

CSRA Economic Opportunity
Authority Inc.

FY 2019

Agency Annual Report



National Community Action Month

2020



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.



Table of Contents

01	Letter from the Board Chair Person
02	Letter from the Executive Director
03	Agency Highlights
04	NCAM Pin Recipients
05	2019 Agency Expenditures
07	2019 Community Services Year in Review
13	2019 Head Start & Early Head Start/Child Care Partner Annual Report
14	Letter from Head Start Policy Council Chairperson
15	Letter from Head Start Director
35	FY 2019 Agency Events

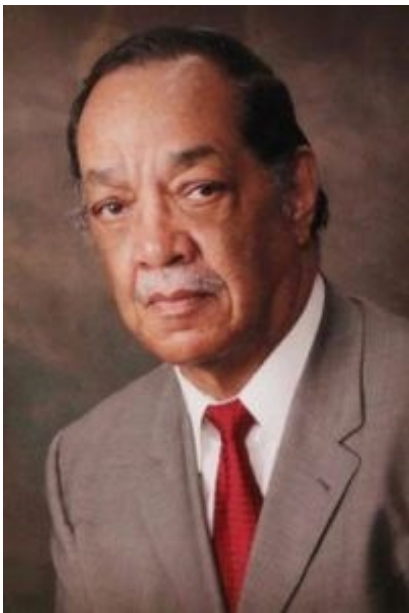
MESSAGE FROM OUR BOARD CHAIR PERSON

DEAR FRIENDS AND SUPPORTERS,

The chief function of the Community Action Agency is to serve the best interest of all people. We are committed to leading the Community Action Movement with respect, concern, and responsiveness. We strive for professional excellence and encourage the development of our associates.

I commend the program participants for their personal achievements, and the staff and volunteers for the outstanding commitment to improving the lives of our children, families and communities.

Sincerely,



A handwritten signature in black ink that reads "Marion E. Barnes". The signature is fluid and cursive, written in a professional style.

Marion E. Barnes
Board Chairperson



MESSAGE FROM OUR EXECUTIVE DIRECTOR

DEAR FRIENDS AND SUPPORTERS,



This report is an attempt to describe what has happened to people striving to lift their lives up to economic stability. For some, it has been a matter of restoring or rebuilding, while for others, it was the beginning of a journey to identify and grow the resources of their households.

We embrace efforts aimed at decreasing homelessness, which can lead to prolonged instability. We help develop bundled services that address the needs of each generation. We promote self-help approaches to problem solving, encouragement of community leadership among the low wealth citizens. We are the ally to those who strive to work their way to independence.

Our business is helping people develop specific goals for real solutions to managing and increasing economic resources by addressing social conditions, political and economic structures, as well as personal barriers. Our work with citizens and partner agencies consists of crisis intervention, case management, transitional housing, energy assistance, weatherization, homeownership, planning and education, Individual Development Accounts, financial assistance, veterans' assistance, education and employment, re-housing and prevention, and Head Start.

We must honor and profoundly thank our Board of Directors, staff members, volunteers, and community partners.

With Highest Regards,

Lola W. Johnson
Executive Director



AGENCY HIGHLIGHTS

Throughout this annual report, there will be a number of program highlights showing how the agency lives up to its mission by leveraging resources, empowering people, and advocating to alleviate poverty in the CSRA . Below are some of those highlights.

AGENCY SUCCESS STORY

In FY 2019, a family enrolled in our IDA (Individual Development Account Program), was able to purchase their dream home by completing budgeting and home maintenance classes, housing counseling, and saving earned income, which was matched \$2 for every dollar they saved. The IDA program is a matched savings program for low-income, employed, first-time homebuyers. Eligible participants attend training and housing counseling and receive a \$2 match for every earned \$1 saved toward down payment and closing costs.

STAND OUT EVENTS

CSRA EOA, Inc. held one of its first "Know Your Rights" events, which explained the rights and responsibilities that are held by both a landlord and a tenant. The event covered things such as the process for filing an eviction, the legalities of withholding rent payments, partial payments, fire safety repairs, and more!



AGENCY AWARDS



In FY 2019, recognized for its generous contributions to the CSRA, CSRA, EOA, Inc. was awarded a 2019 Lighting the Way Award and a \$75,000 grant by the SunTrust Foundation. The SunTrust Foundation's Lighting the Way Awards recognize select nonprofit organizations that work to build self-sufficient families and more financially confident communities through financial education, financial counseling, career readiness/workforce development and small business/entrepreneurship.

AGENCY PARTNERS

185

2019 NCAM PIN RECIPIENTS



**THANK YOU FOR YOUR SERVICE TO CSRA
EOA, INC.**



5 YEAR : JUNE 1, 2014 — MAY 31, 2015

<u>Name</u>	<u>Hire Date</u>	<u>Name</u>	<u>Hire Date</u>
Michelle Williams	11/17/14	Raven Griffin	10/13/14
Jestina Kelly	09/15/14	Annie Doe	09/15/14
Jerry Cooper	07/31/14	Kimala Johnson	09/15/14
Cynthia Ervin	10/06/14	Shannon Jackson	09/15/14
Carolyn McNeal	07/24/14	Badgre Starks	09/29/14
Tamara Freeman	07/28/14	Della Samules	10/06/14
Tamika Smith	08/04/14	Brenda McMillon	02/02/15
Devin Smith	08/11/14	Geraldine Williams	01/20/15
Carrie Patterson	09/08/14	William Ponder	02/03/15
Charmaine Lynch	09/08/14	Lisa Braswell	02/09/15
Sierra Prescott	10/13/14	Jasmine Moore	04/13/15

10 YEAR : JUNE 1, 2009 — MAY 31, 2010

<u>Name</u>	<u>Hire Date</u>
Lucy Mack	07/29/09
Sharon Flonnory	07/31/09
Christine Lott	8/31/09
Penelope Parrish	09/28/09
Gwendolyn Brown	02/08/10
Henry Gibson	05/17/10

15 YEAR: JUNE 1, 2004— MAY 31, 2005

<u>Name</u>	<u>Hire Date</u>
Dianne Carter	08/02/04
Connie Hudson	07/26/04
Shelley Ottley	03/28/05

20 YEAR: JUNE 1, 1999 — MAY 31, 2000

<u>Name</u>	<u>Hire Date</u>
Bettie Edwards	08/23/99
Dorothy Kendrick	11/16/99
Patricia Johnson	08/23/99
Delores Holmes	01/10/00
William Mills	03/01/00

25 YEAR: JUNE 1, 1994 — MAY 31, 1995

<u>Name</u>	<u>Hire Date</u>
Patricia Trimble	09/06/94
Shelita Lazenby	09/06/94
Betty Grimes	10/12/94
Lynda Barrs	03/27/95

30 YEAR: JUNE 1, 1989 — MAY 31, 1990

<u>Name</u>	<u>Hire Date</u>
Nedia Belcher	07/25/89
Linda Smith	09/25/89
Emma Lambert	03/26/90

35 YEAR: JUNE 1, 1984 — MAY 31, 1985

<u>Name</u>	<u>Hire Date</u>
Ethel Cain	10/16/84

40 YEAR: JUNE 1, 1979 — MAY 31, 1980

<u>Name</u>	<u>Hire Date</u>
Betty Johnson	12/21/79

FY 2019 AGENCY EXPENDITURES

CSRA ECONOMIC OPPORTUNITY AUTHORITY, INC.

