

CSRA Economic Opportunity  
Authority Inc.

**FY 2020**

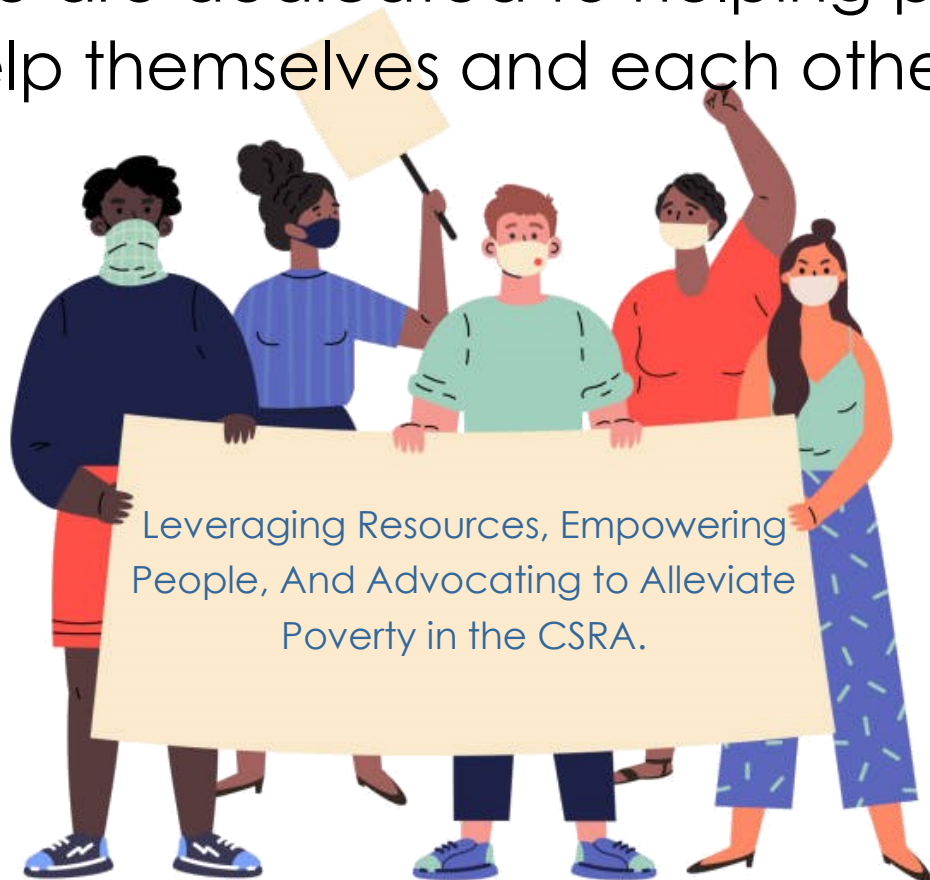
Agency Annual Report





## 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 Chairperson
02	Letter from the Executive Director
03	Agency Highlights
04	FY 2020 Agency Expenditures
06	2020 Community Services Year in Review
11	2020 Head Start & Early Head Start/Child Care Annual Report
14	Letter from Head Start Policy Council Chair Person
14	Letter from Head Start Director
20	FY2020 Agency Events





# Greetings,

Each year we provide the community with reports of our efforts along with some of the results achieved throughout the year. The primary function of a Community Action Agency is to serve the best interest of economically insecure individuals and families; improving their quality of life and providing assistance for those working toward increase economic mobility. This work was complicated by the COVID outbreak. Our Board of Directors, staff members and volunteers mobilized around safety precautions and continued to serve families and children.

Mobilizing the resources was more challenging, however tremendous success was achieved. Join me in commending 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 "Emanuel Larkin, Jr.".

