

# **COMMUNITY ACTION AGENCY**

## **APRIL 2020 MEETING BOARD OF DIRECTORS**

**THURSDAY, APRIL 23, 2020**

### **LOCATION:**

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### **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.**

**Helping People Changing Lives**

**COMMUNITY ACTION AGENCY  
BOARD OF DIRECTORS  
AGENDA  
April 23, 2020**

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**Mission**

Empowering people to change their lives and exit poverty by providing vital services and community leadership.

**Vision**

All people are respected for their infinite worth and are supported to envision and reach a positive future.

- |             |   |             |
|-------------|---|-------------|
| <b>I.</b>   | <b>Welcome and Introductions</b>  | <b>5:30</b> |
|             | 1. Recite Mission and Vision Statements   |             |
| <b>II.</b>  | <b>Public Comment</b>   | <b>5:35</b> |
| <b>III.</b> | <b>Approval of Agenda p. 2</b>  | <b>5:40</b> |
| <b>IV.</b>  | <b>Consent Calendar</b>   | <b>5:45</b> |
|             | 1. March 2020 Full Board Meeting Minutes pp. 3-5  |             |
|             | 2. April 2020 Executive Director Report pp. 6-9   |             |
|             | 3. April 2020 Director of Program Development Report pp. 10-12  |             |
|             | 4. April 2020 Chief Financial Officer Report p. 13  |             |
|             | 5. April 2020 Chief Operations Officer Report p. 14   |             |
|             | 6. April 2020 Program Director Reports p. 15-36   |             |
|             | 7. April 2020 Committee Meeting Minutes p. 37   |             |
| <b>V.</b>   | <b>Board Business</b>   | <b>5:55</b> |
|             | 1. Audit Presentation - <i>Approval</i>   |             |
|             | 2. Executive Director's Report  |             |
|             | 3. Organized Camping Options  |             |
|             | 4. Financials – <i>Approval</i>   |             |
|             | 5. HHS COLA/Quality Improvement Application – Head Start & Early Head Start base grant - <i>Approval</i>            |             |
|             | 6. HHS COLA/Quality Improvement Application – Early Head Start Child Care Partnerships base grant - <i>Approval</i> |             |
|             | 7. HHS COLA/Quality Improvement Application – Early Head Start Expansion grant - <i>Approval</i>                    |             |
|             | 8. Oregon Pre-Kindergarten Grant Application including Enhancement Funds - <i>Approval</i>                          |             |
| <b>VI.</b>  | <b>Adjournment</b>  | <b>7:30</b> |

Next board meeting: Thursday, May 28, 2020

**Mid-Willamette Valley Community Action Agency, Inc.**  
**Board of Directors Meeting**  
**March 26, 2020**  
**MINUTES**

**ATTENDANCE:**

**Board of Directors:**

**Present:**

Erika Romine	Jade Rutledge	Shelaswau Crier	Herm Boes
Steve McCoid	Jon Weiner	Melissa Baurer	Linda Bednarz
Helen Honey	Kevin Karvandi		

**Absent:** Gladys Plancarte Lyle Mordhorst

**Others Present:**

**Program Directors/Staff/Guests:**

Jimmy Jones, Executive Director  
Helana Haytas, Chief Operations Officer  
Kaolee Hoyle, Chief Financial Officer  
Dana Schultz, Director of Program Development  
Ashley Hamilton, CRP/ARCHES Program Director  
April Cox, Director of Specialty Courts & Reentry Services  
Rogelio Cortes, Weatherization Program Director  
Sue Maxwell, Nutrition First Program Director  
Eva Pignotti, Head Start/Early Head Start Program Director  
Tricia Ratliff, HOME Youth & Resource Center Program Director  
Nicole Schrock, HR Clerk  
Amy Schroeder, Office Specialist

**The meeting of the Board of Directors was called to order at 5:34 pm by Board Vice-Chair Jade Rutledge. It was determined that a quorum was present.**

**I. Welcome and Introductions**

Board Vice-Chair Jade Rutledge welcomed everyone and introductions were made.  
The Agency's Mission and Vision statements were recited by all.

**II. Public Comment**

None were made.

**III. Approval of Agenda**

No changes were made.

**MOTION:** To approve agenda made by Steve McCoid,

**SECOND:** Linda Bednarz.

**APPROVED:** Unanimously approved

**IV. Consent Calendar**

**1. February 2020 Full Board Meeting Minutes**

No discussions or concerns were raised

**2. March 2020 Executive Director Report**

No discussions or concerns were raised

**3. March 2020 Chief Financial Officer Report**

No discussions or concerns were raised

**4. March 2020 Program Director Reports**

No discussions or concerns were raised

**5. March 2020 Committee Meeting Minutes**

No discussions or concerns were raised

**MOTION:** To approve consent calendar made by Helen Honey,

**SECOND:** Steve McCoid.

**APPROVED:** Unanimously approved

**V. Board Business**

**1. Executive Director Report**

a. Due to the coronavirus pandemic the agency has allowed most employees to work from home; no layoffs are being considered at this time. Services are still being provided with some necessary modifications. It is the agency's main priority to keep clients, staff and the community safe during these times.

b. ARCHES continues to provide services although scaled back. The day center is closed however clients can still come in and receive their mail, use the restroom and limited other basic need services. We are conducting more outreach to distribute goods and services such as tents, sleeping bags, tarps and sack lunches.

1. The board discussed providing more temporary housing options for the homeless during this pandemic and would like to work in partnership with the City, County and other partners. Jimmy will put together an outline of what that may look like and present to the board.

c. Head Start has closed classrooms until April 28<sup>th</sup>, however may be extended depending upon the status of the pandemic. Working with local partners, we are working to establish child care for Salem area first responders.

d. HOME Youth & Resource Center has scaled back the hours for the Drop-In however they are still providing sack lunches and laundry & shower services. Taylor's House continues full operations and is practicing social distancing and good hygiene habits.

**2. Financials** – Kaolee Hoyle presented the financial statements through December 31, 2019.

**3. Head Start Program Goals & Objectives Revision** – Eva Pignotti seeks approval to add one more objective regarding coaching and mentoring teaching teams.

**MOTION:** To approve the addition of the coaching and mentoring objective for the Head Start Program Goals & Objectives 2020-2025 made by Linda Bednarz,

**SECOND:** Steve McCoid.

**APPROVED:** Unanimously approved

4. **2020-21 EHS Child Care Partnerships Continuation Grant** – The annual application for ongoing funding for the program is due; no changes have been made just need board approval.

**MOTION:** To approve the EHS/CCP Continuation Grant made by Steve McCoid,

**SECOND:** Shelaswau Crier.

**APPROVED:** Unanimously approved

5. **Nutrition First USDA Continuation Grant** – Sue Maxwell seeks approval for the program's continuation grant. The grant provides funding for all operations and program activities, and an estimated 10% in carryover funds is included.

**MOTION:** To approve the Nutrition First USDA Continuation Grant made by Steve McCoid,

**SECOND:** Shelaswau Crier.

**APPROVED:** Unanimously approved

**VI. Adjournment**

**The Board of Directors meeting was adjourned at 6:41 pm.**

Respectfully Submitted:

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Amy Schroeder, Office Specialist

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Helen Honey, Board Secretary

# EXECUTIVE DIRECTOR'S REPORT

## MID-WILLAMETTE VALLEY

## COMMUNITY ACTION AGENCY

April 2020

### OUR MISSION

*Empowering people to change their lives and exit poverty by providing vital services and community leadership.*

### OUR VISION

*All people are respected for their infinite worth and supported to envision and reach a positive future.*

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With much of the state and the country shut down during the COVID-19 crisis, the Agency has faced a number of unique challenges (and opportunities) the past month. We had planned considerably for the worst case scenarios that were facing us in late February. So when the Governor's executive orders came we are able to implement our emergency planning quickly. Since that time the Agency has been on an emergency services footing, and about 85 percent of our employees have been working from home. Others have remained on the line, providing direct client services under very difficult public health conditions. While some Salem-area agencies had to shut down most services, we were able to keep all of our programs running, and expand services to meet the COVID threat in three unique ways:

- Supporting Taylor's House with adequate and additional resources to make certain that it remained open to serve not only existing but also new clients as they came to us.
- Opening free Emergency Child Care services for those parents working in emergency essential services and the health professions.
- Creating an Emergency Motel Program for vulnerable homeless clients, one that is serving 123 persons in 76 households across several motels. Clients are selected through a vetting process that prioritizes them based on their age and certain underlying medical conditions.