FY 2018 BUDGET BY PROGRAM

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) Uniform guidance, and is audited annually by Certified Public Accountants.

68.63%

HEAD START

28.56%

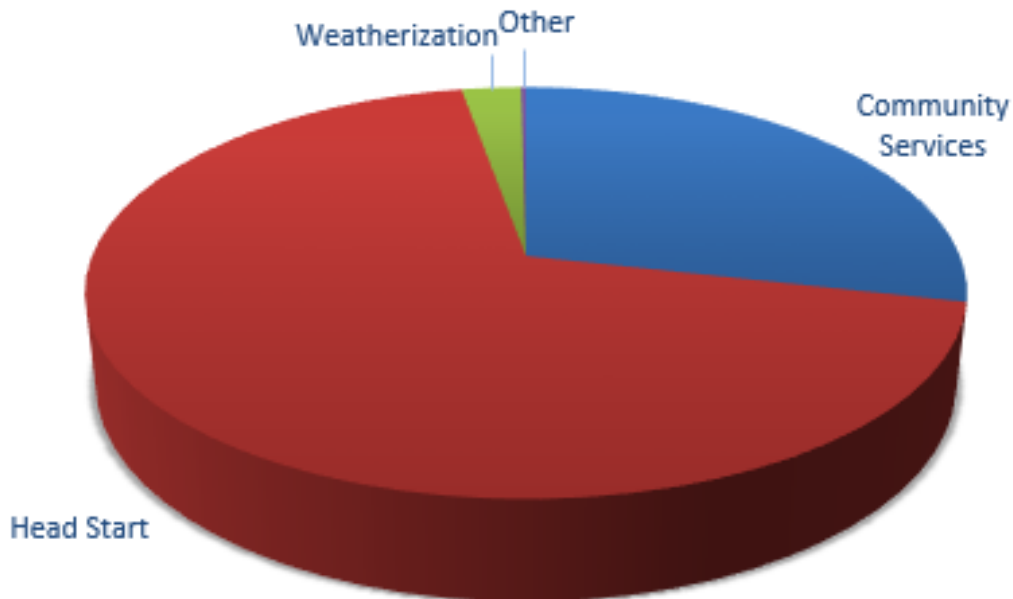
COMMUNITY SERVICES

2.59%

WEATHERIZATION

0.22%

MISCELLANEOUS



■ Community Services ■ Head Start ■ Weatherization ■ Other

FY 2019 AGENCY EXPENDITURES

COMMUNITY SERVICES

LIHEAP(Low-Income Home Energy Assistance Program).....	\$4,386,249.52
Community Services Block Grant.....	\$1,048,001.82
Supportive Services for Veteran Families (VA-SSVF).....	\$939,743.00
Housing & Urban Development– Emergency Solutions Grant.....	\$55,000.00
Community Services Block Grant HUD.....	\$184,488.16
High Demand Career Initiative (Georgia).....	\$141,649.53
City of Augusta– Homebuyer Education.....	\$2,000.00
Local Govt. (Burk County Senior Center).....	\$131,775.61
Foundations.....	\$16,500.00
Other HUD (DCA, HSG).....	\$58,100.00
Donated Clothing, Food, Furniture, etc.....	\$7,241.02
Weatherization.....	\$633,109.11
Georgia Department of Community Affairs.....	\$184,488.16

HEAD START

Department of Health & Human Services– Head Start	\$12,401,094.00
Department of Health & Human Services– Early Head Start.....	\$989,038.00
In-Kind Donations.....	\$1,679,810.44
United States Department of Agriculture– CACFP.....	\$916,266.40
Bright from the Start–Pre-K.....	\$511,642.21

ACROSS PROGRAMS

Donated Funds.....	\$52,854.91
--------------------	-------------

2019



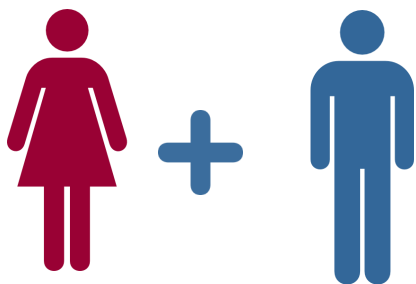
COMMUNITY SERVICES

YEAR IN REVIEW

COMMUNITY SERVICES

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.

FY 2019 IMPACT REPORT



FEMALE: 9,467 **MALE: 1,922**



11,389
HOUSEHOLDS ASSISTED



TOTAL INDIVIDUALS: 11,389

PROGRAMS

ENERGY ASSISTANCE

SENIOR NUTRITION & WELLNESS

H.O.P.E PROGRAM

RESOURCE CENTER

NEIGHBORHOOD SERVER CENTER

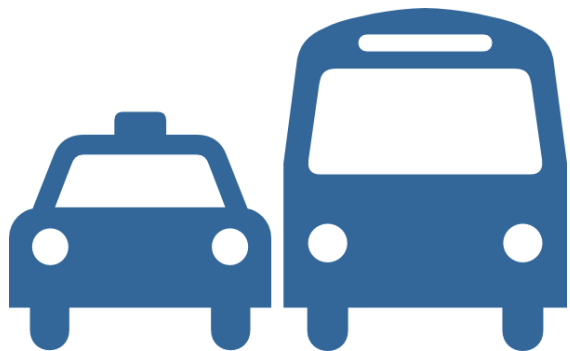
VETERAN SERVICES & MORE



908

Households received case
management services

FY 2019 IMPACT REPORT



1,566

Households received transportation services



344

Families received emergency rent or mortgage assistance



Low-Income Home Energy Assistance Program

11,509

Households received emergency utility assistance



119

Senior citizens participated in wellness activities



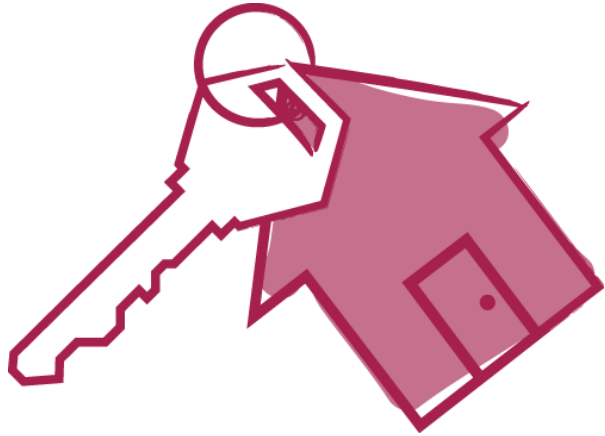
908

Households received case management services



538

Households participated in financial management programs



127

Individuals participated in first time homebuyer education counseling sessions



204

Individuals received job referrals



Supplemental
Nutrition
Assistance
Program

197

Households were referred for SNAP benefits



1,032

Homeless individuals were helped through our centralized intake and assessment program.