Emanuel Larkin, Jr.  
**Board-Chairperson**





## Message from our Executive Director

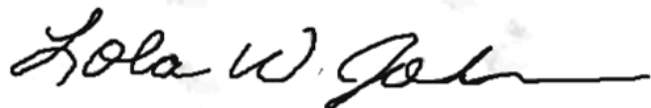


Dear Friends & Supporters of Community Action,

The report you are about to read is designed to praise publicly what has happened in the lives of people striving for economic stability, through the work of Community Action providing assistance in that process. For some people, it was a matter of restoring and/or rebuilding, while for others it was the beginning of a journey to identify and grow the resources for their households. Our work with the citizens and 185 partner agencies continued in spite of the COVID-19 pandemic. The pandemic did not stop people from losing their homes, losing their jobs, having their utilities disconnected and having nowhere to take their children to learn.

Our business is helping people help themselves 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. We are the ally to those who strive to improve their economic mobility and work their way to independence. We are so honored to share the time with the citizens who allow us to work with them. Very special thanks to dedicated staff, Board of Directors, volunteer community partners and funding sources.

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 AWARDS



In FY 2020 CSRA EOA, Inc. was awarded a \$250,000 grant from our partners Wells Fargo, to take homes the agency owned, renovate them, and make them affordable to families within our housing counseling program.

This award created CSRA EOA, Inc.'s Home Possible Program. Home Possible is renovating houses that will be sold to low-income working families who also receive homebuyer education/pre-purchase housing counseling via our HOPE Program. Homes will be renovated to be lower maintenance, have higher energy efficiency, and will be affordably priced for low- to moderate-income families

## AGENCY SUCCESS STORY



In FY 2020, CSRA EOA, Inc., and the world were hit by the COVID-19 pandemic. With so much unknown at the time about the pandemic, most businesses closed, store hours were cut, and leaving many people with little hope. CSRA EOA, Inc. was one of the few businesses that continued to operate throughout the entire pandemic. Regardless of the pandemic, people were still being evicted, losing their jobs, having their power shut off, and having nowhere to take their children to learn. CSRA EOA, Inc. continued our efforts in helping the community as we adapted and made it convenient for our clients and community to still be able to meet virtually to address their needs. CSRA EOA, Inc. helped a over 19,000 people and families during the FY 2020.

## AGENCY PARTNERS

# 185

## STAND OUT EVENTS



CSRA EOA, Inc. held one of it's first Making Money Make Cents events, with great turn out and success!. The mini-conference held classes on learning about credit scores, buying a home, how to complete a FASFA, home maintenance, and home weatherization.

# FY 2020 Agency Expenditures

CSRA ECONOMIC OPPORTUNITY AUTHORITY, INC.

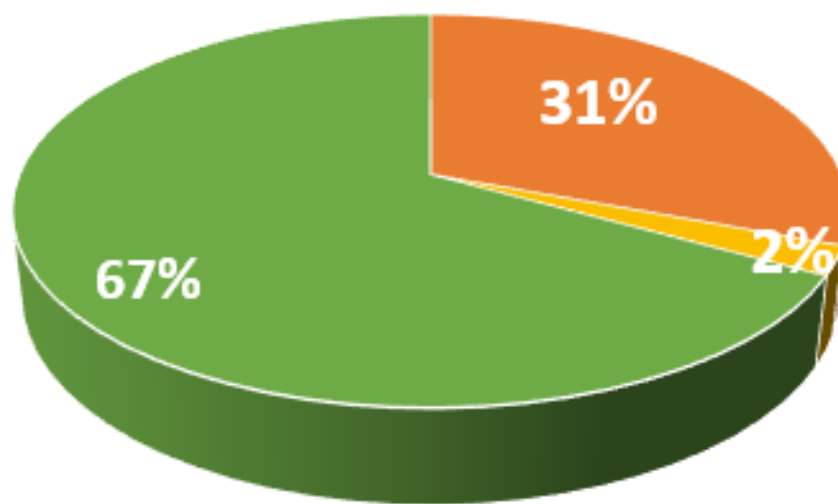
FY 2018 BUDGET BY PROGRAM

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.