And across all our programs we continue to house people, to shelter runaway and homeless youth, to deliver our Head Start curriculum at parent homes, to train the child care community, to provide energy services and so much more. No one has been laid off and the work is still moving, while our staff exposure to the virus has been minimal, as far as we know. To date we have had one employee test positive with another highly suspected of having been infected. Both were working from home and exposed by other family members.

Finance and Operations have generally moved to a work from home footing. Nancy, Kaolee, Helana and I have been rotating through the office, while the other three work remotely. Our cash position has

remained strong the past few months, and all our grants are being drawn and spent on a near normal basis. Perhaps our biggest challenge in this past month has been with our accounting software Abila. Abila's NPT hosting environment suffered a ransomware attack on March 24<sup>th</sup> (just as COVID was shutting down most of the country) and they were not able to restore the service until April 13<sup>th</sup>. This week Kaolee has reviewed and tested our data in Abila and it looks good. We are thus back to a normal footing. We are considering, however, a move to internal hosting to reduce this vulnerability in the future.

The funding environment, as a result of COVID-19, has been fast and furious. To date, most of the new assistance has come from the federal level. The State government's approach is to sit back and wait to see what new federal resources materialize, to fully understand what needs they will cover, and then to move later to plug in the gaps. There are some critical weaknesses to that strategy, namely that unlike the current COVID-19 social distancing strategy (which was proactive) we will largely be chasing compounding consequences of the shutdown well after they have occurred. This could create, locally, a number of very difficult situations that the Agency will need to address, including:

- A potential eviction crisis. The Governor's eviction moratorium will eventually end. What then? There are plans being made at the state level to force repayment plans on property owners, but, given the unemployment crisis, it is probable that no payment plan system will be adequate, given the numbers of folks who may continue to be out of work. Marion County, for example, has 116,000 households. If even 1% of those households need a \$3,000 eviction prevention support, that cost is \$3.3 million. If even a quarter of 1% need such a payment, the cost is still \$837,000. Some estimates from the state government expect that the need may be as much as \$248 million across Oregon. Such need would engulf our resources on this front, without additional revenues.
- A potential child care shortage. In Marion-Polk-Yamhill counties we have 689 child care providers, 499 of which are licensed. The Governor's order shut down those child care programs, except those that applied to be emergency child care providers. Of that 689, only 318 were approved for emergency child care. But even the ones that were approved are struggling. The need has not been as great as expected and, along with massive layoffs and rising unemployment, the entire family child care structure for our region is in jeopardy. The current loss of child care slots due to this economic constriction and the closure orders in Marion-Polk-Yamhill counties is 2,625 spots as of yesterday. Statewide, the data is even worse. Of the 5,310 providers, 3,822 of which are licensed, there were only 1,999 approved under the Emergency Child Care order, and the capacity losses from the closures have currently cost us 27,437 child care spots statewide. An economy is an organic process, and many people assume that we will just be able to press the start button and things will go back to normal. But that recovery depends on having adequate infrastructure in place. Quality child care essentially is the foundation for all our anti-poverty work at the state and federal level. If people don't have child care, they cannot work. If that child care isn't quality, then children are less safe. In this past month in Oregon we have already seen a massive drop in mandatory reports to DHS, which lets us know that the things that were being reported are no longer being seen, meaning our children are less safe. If the shutdown stretches on into late May it may be very difficult to stand up that idle child care.

There have been, however, additional COVID-related resources that arrived since this crisis began, including:

- A gift of \$99,000 from the Oregon Community Foundation.
- An additional \$150,000 from Oregon Housing and Community Services for COVID work.
- A gift of \$2,500 from MAPS Credit Union.
- A gift of \$1,000 from one private donor.
- An award of \$135,000 from Pacific Source to support the motel program (with perhaps more coming).

That's an additional \$387,500 in hand. But there's more on the way, including:

- About \$700,000 in additional Emergency Solutions Grant (ESG); final number is still undetermined.
- About \$1,000,000 in additional Community Services Block Grant (CSBG); final number is still undetermined.
- A still unknown sum from the State of Oregon for Emergency Child Care, and a still unknown sum from federal sources for the CARES Act for Head Start, but probably on the order of \$1 million in total.

All told we can expect somewhere between \$2.75 and \$3.25 million in additional resources for COVID related work under the federal COVID packages, and perhaps more when the Governor's E-Board convenes. I know that sounds like a lot of extra money, but the financial impact for people in poverty in Marion and Polk counties may be enormous. Whatever we end up with, it will still not come close to meeting the need in the community. From the Agency standpoint, we have applied for the Payroll Protection Program, because we will have unexpected and unbudgeted costs and expenses in nearly every department area other than Head Start. We have also been working with Senator Merkley's office and other state and federal officials, as they plan to craft another federal relief package. There are particular concerns in housing, youth services, early childcare and nutrition that remain unresolved. We've also been consulted throughout the past few weeks by Senator Courtney's office, as they make plans for an E-Board session.

At the last Board meeting there was a consensus that the Agency prepare an organized camping program proposal for Board consideration. We distributed that to the Board last week, and provided the City of Salem a copy of it for their consideration. We have been informed, at this time, that the City of Salem does not have any interest in an organized and managed camp. They prefer instead the unsupervised camping they have allowed in unimproved areas of Wallace Marine and Cascade Gateway, and they continue to enforce their no-camping bans across the other areas of the City. We believe that this is a mistake, and it will likely succeed in forcing too many people into Wallace Marine in particular, creating even greater opportunities to spread the virus. So we continue to talk to them about an organized camping plan that would work in conjunction with our motel plan, and hold in reserve a potential expansion of our motel plan in the event that greater triage is needed and the City of Salem remains unmoved by our concerns.

The Community Action movement was designed, and purposed, as a convener of the community, so that local priorities could be discussed and set, and resources could be coordinated to target community-wide problems. Historically, and nationally, that has never been an easy task. Many



communities are fractured and struggle to collaborate. Some have local governments that are indifferent or at times outright hostile to their missions. Often various non-profits, including Community Action, are at times both partners and competitors, and keeping the eye on what's good for the client, and not the agencies, has often been an enormous challenge. It is a very difficult thing to switch your thinking from "our program" to "our community" and from "my job" to "our collective good." Our community, like every other, has at times suffered those same unfortunate organizational failures. There has been some good progress toward greater collaboration over the last year. The new local Continuum of Care is a good example of that progress. The Agency, in fact, has working partnerships with nearly 300 other entities. But a public health crisis, like this one, highlights the work that we still have to do to bring the community together to create common goals and priorities, especially in the community non-profits' relationship with local government. The homeless crisis is a good example. On the one hand, we are the City's closest partner in HRAP, Mainstream Vouchers, the ARCHES Day Center, Redwood Crossings, and several other critical projects. On the other, the city still vacillates between a law enforcement approach and a best practices approach on homeless services. One of our greatest objectives the next few years should be to repair those fractures that exist in our community and marshal our collective resources toward those living in poverty in Marion and Polk Counties. We have made much progress. But much work remains undone.

