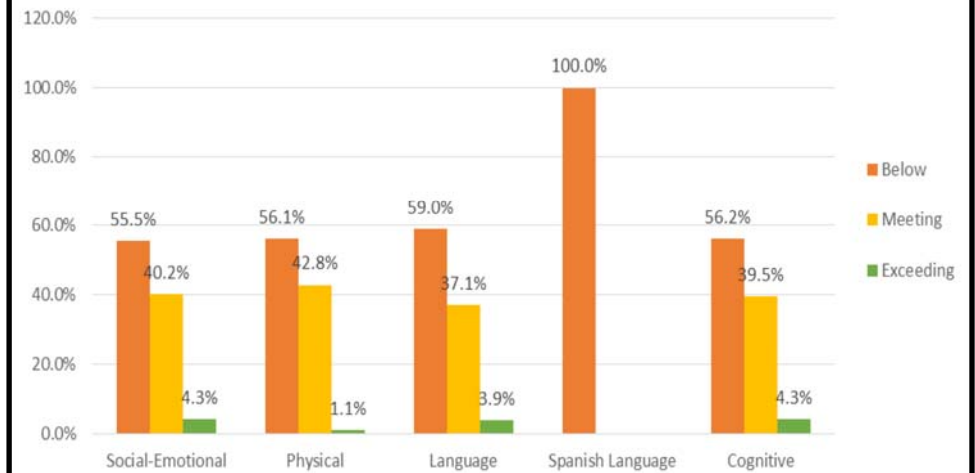
# CSRA EOA, INC. HEAD START

## Teaching Strategies GOLD

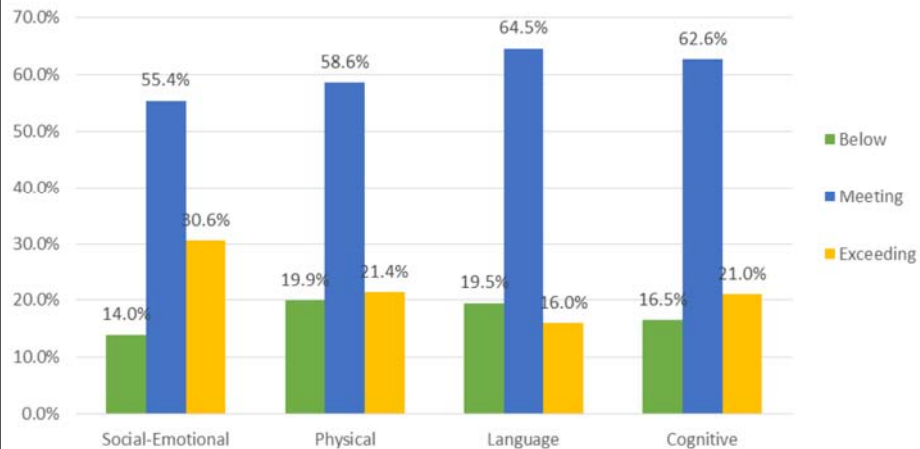
### Areas of Development & Learning

2017

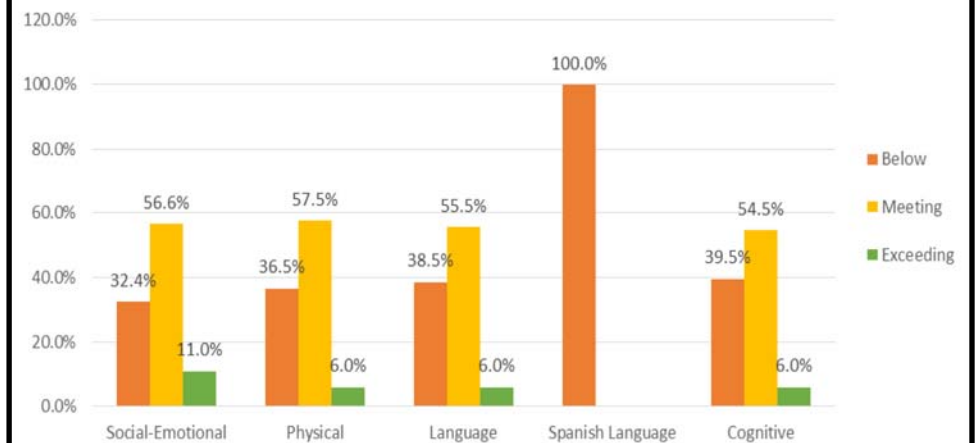
Checkpoint One - Percentages



Checkpoint Two - Percentages

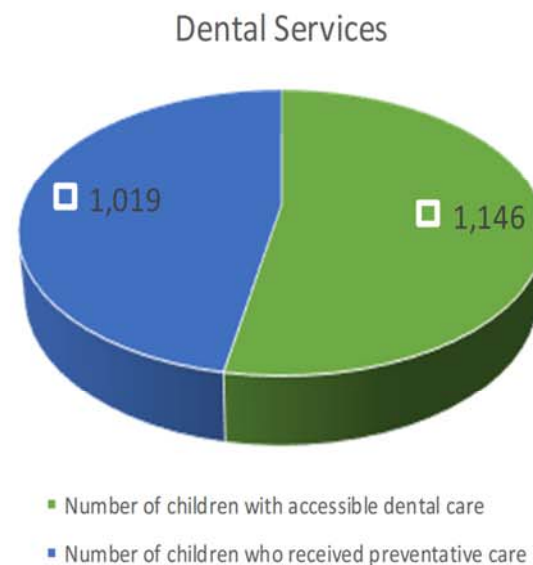
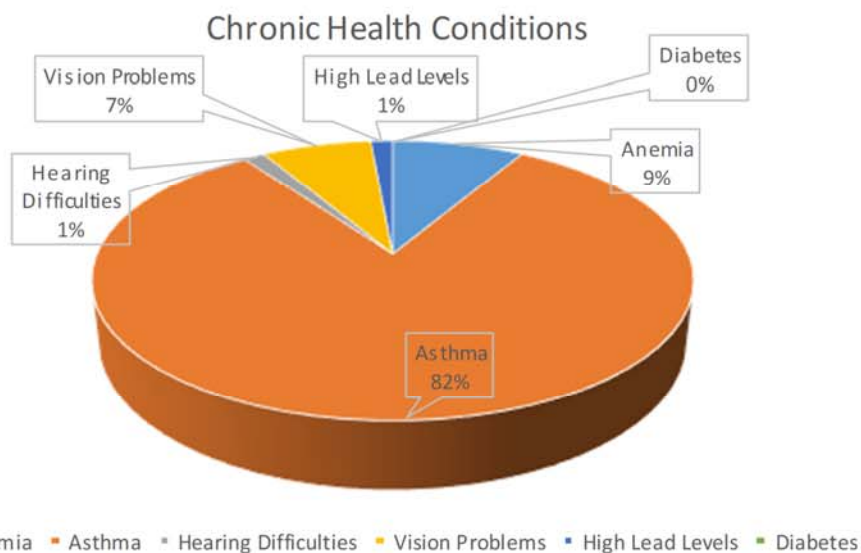
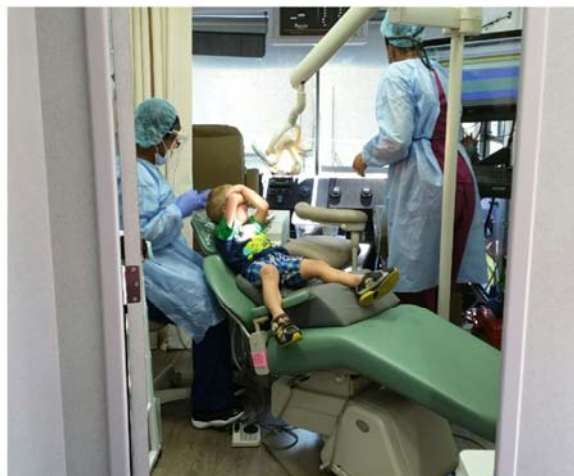


Checkpoint Two - Percentages



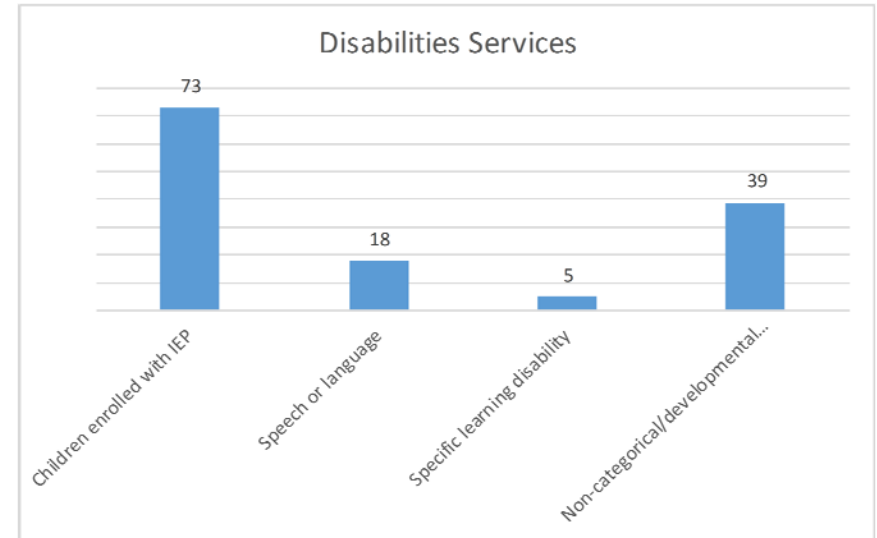
## 2. Health Services

All children who are enrolled will receive physical and dental examinations, if these services are not already current. Follow-up care, as identified by service providers will continue to be provided as required. Parental consent is an essential requirement for services and participation is requested. Funding sources other than Head Start are utilized to obtain care. Head Start funds are utilized when no other funding can be obtained. Parents are assisted with issues relative to maintaining and acquiring/reacquiring Medicaid services. Immunizations are kept up to date as required by the State of Georgia. Results of lead screens are obtained for each child. Staff work with parents to ensure that the child and family have both, a medical and dental home.