SSVF PROGRAM REVIEW

For the past eight years, CSRA Economic Opportunity Authority, Inc. has served as lead agency in a partnership with Forces United, formally known as Augusta Warrior Project, and Goodwill of Middle Georgia and the CSRA. Each has brought their own expertise to the table. Forces United develops a proactive relationship

with Veterans in order to prevent or mitigate life crises by holistically addressing issues early and collectively with their partners.

Veteran assistance is coordinated by Forces United 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 im-

plementation 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

115

Families consisting of 189 people were re-housed.

74

Families consisting of 100 people avoided homelessness.

41

Families consisting of 89 people avoided homelessness.

Pictured Right: CSRA EOA SSVF Employees, and our partner agencies, Forces United & Goodwill Industries



WEATHERIZATION ASSISTANCE PROGRAM

Weatherization, and what it does.

The Weatherization Assistance Program (WAP) increases the energy efficiency of dwellings owned or occupied by low-income persons. WAP uses Whole House Weatherization, which treats the house as a single energy-consuming system, rather than a loose collection of unrelated pieces of equipment. It requires advanced diagnostic skills and cost-effective measure selection and installation. These conservation measures result in energy and cost savings.



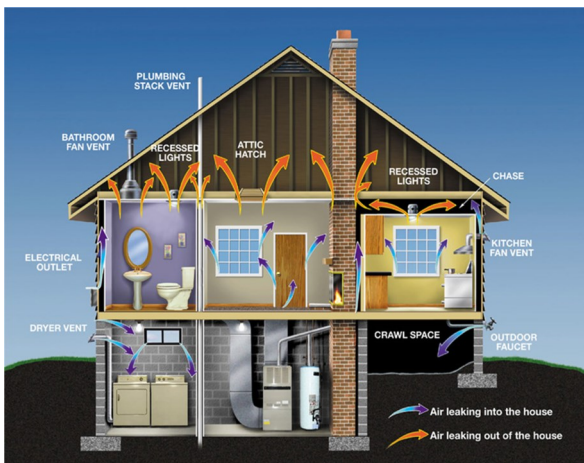
IMPACT REPORT

FY 2019

Homes Weatherized: 140

People Assisted: 321

Program Expenditures: \$669,417.55



Energy-efficiency measures performed through the program may include:

- Air and duct sealing
- Wall, floor, and attic insulation
- Heating, ventilation, and air conditioning system improvements
- Energy efficiency improvements in lighting
- Hot water tank and pipe insulation
- Water conservation devices



2019

Head Start

PROGRAM SUMMARY

*Head Start & Early Head Start/Child Care
Partnership Programs*



GREETINGS,

It gives me great pleasure to bring you greetings on behalf of the CSRA EOA, Inc. Head Start Policy Council.

Policy Council believes wholeheartedly in the program and can attest to the successful trajectory of Head Start for more than fifty years. It is our desire to continue to help the staff make a difference in the communities that are served by Head Start.

The impact of Head Start is seen and felt on many levels: locally, statewide, national, and international. Head Start is a brand that can be imitated but never duplicated. And, it is obvious in the success of our students and families.

As a council, we will continue to encourage one another to be the absolute BEST! Because of you, there will ALWAYS be a brighter day. Thank you for joining the future and again, welcome.



Respectfully,

Sherry L. Combs

*Sherry L. Combs, Chairperson
Head Start Policy Council*



HELLO ALL,

The staff of the Head Start program take great pleasure focusing on preparing preschool children for life long learning. The partnership developed with parents provides opportunities to develop the whole child through a series of activities in the classroom, in the community, and at home. This partnership allows staff to work with parents as they develop family and individual goals and strive to meet them. The program considers community partners to be a valuable asset as staff work to meet the educational, physical, social and emotional goals of the children and to meet the goals of the parents, as well. It is and continues to be my idea that through concentrated approaches of all participants, the children and families can maximize their potential and contribute positively as citizens of the communities in which they live. Every child and family deserves a Head Start!



Sincerely,

Ernestine P. Smith

Ernestine P. Smith , Head Start Director





Mission

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

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

Projected Goals

1. Promote school readiness to low-income children by enhancing their cognitive skills, social skills, and emotional development
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.
3. Engage parents in their child's education and growth and development.
4. Coordinate family and community engagement activities and resource utilization to assist parents in their pursuit of social competence and self-sufficiency.

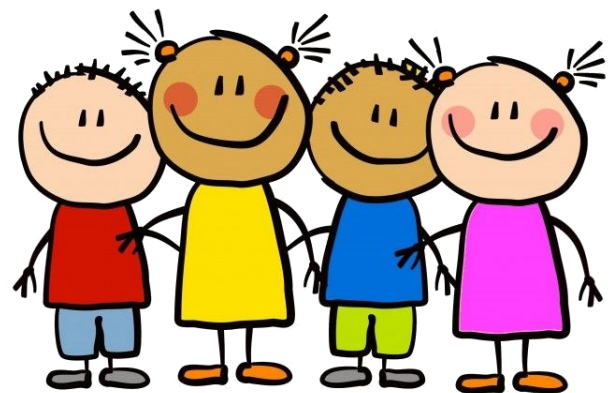
HEAD START GOVERNANCE

Board of Directors

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.

Policy Council

The Policy Council 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.



HEAD START FUNDING

CSRA EOA, Inc. receives federal funds to operate an Early Head Start Child Care Partnership 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, and Georgia Pre-K.

Early Head Start / Child Care Partnership Budget: \$1,004,691

20% Non-Federal Match: \$251,173



Head Start Budget: \$12,563,058

20% Non-Federal Match: \$3,140,765

USDA: \$927,421

Pre-K: \$426,233



EARLY HEAD START

About Early Head Start/Child Care Partnership..

CSRA EOA, Inc. was funded to operate an Early Head Start/Child Care Partnership program that serves infants and toddlers (including children with disabilities), age six weeks through two years old.

Eligibility....

To be eligible for this program, parents must be: low-income working parents, enrolled in school, or completing a required volunteer program.