Finally, a few quick updates on other work that I'm involved with:

- We are a member of the state's emergency task force on COVID-19 and the Homeless. This week the task force is promoting the motel program as a statewide model.
- We are working with Catholic Community Services on a common electronic referral system that could be used across Marion/Polk.
- We are very close to acquiring considerable extra funding for our partnership with Salem Housing Authority at Redwood Crossing, which will be a joint MWVCAA-SHA permanent supportive housing project.
- We continue to work in close partnership with the Community Action Partnership of Oregon, where we have a leadership role in coordinating the statewide response by our sister Community Action agencies to the COVID-19 crisis.
- As a late postscript, after I have finished this report, we have learned today that our motel program will be able to apply directly to FEMA for relief. We are required to have 25% match, which we have, and an endorsement either by the City of Salem, Marion County, or Polk County, which we are in the act of receiving. One of our major concerns is that there will be a large and devastating second wave of infection in the fall, and FEMA support would allow us to stretch this motel program on for several months if we need to do so. As I complete this, several states across the country are making plans to reopen in the next two-to-four weeks. Hopefully that goes well, but we need to plan as if it will not.
- *Friday Postscript:* I learned this afternoon that the state is preparing a doomsday revenue forecast and will soon tell various state departments to prepare for substantial cuts, and to expect a continued tight forecast for 2021-2023. Take that with a grain of salt til it actually happens, because the budget folks at the state are prone to this kind of thing. The E-Board will meet next week and distribute about \$30 million in rental assistance dollars and hold \$20 million in reserve for other emergencies, like fire.

**Program Development Board Report**  
**Dana Schultz**  
**April 2020**

**Fundraising**

**Grants**

- Currently working on the DOJ BJA Second Chance Act Community Based Reentry Program Grant for DeMuniz Resource Center to support operations and expand housing and peer mentoring services. This would be \$750,000 over three years.
- Working on grants from Bank of America and Wells Fargo to support the Redwood Crossing Project.
- We have submitted for COVID19 response funding to the Women's Foundation of Oregon, Oregon Community Foundation, National Healthcare for the Homeless Council, and the MRG Foundation. We will be submitting to the Healy Foundation in the next couple days. OCF has given us \$99,000.
- In March we applied to the Autzen Foundation to help purchase a 12 passenger van, primarily for HOME, but could be used to support all programs.

**Strategic Planning**

Mid-Willamette Valley Community Action Agency

**2021-2025 Strategic Planning Timeline**

August 2019	Review Strategic Plan Item Statuses
November 2019	Provide Board of Directors with a Strategic Plan Update
April 2020	Development of Strategic Plan Committee (Exec Team member and Board members, 2-3 Directors?)
April 2020	Strategic Plan Committee Planning Meeting (Bring in Kelley Wessels for ROMA Support)
January through June 2020	Director of Program Development conducts Agency wide SWOT Analysis (Strengths, Weaknesses, Opportunities, Threats)
May 2020	Conduct Community Assessment with Research Firm selected through RFP process
June 2020	Committee Reviews SWOT and Community Assessment Data and Presents findings to the Board of Directors

June 2020 through August 2020	Hold Strategic Planning Sessions (3-4) to select priorities and strategies for the next 5 years (open to Exec. Team, Directors and Board)
August 2020 through December 2020	Finalize Strategic Plan Document and Obtain Board Approval

## Special Projects

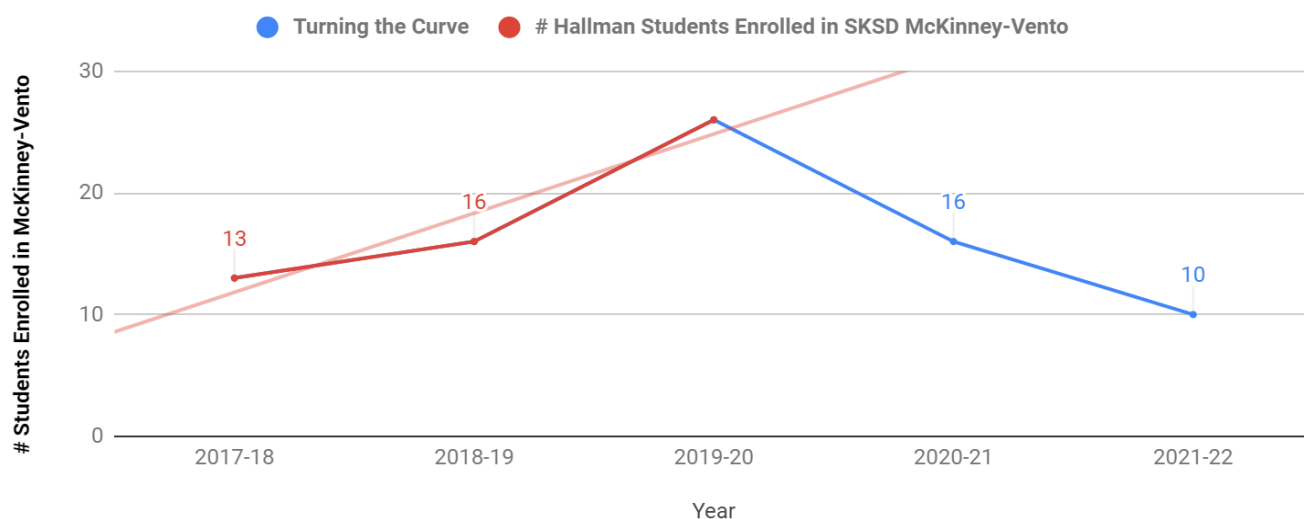
### Fostering Hope Initiative, CBELC, and Child and Family Homelessness

The agency is strengthening its relationships with the Fostering Hope Initiative, a group working to grow collective impact on keeping families safe and building resiliency, by participating on the Executive Council and in the Multi-Disciplinary Care Team. An extension of this partnership is our new leadership role in the Ending Child and Family Homelessness in the Hallman Neighborhood initiative via the Community Business and Education Leaders Consortium (CBELC). We are working closely with community partners to shift the trajectory downward for child and family homelessness, starting in Salem's Hallman neighborhood as a pilot project.

#### Baseline & Turn the Curve

Indicator: Number of children enrolled in the SKSD McKinney-Vento program at Hallman Elementary School will decrease.

#### Hallman Student Homelessness: McKinney-Vento Program Enrollees, Monthly Avg



\*Data: Salem-Keizer School District STEP/McKinney-Vento Program data, January 2020

#### Partners

Mid-Willamette Valley Homeless Alliance, Community Action Agency, Fostering Hope Initiative, Salem-Keizer School District McKinney -Vento Program, Hallman Elementary School, DHS Self-Sufficiency

### **Strategy and Action Plan**

- Community Action Agency will work with the McKinney-Vento Program (MVP) and Fostering Hope Initiative to identify Hallman Elementary School children experiencing homelessness or at high risk of experiencing homelessness and refer them to the FHI's Multi-disciplinary Care Team (MCT) or other appropriate programs rapidly
- Community Action Agency will work with the MVP liaison for Hallman to conduct outreach to MVP families to identify those willing to be referred to the MCT or directly to ARCHES for services.
- Community Action Agency will explore increased partnership and systems between McKinney-Vento Program (MVP) and ARCHES to better connect families to housing and resources
- Fostering Hope Initiative, in conjunction with partners and the Community Resource Network, will rapidly coordinate care to ensure health, safety, and housing needs are met.
- Community Action Agency will support and work with the Mid-Willamette Homeless Alliance, the regional CoC in Marion/Polk Counties, to prioritize community-wide efforts to address child and family homelessness
- Community Action Agency will work with the MVP to study the biggest causes of Hallman family homelessness, trends and the greatest barriers to achieving housing stability to allow clarity in appropriate interventions, systems and policy changes.
- Community Action Agency will open a family resource office in Catholic Community Services' Seymour Center in the Hallman neighborhood to provide access for families to prevention funds and Coordinated Entry for longer term housing programs.
- Collective stakeholders will conduct outreach and create culturally and linguistically appropriate materials to promote available programs and services, focusing on outreach to the Hallman Neighborhood and leveraging partners such as landlords to help communicate with tenants prior to the point of crisis.
- Collective stakeholders will continue efforts to build a sense of community that supports its families, continuing to create a 'village-mindset' that increases inclusion, communication, peer supports, parent supports, services access, etc.