### **3. Disabilities**

The program is required to reach an enrollment of 10% of to enable children with disabilities to participate. Partnerships with local agencies, healthcare providers, and private entities are essential to the recruitment process. Recruitment information is sent to organizations and service providers in all communities to elicit referrals of potential enrollees. The partnership between the program and all 11 school systems enable referrals to be made, IEPs to be developed, and services to be provided with consent from parents. The IEPs obtained from school systems are the driving force for individualized planning and service provision. These children actively participate in all facets of the Head Start program.

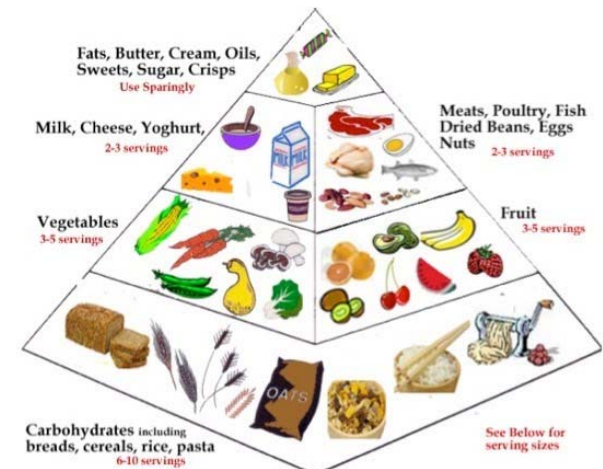


### **4. Mental Health**

These services are provided on a contractual basis following a bidding process utilized by the Agency. All children are observed in the classroom to identify potential triggers of atypical behavior. Teaching staff work with consultants to determine strengths and weaknesses of the child, talk with parents, and obtain consent for evaluation. If services are needed, parents will be contacted to schedule a conference to discuss needs of the child and to obtain consent for services provided. Services are provided on an ongoing basis and techniques are given to teachers to continue strategies used during sessions.

### **5. Nutrition**

Children participated in the Child and Adult Care Food Program (CACFP). Breakfast, lunch and snack were provided. All cooks are ServSafe certified. Children who were identified with low hemoglobin or hematocrit, overweight or underweight were monitored and provided with meals that assist in correcting these problems. Plans were developed for these children and followed by food services staff. Nutritional information was provided to the parents on how to prepare meals that would enhance the hemoglobin and hematocrit to normalcy and help with weight issues.





## **6. Transportation**

Transportation was provided for approximately 90% of the enrollees. Each bus driver has a CDL with P & S endorsements. A driver and monitor are assigned to each bus, and both receive required training. A bus curriculum, STEPS Emergent Literacy, was utilized for continuous learning. The buses are equipped with required safety items. The Transportation Specialist was instrumental in the development of bus routes. Agency vans and cars are available for staff travel to perform work requirements. All persons who drive Agency vehicles must obtain a Motor Vehicle Report (MVR).

## **7. Health & Safety**

Staff are required to obtain annual physicals and TB tests. Random drug screens are conducted to ensure the safety and well-being of children. No smoking is allowed in any facility or its environs. The Agency is in the process of installing cameras at all entrances. Fire and tornado drills are conducted monthly to ensure that children and staff know safety practices for each event. Fire and health inspections are obtained annually.

Facilities are monitored daily and results are indicated on the appropriate form. Repair requests and other facility needs are made so that issues can be taken care of as promptly as possible. Each site has staff responsible for cleaning buildings, playgrounds, and outdoor areas.

## **Advisory Committees**

The Program has an active Health Services Advisory Committee (HSAC). It is composed of parents, medical and dental partners, local Health Department representatives, Amerigroup, contractors, DFACS representatives and staff. This Committee assists with program planning, health services, and provides other information relative to meeting the health/nutrition, and disabilities needs of children and families.

The School Readiness Advisory Committee is comprised of parents of currently enrolled Head Start students, staff, educators representing area schools, and other community partners. The purpose of the committee is to identify service gaps, provide guidance in the development of practices leading to quality educational experiences of children enrolled in Head Start. The Committee meets twice a year and they review Head Start student's outcome, assist in the development, review, and approval of procedures. They are involved in the selection of curriculum and assessment tools, and they ensure that resources are aligned to prepare parents and students for school readiness.



