

*Northeast Oklahoma Community Action Agency*

**May 2022- April 2023**

**Annual Report**

**2023**



*May 2022 – April 2023*

*Northeast Oklahoma Community Action Agency*

# Annual Report 2023

## **Officers**

- \*Rebecca Jim-Chairperson
- \*Brian Wagnon– Vice Chairman
- \*Gary Buchanan– Secretary
- \*Jeanie Reed-Treasurer

*John Ann Thompson*

*Executive Director*

## **Board Membership**

- \*Patsy Winn
- \*Lona Hampton
- \*Kim Harnar
- \*Dr. Clark McKeon
- \* Sandye Berga
- \*Rep. David Hardin
  - \*Alt. Bobbi Parris
- \*Dr. Ron Cambiano
- \*Misty Deffenbaugh
- \*Kim Roblyer
- \*Meagan Hamby
- \*Scott Van Hoose
- \*Mike Lillie
- \*Chaise Burleson

# Salvation Army



Packing and Preparing Food Boxes



Schools receiving Food Boxes



Bell Ringing 2022



## IN MEMORIAM



*Alice Jean (Jeanie) Reed*

Northeast Oklahoma Community Action Agency lost a valued board member and friend on December 12, 2022. Jeanie served on the NEOCAA Board of Directors for sixteen years, serving as board treasurer fourteen of those years. Jeanie loved helping people, whether it was helping with hogfrys or transporting to Dr. appointments, Jeanie was available to assist. She was a stalwart supporter of Community Action. Through her twenty-seven year career with the Department of Human Services, Jeanie made many friends throughout Delaware County and beyond. She was a valuable link to understanding the community and its needs. Jeanie also loved her OSU Cowboys and the Cowboy wrestling program. She looked good in orange, too!

Words don't adequately express the gratitude of our staff for such a wonderful lady and her volunteer spirit.

**WE MISS YOU, JEANIE.**



# "A Light at the End of the Tunnel"

That is the statement made when enduring a long period of stress and upheaval. We regroup and use our strengths to work toward our goals. Our agency has done just that. We have endured a two-year pandemic with many restrictions, changes, and a flood of funding opportunities. This has given staff an opportunity to re-invent, re-energize, streamline, or re-assess our many programs.

For the past two years, the agency has undertaken many changes in service delivery and modified many outreach methods in order to conform to COVID19 mandates. We have learned that there are many avenues to success. The office is again open to clients, but the methods used during the pandemic remain successful. Clients use email, texts, and fax to complete requirements for many of our programs. Ease of service delivery is paramount to both the client and staff.

Our Emergency Services Department provided 414 clients/families with rent and/or utility assistance, using funding from COVID Relief funds, Emergency Solutions grants, Emergency Food and Shelter Programs, as well as, State Appropriated Funding. Our Prescription Assistance program served 392 clients. As an added bonus, our RX staff introduced a vision program that provided eyeglasses for qualified applicants. Our housing program remains strong with all our rental units staying occupied. The WX program is robust, having weatherized 23 houses. A waiting list is always utilized. Our tax preparation program again served 484 clients. The clients were assisted at locations in Jay, Grove, and Miami. Special thanks to the Grove Methodist Church and the Miami Salvation Army for allowing us use of their facilities. Our EHS and childcare programs fulfill the needs of our community, but Discovery Depot had to close due to the lack of qualified teachers. We remain hopeful that we can re-open in the future. Our gardens project, "Produce and Posies" continues to make steady improvements. A new greenhouse allows for more production and creating raised garden beds for the community encourages more healthy food choices.

We are grateful to our community partners. The Seneca-Cayuga, Cherokee, and United Keetoowah tribes continue to support our programs for the betterment of all.

Our agency suffered a tremendous shock with the unexpected passing of long-time board member Jeanie Reed. Jeanie's support of Community Action and her networking skills throughout the community were priceless. She believed in the mission of Community Action and she loved her OSU Cowboys!

We ended the fiscal year by being recognized by the Jay Chamber of Commerce as the Outstanding Non-Profit of the Year.

As of April 30, 2023, our staff totaled 50 employees and our annual unaudited FY23 revenue \$4,458,347.83

*John Ann Thompson, Executive Director*



*Peppa Pig & Emily Elephant come to visit  
Read Across America Week*

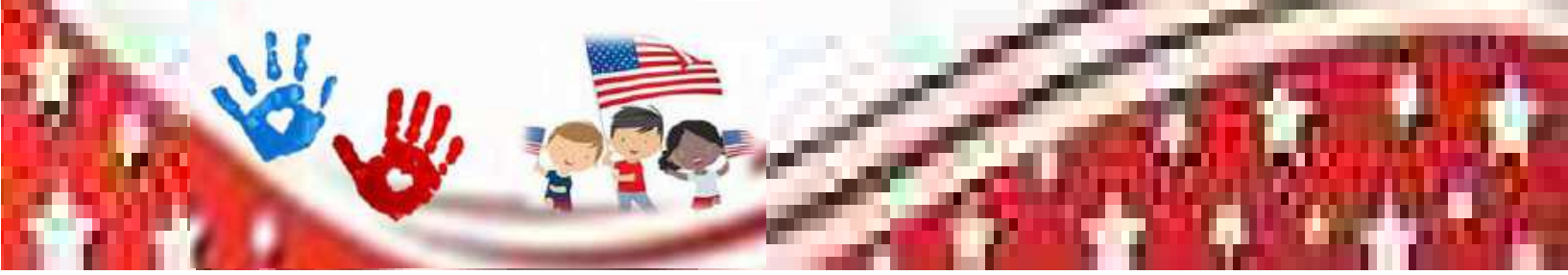


*The library comes and  
reads every Tuesday*



*Week of the Young Child Balloon Release*

*Easter Egg Hunt*

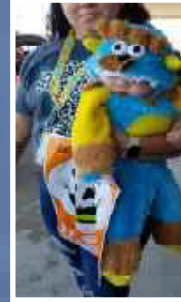
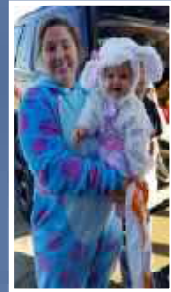