Services...

Each classroom has an enrollment of no more than 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, which is awarded to the partner of the program. Formula and diapers are also provided for enrolled infants. Creative Curriculum is used as a base for planning for daily activities that develops and enhances learning skills. Developmental screening and assessments are conducted for each child and lesson plans are developed to encompass the individual needs of each child. Medical and dental exams are obtained in partnership with parents, based on the age of the child and as required by EPSDT. Additionally, staff work with parents to assist with development or implementation of family goals. At age three, children are eligible to transition out of EHS/CCP and into the Head Start program to continue achieving their learning objectives as they are prepared for public school.



PROGRAM SUMMARY

EHS/CCP Highlights

3 partner centers

13 classrooms

100+ staff training hours

30 hours of mental health assistance

80 families served

Kimala Johnson

EHS/CCP Coordinator

Topeka Collier

Health Specialist

Yomika Latson

Social Services Specialist

Office:

456 Telfair Street
Augusta, Georgia, 30901
(706) 823-5700 phone
(706) 823-5900 fax



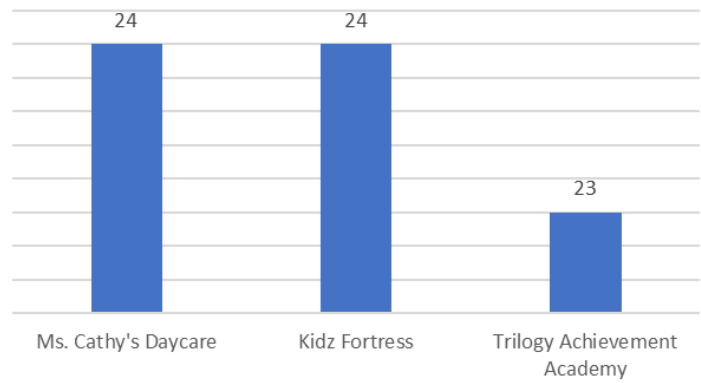
PROGRAM DATA



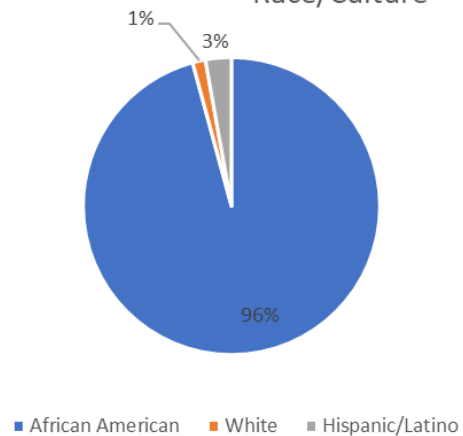
Note:

Due to the COVID-19 Pandemic, many parents opted not to send their children to school, which impacted the health services provided.

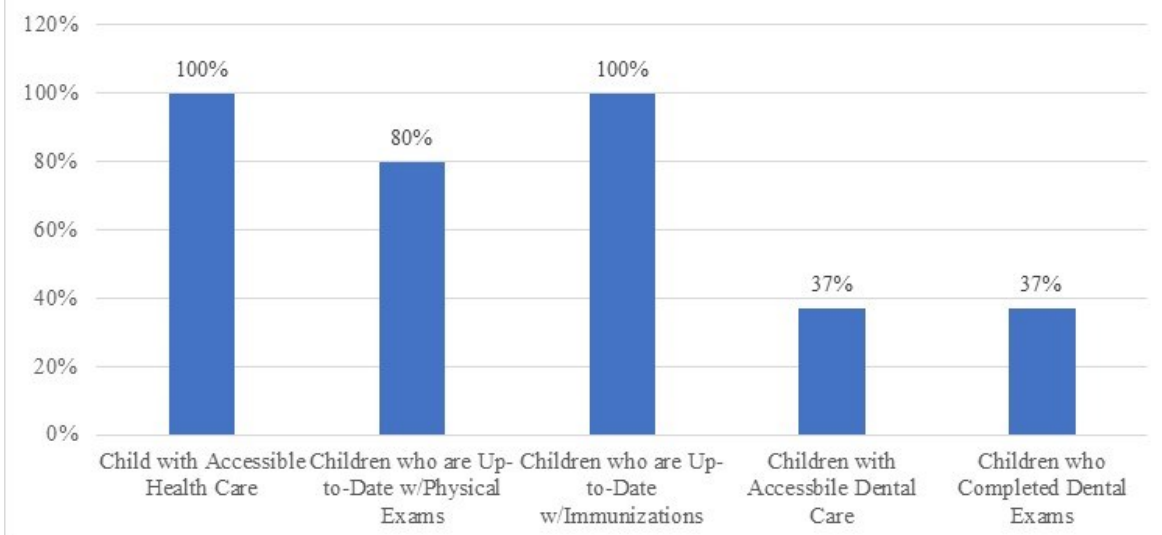
Enrollment



Race/Culture



Health Services



EHS/CCP LOCATIONS

Centers

1. Ms. Cathy's Daycare & Learning Center #2
2561 Lumpkin Road Augusta, Ga 30906
706-772-9214



2. Trilogy Achievement Academy
155 Williams Road Statesboro, GA 30458
912-243-9123



3. Kidz Fortress Childcare
2421 Mike Padgett Hwy, Suite A Augusta, GA 30906
706-798-1072



HEAD START

About Head Start

CSRA EOA, Inc. was funded to operate a Head Start program that serves pre-school children (including children with disabilities) from low-income families, to promote school readiness by supporting the development of the whole child.

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. Children are deemed eligible if they meet the requirements set within the federal regulations. Homeless and foster children, and recipients of public assistance are categorically eligible for consideration. Children must attend the school in the county in which they reside.

Services...

Head Start is a comprehensive child development program that provides quality services for the whole family. The program offers medical and dental services, mental health services, transition practices, nutrition experiences, social services and opportunities for parental involvement. Transportation is not provided for all families enrolled in the program, however, transportation is provided for field trips, medical and dental appointments, and other Head Start related activities. All services are provided in an educational environment.