## **8. Eligibility, Recruitment, Selection, Enrollment, and Attendance (ERSEA)**

### ***Eligibility***

To be eligible, children must be three or four years old by September 1st of each school year and a member of a low-income family. They must attend the school in the county in which they reside. Homeless and foster children, and recipients of public assistance are categorically eligible for consideration. Children are deemed eligible if they meet the requirements set within the federal regulations.

### ***Recruitment***

The recruitment of children is an ongoing process. Flyers, door-to-door canvassing, media releases, exhibits at community affairs, participation in area parades, and wearing Head Start T-shirts, are examples of methods utilized for recruitment. This year magnets were placed on all Head Start vehicles as a recruitment initiative.

### ***Selection***

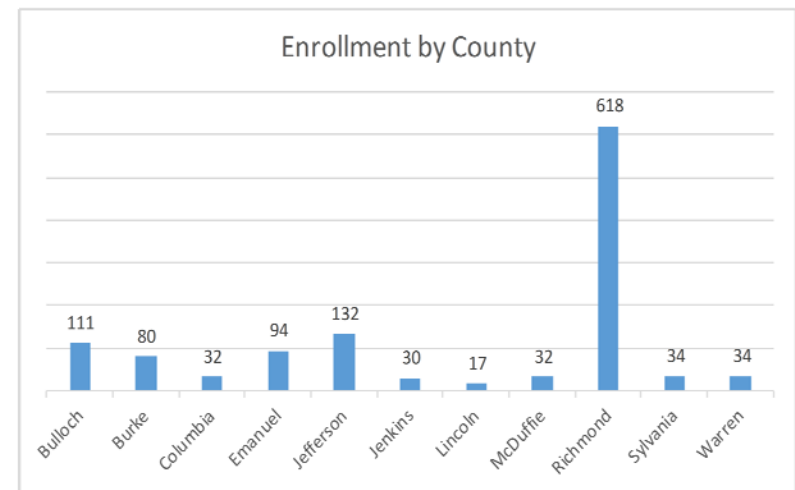
Each application is screened utilizing an eligibility grid. Information is entered into the data system which ranks children with scores, the highest scores being children of the greatest need. Those children with the highest scores are enrolled in the program.

### ***Enrollment***

The program provided comprehensive pre-school services to 1,397 three and four-year old children and families of which 226 children and families received Pre-K blended services. All children receive the full array of Head Start services that are provided in the areas of education, medical, dental, nutrition, mental health, disabilities, parent involvement, social services, fatherhood activities, community partnerships, transportation, and transition. Three hundred and sixty one people are employed to work in the Head Start Program from the communities served.

The program operates a full day, center based program option in which the children attend the program for 6 1/2 hours per day for an average of 165 days. The local public school board calendar for each county is followed to develop the Head Start calendar. The information below lists the counties in the program service area that provide Head Start/Pre-K services.

Each center has specified enrollment numbers that is then divided into class sizes based on the age of the children.



### **Head Start/Pre-K Dual Enrollment:**

Bulloch - 40  
Richmond - 100

## **9. Family and Community Engagement**

Parent engagement is vital to the success of their children. Their engagement helps to bridge the gap between the home and the center. They play a pivotal role in the program by serving on Center Committees, Policy Council, and Advisory Committees. They also assist the Program with the Self-Assessment, program planning, curriculum planning, center activities, and participate in parent training and other functions that enhance the program outcomes.

This past year, more than 1,000 parents entrusted us to help prepare their children for school readiness. This preparation process includes several partners. The Boards of Education for Bulloch, Burke, Jefferson, Lincoln, McDuffie, and Richmond Counties provide facilities. The cities of Harlem and Warrenton, the Augusta Housing Authority, the Jenkins County Commission, and New Zion Hill Missionary Baptist Church also partner with the Agency to provide facilities. Augusta Technical College provides a fully-furnished classroom for three year olds on their campus. Head Start provides staff and other materials, services, and supplies. This classroom is utilized by the College as a training site for its students as they implement theories and practices learned in the class. Each child who participates in this endeavor receive all required criminal records checks and drug screening necessary to work with children.

Wal-Mart, the Alpha Chi Lambda Chapter, of the Alpha Phi Alpha Fraternity, Inc., Doubletree Hotel, Trinity C.M.E. Church, T. J's Garage, Caring for Others, local companies, charities, and individuals donate items for the children throughout the school year.

## **10. Transition**

The program continues to be engaged in the transition process both into and out of Head Start. This process includes parents, community organizations, childcare, Babies Can't Wait, school systems and Early Head Start Programs (Burke and Emanuel counties). Prior to the beginning of the school year, transition into Head Start begins. Registration, parent orientation to the Head Start Program, and center visits are transition activities provided for parents. The orientation for children and parents occurs at the beginning of the school year when they both come to school for half day to meet teachers and to tour the property.