# The Cat in the Hat

at Early Head Start



# Fall Harvest



# Discovery Depot



## NORTHEAST OKLAHOMA COMMUNITY ACTION AGENCY, INC ANNUAL FINANCIAL SUMMARY Fiscal Year Ending April 30, 2023

	FY 2023 Actuals	FY 2023 Operating Budget	YTD Budget Variance - Revised
<b>Revenues</b>			
CACFP	48,386.50	50,231.84	(1,845.14)
SAF/HS	119,850.48	148,274.66	(28,424.18)
Child Care	548,425.49	355,000.00	193,425.49
Early Head Start Program	446,261.30	418,268.00	27,993.30
EHS Partnership	941,079.67	885,400.00	55,679.67
EHS EHSCCP COVID ARP/CSSR	56,671.05	0.00	56,671.05
FEMA-Delaware	13,933.50	0.00	13,933.50
EFSP-DEL ARP/AR	25,822.00	0.00	25,822.00
FEMA-CHEROKEE	2,845.00	0.00	2,845.00
FEMA-CHEROKEE CARES	4,825.00	0.00	4,825.00
FEMA-Craig	2,800.00	0.00	2,800.00
FEMA-CR CARES	6,902.00	0.00	6,902.00
FEMA-Ottawa	3,459.00	0.00	3,459.00
EFSP-OTT PHASE ARP/AR	6,566.00	0.00	6,566.00
FEMA-Adair	2,272.00	0.00	2,272.00
FEMA-ADAIR CARES	7,890.50	0.00	7,890.50
SAF/CAA	24,695.68	21,459.62	3,236.06
ESG-Miami CC	61,039.19	43,396.57	17,640.62
ESGM CR 18377 20	128,423.33	49,548.48	78,874.85
ESG-Hope House	9,227.22	49,592.72	(40,365.50)
ESGHH CR 18378 20	17,751.58	117,875.14	(100,123.56)
350 - ESG TMS	67,947.46	45,380.82	22,566.64
ESGTMS CR 18379 20	211,073.14	58,467.22	152,605.92
DHS LIHEAP	186,160.58	217,543.00	(31,382.42)
DOE	223,007.00	198,623.00	24,384.00
CHDO Operating	1,813.38	2,296.96	(483.58)
COC-HUD Planning	29,218.43	29,365.26	(146.83)
HUD COC Housing	41,399.00	39,506.00	1,893.00
OHFA 1613 NC Commerce	84,169.60	81,798.86	2,370.74
OHFA 1581 18 MIAMI NC	0.00	250,000.00	(250,000.00)
HUD HMIS	27,054.65	0.00	27,054.65
CSBG	589,605.73	431,568.07	158,037.66
CSBG CR 17920	99,358.88	101,376.80	(2,017.92)
CSBG Disc Tax Preparation	1,926.32	2,060.60	(134.28)
CSBG DISC CASE MAN SYSTEM	1,411.00	5,644.00	(4,233.00)
OADP TAX	7,981.23	16,859.69	(8,878.46)
RX Oklahoma	146,049.46	130,252.00	15,797.46
Literacy - Special Fund-Technology	2,290.00	0.00	2,290.00
ODL Literacy Grant	9,600.00	0.00	9,600.00
Rental	217,991.40	205,000.00	12,991.40
Unrestricted	31,164.08	120,000.00	(88,835.92)
<b>Total Revenues</b>	<b>4,458,347.83</b>	<b>4,074,791.11</b>	<b>383,556.72</b>

Expenditures

CACFP	46,467.14	50,231.67	3,764.53
SAF/HS	119,850.48	148,274.66	28,424.18
Child Care	371,983.43	260,207.16	(111,776.27)
Early Head Start Program	445,817.33	418,268.02	(27,549.31)
EHS Partnership	937,141.70	885,399.99	(51,741.71)
EHS EHSCCP COVID ARP/CSSR	56,671.05	0.00	(56,671.05)
FEMA-Delaware	9,387.19	0.00	(9,387.19)
EFSP-DEL ARP/AR	25,822.00	0.00	(25,822.00)
FEMA-CHEROKEE	2,080.00	0.00	(2,080.00)
FEMA-CHEROKEE CARES	4,825.00	0.00	(4,825.00)
FEMA-Craig	2,293.45	0.00	(2,293.45)
FEMA-CR CARES	5,247.85	0.00	(5,247.85)
FEMA-Ottawa	2,445.59	0.00	(2,445.59)
EFSP-OTT PHASE ARP/AR	6,566.00	0.00	(6,566.00)
FEMA-Adair	328.78	0.00	(328.78)
FEMA-ADAIR CARES	575.27	0.00	(575.27)
SAF/CAA	23,693.27	21,459.62	(2,233.65)
ESG-Miami CC	61,011.21	43,398.56	(17,612.65)
ESGM CR 18377 20	128,398.33	49,548.48	(78,849.85)
ESG-Hope House	9,227.22	49,592.71	40,365.49
ESGHH CR 18378 20	17,752.28	117,875.15	100,122.87
350 - ESG TMS	67,947.46	45,380.81	(22,566.65)
ESGTMS CR 18379 20	211,073.14	58,467.22	(152,605.92)
DHS LIHEAP	193,090.16	217,543.01	24,452.85
DOE	223,007.00	198,623.00	(24,384.00)
WAPBil	25,941.30	0.00	(25,941.30)
CHDO Operating	1,813.38	2,296.96	483.58
COC-HUD Planning	30,980.71	29,365.25	(1,615.46)
HUD COC Housing	41,399.00	39,506.00	(1,893.00)
OHFA 1613 NC Commerce	41,457.60	81,798.86	40,341.26
OHFA 1581 18 MIAMI NC	0.00	250,000.00	250,000.00
HUD HMIS	27,054.65	9,160.14	(17,894.51)
CSBG	589,605.73	431,568.09	(158,037.64)
CSBG CR 17920	99,358.88	101,376.80	2,017.92
CSBG Disc Tax Preparation	1,926.32	2,060.60	134.28
CSBG DISC CASE MAN SYSTEM	1,411.00	5,644.00	4,233.00
OADP TAX	21,760.45	16,859.70	(4,900.75)
RX Oklahoma	146,176.62	130,252.01	(15,924.61)
Literacy - Special Fund-Technology	2,290.00	0.00	(2,290.00)
ARPA LITERACY	2,966.82	0.00	(2,966.82)
ODL Literacy Grant	7,477.22	0.00	(7,477.22)
Rental	138,419.51	120,216.27	(18,203.24)
Thanksgiving Baskets	2,046.89	0.00	(2,046.89)
Unrestricted	112,716.09	72,420.27	(40,295.82)
<b>Total Expenditures</b>	<b>4,267,504.50</b>	<b>3,856,795.01</b>	<b>(410,709.49)</b>
<b>Total Revenues Over (under) Expenditures</b>	<b>190,843.33</b>	<b>217,996.10</b>	<b>(27,152.77)</b>