Administrative Offices

Central Office

1261 Greene St. Augusta, Ga 30903

(706)722-0493 Phone

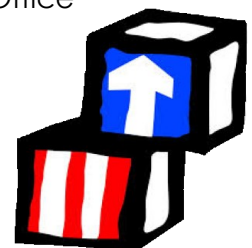
(706)722-1640 Fax

Family & Community Engagement (FCE) Office

2141 Service Dr. Augusta, GA 30904

(706)-738-2133

(706)738-1280



PROGRAM SUMMARY

Head Start Highlights

17 center locations

6 partner locations w/RCBOE

1,092 children transported on buses

200+ staff training hours

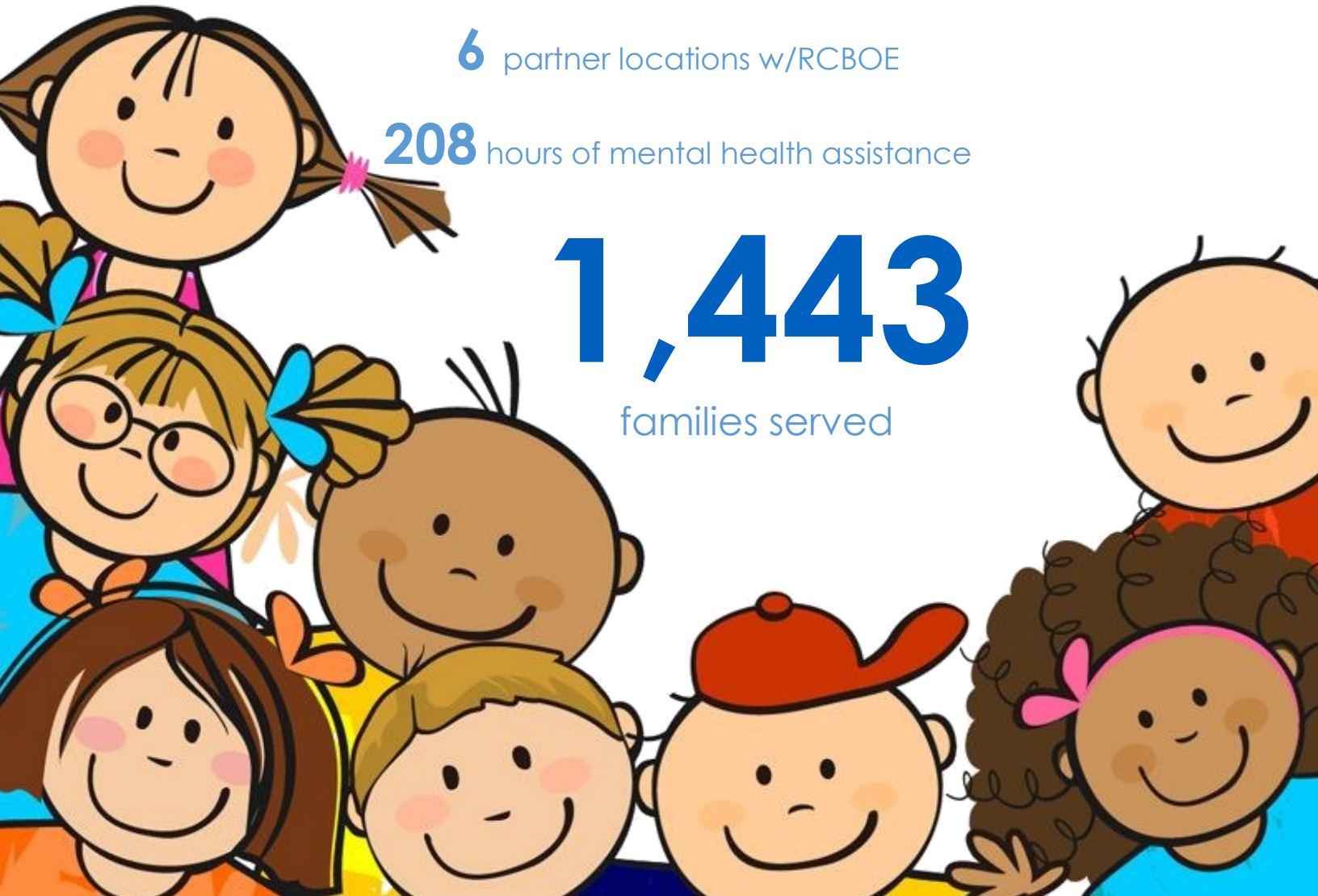
168 parents received adult education services

81 Classrooms (Head Start & Pre-K)

6 partner locations w/RCBOE

208 hours of mental health assistance

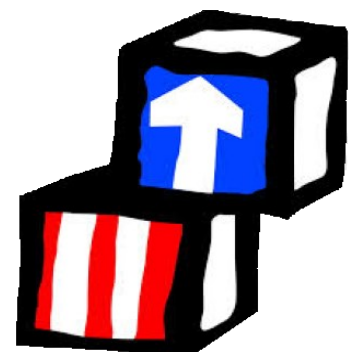
1,443
families served



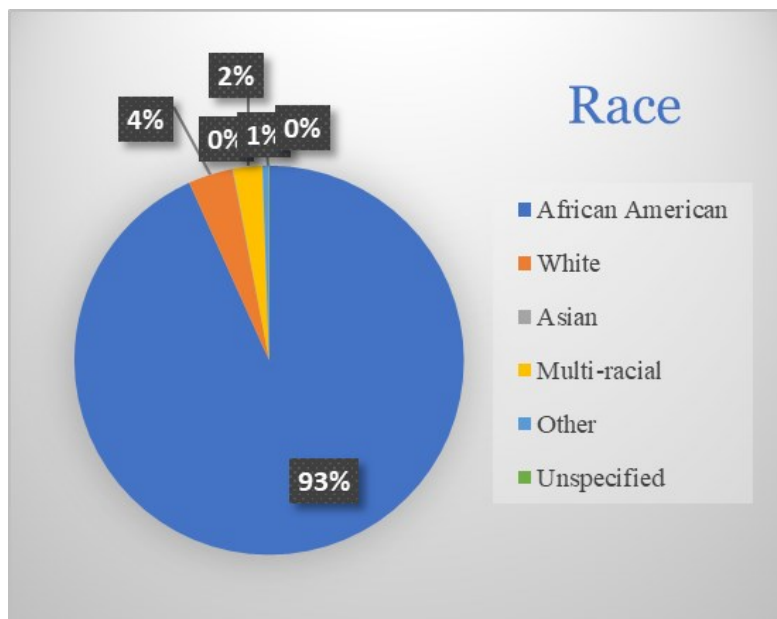
Family & Community Engagement

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 also must attend the school in the county in which they reside. Homeless and foster children, and recipients of public assistance are deemed eligible for Head Start. However, they must meet the requirements set within the federal regulations in order to be eligible. The recruitment of children is an ongoing process. Flyers, door-to-door canvassing, media releases, exhibits at community affairs, participation in area parades, social media, inquiries on the Head Start website, and wearing Head Start T-shirts, are examples of methods utilized for recruitment. Magnetic signs are placed on Head Start vehicles as a recruitment initiative. The program continues to utilize the online applications process. Each application is screened using 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. The program provided preschool services to 1,413 three- and four-year old children and families. Two hundred and sixty partnering Pre-K students received wrap around services from Head Start that ensures children participate in a comprehensive preschool program. 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.