Parent orientation occurs at two levels, the 1st during the summer when introduction to Head Start or Early Head Start/Child Care Partnership are conducted. During this session, parents learn about Head Start and the services provided for the child and for themselves. They are introduced to program governance and their role as decision makers in the program. Parents are encouraged to participate in the program as volunteers in a variety of capacities.

As vacancies occur during the school year, parents and children experience transition into Head Start. This included orientation to Head Start Program, registration, and center tour. The transition out of Head Start begins in January. The students are utilizing trays to familiarize themselves with cafeteria style process in the public school.

Arrangements are made for Head Start children and parents to visit the public schools in their area. Transition packets are developed for distribution by each teacher during the last home visit.



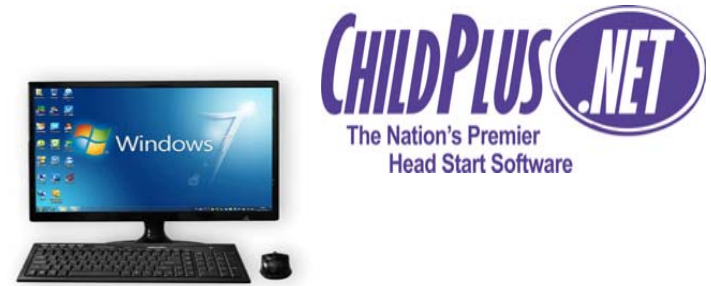
<b>Number of Families Served</b>	
Number of Families	1,315
Number of Two-Parent Families	105
Number of Single-Parent Families	1,210
<b>Federal or Other Assistance</b>	
Number of Families Receiving Temporary Assistance for Needing Families (TANF)	46
Number of Families Receiving Supplemental Security Income (SSI)	118
Number of Families Receiving services from the Supplemental Nutrition Program for Women, Infants, and Children (WIC)	346
Number of Families Receiving services from the Supplemental Nutrition Assistance Program (SNAP)	727
<b>Employment/Job Training/School</b>	
Number of Single-Parents Employed/Job Training/School	264
Number of Single-Parents not Employed/Job Training/School	946
Child Support Assistance	6
<b>Family Services Received</b>	
Emergency/Crisis Intervention (Food, Clothing, Shelter)	107
Housing Assistance (Utilities, Repairs)	46
Mental Health Services	79
English as a Second Language (ESL) Training	3

<b>Number of Families Served (continued)</b>	
<b>Family Services Received (cont.)</b>	
Adult Education Such as GED Programs and College Selection	107
Job Training	238
Substance Abuse Prevention	16
Substance Abuse Treatment	0
Child Abuse and Neglect Services	104
Domestic Violence Services	136
Child Support Assistance	6
Health Education	174
Assistance to Families of Incarcerated Individuals	3
Parenting Education	299
Relationship/Marriage Education	0
<b>Other Services</b>	
Number of Enrolled Children whose Fathers/Father Figures Participated in	0
Number of Families Experiencing Homelessness	12
Number of Children Experiencing Homelessness	12
Number of Enrolled Children Who Were in Foster Care	0
Number of Enrolled Children Who Were Referred by a Child Welfare Agency	0

*\*Based on 2016-2017 school year.*

## **11. Technology**

The program utilizes ChildPlus.net Software as its recordkeeping system and Teaching Strategies GOLD to conduct child assessments. Administrative and center staff have access to computers that assist them in reviewing and analyzing data. Each classroom is equipped with computers that are used as learning tools for the children.