# NEOCAA Staff



Matching shirts



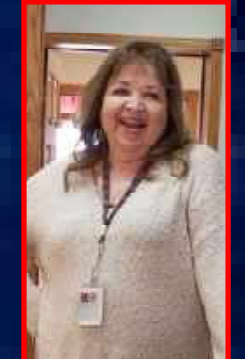
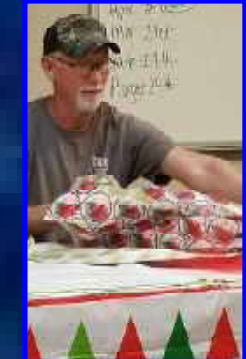
Fall OKACAA Conference



CAP System training in Edmond



Christmas Party



# NEOCAA STAFF



*Sam Nider giving Flu shots!*



*Teacher Appreciation*



*Kelli giving a CPR class*

## 100 - Supportive Services

	<u>YTD Operating Budget</u>	<u>YTD Expenses</u>	<u>Variance</u>
<b>Revenues</b>			
Grants	515,974.57	743,522.06	227,547.49
Match	0.00	10,491.01	10,491.01
<b>Total Revenues</b>	<u>515,974.57</u>	<u>754,013.07</u>	<u>238,038.50</u>
<b>Expenditures</b>			
Salaries	181,895.47	157,841.93	24,053.54
Fringe	21,521.78	33,138.55	(11,616.77)
Consultant	1,500.00	7,576.15	(6,076.15)
Contracts	0.00	3,771.15	(3,771.15)
Direct Service	255,878.84	343,372.72	(87,493.88)
Insurance	0.00	453.69	(453.69)
Maintenance Bldg	0.00	46.38	(46.38)
Other	13,260.67	16,069.56	(2,788.89)
Print/Adv/Pub	0.00	17.26	(17.26)
Professional Dues	0.00	97.44	(97.44)
Rent/Space	0.00	8.54	(8.54)
Supplies	250.00	3,415.25	(3,165.25)
T/TA	0.00	101.94	(101.94)
Travel - Local	350.00	1,505.32	(1,155.32)
Utilities	0.00	517.53	(517.53)
Rent EA	26,577.93	116,458.00	(89,880.07)
Utility EA	14,719.87	41,514.62	(26,794.75)
Match	0.00	3,601.01	(3,601.01)
<b>Total Expenditures</b>	<u>515,974.56</u>	<u>729,507.08</u>	<u>(213,532.50)</u>
<b>Total Revenues Over (under) Expenditures</b>	<u>0.01</u>	<u>24,506.01</u>	<u>24,506.00</u>

## 120 - Homeless

	<u>YTD Operating Budget</u>	<u>YTD Expenses</u>	<u>Variance</u>
<b>Revenues</b>			
Grants	68,871.26	97,672.08	28,800.82
<b>Total Revenues</b>	<u>68,871.26</u>	<u>97,672.08</u>	<u>28,800.82</u>
<b>Expenditures</b>			
Salaries	45,337.53	34,785.66	10,551.87
Fringe	8,779.32	5,987.42	2,791.90
Consultant	0.00	1,135.12	(1,135.12)
Contracts	0.00	13,534.43	(13,534.43)
Insurance	3,500.00	5,759.60	(2,259.60)
Maintenance Bldg	4,800.00	11,479.39	(6,679.39)
Other	0.00	0.26	(0.26)
Print/Adv/Pub	0.00	21.07	(21.07)
Professional Dues	0.00	7.36	(7.36)
Rent/Space	0.00	0.38	(0.38)
Supplies	100.00	11,204.61	(11,104.61)
T/TA	0.00	8.03	(8.03)
Travel - Local	850.00	717.52	132.48
Utilities	14,664.54	14,976.56	(312.02)
Utility EA	0.00	(183.05)	183.05
<b>Total Expenditures</b>	<u>78,031.39</u>	<u>99,434.36</u>	<u>(21,402.97)</u>
<b>Total Revenues Over (under) Expenditures</b>	<u>(9,160.13)</u>	<u>(1,762.28)</u>	<u>7,397.85</u>



# 2022 Annual Meeting



## 130 - Housing

	YTD Operating Budget	YTD Expenses	Variance
<b>Revenues</b>			
Grants	750,261.82	495,150.56	(255,111.26)
Program Service	0.00	375.00	375.00
Rental	205,000.00	217,616.40	12,616.40
<b>Total Revenues</b>	<b>955,261.82</b>	<b>713,141.96</b>	<b>(242,119.86)</b>
<b>Expenditures</b>			
Salaries	274,862.47	212,913.38	61,949.09
Fringe	47,617.90	74,394.99	(26,777.09)
Consultant	4,500.00	4,592.98	(92.98)
Contracts	394,786.66	144,253.90	250,544.96
Direct Service	17,817.03	21,685.52	(3,868.49)
Insurance	26,700.00	41,819.64	(15,119.64)
Maintenance Bldg	14,500.00	13,039.69	1,460.11
Materials	47,800.00	26,067.45	21,732.55
Other	5,500.00	4,204.00	1,296.00
Print/Adv/Pub	4,500.00	4,085.52	414.48
Professional Dues	0.00	1,672.40	(1,672.40)
Rent/Space	0.00	71.02	(71.02)
Supplies	2,050.00	16,223.29	(14,173.29)
Tools & Equip	850.00	3,174.56	(2,324.56)
T/TA	3,300.00	7,653.97	(4,353.97)
Travel - Local	11,200.00	15,978.92	(4,778.92)
Out of Town Travel	2,731.84	9,178.51	(6,446.67)
Utilities	11,750.00	22,719.01	(10,969.01)
<b>Total Expenditures</b>	<b>870,478.10</b>	<b>623,728.95</b>	<b>246,749.15</b>
<b>Total Revenues Over (under) Expenditures</b>	<b>84,783.72</b>	<b>89,413.01</b>	<b>4,629.29</b>

## 140 - Special Projects

	YTD Operating Budget	YTD Expenses	Variance
<b>Revenues</b>			
Grants	24,564.29	23,208.55	(1,355.74)
Interest	0.00	2,915.49	2,915.49
Program Service	120,000.00	28,248.59	(91,751.41)
<b>Total Revenues</b>	<b>144,564.29</b>	<b>54,372.63</b>	<b>(90,191.66)</b>
<b>Expenditures</b>			
Salaries	20,962.38	45,785.90	(24,823.52)
Fringe	5,128.19	6,934.84	(1,806.65)
Consultant	3,500.00	9,726.67	(6,226.67)
Contracts	9,750.00	2,992.89	6,757.11
Equipment	0.00	3,105.16	(3,105.16)
Direct Service	0.00	13.80	(13.80)
Insurance	2,000.00	4,315.05	(2,315.05)
Maintenance Bldg	0.00	2,100.83	(2,100.83)
Materials	0.00	308.69	(308.69)
Nutrition-Food	0.00	100.00	(100.00)
Other	55,644.00	57,581.04	(1,937.04)
Print/Adv/Pub	0.00	351.24	(351.24)
Professional Dues	0.00	32.15	(32.15)
Rent/Space	0.00	1.38	(1.38)
Supplies	0.00	874.11	(874.11)
T/TA	0.00	222.90	(222.90)
Travel - Local	0.00	2,962.02	(2,962.02)
Out of Town Travel	0.00	(101.43)	101.43
Utilities	0.00	13,637.96	(13,637.96)
Rent EA	0.00	1,878.07	(1,878.07)
Utility EA	0.00	(230.48)	230.48
<b>Total Expenditures</b>	<b>96,984.57</b>	<b>152,594.79</b>	<b>(55,610.22)</b>
<b>Total Revenues Over (under) Expenditures</b>	<b>47,579.72</b>	<b>(98,222.16)</b>	<b>(145,801.88)</b>