Head Start : 67%

Community: 31%  
Services

Weatherization: 2%



■ Community Services ■ Weatherization ■ Head Start



# FY 2020 Agency Expenditures

## Community Services

LIHEAP( Low-Income Home Energy Assistance Program).....	\$4,749,532.00
Community Services Block Grant.....	\$1,021,398.78
Supportive Services for Veteran Families (VA-SSVF).....	\$958,538.00
Housing & Urban Development– Emergency Solutions Grant.....	\$234,675.65
Local Govt. (Burk County Senior Center).....	\$200,000.00
Foundations.....	\$4,060.00
Other HUD (DCA, HSG).....	\$280,840.65
Donated Clothing, Food, Furniture, etc.....	\$50,288.00
Weatherization.....	\$574,489.09

## Head Start

Department of Health & Human Services– Head Start .....	\$12,563,058.00
Department of Health & Human Services– Early Head Start.....	\$1,004,691.00
In-Kind Donations.....	\$1,679,810.44
United States Department of Agriculture– CACFP.....	\$572,529.95
Bright from the Start-Pre-K.....	\$526,012.13

## Across Programs

Donated Funds.....	\$50,288.00
--------------------	-------------



# 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 2020

## Impact Report

### Programs

Energy Assistance

Senior Nutrition & Wellness

H.O.P.E Program

Resource Center

Neighborhood Server Center

Veteran services & More



Women

**2,360**



Men

**1,519**

Total Individuals: **3,889**



**1,322**

Households received case  
management services



**715**

Individuals and families received emergency rent, deposit, or mortgage assistance



**347**

Individuals received job referrals

**13,424**

Households received emergency utility assistance



**138**

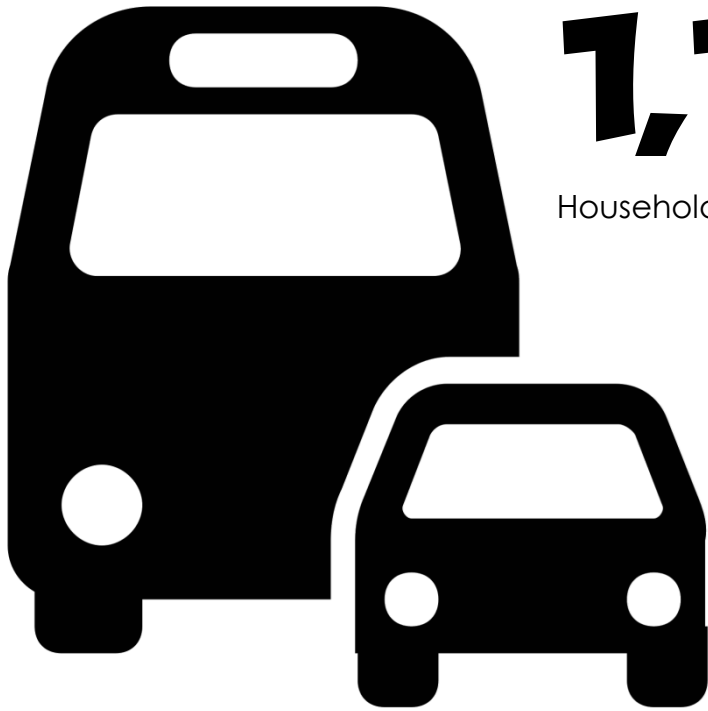
Number of seniors (65+) who maintained an independent living situation



**476**

Individuals participated in financial skills training, financial counseling, and first-time homebuyer counseling sessions





**1,127**

Households received transportation services



**731**

Individuals and Households received eviction prevention services including eviction counseling, landlord/Tenant



**1,023**

Households experiencing homelessness who obtained safe temporary shelter



**152**

Households who obtained safe and affordable housing.