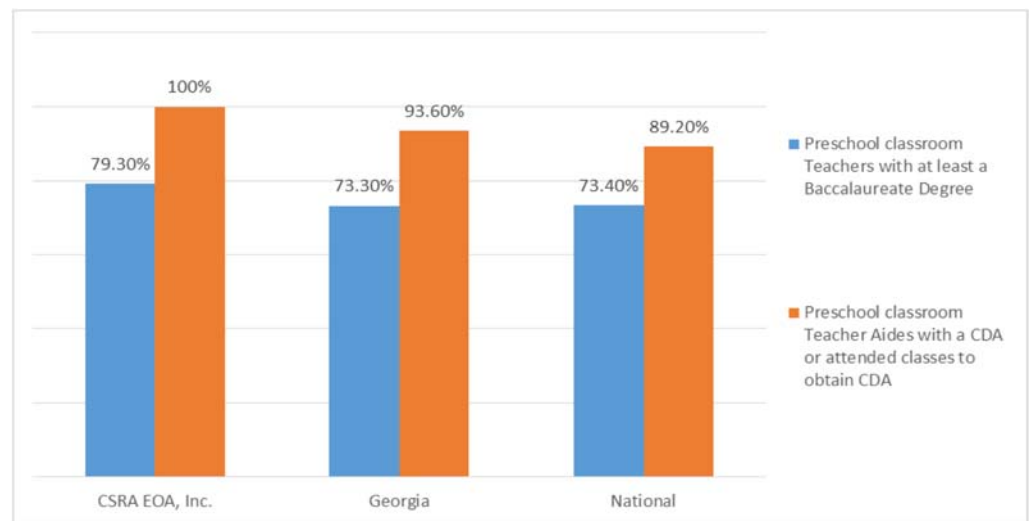
## **12. Professional Development**

Head Start strives for excellence at all times. An added assurance to achieving excellence in the program are provisions for the staff to enhance their skills both through formal and informal training and technical assistance. Ten hours per week are available for staff pursuing educational goals in their job specific field at institutions of higher learning. Teachers are especially targeted to ensure that they meet the Department of Health and Human Services (HHS) and Agency degree mandate which requires all to have a Bachelor's Degree in Early Childhood Education or related field. Assistance with tuition, travel, and child care expenses was provided to teachers.

The teacher assistants that have the Child Development Associate (CDA) credential and the Early Childhood Education (ECE) diploma or the TCE are working toward their Associate's Degree or Bachelor's Degree. Achieving their Bachelor's Degrees will place them at an advantage for promotional opportunities as vacancies occur.

Ten hours per week are available for educational sessions. Assistance with tuition, travel, and other fees are provided for teacher aides as they work to meet the required mandate to have a Child Development Associate credential and must be enrolled in an AA program.

The Agency provided all training in the required areas and other essential topics. All staff receive training as required by the Head Start regulations, and State requirements. Annual pre-service training was conducted prior to the opening of school. In-service training sessions were provided for all staff. Additionally, area training that is job specific, was held during the school year. Staff and parents attended conferences that enhanced and developed their knowledge base, as well. Parents are also recipients of training in a variety of topics during the school year.



## **Ongoing Program Monitoring**

A monitoring system was developed that provided useful data to the administrative team which was utilized to strengthen program operations and to make determinations about the effectiveness of existing policies and procedures. Staff monitor their own specific area records. Center Directors and the administrative team conduct ongoing monitoring during the year, some of which is scheduled and others are conducted routinely. Results of monitoring is also used as a part of the Self-Assessment process.

## **Budget/Financial Highlights**

CSRA EOA, Inc. receives federal funds to operate the Head Start Program from the Department of Health and Human Services, Administration for Children and Families, Office of Head Start, Bright from the Start, Child and Adult Care Food Program (CACFP), and Georgia Pre-K.

Federal.....	\$12,017,186.00
Non-Federal.....	\$3,004,296.00
Pre-K .....	\$391,948.82
Total .....	\$15,413,430.82

### *Other*

USDA/CACFP (Child and Adult Care Food Program) Meal Reimbursement.....\$1,081,450.00



## HEAD START CENTERS AND ADDRESSES

<b><u>Central Office</u></b> 1261 Greene Street P.O. Box 10104 Augusta, GA 30903-2704	<b><u>Ernestine P. Smith, Director</u></b> Central Office: (706) 722-0493 Head Start Fax: (706) 722-1640 Central Office Fax: (706) 722-8565
<b><u>A. Brian Merry Elementary School</u></b> 415 Boy Scout Road Augusta, Georgia 30909 Funded Enrollment: 40	<b><u>Kimberly Mungo, Principal</u></b> Office: (706) 737-7185 Fax: (706) 731-7653 Family Service Worker: Gloria Samuels
<b><u>A. Dorothy Hains Elementary School</u></b> 1820 Windsor Springs Road Augusta, Georgia 30906 Funded Enrollment: 44	<b><u>Rachel McRae, Principal</u></b> Office: (706) 796-4918 Fax: (706) 790-1368 Family Service Worker: Andreana Robinson
<b><u>Augusta Technical College (ATC) Head Start</u></b> 3200 Augusta Tech Dr.—Bldg. 500 Augusta, Georgia 30906 Funded Enrollment: 17	<b><u>Kimberly Godbee, Cluster Center Director</u></b> Office: (706) 798-0930 Fax: (706) 798-0932 Family Service Worker/Site Facilitator: Faye Ketch
<b><u>Bert T. Thomas at Pathways Head Start</u></b> 110 E Court Street Augusta, Georgia 30904 Funded Enrollment: 35	<b><u>Gwen Allen-Robinson, Center Director</u></b> Office: (706) 733-4505 Fax: (706) 733-4504 Clerk Typist: Regina Gamble
<b><u>Burke County Head Start</u></b> 518 College Street Waynesboro, Georgia 30830 Funded Enrollment: 80	<b><u>Syreeta Green, Center Director</u></b> Office: (706) 554-2140 Fax: (706) 554-6764 Clerk Typist: Darlene Miller
<b><u>Collins Head Start</u></b> 1321 Suwanee Quintet Blvd. Augusta, Georgia 30901 Funded Enrollment: 138	<b><u>Yvonne Johnson, Center Director</u></b> Office: (706) 821-6911 or 821-6912 Fax: (706) 821-6893 Clerk Typist: Glenda Moment
<b><u>Craig-Houghton Elementary School</u></b> 1001 4 <sup>th</sup> Street Augusta, Georgia 30901 Funded Enrollment: 40	<b><u>Sophia Cogle, Principal</u></b> Office: (706) 823-6946 Fax: (706) 823-6988 Family Service Worker: Joseph Christie