# Service Awards

Kristi

Elesa

Penny



25

15

10

Thank You..... for your years of dedication



Jay Chamber of Commerce  
Recognizes NECCA as  
Non-Profit of the Year



OkCTEEC recognizes  
Gail Sperry as Outstanding  
Instructor of Non-Traditional Students

## 150 - Administrative

	YTD Operating Budget	YTD Expenses	Variance
<b>Revenues</b>			
Grants	532,944.87	688,964.61	156,019.74
<b>Total Revenues</b>	<u>532,944.87</u>	<u>688,964.61</u>	<u>156,019.74</u>
<b>Expenditures</b>			
Salaries	342,465.00	373,713.34	(31,228.34)
Fringe	56,065.05	69,786.09	(13,721.04)
Consultant	6,800.00	10,892.22	(4,092.22)
Contracts	46,250.00	56,481.63	(10,231.63)
Insurance	14,500.00	17,887.59	(3,387.59)
Maintenance Bldg	1,500.00	1,913.32	(413.32)
Other	16,848.92	5,934.17	10,714.75
Print/Adv/Pub	500.00	3,844.61	(3,344.61)
Professional Dues	3,700.00	3,858.72	(158.72)
Rent/Space	7,196.50	7,067.64	128.86
Supplies	13,699.42	111,906.05	(98,206.63)
T/TA	1,200.00	4,433.97	(3,233.97)
Travel - Local	4,400.00	3,187.38	1,212.62
Out of Town Travel	0.00	1,122.46	(1,122.46)
Utilities	18,000.00	16,935.42	1,064.58
<b>Total Expenditures</b>	<u>532,944.89</u>	<u>688,964.61</u>	<u>(156,019.72)</u>
<b>Total Revenues Over (under) Expenditures</b>	<u>(0.02)</u>	<u>0.00</u>	<u>0.02</u>

## 160 - Early Childhood

	YTD Operating Budget	YTD Expenses	Variance
<b>Revenues</b>			
Grants	1,502,174.30	1,612,833.00	110,658.70
Program Service	355,000.00	547,841.49	192,841.49
<b>Total Revenues</b>	<u>1,857,174.30</u>	<u>2,160,674.49</u>	<u>303,500.19</u>
<b>Expenditures</b>			
Salaries	773,960.18	788,897.56	(14,937.38)
Fringe	128,372.27	140,934.48	(12,562.21)
Consultant	32,100.00	50,813.68	(18,713.68)
Contracts	418,029.50	439,909.79	(21,880.29)
Direct Service	250.00	2,722.38	(2,472.38)
Insurance	13,600.00	14,356.72	(756.72)
Maintenance Bldg	5,303.89	13,630.55	(8,326.66)
Materials	0.00	19,612.00	(19,612.00)
Nutrition-Food	47,550.00	65,534.71	(17,984.71)
Other	40,000.00	8,433.44	31,566.56
Print/Adv/Pub	35,500.00	8,265.45	27,234.55
Professional Dues	1,700.00	459.28	1,240.72
Rent/Space	15,500.00	26,136.43	(10,636.43)
Supplies	153,819.68	240,071.03	(86,251.37)
T/TA	32,846.00	39,638.79	(6,792.79)
Travel - Local	8,000.00	45,320.06	(37,320.06)
Out of Town Travel	7,700.00	7,578.75	121.25
Utilities	27,750.00	29,452.38	(1,702.38)
Non-Recurring	20,400.00	36,163.65	(15,763.65)
<b>Total Expenditures</b>	<u>1,762,381.50</u>	<u>1,977,931.13</u>	<u>(215,549.63)</u>
<b>Total Revenues Over (under) Expenditures</b>	<u>94,792.80</u>	<u>182,743.36</u>	<u>87,950.56</u>

# Northeast Oklahoma Community Action Agency



## 2021-2026 Strategic Plan



*"Helping People, Changing Lives in Adair, Cherokee, Craig, Delaware and Ottawa"*

### Education & Wealth Building

#### ROMA Goal 1-Low-income people becoming self sufficient

- \*Increase opportunities of low-income people to complete the education needed for full time, living wage employment
- \*Provide clients the skills needed to claim ownership of their finances through education accountability, and financial empowerment services
- \*Job-placement and training
- \*Transportation –work with area organizations to create lower cost access to transportation

### Health & Well-being

#### ROMA Goal 3-Low-income people own a stake in their community

#### ROMA Goal 6-Low-income families, especially vulnerable populations, achieve their potential by strengthening family and other supportive systems

- \*Increase information sharing with clients re: health resources
- \*Provide prescription assistance
- \*Implement Community Food Garden initiative: Produce and Posies

### Agency Partnerships

#### ROMA Goal 4-Partnerships among supporters and providers of services to low-income people are achieved

#### ROMA Goal 5-Agencies increase their capacity to achieve results

- \*Develop marketing plan to effectively communicate agency services and the need for resources via Facebook, radio spots, social media, etc.
- \*Expand partnerships with providers, supporters, and clients to develop solutions to meet needs identified in the community assessment
- \*Enhance partnerships (community, state, and national) to educate staff on national trends

### Community & Housing Development

#### ROMA Goal 2-The conditions in which low-income peoples' lives are improved

- \*Add more affordable rental housing units, assist families wanting to own a home, and provide owner occupied rehabilitation services in the five-county area
- \*Increase awareness of available housing services to communities and residents
- \*Expand childcare



## Monitoring and Implementing Fiscal Infrastructure

### Budget Planning and Development

The grant recipient develops and implements its budget to sustain management, staffing structures, and the delivery of services that support the needs of enrolled children and families.

### Ongoing Fiscal Capacity

The grant recipient plans and implements a fiscal management system that supports the organization's ongoing capacity to execute its budget over time and meet the needs of its organization.

### Budget Execution

The grant recipient's financial management system provided for effective control over accountability for all funds, property, and other assets.