# 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 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

**126** Families consisting of 206 people were

**62** Families consisting of 80 people were rapidly rehoused.

**63** Families consisting of 126 people avoided homelessness.

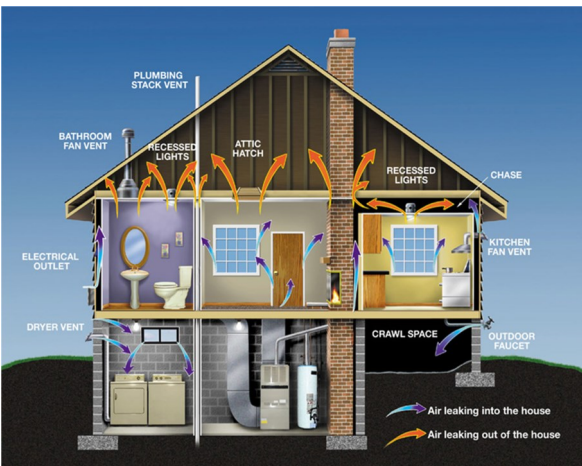


Pictured Right: CSRA EOA SSVF Employees,

# 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 2020

Homes Weatherized: 109

People Assisted: 229

Program Expenditures: \$574,489.09

## 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





# MAKING A DIFFERENCE IN COMMUNITIES, ONE FAMILY AT A TIME

2020-2021 FISCAL YEAR ANNUAL REPORT



CSRA EOA, INC. HEAD START & EARLY HEAD START

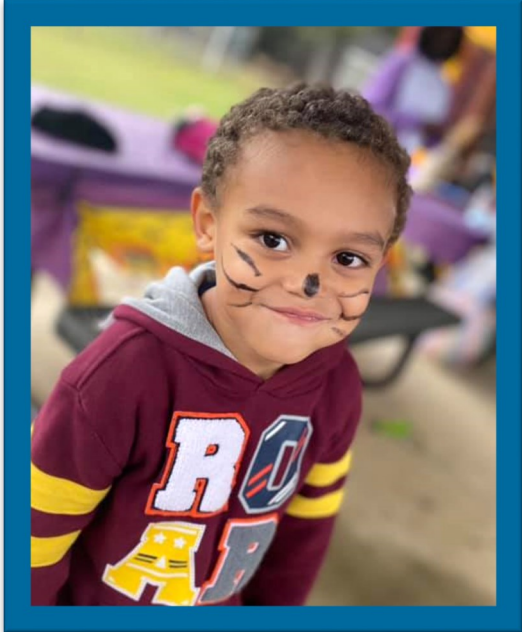
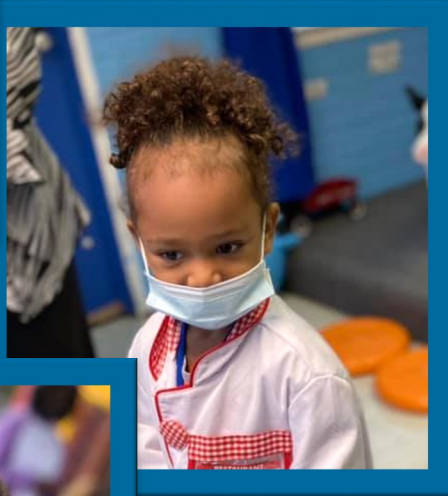






# CSRA EOA, INC. HEAD START & EARLY HEAD START

*meeting the educational, physical, social  
and emotional goals of children...*



## **mission**

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

## **vision**

CSRA EOA, Inc. Head Start and Early Head Start-Child Care Partnership 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.