### **Equity**

The Equity Committee and the Executive Team have begun working with DEI Consultants, Capacity Building Partnerships (CBP), to establish a deep understanding of where our agency is in diversity, equity, and inclusion, and what actions we can take to become stronger in this arena. CBP has built a comprehensive assessment for all staff, leadership, and Board members to identify our strengths and opportunities around DEI. The assessment will be complete and sent out by the last week of April.

### **Website**

We are continuing to work with Cardwell Creative, a local branding and design firm, to redesign our agency's website and to assist with effective branding methodologies. I am coordinating this project through correspondence with Cardwell Creative, facilitating meetings with the Executive team, and collecting input from Program Directors. Cardwell Creative has updated our logo to a cleaner, more modern version of itself (will share once final images are completed), and has begun the redesigning of our website. It is expected to be completed by August.

**Chief Financial Officer Report  
To The Community Action Agency Board  
Kaolee Hoyle, Chief Financial Officer  
April 2020**

2018 401K Audit

The 2018 5500 was filed on April 8, 2020. This was filed as an amendment to the original that was filed without the audited plan financial statements (the original due date was October 15, 2019).

Annual Financial Audit

The Single Audit was filed on March 24, 2020. There were no findings.

Payroll Filings

All payroll filings and deposits have been made timely.

**Chief Operations Officer Report  
To The Community Action Agency Board  
Helana Haytas, COO   April 2020**

**COVID-19 Policy-OSHA**

Developed and implemented agency policy under OSHA guidelines and protocols to reduce workplace exposures, isolate unwell staff and/or clients, and use PPE for exposure precautions. Also identified essential positions and the risk of COVID-19 exposure levels while at work. Issued memos to staff regarding agency's essential services designation and essential staff expectations. Essential staff within ARCHES, HYRC and Head Start Emergency Childcare working with the public or directly in-person with clients were offered hazard pay to account for the additional risk of workplace exposure to COVID-19.

**COVID Pay Coding and FFCRA**

Developed pay coding in payroll system to continue to pay agency employees under grant directives, while tracking hours toward COVID-19 related leaves. Initiated pay code and documentation procedures for recently enacted Families First Corona Virus Relief Act (FFCRA), effective April 1<sup>st</sup>. [COVID@mwvcaa.org](mailto:COVID@mwvcaa.org) is available for reporting concerns, circumstances and updates from employees separate from their direct management.

**Workers Compensation Insurance**

We are pleased to report that the SAIF premium dropped from \$96,124 to \$76,661 at our April renewal. This is a result of lower rates and the agency Experience Modification Factor dropped from .99 to .82 as a result of our improved accident prevention and return-to-work program over the last three years.

**E-HR**

As a result of the COVID-19 changes to daily work, HR has reviewed its processes for transitioning HR work to electronic means. We had already dramatically increased our electronic capabilities over the last year. HR immediately prioritized all work processes still in paper mode to convert to electronic so HR work could continue efficiently in a remote and mostly paperless environment. HR is currently in test mode for electronic Personnel Action Forms in Paycom to advance employment and pay actions without the use of forms. HR staff keeps recruitment and hiring systems moving via email while working remotely from home, including job offers, screening, virtual (Zoom and GoTo Meetings) on-boarding and email document signing. Benefits orientations are done virtually as well. HR Staff is currently in test mode for the Onboarding system, JT Hoops.

**Closure of multiple employee relations complaints** – First quarter staff complaints pertaining to bullying were investigated. Several complaints were received and addressed regarding the coordination of volunteers and staff/volunteer safety in Warming Shelter environments. Temporary Warming Shelter staffing ended on March 31<sup>st</sup>.

**Safety & housekeeping changes at ARCHES**

HR worked in conjunction with ARCHES management to identify safety risks and client flow into the Day Center, as the final rehabilitation tasks were completed. Partnered with Shangri La to hire a few clients through their DDA program to develop a housekeeping and cleaning schedule for the ARCHES building.



## THE ARCHES PROJECT

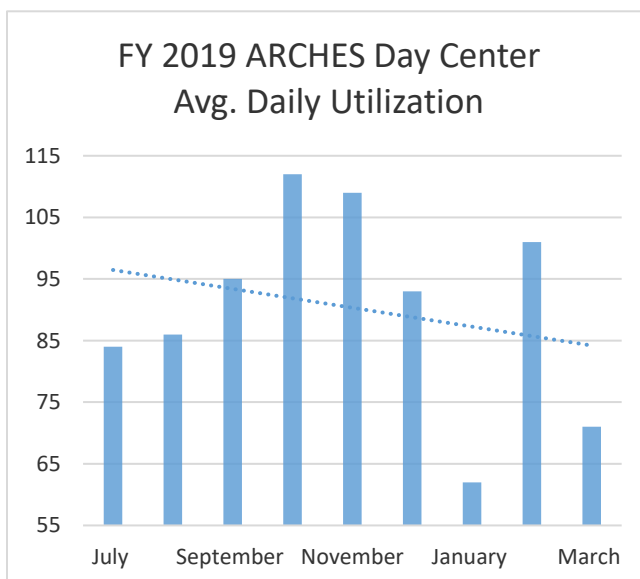
615 Commercial Street NE  
Salem, Oregon 97301

CRP Board Report – April 2020

CRP administers MWVCAA’s homeless services and housing programs in Marion and Polk Counties. These programs are commonly called the “ARCHES Project.” Our services are located at 615 Commercial Street in Salem, as well as at the Dallas Resource Center in Polk County, and the Santiam Outreach Community Center in Mill City.

### ARCHES Day Center:

Since opening day, the total number of duplicated Day Center visits is 43,401 - with an average daily attendance rate of 104. During the month of March, there were 1,558 duplicated visits with an average daily utilization rate of 71. This is a substantial decrease over February’s total utilization.



This decrease is associated with COVID-19. The Day Center began implementing exposure control measures during the first week of March, as ARCHES moved through our COVID Exposure Response Plan, increased prevention measures were applied. This move resulted in early closures, limiting occupancy, and On March 20th closing the Day Center. Prior to these measures, the Day Center had an average daily utilization of 116 persons.

In response to COVID-19, the ARCHES Day Center remains closed. Lobby services remain open Monday – Friday, 8:15am – 3:00pm. However, starting on April 6<sup>th</sup> shower services began at ARCHES, and have been able to provide 12 showers per day. This is a limited service due to COVID-19 modification measures and plans remain to expand after the pandemic.

### **Remodel Update:**

The ARCHES Day Center remodel is nearly complete. ARCHES has received its temporary occupancy permit and has passed plumbing, electrical, as well as HVAC inspections. Last remaining remodel items are a final clearance by the Fire Marshal which is expected by April 17 and the last of the contractor “punch list”. Staff have been actively pursuing kitchen licensing with Marion County, the purchasing of small wares, and awaiting sign installation.