### Facilities and Equipment

The grant recipient complies with application, prior approval, and reporting requirements for facilities purchased, constructed, or renovated with Head Start funds.

## Fiscal Infrastructure Summary

Northeast Oklahoma Community Action Agency, Inc. implemented processes to document expenditures related to COVID-19 funds. The recipient used the supplemental funding to purchase items to keep children and staff safe. These items included personal protective equipment, such as shoes and aprons for staff to worn only in the classrooms. A new HVAC system was installed in the Early Head Start center, and air purification systems were purchases for all the partnership sites. The program also utilized these funds to provide additional before- and after -school care for children. The recipients' targeted spending of Federal funds helped to keep children and staff healthy.

## Monitoring ERSEA: Eligibility, Recruitment, Selection, Enrollment, and Attendance

### Determining, Verifying, and Documenting Eligibility

The grant recipient enrolls children or expectant mothers who are categorically eligible or who meet defined income-eligibility requirements.

### Enrollment Verification

The grant recipient maintains and tracks enrollment.

## ERSEA Summary

Northeast Oklahoma Community Action Agency, Inc. supported the ongoing participation of enrolled children and families. Program staff across content areas collaboratively monitored and tracked challenges affection children's regular attendance. Family services staff contacted families after consecutive absences to address concerns and eliminate barriers such as transportation issues. For example, the program supplied gas cards to ensure families had the necessary resources to drive their children to school. This program-wide approach of tracking absences and offering families assistance helped to promote positive attendance trends.

-----End of Report-----



### Program Management and Quality Improvement cont.

**Timeframe for Correction:** 120 days

**Citation Definition:**

Sec.648A Staff Qualifications and Development (g) Staff Recruitment and Selection Procedures-Before a Head Start agency employs an individual, such agency shall—(3) obtain—(A) a State, tribal , or federal criminal record check covering all jurisdictions where the grantee provides Head Start services to children; (B) a State, tribal, or Federal criminal record check as required by the law of the jurisdiction where the grantee provides Head Start services; or(C) a criminal record check as otherwise required by Federal law.

**Monitoring Feedback:**

The grant recipient did not obtain a criminal record check for all staff members prior to hire.

A review of the criminal record check (CRC) tracking form for grant 06HP000295 found that one staff member did not have a CRC completed before the hire date. The staff member was hired on April 25, 2022, and the CRC was completed on May 16, 2022, which was 21 days later. In an interview, the Early Head Start director stated that she was unaware of the procedures used by child care partners when hiring their employees and did not monitor those processes.

The grant recipient did not obtain a criminal record check for all staff members prior to hire; therefore, it was not in compliance with the regulation.

**Services to Expectant Families**

The grant recipient provides and monitors for quality services that facilitate expectant mother’s access to health care and provide information to support prenatal, postpartum. And maternal health as well as infant health and emotional well-being.

### Monitoring and Implementing Quality Family and Community Engagement Services

**Family Well-Being**

The grant recipient collaborates with families to support family well-being, parents’ aspirations, and parents’ life goals.

**Strengthening Parenting and Parent-Child Supports**

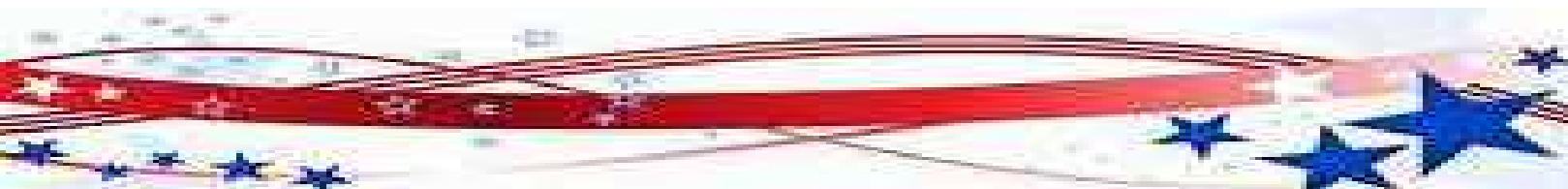
The grant recipients provides services that strengthen parent-child relationships and support parents in strengthening parenting skills

**Family Engagement in Education and Child Development Services**

The grant recipient provides education and child development services that recognize parents’ roles as children’s lifelong educators and encourage parents to engage in their children’s education.

### Family and Community Engagement Services Summary

Northeast Oklahoma Community Action Agency, Inc. supplied multiple resources that supported family well-being. The program utilized the agency’s services to help improve family outcomes and leveraged opportunities to work with collaborating organizations. Family services staff provided internal referrals to families needing help with prescriptions, weatherization services, rental assistance, and many other areas. In addition, the program developed relationships with community partners to maximize the resources available to families. Through these collaborations, staff members were able to offer referrals to families in need of mental health services, information about low-income housing, and employment assistance. The program’s efforts to coordinate a wide range of aid from numerous sources helped streamline services offered to families.



# Programs & Services

Strategic Plan 2021-2026

## NEOCAA Vision

Low-income families and individuals in Northeast Oklahoma have good jobs, decent health care, adequate housing, are free of drugs, and enjoy a higher standard of living.

## NEOCAA Mission

Bringing financial and human resources together to help low-income families and individuals move towards self-sufficiency. We offer services such as education, health, housing and community development that assists communities and residents with upward economic mobility.

## Services & Outcomes

<b>Emergency Services for Families</b> 414 services	<b>Free Tax Preparation</b> 484	<b>Housing / weatherization</b> 23	
<b>ODL/ARPA Literacy</b> 121	<b>RX for Oklahoma</b> 392	<b>New Construction</b> 4	<b>Advocate Services</b> 40

## Community Needs Assessment top 5 needs

- 1.Decent affordable houses to rent
- 2.Affordable dental insurance
- 3.Utility assistance
4. Free Income tax preparation
- 5.(tied )Weatherization on homes

Home repair



# COC & Emergency Solutions

We use an “Emergency Solutions Grant” which enables us to partner with these shelters and share funding so that more clients in our community are assisted with their immediate shelter needs.

## The yearly count of individuals served from May, 2022 to April ,2023

Community Crisis Center  
506

Tahlequah Men’s Shelter  
189



## In Addition to the shelters, we also help clients with Rapid Rehousing & Prevention

NEOCAA/Community Crisis Center RRH/Pre  
67 services

NEOCAA/Tahlequah Men’s Shelter RRH/Pre  
71 services

NEOCAA/ Hope House Shelter RRH/Pre  
38 services



## Listed below are

### “Continuum of Care” Permanent Supportive Housing units and # of clients

Grand Lake Men’s Permanent Supportive Housing	24 clients
Grand Lake Women’s Permanent Supportive Housing	34 clients
Cherokee Home Permanent Housing	12 clients
FFATC Permanent Supportive Housing	23 clients
Creoks Men’s Permanent Supportive Housing	17 clients
Creoks Women’s Permanent Supportive Housing	11 clients



## Monitoring and Implementing Quality Education and Child Development Services

### Alignment with School Readiness

The grant recipients’ school readiness efforts align with the expectations of receiving schools, the Head Start Early Learning Outcomes Framework (HSELOF), and state early learning standards.