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 with the Self-Assessment, program planning, curriculum planning, input on lesson plans, volunteered in the classroom, home visits, parent/teacher conferences, center activities, and participate in parent training and other functions that enhance the program's outcomes.

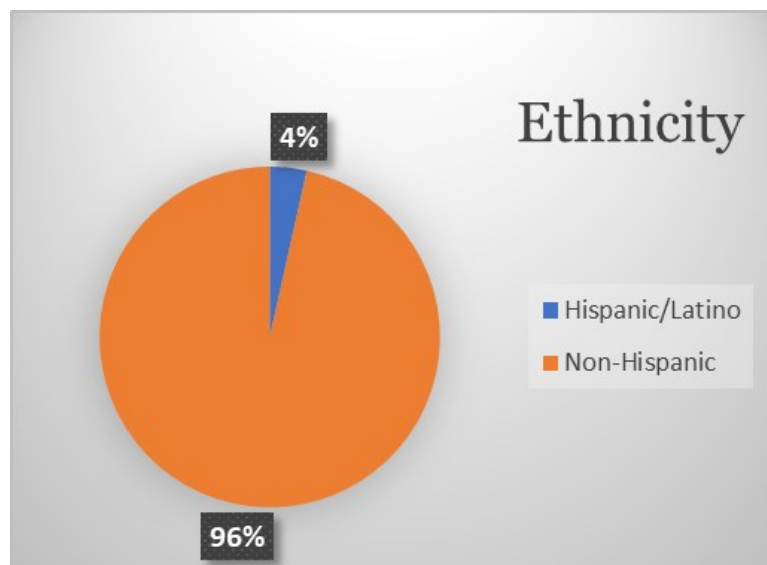


Listed below are some of the partners that played a pivotal role in the services of the Head Start program. Wal-Mart, the Alpha Chi Lambda Chapter of the Alpha Phi Alpha Fraternity, Inc., Doubletree Hotel, Trinity C.M.E. Church, T. J.'s Garage, Caring for Others, local companies, charities, and individuals donate items for the children throughout the school year. Augusta University, local health departments, the school systems in all counties served, county libraries, doctors, dentists, other medical specialists, the Department of Family and Children Services, and Augusta Technical College. The engagement of the community resources help to impact the service needs of the children and families.



The program continues to be engaged in the transition process both into and out of Head Start. This process includes parents, community organizations such as Babies Can't Wait, child-care, and local school systems. 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. As vacancies occur during the school year, parents and children experience transition into Head Start. 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.



Early Childhood Development & Health Services



The Program uses the Creative Curriculum which features exploration and discovery as a way of learning, however, many other useful sources are utilized to enhance the classroom activities. Children are screened using the Ages & Stages Questionnaire (ASQ-3) Basic Right Over Wrong (B-ROW) teaches social emotional skills to enhance each child's character education. Children 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).

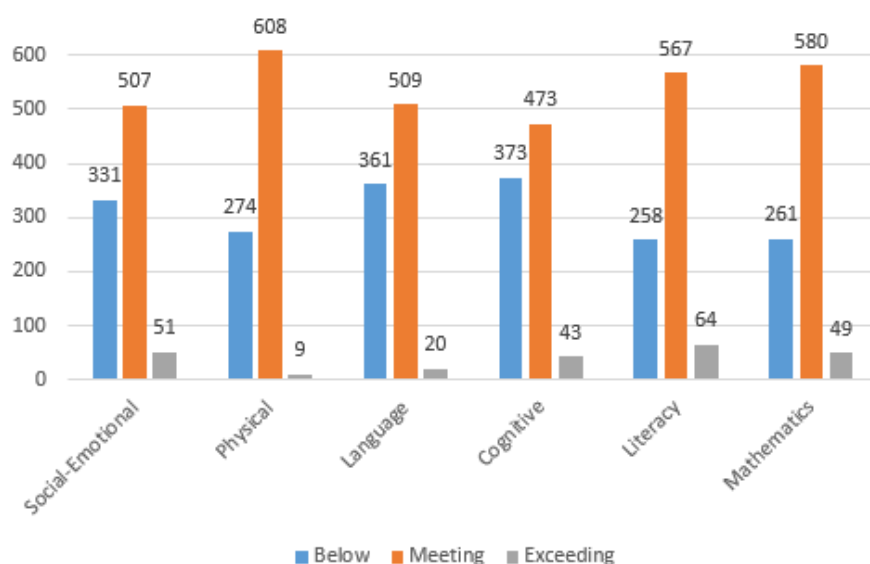


The Classroom Assessment Scoring System (CLASS) is implemented to obtain information relative to teacher/child interactions. This information enables the administrative staff to determine skill levels of the teaching staff and provides them staff development opportunities that will improve their performance in the classroom. Learning activities are extended outside of the classroom to the playground, school bus, and beyond. Meals and

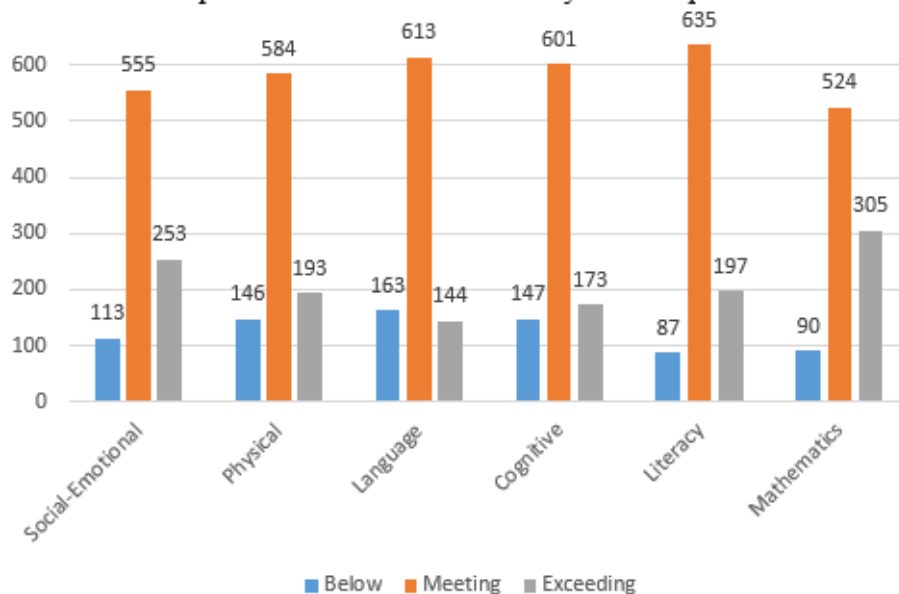
nutritional activities with children also contribute to the holistic approaches used for child development by the program.