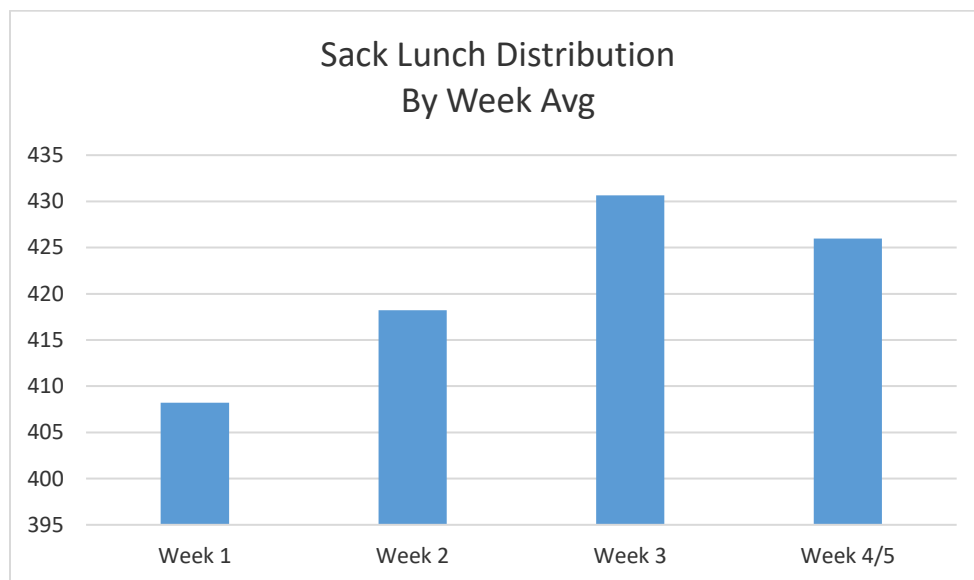
### **ARCHES Basic Needs & Supportive Services:**

Current utilization of Day Center Supportive Services increased during March 2020. These services include: community mailboxes, sack lunches, hygiene kits, hair cut vouchers, and pet food. In all, the month of March saw 4,438 supportive service transactions. This is comparable to fall 2019 delivery rates; prior to large remodel limitations and COVID.

<b>Basic Needs &amp; Supportive Services</b>						
<b>Month</b>	<b>New client Mail Boxes</b>	<b>Checking Mail</b>	<b>Lunches</b>	<b>Calls</b>	<b>Pet Food</b>	<b>Hygiene &amp; Hair Cuts</b>
<b>Q 1 Total</b>	212	3061	5771	4789	402	145
<b>Q2 Total</b>	159	2812	5656	4191	133	69
<b>January Total</b>	54	1078	1557	1063	0	0
<b>February Total</b>	72	1212	1574	1073	0	0
<b>March Total</b>	61	1117	1900	1290	42	28
<b>FY 2019 Total</b>	497	8163	14558	11116	535	214
<b>FY 2018 Total</b>	750	9908	23145	17505	1863	403



The majority of Supportive Services provided in March were sack lunches (42%), as well as accepting incoming calls for resource referrals (29%). The general trend of increasing sack lunch distribution throughout the month remained. With week 4/5 providing 481 lunches. This is a 12% increase over the first week of the month. In comparison to January, the fourth week of March saw an increase of 34% in sack lunches distributed. ARCHES staff distributed 1,900 sack lunches in March; which is the fourth highest month this fiscal year. Showing a growing need for food access.



### **ARCHES Housing & Specialty Programs:**

For the 2019 Fiscal Year, ARCHES continues to reports monthly on households and individuals served by our housing stabilization programing. This data will be broken up into two segments. The first category, focusing on ARCHES housing programming (*Table 1*), which supplies prevention services, rental assistance, barrier removal, and deposits will be displayed. The second category is specialty programing (*Table 2*), this is inclusive of services that provide basic need supports, as well as self-sufficiency development.

During the month of March, 148 households (311 persons) received housing support. In March, 23 of these households exited into self-sufficiency, meaning they are able to live independently of ARCHES assistance moving forward. Since tracking began in July 2019, 341 households have exited ARCHES programing into permanent housing solutions.

March ARCHES Housing Programs							
Table 1							
Housing Programs	Households Served	Adults	Children	Households Searching	Newly Housed	Self-Sufficiency Exit	Total Unique Served
RRH+	12	14	6	5	0	0	20
RRH	68	84	56	34	8	2	141
Diversion	3	3	1	3	2	2	4
DHS Fresh Start RRH	2	2	3	2	2	2	5
DHS Navigators	10	9	1	8	3	2	10
HSP	17	20	44	2	2	6	64
OHA-VRAP - RRH	27	39	6	0	0	0	45
Polk County RC - Prevention	0	0	0	N/A	N/A	0	0
Polk County RC - Diversion	3	4	4	N/A	N/A	3	8
Marion County - Diversion	1	1	2	N/A	N/A	1	3
Marion County - Prevention	1	1	1	N/A	N/A	1	2
Mill City RC - Prevention	1	1	1	N/A	N/A	1	2
Mill City RC - Diversion	3	5	2	N/A	N/A	3	7
TOTAL Served	Households Served	Adults	Children	Households Searching	Newly Housed	Self-Sufficiency Exit	Total Unique Served
	148	183	127	54	17	23	311

ARCHES specialty services engaged 715 persons (or 712 households) in this most recent period. Currently, the Veteran Service Office Program, Mobile Showers, and Coordinated Entry are three of ARCHES' highest volume specialty programming. To date, 5,703 households have engaged with ARCHES specialty services since July 2019. Given the high volume of the VSO office, 55% of those accessing these programs were veterans.

March ARCHES Specialty Programs						
Table 2						
Specialty Programs	Households Served	Adults	Children	Veterans	Fleeing DV	Total Unique Served
HRAP	7	7	0	0	0	7
Coordinated Entry - Marion	84	90	29	8	10	119
Coordinated Entry - Polk	0	0	0	0	0	0
<b>Coordinated Entry - TOTAL</b>	<b>84</b>	<b>90</b>	<b>29</b>	<b>8</b>	<b>10</b>	<b>119</b>
Mobile Showers	267	267	0	0	0	267
Employment Navigation	38	38	0	6	1	38
Marion County VSO	397	397	0	397	0	397
Birth Certificates	0	0	0	0	0	0
RENT- Tenant Education	3	3	3	1	0	6
Total Served	Households Served	Adults	Children	Veterans	Fleeing DV	Total Unique Served
	712	712	3	404	1	715

### **Rural Resource Services:** *Marion and Polk Counties*

Rural Resource Services provide prevention funds for households experiencing an unexpected and unavoidable emergency in rural Marion and Polk Counties. These services, include: rent arrearages, utility shutoffs, as well as emergent utility and security deposits. Navigation and referral services are also a key feature of this program; creating linkages to external service providers in order to improve self-sufficiency for households moving forward.

Rural Resource Services - March 2020									
Resource Referrals								Direct Client Services	
County	Housing & Rent	Utilities	Security Deposits	Transportation	Food & Clothing	Medical	General	HHs Served	Money Spent
Polk Co.	Pending	Pending	Pending	Pending	Pending	Pending	Pending	3	\$ 1,525.00
SOCC	4	0	2	1	3	0	2	4	\$ 1,909.00
Marion Co.	20	11	5	6	9	1	43	2	\$ 1,101.00
Total	24	11	7	7	12	1	45	9	\$ 4,535.00

During the month of March, 9 households were assisted and avoided homelessness. These services provided \$4,535 in prevention assistance. This decrease in service utilization is common for the end of a fiscal year period, and increases are expected come July 2020.

In response to COVID,ARCHES is designing a robust prevention platform. Households who have been impacted by COVID (i.e loss of employment, sickness, etc) will be eligible to receive one time rental and/or utility assistance to help re-stabilize after the pandemic. ARCHES anticipates a large increase in prevention requests and is preparing a new office located at the Seymour Center to be the program anchor location, with outposts in rural Marion and Polk County. The program will begin once federal funds are received.

### **Program Success Stories:**

#### *ARCHES Housing Opportunity Program (AHOP)*

“Karen had been homeless since 2017 and as a result was unable to locate employment. When connecting with ARCHES Coordinated Entry, she received a VI-SPDAT score of 15, which is well above average score of our area. This score told staff that Karen was very vulnerable through the evaluation of multiple domains. She was a victim of domestic violence, and had a history of drug addiction.