<b><u>Columbia County Head Start</u></b> 405 A West Church Street Harlem, Georgia 30814 Funded Enrollment: 32	<b><u>Serena Warner, Cluster Center Director</u></b> Office: (706) 556-0085 Fax: (706) 556-0017 Family Service Worker: Evelyn Morgan
<b><u>Deans Bridge Head Start</u></b> 3237 Deans Bridge Road Augusta, Georgia 30906 Funded Enrollment: 126	<b><u>Kimberly Godbee, Cluster Center Director</u></b> Office: (706) 796-2227 Fax: (706) 796-3187 Clerk Typist: Denise McCoy
<b><u>Emanuel County Head Start</u></b> 615 Gumlog Road Swainsboro, Georgia 30401 Funded Enrollment: 94	<b><u>LaSandra Peeples, Center Director</u></b> Office: (478) 237-6135 Fax: (478) 237-6280 Clerk Typist: Latara Robinson
<b><u>Family and Community Engagement Office</u></b> 2141 Service Drive Augusta, Georgia 30904	<b><u>Charline Dickerson, FCE Manager</u></b> Office: (706) 738-2133 Fax: (706) 738-1280 Administrative Clerk: Bianca Kelly
<b><u>Floyd, Silas X. Head Start</u></b> 921 Florence Street Augusta, Georgia 30901 Funded Enrollment: 167	<b><u>VACANT, Center Director</u></b> <b><u>Michelle Williams, Center Operations Assistant</u></b> Office: (706) 722-6699 Fax: (706) 722-3408 Clerk Typist: Kenisha McRoy
<b><u>Glenn Hills Elementary</u></b> 2838 Glenn Hills Drive Augusta, Georgia 30906 Funded Enrollment: 40	<b><u>Dr. Vanessa Lancaster, Principal</u></b> Office: (706) 796-4942 Fax: (706) 796-4701 Family Service Worker: Gloria Samuels
<b><u>Jenkins County Head Start</u></b> 727 Virginia Avenue Millen, Georgia 30442 Funded Enrollment: 30	<b><u>Heather Holland, Center Director</u></b> Office: (478) 982-8310 Fax: (478) 982-8311 Family Service Worker: Betty Grimes
<b><u>Jenkins-White Elementary</u></b> 800 15th Avenue Augusta, Georgia 30901 Funded Enrollment: 40	<b><u>Vanessa Darling, Principal</u></b> Office: (706) 797-7320 Fax: (706) 731-7651 Family Service Worker: Andreana Robinson

<b><u>Lincoln County Head Start</u></b> 576 Metasville Road P.O. Box 1000 Lincolnton, Georgia 30817 Funded Enrollment: 17	<b><u>Serena Warner, Cluster Center Director</u></b> Office: (706) 359-5190 Class: (706) 359-4998 Fax: (706) 359-5233 Family Service Worker: Tameka Beard
<b><u>Louisville Head Start</u></b> Route 3, Middleground Road P.O. Box 838 Louisville, GA 30424 Funded Enrollment: 66	<b><u>Tamara Lewis, Cluster Center Director</u></b> Office: (478) 625-8911 Fax: (478) 625-8197 Clerk Typist: Shawanna Atkins
<b><u>McDuffie County Head Start</u></b> 614 Hunter Street P.O. Box 1335 Thomson, Georgia 30824 Funded Enrollment: 52	<b><u>Gladys Forner, Center Director</u></b> Office: (706) 595-2362 Fax: (706) 595-7852 Cafeteria: (706) 595-0129 Clerk Typist: Latanica Bentley
<b><u>South Richmond Head Start</u></b> 3950 Deans Bridge Road Hephzibah, Georgia 30815 Funded Enrollment: 82	<b><u>Kimberly Godbee, Cluster Center Director</u></b> <b><u>Malisa Wanjala, Center Operations Assistant</u></b> Office: (706) 798-9000 Fax: (706) 798-0620 Clerk Typist: Christine Lott
<b><u>Statesboro Head Start</u></b> 150 Williams Street Statesboro, Georgia 30458 Funded Enrollment: 111	<b><u>Ammie Hodges, Center Director</u></b> Office: (912) 764-5330 Fax: (912) 489-4585 Clerk Typist: Jestina Kelly
<b><u>Sylvania Head Start</u></b> 166 DevDhara Drive Sylvania, Georgia 30467 Funded Enrollment: 34	<b><u>Rebar Virden, Center Director</u></b> Office: (912) 451-4223 Fax: (912) 451-4377 Clerk Typist: Yolanda Carter
<b><u>Terrace Manor Elementary</u></b> 3110 Tate Road Augusta, Georgia 30906 Funded Enrollment: 40	<b><u>Major Lee, Principal</u></b> Office: (706) 796-4910 Fax: (706) 796-4686 Family Service Worker: Andreana Robinson
<b><u>Wadley Head Start</u></b> 137 Bedingfield Street Wadley, Georgia 30477 Funded Enrollment: 34	<b><u>Tamara Lewis, Cluster Center Director</u></b> FSW: (478) 252-4642 Fax: (478) 252-0824