## **goals**

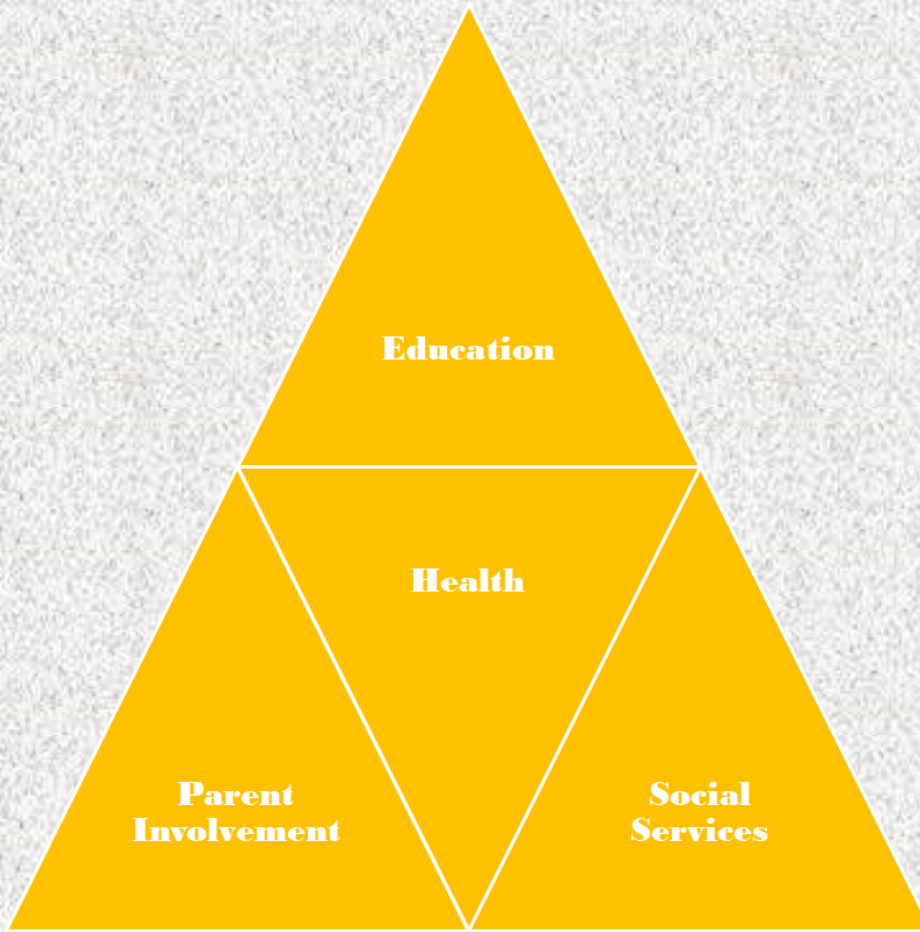
**1** Promote school readiness to low-income children by enhancing their cognitive skills, social skills, and emotional development.

**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 as well as in their 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.

# Our Core Values



*Making a difference in communities,  
one family at a time.*

## EDUCATION

Providing a variety of learning experiences to help children grow intellectually, socially, and emotionally.

## HEALTH

Providing health services such as immunizations, dental, medical, and mental health, and nutritional services, and early identification of health problems.

## PARENT INVOLVEMENT

Involving parents in the planning and implementation of activities. Parents serve on policy councils and committees that make administrative decisions; participate in classes and workshops on child development; and volunteer in the program.

## SOCIAL SERVICES

Provide outreach to families to determine what services they need.

**CSRA ECONOMIC OPPORTUNITY AUTHORITY, INC.  
HEAD START & EARLY HEAD START**

1261 Greene Street  
Augusta, GA 30901  
[csraeoaheadstart.org](http://csraeoaheadstart.org)







*A message from the Head Start & Early Head Start Director, Ernestine P. Smith and the Policy Council Chairperson, Tanisha Wilson Kersey.*

Greetings,

*The staff of the program take great pleasure focusing on preparing children for life long learning. Through a series of activities in the classroom, in the community, and at home, this provides opportunities to develop the whole child. 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 & Early Head  
Start Director



Greetings,

*I am honored to extend a hearty welcome to you on behalf of the CSRA EOA, Inc. Head Start Policy Council. We, the Policy Council, serving as Ambassadors for Head Start, believe deeply in this program because we have seen the difference it has made in our community for over half a century. As an agency, we desire to see this impact continue to extend its reach because we know what happens when we leverage resources, empower people, and advocate for the alleviation of poverty in the CSRA! It truly takes a village, and we are so proud of our village and its ability to provide our families and children with worldwide class services, even in the midst of a global pandemic. As a council, we will continue to encourage one another to be the absolute BEST, and you can rest assured that the BEST is yet to come.*