### Effective and Intentional Teaching Practices

The grant recipient’s teaching practices intentionally promote progress towards school readiness and provide high-quality learning experiences for children.

### Supporting Teachers in Promoting School Readiness

The grant recipient ensures teachers are prepared to implement the curriculum and support children’s progress toward school readiness, but improvement is needed.

### AOC-1302.91(e)(1)

**Timeframe for Correction:** Follow up with Regional Office for support

### Citation Definition:

1302.91 Staff qualifications and competency requirements. (e) Child and family services staff. (1) Early Head Start center-based teacher qualification requirements. As prescribed in section 645A(h) of the ACT, a program must ensure center-based teachers that provide direct services to infants and toddlers in Early Head Start centers have a minimum of a Child Development Associate (CDA) credential or comparable credential, and have been trained or have equivalent coursework in early childhood development with a focus on infant and toddler development.

### Monitoring Feedback:

A review of the teacher qualification tracking form showed the grant recipient identified 10 of 23 Early Head Start center-based teachers who did not have a Child Development Associate (CDA) or comparable credential. The teachers, hired between September 2011 and October 2022, had professional development plans outlining a path to a CDA. The site directors monitored the professional development plans.

### Home-Based Program Services

Not Applicable

## Monitoring and Implementing Quality Health Services

### Child Health Status and Care

The grant recipient effectively monitors and maintains timely information on children’s health statuses and care including ongoing sources of health care, preventive care, and follow-up.

### Mental Health

The grant recipient supports a program-wide culture that promotes mental health and social and emotional well-being, and uses mental health consultation to support staff and families.

### Oral Health and Nutrition

The grant recipients maintains and monitors for effective oral health practices and nutrition services that meet the nutritional needs and accommodate children’s feeding requirements and allergies.

### Safety Practices

The grant recipient does not implement a process for monitoring and maintaining healthy and safe environments.

### ANC-648A(g)(3)

## Program Management and Quality Improvement

### Program Management

The grant recipient does not establish a management structure consisting of staff, consultants, or contractors who ensure high-quality service delivery; have sufficient knowledge, training, experience, and competencies to fulfill the roles and responsibilities of their positions; and provide regular supervision and support to staff.

#### ANC-1302.21(b)(2)

**Timeframe for Correction: 120 days**

#### Citation Definition:

An Early Head Start or Migrant or Seasonal Head Start class that serves children under 36 months old must have two teachers with no more than eight children, or three teachers with no more than nine children. Each teacher must be assigned consistent, primary responsibility for no more than four children to promote continuity of care for individual children. A program must minimize teacher changes throughout a child's enrollment, whenever possible, and consider mixed age group classes to support continuity of care.

#### Monitoring Feedback:

The grant recipient did not maintain Early Head Start classroom staffing patterns requiring two teachers for no more than eight children.

The recipient did not have two teachers assigned to any of its four Early Head Start classrooms under grant 06CH011453. A review of the teacher qualifications tracking form showed that the program had assigned one teacher to each classroom. The education manager confirmed that only one teacher was assigned to each room. During the center exploration, two classrooms were observed to each have one teacher with four children present, while the other two classrooms were combined.

The grant recipient did not maintain Early Head Start classroom staffing patterns requiring two teachers for no more than eight children; therefore, it was not in compliance with the regulation.

### Ongoing Monitoring and Continuous Improvement

The grant recipient does not use data to identify program strengths, needs, and areas needing improvement; to evaluate progress toward achieving program goals and compliance with program performance standards; and to assess the effectiveness of professional development.

#### ANC-1302.102(c) (2)(i)

**Timeframe for Correction: 120 days**

#### Citation Definition:

1302.102 Achieving program goals. (c) Using data for continuous improvement. (2) This process must; (i) Ensure data is aggregated, analyzed and compared in such a way to assist agencies in identifying risks and informing strategies for continuous improvement in all program service areas.

#### Monitoring Feedback:

The grant recipient did not aggregate and analyze data to inform strategies for continuous improvement in all program service areas.

The grant recipient did not use data to improve services. When asked, the management team could not articulate how the program aggregated and analyzed education, health, and family data. Although information individualized by child and family for each content area was entered into the data management system, the program did not use these data to design services. Additionally, the management team could not provide any documentation demonstrating how these data sources were used to assist the agency in identifying risk or developing strategies for continuous improvement.

The grant recipient did not aggregate and analyze data to inform strategies for continuous improvement in all program service areas; therefore, it was not in compliance with the regulation.

### Program Governance

The grant recipient maintains a formal structure of program governance to oversee the quality of services for children and families and to make decisions related to program design and implementation.

The grant recipient's policy council is engaged in the direction of the program, including program design and planning of goals and objectives.

# Emergency Services

Whether it's a job loss or a sudden illness, unexpected life events can affect anyone regardless of social or financial status. Too often it's the "average working people" needing assistance during such situations. The various grants our agency uses have individual eligibility criteria that must be followed and often more than one grant can be used to assist during a time of need.

The case managers within the Emergency Services Department do not just provide intake and financial services for the clients, but they also provide resources to further assist with the immediate need.



Individual & Households assisted

414

Funding used for Rent payments

\$116,167.18

Funding used for Utilities

\$307,762.00

Homeless  
Management  
Information  
System

Prevention

Rapid Rehousing



Each service is a payment toward the applicant's rent/ or utility bill

Total services assisted 169 families



# Rx for Oklahoma

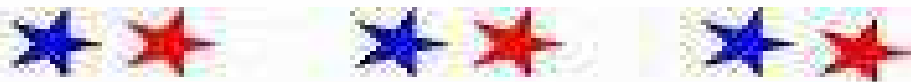


RX for Oklahoma Region 3 processing center assisted 1245 clients for the fiscal year. Region 3 had a total of 290 new clients, 1374 new claims and an estimated value of medication of \$494,610.00.

The RX for Oklahoma Region 3 Area Director manages NEOCAA’s five – county service area, three counties from Deep Fork and nine counties from CARD (Community Action Resource & Development ,Inc.) There are ten Customer Service Representatives in the seventeen-county region and one Regional area director, who is from NEOCAA. The staff has a good working relationship with one another and work exceptionally hard to help clients in the service areas receive their medications at no cost or low cost.