However, after enrolling in the ARCHES Housing Opportunity Program Karen found a steady job right. In early March she was housed. Since then, Karen has regularly attended recovery meetings, is no longer a victim of domestic violence, and maintains

steady employment. Karen has also recently shared how much better her relationship has been with her son since she's received housing. Karen feels that she is much calmer and is more confident in her parenting; she is regaining stability in her life."

- *Scott Eastburn, Program Manager*

### **Coronavirus Response:**

ARCHES is working diligently as we respond to COVID-19 in our community. Hoping to play our part in preventing, mitigating, and hopefully managing the infection. But like with all communicable diseases, we are relying heavily on local authorities to detail an individual and community based response. As a result we are in regular communication with regional experts and our Public Health department.

Moving forward, ARCHES (including our offsite locations – VSO, SOCC, Polk) has adopted a 4 phase approach to COVID-19. With each phase building on one another to protect staff/volunteers and clients. Phases are grouped by theme, including: 1) Prevention; 2) Social Distancing; 3) Environmental Control, 4) Closure.

ARCHES is operating at a **Phase Three response – Environmental Controls**. With the main focus being modification of services (i.e Day Center, Outreach, and Housing), suspension of high risk services (mobile showers, tenant education classes, volunteer program), as well as moving the bulk of ARCHES services to a remote work-site mobile.

- COVID Program Updates:
  - Lobby & Supportive Services- Open. 1 guest at a time. M-F, 8:15am-3:00pm.
  - ARCHES showers – Open. M-F, 9:00am – 3:00pm. Appointment only. Call 503-399-9080 for next day scheduling or visit ARCHES.
  - Coordinated Entry – Available by phone. M-F, 8:30am – 3:00pm. Call 503-399-9080 ext 4006.
  - Resource Centers-
    - *Santiam Outreach & Community Center* – Available by phone, M-F 8:15am – 4:30pm. 971-332-5676
    - *Marion County Resource Center* – Available by phone, M-F 8:15am – 4:30pm. 503-508-1926
    - *Polk County Resource Center* – Available by phone, M-F 8:15am – 4:30pm 503-623-9664
  - Veteran Services – Available by phone, M-F 8:15am – 4:30pm. 503-399-9080 ext.4013

## COVID Program Highlights:

Hotel Shelter Program – ARCHES is placing unsheltered households into hotels throughout Marion and Polk County (largely in Salem) to help prevent the transmission of COVID-19.

Households may be referred from a partner agency, or self-refer through Coordinated Entry. The primary population assisted is individuals with specific underlying health conditions, as specified by the CDC, that result in them being high risk. In this instance, the hotel program is asking as a prevention

measure through isolation. The second group is unsheltered individuals who have either tested positive for COVID, are pending a COVID test result, or are symptomatic and are unable to receive a test. This group is quarantined in a separate hotel to prevent transmission within the population. To assist in the program, key partnerships have been established to provide adequate food distribution, medical services, as well as financial support. ARCHES is actively working to also bring behavioral health, telemedicine, and case management on site.



- As of April 15, 2020 – 76 households (totaling 123 persons, and 12 children) were in the hotel program. None of which were COVID +.
- For more information, please read an article produced by the Statesman Journal: <https://www.statesmanjournal.com/story/news/2020/04/12/salem-coronavirus-unsheltered-homeless-placed-in-hotels-oregon-covid-19/2966640001/>



Outreach Program – During COVID 19 ARCHES is reinforcing the mantra, “bring the services to them”. Whereby outreach workers daily visit the Wallace and Cascade Gateway park encampments to check in the welfare of the unsheltered population. Since March, over 200 sleeping bags, 150 tents, 100 tarps, and various other camping supplies have been distributed. Food distribution has also been a key feature of this program as meal sites close do to gathering restrictions. Moving forward, ARCHES is partnering with community partners to establish stronger coordinated efforts. Focusing on filling services gaps, increasing access to onsite medical care, and COVID screenings.

Coordinated Entry – In preparation for an increase in rental assistance need, as well as homelessness due to COVID, ARCHES has developed a tracking system. One that will showcase the number of households seeking assistance, and how that need translates into one of four vulnerability/service categories as determined by the ARCHES Housing Assessment. As of April 15, 19 households have been identified as having COVID related need. ARCHES will continue to track this as eviction and utility moratoriums come to a close.

COVID Households through ARCHES Coordinated Entry					
<i>Date of Review</i>	<i># of prevention</i>	<i># of Diversion</i>	<i># of RRH</i>	<i># of PSH</i>	<i>Total COVID cases</i>
4/15/2020	11	1	1	6	19
<i>Category</i>	<i>Number of Individuals</i>	<i>Number of Adults</i>	<i>Number Children</i>	<i>Average VI Score</i>	<i>Average FUSE score</i>
Prevention	25	14	11	8	5.36
Diversion	1	1	0	4	1
RRH	2	1	1	8	1
PSH	6	6	0	11.5	6

### Other News:

- ARCHES is hosting a virtual *Homeless Provider Service Coordination* meeting every Monday at 1:00pm. With the goal of creating a collaborative approach to

COVID-19, as well as produce a mutual platform for data and information sharing.

- Multiple positions are open within ARCHES, including: Day Center Coordinator, Administrative Assistant, Shelter Assistant, Day Center Attendants, Peer Support Specialist, Outreach Coordinators, and Resource Coordinator.
- ARCHES is a start-up collaborator with Alluvium Mobile Health Unit. This partnership will facilitate follow-up services with COVID patients in hotel or camps by licensed medical personnel.
- Data is still be complied, but early reports indicate that the 2019-2020 warming season provided over 6,100 bed nights and was activated a total of 105 nights from October 2019 – March 2020.



**CCR&R PROGRAM REPORT**  
Shannon Vandehey-Program Director  
April 2020

**Opportunity:** Trying to think glass half full, rather than empty in our COVID situation.

Our CCRR team is still working, many from home and a few alternating/staggering time at work.

- Our team is doing an incredible job in this overwhelming situation. CCRR roles changing on a dime, provider emotions high, redesigning ways to keep supporting providers remotely.
- Assisting the state in Emergency Child Care (ECC) enrollment, capacity updates, provider outreach, referral and support, coordinating networks remotely.
- Assisting providers, especially Spanish providers with ordering much needed supplies from the state.
- With our Marion and Polk Early Learning Hub, we initiated a Mask drive. So far over 100 home-made masks have been donated and about half have been issued.
- For the past 2-3 years our CCR&R (the only one in the state doing this) has been running web-based 2-3 hour basic and advanced level training for child care providers for licensing renewal and professional development at least twice a month. About 4-5 mainly rural CCR&R's participated in this shared training.

**Why is this so important?**

During this Covid crisis, we have tripled the amount of web-based training to family providers, centers and center staff across the state, as this is the only way they can receive training from CCR&R's at this time. All face to face training has been cancelled since mid-March, with uncertainty on when we can open face to face classes back up.

Many providers would be in non-compliance for licensing renewal due to lack of education hours. Even though some are closed due to Covid, they still have an active license and will hopefully open up again after. No other CCR&R is set up for web-based training at this time. About 3 more CCR&R's have hopped onto this shared training and since it has been already happening, it has been relatively seamless.

- In addition to our statewide providers, we are also serving CAA Head Start Staff and other local Head Starts in weekly SET 2 webinars during the day.
- We immediately upgraded our GoTo Webinar system to allow for additional seats as we have gone well over the 250 mark on several of these trainings.

**Challenge:** All of the above.

**Challenge:** Emergency Family Child Care is struggling hard to stay open. If a provider did not get approved for Emergency Child Care, they are mandated by the Governor to close until further notice. Those approved, already lost children due to families not working, and the need is just not there or like the state thought it would be. There has been contention with state and family care on how ECC was handled in the beginning.