Sincerely,

*Tanisha Wilson Kersey*

Tanisha Wilson Kersey, M.Ed.  
Chairperson  
Head Start Policy Council



## GOVERNANCE

The Agency has a tripartite 27-member Board of Directors, consisting of at least one-third democratically elected representatives of low-income individuals, one-third local public officials or their designees, and the remainder from 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 Program Performance Standards.

The Head Start Policy Council was organized in accordance with the Head Start Program 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. The Board of Directors approve the procedures for selecting the individuals from each county who were recommended and approved by the Council. 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.

## COVID-19 RESPONSE

The COVID-19 pandemic created a major impact on all areas of the program. Throughout the pandemic, Head Start and Early Head Start has creatively shifted the way the agency serves children, providers, parents, and partners. The pandemic has dramatically changed the way we work and the delivery of child care.

When onsite classroom services ended, children and families were sent take-home packets and other distance learning strategies to support online learning, to include activities to keep children engaged in developmentally appropriate practices while at home. The theme-based instruction, aligned with Georgia's Early Learning and Development Standards, provided ideas for activities in literacy, phonological awareness, music and movement, science, math, fine motor, and social-emotional skills.

Administrative staff assisted teachers with the transition from face-to-face instruction to providing learning for children at home. They conducted virtual training sessions on topics that center directors and teachers indicated were the most needed. Policies and procedures were updated to include safety measures and protocol related to COVID-19 for the health and safety of staff and children.

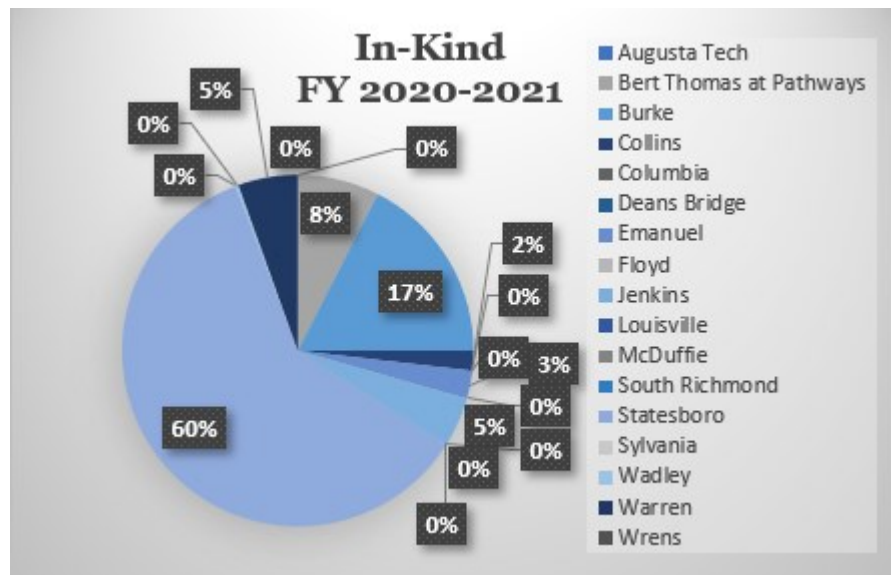
## FINANCIAL HIGHLIGHTS

### FISCAL YEAR 2020-2021 BUDGET BY PROGRAM

<b>EARLY HEAD START</b>	\$1,059,328.00 *\$251,173.00 (non-federal match)
-------------------------	---

<b>HEAD START</b>	\$13,187,249.00 *\$3,140,761.00 (non-federal match)
	\$927,421.00 (USDA)
	\$526,012.00 (PRE-K)

## VOLUNTEER IN-KIND DONATIONS



**Total Volunteer In-Kind = \$57,571.33**

OVER **40%** OF  
HEAD START TEACHERS  
HAVE BA/BS DEGREES IN  
EARLY CHILDHOOD  
EDUCATION

During FY 2020-21, Head Start  
staff assisted in completing  
**362**  
physical examinations and;  
**415**  
dental examinations during the  
pandemic.