Rx for Oklahoma enables low-income clients to pay their rent or mortgage payments, pay their utility bills, pay doctor or hospital bills, and buy food with the money they save on their medications each month.



RX for Oklahoma clients are very thankful and appreciate the help they receive from the program. Many of our clients would have to do without their medications if not for the RX for Oklahoma program. The program helps clients stay healthier and improves their quality of life.



## Glossary of Terms cont.

### Deficiency



As defined in the Head Start Act, the term “deficiency” means:

(A) a systemic or substantial material failure of an agency in an area of performance that the Secretary determines involves:

- a threat to the health, safety, or civil rights of children or staff;
- a denial to parents of the exercise of their full roles and responsibilities related to program operations;
- A failure to comply with standards related to early childhood development and health services, family and community partnerships, or program design and management;
- The misuse of funds received under this subchapter;
- Loss of legal status (as determined by the Secretary) or financial viability, loss of permits, debarment from receiving Federal or State grants or contracts, or the improper use of Federal funds; or
- Failure to meet any other Federal or State requirement that the agency has shown an unwillingness or inability to correct, after notice from the Secretary, within the period specified;

(B) systemic or material failure of the governing body of an agency to fully exercise its legal and fiduciary responsibilities; or

(C) an unresolved area of noncompliance.

### Performance Summary

Service Area	Grant Number(s)	Compliance Level	Applicable Standards	Timeframe for
Program Management	06CH011453	Area of Noncompliance	1302.21(b)(2)	120 days
Ongoing Monitoring And Continuous Improvement	06CH011453 06HP000295	Area of Noncompliance	1302.102 ( c ) (2)(i)	120 days
Supporting Teachers in Promoting School Readiness	06CH011453 06HP000295	Area of Concern	1302.91(e) (1)	Follow up with Regional Office for support
Safety Practices	06HP000295	Area of Noncompliance	648A(g)(3)	120 days

### Program Overview

Northeast Oklahoma Community Action Agency, Inc. has served low-income families in northeastern Oklahoma since 1969. The grant recipient is funded for 96 Early Head Start children and expectant families. Children received center-based services directly and through partnerships with local child care programs. Enrolled families have access to all services offered through the agency, such as assistance in attaining affordable housing and medication.



# ADMINISTRATION FOR CHILDREN & FAMILIES

Office of Head Start : 4th Floor – Switzer Memorial Building, 330 C Street SW, Washington DC 20024 eclkc.ohs.acf.hhs.gov

## Program Performance Summary Report

To: Authorizing Official/Board Chairperson

From: Responsible HHS Official

Mrs. Rebecca Jim  
Northeast Oklahoma Community Action Agency, Inc.  
856 E Melton Drive  
Jay, OK 74346

Date:01/26/2023

Tala Hooban

Acting Director, Office of Head Start

From December 12,2022 to December 16,2022, the Administration for Children and Families conducted a Focus Area Two (FA2) monitoring review of Northeast Oklahoma Community Action Agency, Inc. Early Head Start program. This report contains information about the grant recipient's performance and compliance with the requirements of the Head Start Program Performance Standards (HSPPS) or Public Law 110 -134, *Improving Head Start for School Readiness Act of 2007*.

The Office of Head Start (OHS) would like to thank your governing body, policy council, parents, and staff for their engagement in the review process. Based on the information gathered during this review, it has been determined that your program needs improvement in one or more areas. This report provided you with detailed information in each area where program performance did not meet one or more applicable HSPPS, laws, regulations, and policy requirements, and the required timeframes for corrective action.

Please contact your Regional Office for guidance should you have any questions or concerns. Your Regional Office will follow up on the content of this report and can work with you to identify resources to support your program's continuous improvement.

### DISTRIBUTION OF THE REPORT

Copies of this report will be distributed to the following:

Mr. Kenneth Gilbert, Regional Program Manager

Mrs. John Ann Thompson, Chief Executive Officer/Executive Director

Mrs. Suzie Powers, Early Head Start Director

### Grant(s) included as part of this review

Grant Recipient Name	Grant Number(s)
Northeast Oklahoma Community Action Agency, Inc.	06CH011453, 06HP000295

### Glossary of Terms

Finding Type	Definition
Area of Concern (AOC)	An Area in which the agency needs to improve performance. These issues should be discussed with the grant recipient's Regional Office for possible technical assistance.
Area of Noncompliance (ANC)	An area in which the agency is out of compliance with Federal requirements (including but not limited to the Head Start Act or one or more of the regulations) in one or more areas of performance. This status requires a written timeline for correction and possible technical assistance or guidance from the grant recipient's pro-

# Advocate Services



We have one Advocate available to help clients maintain and understand the alternative plans being offered through the Affordable Care Act, we also are available to help with enrollment in Soonercare for medical assistance, food stamps, or other supportive services. The Advocate is available to provide assistance at the Free Clinic every Thursday starting at 3:00 p.m. Interested individuals will make an appointment to come to the agency or at any of our satellite locations for a meeting to discuss options available. The agency continues to provide this service in the agency's five-county area.



# Christian Medical Clinic



# Agency New/Construction Rental / Housing

NEOCOA and our housing director are proud to have the opportunity to build affordable housing for our clients in areas where rental housing is difficult to obtain. We are happy to say we now provide low income rentals in all five counties, Adair, Cherokee, Craig, Delaware, and Ottawa.

The agency has completed four homes in Commerce, which will give our agency forty-six rentals in our five-county region. More than forty-six families and one hundred and thirty-eight individuals will benefit from these rentals. We currently have one hundred and twenty clients living in our rentals.



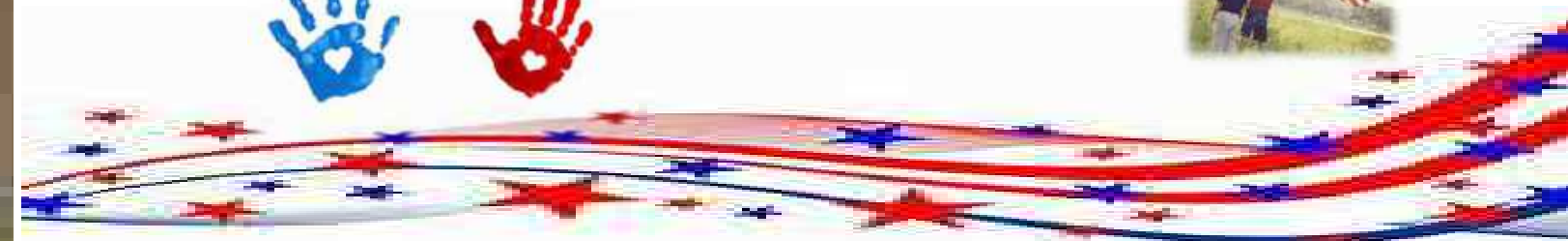
*It's All About the Children*



Across the playground from the Early Head Start center is the Education Station Child Care center that is also an Early Head Start Child Care Partner. This center currently offers one transition classroom and three Early Head Start Child Care Partnership classrooms. The child-care classroom has a capacity for nine children and one teacher with an age range from six weeks to five years. The Early Head Start Classrooms serve eight children with two teachers in each classroom from six weeks to three years of age. These classrooms provide childcare as well as enhanced Early Head Start program services. Enhanced Early Head Start services include family goals with support to reach those goals, parent teacher conferences, home visits as well as education. The teachers follow the creative curriculum, as a guide to providing developmentally appropriate learning activities in alignment with Early Head Start Early Learning Guidelines. All of the Early Head Start Services are at no cost to the parents.