**Statewide Emergency Child Care Data: As of 4/14/20**

**5310** # of all providers in database

**3822** # of Licensed child care

**1999** # Approved Emergency Child Care by Early Learning Division

**797** # Self-Reported Closures

**27,437** Capacity loss from Self-Reported Closures

**310** Emergency referrals to parents

**720** Applied as a substitute to assist ECC

**501** Substitutes approved and in database

**47** Referrals for substitutes given



## Energy Services March Program Report

Traia Campbell, Program Director

### Executive Summary of Activities (Numbers served/service units/outcomes)

Energy Services households served in March: LIHEAP, OEA PGE & PP, OLGA & GAP

#### March 2020

Funding	HH	People	>6	60+	Disabled	@ or below 75% of poverty	Ave HH pmt
LIHEAP	418	180	200	154	151	142 34% of hh served	\$372.70
OEA PGE	285	772	97	134	139	93 33% of hh served	\$373.28
OEA PP	63	154	14	38	26	18 29% of hh served	\$354.29
OLGA	121	383	49	41	41	37 31% of hh served	\$389.38
GAP	26	86	8	9	7	39 27% of hh served	\$127.97
<b>Total</b>	<b>913</b>	<b>1575</b>	<b>368</b>	<b>376</b>	<b>364</b>	<b>329 40% of hh's served</b>	<b>\$372.41</b>

#### February 2020

Funding	HH	People	>6	60+	Disabled	@ or below 75% of poverty	Ave HH pmt
LIHEAP	535	1650	212	180	192	203 38% of hh served	\$377.73
OEA PGE	339	903	108	171	163	97 29% of hh served	\$367.03
OEA PP	66	210	30	23	19	20 30% of hh served	\$377.80
OLGA	115	370	41	48	51	35 30% of hh served	\$404.13
GAP	0	0	0	0	0	0 0% of hh served	\$0.00
<b>Total</b>	<b>1055</b>	<b>3133</b>	<b>391</b>	<b>422</b>	<b>425</b>	<b>355 34% of hh's served</b>	<b>\$381.67</b>

#### Opportunities/Challenges

Due to Covid-19 Energy closed our office to the public March 23 and assisted all scheduled LIHEAP and OEA PGE & PAC clients by phone, email, mail and clients are able to drop off documents in a box provided outside our front windowed door. Energy's 8 staff are working both remotely and in the office, both receptionists are working remotely utilizing the Comcast app which allows Energy calls to be transferred to cell phones. All other Team members are working remotely and in the office, while in the office we all follow social distancing and sanitize consistently; all staff have protective masks. Eligibility Specialist call scheduled appointments as close to the original appointment time as possible. During the interview the clients online application is updated and they are informed of the documentation needed to determine eligibility. The updated application and a list of the needed documents is either emailed or mailed to the clients to complete and return. Upon receipt applications are completed and commitments made to utilities. The majority of our clients have stated they prefer receiving assistance by phone vs coming into the office. Others have stated they are ok with the phone interviews but prefer to come to the office to deliver their documents vs email or mail. While Energy had a mail out program for home bound clients we had to quickly change to assisting all clients remotely. Time has shown this new process takes more time than a standard in office application. We are all learning what works and creating procedures for best practices. The Energy Team is pulling together to assist our community.

Energy is scheduling LIHEAP and OEA PGE & PAC through May. Currently at the end of May the majority of our LIHEAP and OEA PGE funding will be gone, I foresee still having OEA Pac and OLGA funds available. OHCS has stated additional LIHEAP funding will be coming as well as other funding. Energy will continue to schedule appointments and assist clients remotely and in the office when able.

#### March 2020 Polk Co

Funding	HH	People	>6	60+	Disabled	@ or below 75% of poverty	Ave HH pmt
LIHEAP	44	143	21	18	19	13 30% of hh served	\$375.00
OEA PGE	2	11	3	1	2	1 50% of hh served	\$430.00
OEA PP	38	105	12	19	12	12 32% of hh served	\$372.50
OLGA	15	49	7	5	5	3 20% of hh served	\$365.34
GAP	3	18	4	1	0	0 0% of hh served	\$132.34
<b>Total</b>	<b>102</b>	<b>326</b>	<b>47</b>	<b>44</b>	<b>38</b>	<b>29 29% of hh served</b>	<b>\$385.71</b>

#### February 2020 Polk Co

Funding	HH	People	>6	60+	Disabled	@ or below 75% of poverty	Ave HH pmt
LIHEAP	65	227	30	16	19	22 40% of hh served	\$384.15
OEA PGE	7	26	2	6	4	1 14% of hh served	\$471.43
OEA PP	44	139	24	16	12	17 39% of hh served	\$383.75
OLGA	14	54	8	4	7	5 36% of hh served	\$437.50
GAP	0	0	0	0	0	0 0% of hh served	\$0.00
<b>Total</b>	<b>130</b>	<b>446</b>	<b>64</b>	<b>42</b>	<b>42</b>	<b>45 35% of hh served</b>	<b>\$419.21</b>



## Weatherization Report

Early into the Covid 19 situation Weatherization started taking into account that large percentage of our clients fell in the vulnerable population pool and begin to implement measures to keep everyone safe. From wiping, cleaning and disinfecting to stopping all face to face client interaction including Field work (Energy Audits and Weatherization work). This was difficult for us to do as Wx is very hands on work, our office staff stopped in office intakes, our Energy Auditors stopped home audit and inspections, our air seal techs stopped onsite work and our Specialty and Construction contractors stopped all work on major measures.

It never feels good to ask our team and contractors to slowdown or stop projects but we made the decision for the safety of all. Since then we have had to rethink how to do business and figuring out how to do it remotely. Since production is a big part of what we do and couldn't quite continue we turned our attention to education.

For the past weeks we have been trying to educate ourselves on many topics related to WX. Weather its revamping forms and documents to actual online trainings. We have taken some recommended Weatherization trainings but have also been flexible to new topics that can help us in our roles.

For instance, we have a few people taking:

- Microsoft Office lessons, Excel and Microsoft
- Trainings from Energy.gov
- Spanish lessons
- Updating our self with program specific info.
  - Field Guide-
  - Liheap Intake Manual
  - BPI training
- Will also be attending Virtual conference that was canceled.

But it doesn't stop there. Working remotely added additional challenges and finding new solutions that we also need to learn how to best use.

Communication and technology and apps.

Facetime, Skype, Zoom, Google , Planner, Dropbox, and many more.



So for now Weatherization is still “Open for business” maybe not physically but actively working in new and innovative ways to move forward and keep serving our clients in a safer manner.

**Nutrition First**  
**Sue Maxwell, Program Director**  
**April 16, 2020**

**1. Executive Summary of Activities (Numbers Served/Service Units/Outcomes)**

- ✓ For the months of February and March, we signed on 19 new providers (16 OCC registered/certified and 3 DHS listed) and closed 21, for a total of 449 homes.
- ✓ Nutrition First staff traveled 4,081 miles during February and March. That equates to about \$2,347 in mileage costs. We currently serve 11 counties. This mileage amount will lessen drastically in April, as we are suspending most home visits.
- ✓ 203 homes were visited in February and March. This number will drop to below 10 in April.
- ✓ A new educational training started in February. This unit is all about fruit and vegetable storage – did you know that fruits and vegetables are the most commonly wasted foods? Proper storage can help sustain the freshness of those fruits and veggies. For instance, how many of you store onions and potatoes together on the counter? The gases in onions cause your potatoes to rot much more quickly than if these two vegetables were stored separately. I do this job for a living, and I never knew that fact! Providers receive many colorful written resources and a handy frig magnet for the inside of their refrigerators. Children are read a story about gardening in the spring, along with healthy food stickers and coloring pages and crosswords.
- ✓ Approximately 1,624 children were visited during February and March.