HEAD START STAFF SERVED  
OVER **2,650** MEALS AND  
SNACKS THROUGH FUNDING  
FROM THE CHILD AND ADULT  
CARE FOOD PROGRAM (CACFP)

**710** Head Start Family  
Partnership Agreements;  
and **74** Early Head Start  
Family Partnership  
Agreements

HEAD START STAFF PROVIDED  
TRANSPORTATION SERVICES  
TO  
**246**  
FAMILIES

DURING THE  
PANDEMIC, HEAD START  
STAFF CONDUCTED  
**69**  
HOME VISITS

CSRA EOA, Inc. Head Start and Early Head Start contracted with AGC Services International, LLC to provide Child Development Associate (CDA) training courses and certifications to staff and parents who wanted to obtain their credential for FY 2020-21.

HEAD START & EARLY  
HEAD START STAFF  
COMPLETED OVER  
**21,500**  
TRAINING HOURS

HEAD START STAFF  
SERVED MORE THAN  
**800**  
CHILDREN INCLUDING  
GEORGIA'S PRE-K  
CLASSROOMS

ADMINISTRATIVE STAFF  
CONDUCTED OVER **3,000**  
HOURS OF MONITORING  
VISITS TO CENTERS TO  
ENSURE QUALITY SERVICE  
DELIVERY

The Program partnered with Richmond County Board of Education to provide Head Start wrap-around services to children enrolled in Pre-K classes at six elementary schools in the area.

HEAD START & EARLY HEAD  
START STAFF  
SUPPORTED  
**52**  
DUAL-LANGUAGE LEARNERS

★ ★ ★  
HEAD START RECEIVED  
3-STAR QUALITY  
RATINGS FOR **4**  
CENTERS

HEAD START STAFF  
ASSISTED **27** FAMILIES  
EXPERIENCING  
HOMELESSNESS AND/OR  
FOSTER CARE

EARLY HEAD START  
STAFF SERVED OVER  
**70**  
CHILDREN INFANTS AND  
TODDLERS

HEAD START STAFF PROVIDED A  
SUMMER PROGRAM TO **4-YEAR**  
OLD CHILDREN AT **5** CENTERS  
RICHMOND COUNTY

DURING THE PANDEMIC,  
**169** VOLUNTEERS WERE  
ABLE TO OFFER THEIR  
SERVICES TO HEAD START



## EARLY HEAD START-CHILD CARE PARTNERSHIP REVIEW



CSRA EOA, Inc. Early Head Start-Child Care Partnership program serves infants and toddlers (including children with disabilities), age six weeks through two years old. Meals and snacks are provided by funding from CACFP.

Formula and diapers are also provided for enrolled infants. The Creative Curriculum is used as a base for planning of daily activities which develop and enhance 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.



## HEAD START REVIEW



CSRA EOA, Inc. Head Start serves preschool children (including children with disabilities), age three- and four-years old, to promote school readiness by supporting the development of the whole child. 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. While transportation is not provided for all families enrolled in the program, transportation is provided for field trips, medical and dental appointments as well as other Head Start related activities. All services are provided in an educational environment.