The preschool and aftercare center, Discovery Depot Preschool & After Care Center is located at 1315 S Main Street in Jay, Oklahoma. This facility is licensed for forty-five children serving ages to three years and older. This center has two large classrooms, one is designated as our preschool classroom and the other is for the school age children. School age children ride the school bus to the center after school is dismissed for the day. This location is also home to our Early Head Start Child Care Partnership management offices.



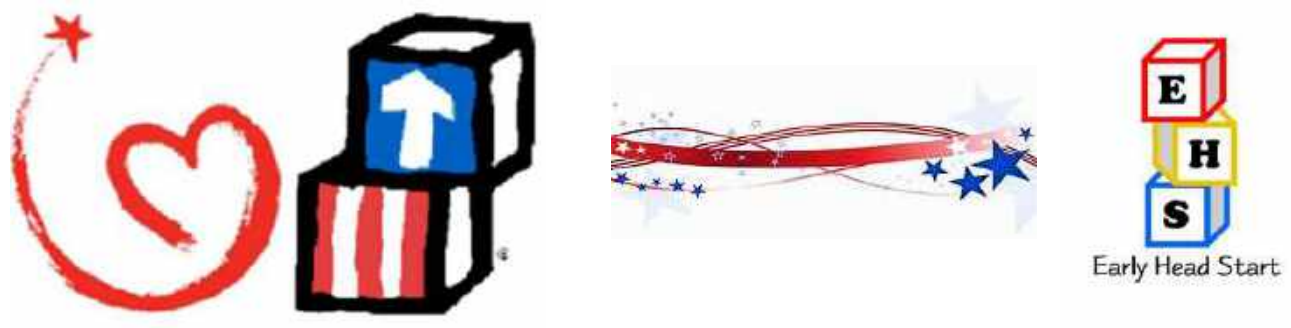




*It's All About the Children*

NEOCAA, Inc. offers services to children with four different programs. One Early Head Start Program with one Center, one Early Head Start Child Care Partnership, with five partners, one child care center that is a contracted partnership site and one preschool and after school care center.

The Early Head Start Center is located at the north end of the NEOCAA, Inc. office complex at 856 E Melton Drive in Jay, Oklahoma. The NEOCAA EHS center operates three classrooms with eight children and two teachers in each classroom. The center provides Early Head Start services to children from six weeks to three years to eligible low income families. Early Head Start Services include family goals with support to reach those goals, parent-teacher conferences, home visits and developmentally appropriate learning. The teachers follow the creative curriculum as a guide to providing learning activities in alignment with Early Head Start Learning Guidelines.



The Early Head Start Child Care Partnership (EHS-CCP) program partners with child care centers to provide enhanced Early Head Start services to eligible low-income families. Currently the EHS-CCP program is contracted with a total of five child care centers in Craig, Delaware and Ottawa Counties. Those partners are Education Station in Jay, Hannah's House in Bernice, Itty Bitty City in Commerce, Kiddieville Childcare in Vinita and Krayola Kids in Miami.



# Weatherization

Our agency has a three-man crew. They work for three different departments, but their main job is with the Weatherization Department. They have weatherized thirty-two homes throughout the year.

In addition to the Weatherization Department, this three-man crew works for NEOCAA rentals. The weatherization program has strict compliance requirements and part of that compliance is that each completed home be inspected by our Quality Control Inspector, who is also the Weatherization Manager. A Weatherization Assistant also assists with the Energy Audits and Closeouts.

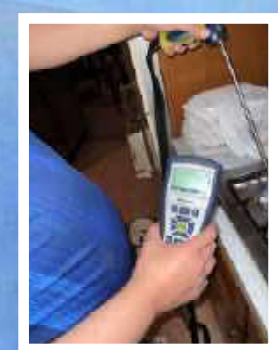
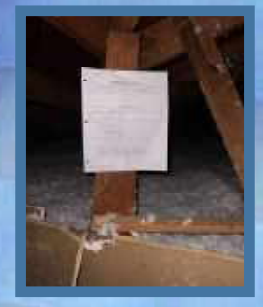
The Weatherization Program takes advantage of two available grants from the Department of Energy and the Department of Human Services. With these grants we work hard to enable clients to save on energy bills and as a result make their homes more comfortable, safe, and livable.



Before



After



Training class in Edmond

# VITA TAXES



NEOCAA offers FREE Tax Preparation and E-Filing for our clients' convenience. Our Tax preparers and greeters generously volunteer their time training and helping out. They work diligently to ensure our clients taxes are filed timely and correctly. We had to say goodbye to one of our preparers this year, Don Nielsen has dedicated 20 years volunteering to prepare taxes for VITA here at NEOCAA. He will be greatly missed!

# Produce & Posies



New sign for mobile market



New Look! For our front office



Cherokee Nation Youth Program



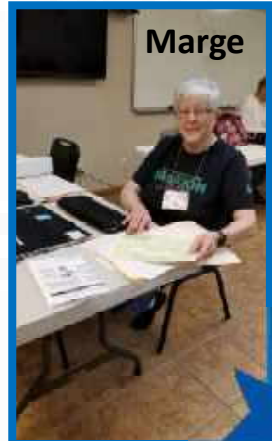
Set up in Grove



The two styles of raised beds we have been making this past year



Don



Marge



Carolyn



Jalonda



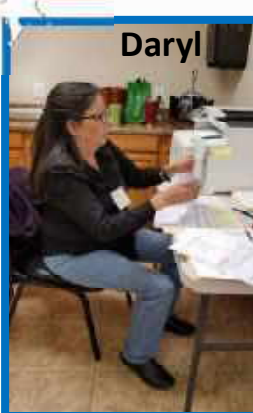
Lynn



Carl



Cliff



Daryl

Refunds  
\$457,178.00

Taxes Prepared  
484