Teaching Strategies GOLD Areas of Development & Learning Growth Comparison Report

Checkpoint One 2019-2020 - Widely Held Expectations



Checkpoint Two 2019-2020 - Widely Held Expectations

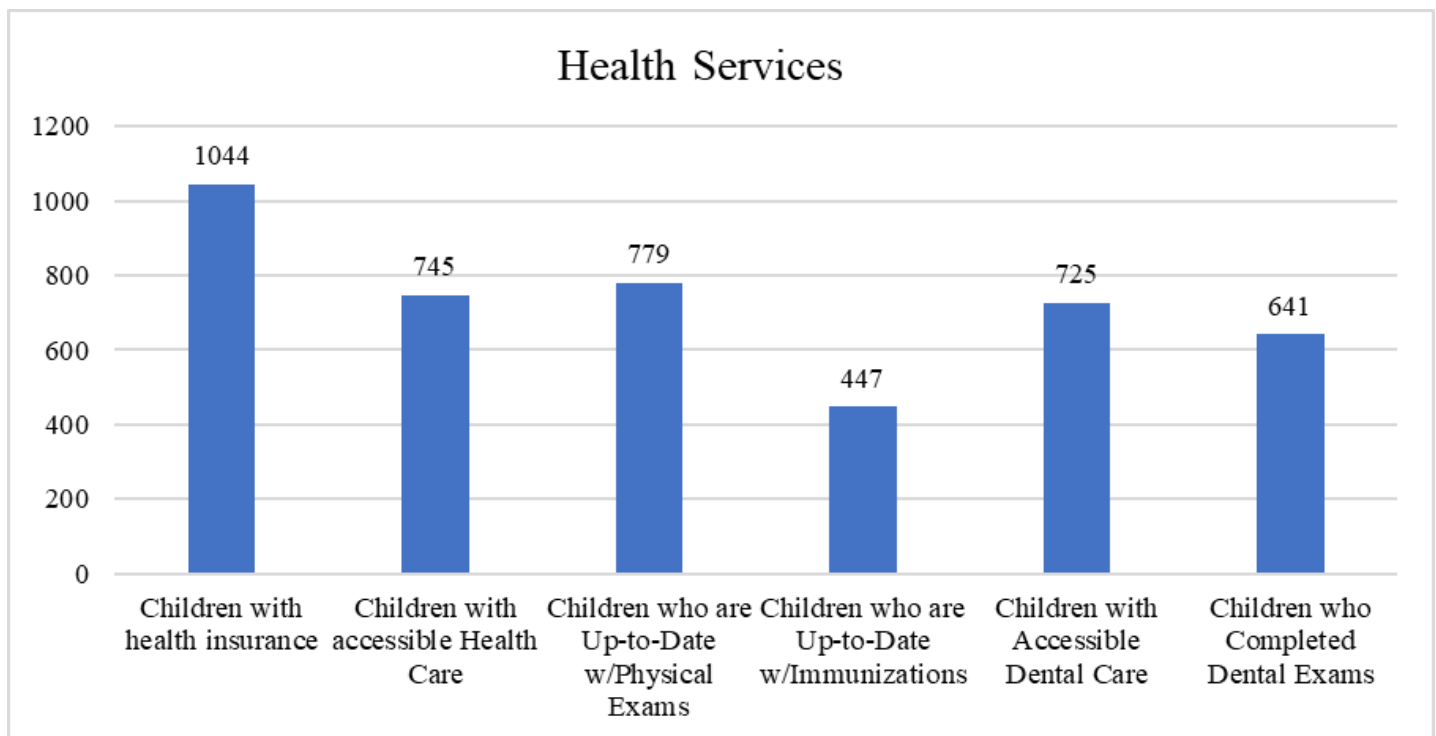


HEALTH & MENTAL HEALTH

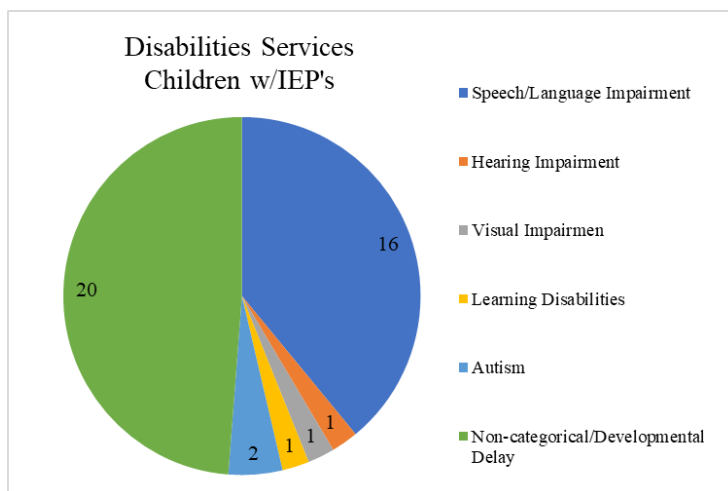
Early Childhood Development & Health Services

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. 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. Staff work with parents to ensure that the child and family have both, a medical and dental home.

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 closely with consultants to determine strengths and weaknesses of the child, confer with parents, and obtain consent to begin therapy. Ongoing support is provided for child, parents and staff. Confidential counseling services are also available to staff and parents at no cost.



DISABILITIES SERVICES



The program is required to reach an enrollment of 10% of children with disabilities. 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 school systems served enable referrals to be made, IEPs to be devel-

oped, 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 program.

Nutrition

Children participate in the Child and Adult Care Food Program (CACFP). Breakfast, lunch and snack are 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.

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, contractors, Amerigroup, WIC, DFACS representatives, and Head Start 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 Education 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 is involved in the selection of curriculum and assessment tools, and they ensure that resources are aligned to prepare parents and students for school readiness.

PROGRAM OPERATIONS



Transportation

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).

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. 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.



Technology

The program utilizes ChildPlus Management 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.

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.

Professional Development

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.