# Leadership Team

## ADMINISTRATIVE STAFF

Ernestine P. Smith  
*Head Start & Early Head Start Director*

William Mills  
*Operations Manager*

Charline Dickerson  
*Family & Community Engagement Manager*

Cathy Parker  
*Child Services Manager*

Kimala Johnson  
*EHS-CCP Coordinator*

Zenzel Lewis  
*Computer Services Manager*

Madine Cummings  
*Resource Professional Development Specialist*

Nedia Belcher  
*Administrative Services Specialist*

Devin Smith  
*Education Specialist*

Diana Avery  
*Disabilities/Mental Health Specialist*

Keanna Lord  
*Social Services Specialist*

Yomika Latson  
*EHS-CCP Social Services Specialist*

Topeka Collier  
*EHS-CCP Nurse*

Betty Johnson  
*Parent Involvement Specialist*

Keaira Kirksey  
*Nutrition Specialist*

Robert Striggles  
*Facilities Specialist*

Annette Usher  
*Transportation Specialist*

Albert Nelson  
*Facilities Assistant*

Chantell Sherman  
*Health Assistant*

Tiffany Augurson  
*Nutrition Assistant*

## MANAGEMENT/SUPPORT STAFF

Gwendolyn Allen-Robinson  
*Center Director*

Rebar Virden  
*Center Director*

Mamie Davis  
*Center Director*

Kimberly Godbee  
*Cluster Center Director*

Syreeta Green  
*Center Director*

Heather Holland  
*Center Director*

Yvonne Johnson  
*Center Director*

Felita Paschall  
*Center Director*

Carrie Patterson  
*Center Director*

ShaQuana Scott  
*Cluster Center Director*

Ammie Hodges  
*Center Director*

Serena Warner  
*Cluster Center Director*

Ferris Simpkins  
*Center Operations Assistant*

Cynthia Davis  
*Quality Assurance Coach*

Josephine Franklin  
*Quality Assurance Coach*

Gail Gilmore  
*Quality Assurance Coach*

Katrene White  
*Quality Assurance Coach*

Dorothy White  
*FCE Quality Mentor*

Choniere Frank  
*Secretary/Information Technologist*

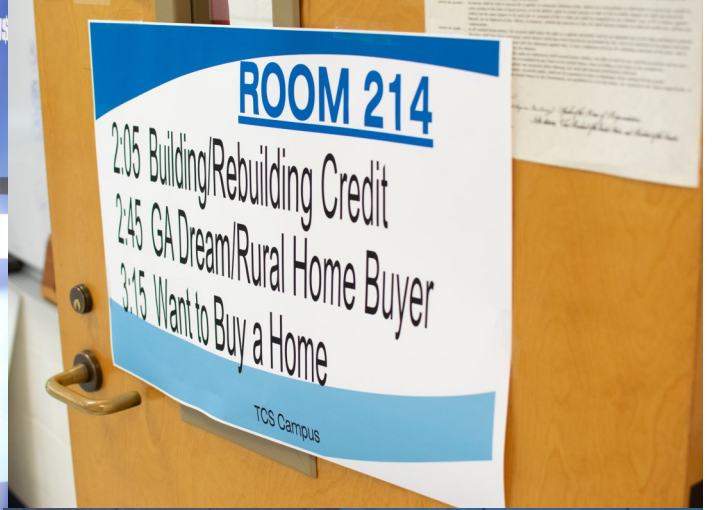
Miranda Hudson  
*Administrative Clerk*

Patricia Sims  
*FCE Administrative Clerk*

Denise McCoy  
*EHS Administrative Clerk*

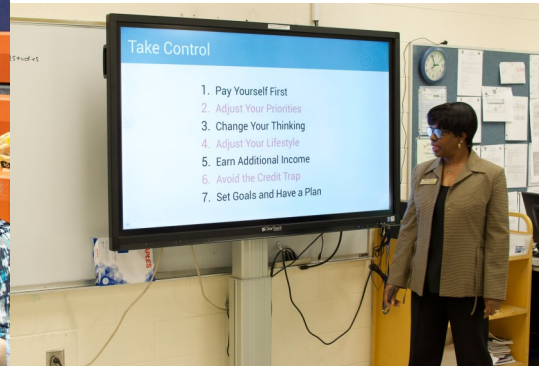


# FY2020 Agency Events





# FY2020 Agency Events





*Helping People. Changing Lives.*

**community  
Action<sup>®</sup>**

**P A R T N E R S H I P**

---

**AMERICA'S POVERTY FIGHTING NETWORK**

---