<b><u>Warren County Head Start</u></b> 158 West Gibson Street Warrenton, Georgia 30828	<b><u>Serena Warner, Cluster Center Director</u></b> Office: (706) 465-2255 Fax: (706) 465-3173
<b><u>Wilkinson Gardens Elementary</u></b> 1925 Krather Drive Augusta, Georgia 30906 Funded Enrollment: 40	<b><u>Dr. Brenda Cherokee Taylor, Principal</u></b> Office: (706) 737-7219 Fax: (706) 731-8803 Family Service Workers: Gloria Samuels / Mamie Washington
<b><u>Wrens County Head Start</u></b> 1711 Highway 17, North Wrens, Georgia 30833 Funded Enrollment: 34	<b><u>Tamara Lewis, Cluster Center Director</u></b> Office: (706) 547-7410 Class: (706) 547-6407 Fax: (706) 547-7522
<b><u>Wrens Head Start Quality Mentor Office</u></b> 407 N. Main Street Wrens, Georgia 30833	<b><u>Dorothy White, FCE Quality Mentor</u></b> Office: (706) 547-7410 Fax: (706) 547-7522

## Early Head Start/Childcare Partnership

<b><u>Early Head Start</u></b> 456 Telfair Street Augusta, Georgia 30901 Funded Enrollment: 72	<b><u>Kimala Johnson, Coordinator</u></b> Office: (706) 823-5700 Fax: (706) 823-5900 Family Service Worker: Yomika Latson
<b><u>Cathy's Day Care</u></b> 2561 Lumpkin Road Augusta, Georgia 30906 Enrollment: 24	<b><u>Childcare Network #137</u></b> 155 Williams Road Statesboro, Georgia 30458 Enrollment: 12
<b><u>Childcare Network #24</u></b> 2131 Wrightsboro Road Augusta, Georgia 30904 Enrollment: 12	<b><u>Childcare Network #160</u></b> 2801 Wylds Road Ext. Augusta, Georgia 30909 Enrollment: 12

## **Administrative Team**

Ernestine P. Smith, Head Start Director

William T. Mills, Operations Manager

Charline Dickerson, Family & Community Engagement Manager

Cathy Parker, Child Services Manager

Zenzel Lewis, Computer Services Manager

Madine H. Cummings, Resource Professional Development Specialist

Kimberly Robinson, Health Specialist

Devin Smith, Education, Disabilities & Mental Health Specialist

Diana Avery, Education, Disabilities & Mental Health Specialist

Tiffany Wooden, Nutrition Specialist

Chantell Sherman, Health Aide

Robert Striggles, Facilities Specialist

Annette Usher, Transportation Specialist

Yolanda Rhyne, Social Services Specialist

Betty Johnson, Parent Involvement Specialist

Nedia V. Belcher, Administrative Support Specialist

Choniere Frank, Secretary/Information Technologist

Miranda Hudson, Administrative Clerk

Bianca Kelly, Administrative Clerk

Dorothy White, FCE Quality Mentor

Katrene White, Quality Assurance Coach

Gail Gilmore, Quality Assurance Coach



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- Home Modification, such as wheelchair ramps
- Caregiver Programs
- Diabetes Education & Prevention
- Volunteer Opportunities

Services are provided through private pay and government-funded options. The ability to pay privately offers an alternative to being placed on a waiting list.

Contact the CSRA Area Agency on Aging by dialing  
(866) 552-4464 or (706) 210-2018.



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*Augusta Housing Authority is collaborating with Walton Communities, the City of Augusta and other area partners on affordable housing within the CSRA.*



## Walton Oaks

*- the first mixed-income public housing community within the Central Savannah River Area (CSRA).*



## Legacy at Walton Green

*- the second mixed-income public housing community within the Central Savannah River Area (CSRA).*

*Legacy at Walton Green  
- a residence for  
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*It is the goal of Augusta Housing Authority to bring to fruition the ideals: "By providing housing to an array of incomes, the development creates a place and sense of community. It promotes the further development for high quality housing and economic development."*



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COMMUNITIES**  
*APARTMENT HOMES*

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**April 21, 2017**

**Augusta Municipal Golf Course**