Administrative Team

Ernestine Smith, **Head Start & EHS/CCP Director**
William Mills, **Operations Manager**

Cathy Parker, **Child Services Manager**

Charline Dickerson, **FCE Manager**

Zenzel Lewis, **Computer Services Manager**

Madine H. Cummings,

Resource Professional Development Specialist

Betty Johnson, **Parent Involvement Specialist**

Yolanda Ryhne, **Social Services Specialist**

Annette J. Usher, **Transportation Specialist**

Robert Striggles, **Facilities Specialist**

Albert Nelson, **Facilities Assistant**

Devin Smith, **Education Specialist**

Diana Avery, **Disabilities/Mental Health Specialist**

Keaira Kirksey, **Nutrition Specialist**

Nedia Belcher, **Administrative Services Specialist**

Support Staff

Chantell Sherman, **Health Assistant**

Tiffany Walker-Augurson, **Nutrition Assistant**

Dorothy White, **FCE Quality Mentor**

Katrene White, **Quality Assurance Coach**

Gail Gilmore, **Quality Assurance Coach**

Josephine Franklin, **Quality Assurance Coach**

Cynthia Davis, **Quality Assurance Coach**

Choniere Frank, **Secretary/Information Technologist**

Miranda Hudson, **Administrative Clerk**

Center Directors

Gwendolyn Allen-Robinson (**Bert Thomas at Pathways**) (**McDuffie**)

Kimberly Godbee (**ATC, Deans Bridge, South Richmond**)

Syreeta Green (**Burke**)

Ammie Hodges (**Statesboro**)

Heather Holland (**Jenkins**)

Yvonne Johnson (**Collins**)

Carrie Patterson (**Floyd**)

ShaQuana Scott (**Louisville, Wadley, Wrens**)

Rebar Virden (**Sylvania**)

Serena Warner (**Columbia, Warren**)

Center Operations Asst.

Ferris Simpkins (**Collins**)



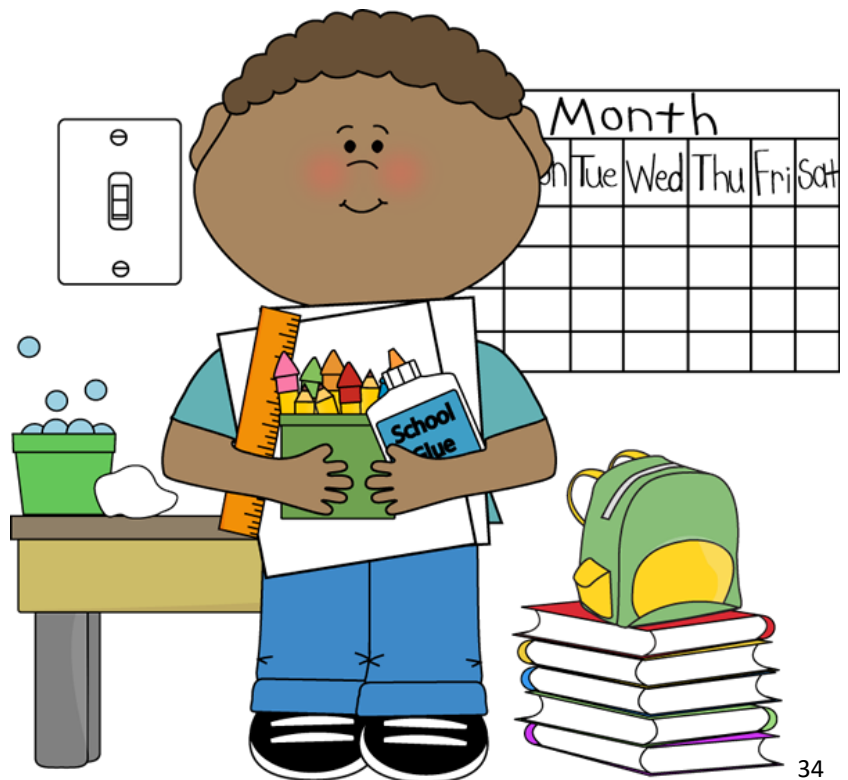
HEAD START LOCATIONS

- 1 Augusta Technical College (ATC)**
3200 Augusta Tech Dr., Bldg
Augusta, GA 30906
706-798-0930 phone
706-798-0932 fax
- 2 Bert T. Thomas at Pathway**
110 E Court Street
Augusta, GA 30904
706-733-4505 phone
706-733-4504 fax
- 3 Burke County**
518 College Street
Waynesboro, GA 30830
706-554-2140 phone
706-554-6764 fax
- 4 Collins**
1321 Suwanee Quintet Blvd.
Augusta, GA 30901
706-821-6911 phone
706-821-6893 fax
- 5 Columbia**
405 A West Church Street
Harlem, GA 30814
706-556-0085 phone
706-556-0017 fax
- 6 Deans Bridge**
3237 Deans Bridge Road
Augusta, GA 30906
706-796-2227 phone
706-796-3187 fax
- 7 Emanuel**
615 Gumlog Road
Swainsboro, GA 30401
478-237-6135 phone
478-237-6280 fax
- 8 Floyd, Silax X.**
921 Florence Street
Augusta, GA 30901
706-722-6699 phone
706-722-3408 fax
- 9 Jenkins**
727 Virginia Avenue
Millen, GA 30442
478-982-8310 phone
478-982-8311 fax
- 10 Lincoln**
576 Metasville Road
P.O. Box 1000
Lincolnton, GA 30817
706-359-5190 phone
706-359-5233 fax
- 11 Louisville**
Route 3, Middleground Road
P.O. Box 838
Louisville, GA 30424
478-625-8911 phone
478-625-8197 fax
- 12 McDuffie**
614 Hunter Street
P.O. Box 1335
Thomson, GA 30824
706-595-2362 phone
706-595-7852 fax
- 13 South Richmond**
3950 Deans Bridge Road
Hephzibah, GA 30815
706-798-9000 phone
706-798-0620 fax
- 14 Statesboro**
150 Williams Street
Statesboro, GA 30458
912-764-5330 phone
912-489-4585 fax
- 15 Sylvania**
166 Devdharma Drive
Sylvania, GA 30467
912-451-4223 phone
912-451-4377 fax
- 16 Wadley**
137 Bedingfield Street
Wadley, GA 30477
478-252-4642 phone
478-252-0824 fax
- 17 Warren**
158 West Gibson Street
Warrenton, GA 30828
706-465-2255 phone
706-465-3173 fax
- 18 Wrens**
1711 Highway 17 N
Wrens, GA 30833
706-547-7410 phone
706-547-7522 fax



PARTNERSHIP LOCATIONS

1. **A. Brian Merry Elementary**
415 Boy Scout Road
Augusta, GA 30909
706-737-7185 phone
706-731-7653 fax
2. **A. Dorothy Hains Elementary**
1820 Windsor Springs Road
Augusta, GA 30906
706-796-4918 phone
706-790-1368 fax
3. **Glenn Hills Elementary**
2838 Glenn Hills Drive
Augusta, GA 30906
706-796-4942 phone
706-796-4701 fax
4. **Terrace Manor Elementary**
3110 Tate Road
Augusta, GA 30906
706-796-4910 phone
706-796-4686 fax
5. **W. S. Hornsby Elementary**
310 Kentucky Avenue
Augusta, GA 30901
706-823-6928 phone
706-823-4372 fax
6. **Wilkinson Gardens Elementary**
1925 Krather Drive
Augusta, GA 30906
706-737-7219 phone
706-731-8803 fax



FY 2019 AGENCY EVENTS





CSRA EOA, Inc. Mission Statement



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



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