**2. Challenges**

- ✓ CORONAVIRUS! A huge challenge for everyone. The Early Learning Division severely limited the number of children cared for in our family day care homes, and required the licensed providers to apply for the Emergency Child Care waiver. More than 100 of our providers chose to close their doors until the social distancing restriction is lifted. The rest of them have drastically reduced numbers of children in their care. Family day care providers are self-employed and own their own business. They, just like restaurants and nail salons, etc., are suddenly without income. I truly fear that a good portion of providers will not return to their business when this pandemic is over. This, of course, affects our bottom line financially. As we are only paid per claiming provider, we are already down by \$8,165 per month. This number might seem small, but it represents a third of my staff. If another stimulus bill is not enacted that specifically addresses child care food program income, I am frightened about the survival of the food programs.
- ✓ USDA has granted some waivers that are helpful for the program. Child care providers are allowed to serve other liquids if unable to find milk. Home visits are reduced to two this year, instead of three. We are allowed to perform

“porch” visits to fulfill social distancing provisions. Providers are allowed to serve children the meals obtained by the schools, although they cannot claim them on the food program.

- ✓ Our audit by ODE was a full two weeks, with me meeting with the lead auditor each evening. There will be a few findings (of course), but nothing like two years ago. The financial review seemed to go pretty well. I am receiving a finding because I had Jon Weiner’s name as chair in my management plan, but not my sponsor agreement...
- ✓ The pandemic stopped the audit while ODE spent all their time on the Oregon schools. I just received word that the audit will pick up where it left off next week.

# HEAD START PROGRAM REPORT TO BOARD OF DIRECTORS & POLICY COUNCIL

## Eva Pignotti, Program Director - April 2020

### Attendance

#### Head Start Preschool

	9/19	10/19	11/19	12/19	1/20	2/20
Regular	88.94%	82.78%	83.13%	78.98%	77.96%	81.32%
Subsidized	95.83%	89.41%	88.96%	85.60%	87.12%	91.11%
	3/20	4/20	5/20	6/20	7/20	8/20
Regular	71.60%					
Subsidized	86.50%					

#### Early Head Start

	9/19	10/19	11/19	12/19	1/20	2/20
Regular	83.80%	74.83%	81.21%	77.43%	73.36%	77.07%
Subsidized	84.00%	84.21%	92.86%	72.50%	88.44%	88.23%
	3/20	4/20	5/20	6/20	7/20	8/20
Regular	63.57%					
Subsidized	76.25%					

#### Early Head Start Child Care Partnerships

	9/19	10/19	11/19	12/19	1/20	2/20
Regular	83.83%	84.42%	78.27%	80.43%	81.26%	84.83%
	3/20	4/20	5/20	6/20	7/20	8/20
Regular	70.23%					

### Attendance Analysis for March 2020

#### Head Start:

For the month of March 2020 the Preschool Program's attendance was 72.06%, below the required 85% minimum. This report includes only a partial month as centers were closed on March 16 due to the COVID-19 pandemic.

The top reasons for absences during the month of March included: Sick child (49.97%) and bus transportation (12.56%). It was common to also have parents tell us they wanted to keep their child home from school because of concerns about COVID exposure. Transportation is the other reason for absences. The program will continue to work on trying to hire more bus drivers or bus driver trainees. Until we are fully staffed the program will have to cancel transportation as needed.

#### Early Head Start:

For the month of March 2020 the EHS Program attendance was 66.39%, below the required 85% minimum. This report includes only a partial month as centers were closed on March 16 due to the COVID-19 pandemic.

64.64% of the absences were due to sick children. This number also includes a number of absences because parents chose to keep children home out of concern for exposure to COVID.

### **EHS Child Care Partnerships:**

For the month of March 2020 the EHS CCP Program attendance was 70.23%, below the required 85% minimum. This report includes only a partial month as the Governor ordered child care to close on March 23, 2020 because of the COVID-19 pandemic.

The top reasons for absences include Sick child (37.04%) and Self-Quarantine (18.89%). Parents chose to keep children home to prevent possible exposure to COVID prior to the child care closure order.

**Enrollment Reporting:** Programs must be full within 30 days of the start of the school year and continue to fill vacant slots within 30 days of the vacancy until 30 days before the end of the year. Numbers reported include slots vacant for less than 30 days.

#### **Head Start Preschool – Full Enrollment = 793**

	9/19	10/19	11/19	12/19	1/20	2/20	3/20	4/20	5/20	6/20	7/20	8/20
Regular (773)	748	773	773	766	772	746	754					
Subsidized (20)	20	20	20	20	20	20	20					

#### **Early Head Start – Full Enrollment = 128**

	9/19	10/19	11/19	12/19	1/20	2/20	3/20	4/20	5/20	6/20	7/20	8/20
Regular (120)	84	102	117	120	114	102	112					
Subsidized (8)	5	7	8	8	8	8	8					

#### **Early Head Start Child Care Partnerships – Full Enrollment = 80**

	9/19	10/19	11/19	12/19	1/20	2/20	3/20	4/20	5/20	6/20	7/20	8/20
Regular (80)	69	75	80	80	79	80	80					

### **Waiting Lists**

#### **Head Start Preschool**

	9/19	10/19	11/19	12/19	1/20	2/20	3/20	4/20	5/20	6/20	7/20	8/20
Regular	66	93	101	110	112	142	142					
Subsidized	3	7	8	7	9	9	9					

#### **Early Head Start**

	9/19	10/19	11/19	12/19	1/20	2/20	3/20	4/20	5/20	6/20	7/20	8/20
Regular	17	17	19	19	29	28	30					
Subsidized	0	0	1	1	0	0	0					

#### **Early Head Start Child Care Partnerships**

	9/19	10/19	11/19	12/19	1/20	2/20	3/20	4/20	5/20	6/20	7/20	8/20
Regular	0	0	0	0	2	2	2					

### USDA Meal Reimbursements

	March 2020	
USDA Meal Reimbursements	Number of Meals Served	Amount Reimbursed
Breakfast	4,524	\$ 8,324.16
Lunch	4,597	\$15,675.77
Snack	555	\$ 521.70
Cash In Lieu	n/a	\$ 1,091.79
<b>Total Reimbursement</b>	9,676	<b>\$25,613.42</b>

**Report from Program Director:** The Head Start and Early Head Start classroom and home base services were stopped on March 16, 2020 based on the Governor's order to close public schools. Our program leadership, after consultation with state and federal funders, decided to follow suit with public schools. Staff were told to begin reaching out to families remotely to ensure children still received educational content, and family needs were identified and addressed.

On March 23, 2020 with the Governor's 'stay home, stay healthy' order, the EHS CCP child care centers and family child care homes also closed to regular EHS services. Head Start and EHS staff were asked to go home and the program began to figure out how to provide full services remotely. With direction and guidance from the Office of Head Start and the Oregon Early Learning Division, our programs have instituted the following services:

Emergency child care is being provided at our Middle Grove site with room for 36 children ages six weeks to five years. Currently we have 23 children attending. CAHS is also in a partnership with Kroc Center of the Salvation Army to operate emergency child care for children ages 4 to 12 years, and we are providing staff for this effort. Several EHS CCP providers have elected to provide emergency child care as well, while others have decided to close.

Office of Head Start has directed programs that staff should be paid and have full health benefits during this time, with the order recently extended through June 30, 2020. Our staff are all working, in various ways and to the best of their abilities, from home for the most part. Staff are coming in for emergency child care, and to organize and deliver educational materials for children and food, diapers and other supplies we are able to provide to families with our funding.

Teachers are reaching their enrolled children through online platforms including Classroom Dojo, Facebook, YouTube and Remind apps. At least one weekly face to face (remote) lesson is being provided and a minimum of two activities are provided in the form of materials and instruction. With the recent update from the Governor that public schools will not reopen this school year, our intention is to continue with these services until the scheduled end of each program.



The Office of Head Start has asked programs to develop plans for summer programming to reach the children who will be moving onto kindergarten in the fall and to children with disabilities. We have submitted a letter of intent to apply for funding for these services to 365 children. This is the total of eligible children in our program who are not already receiving year round services.

Funding is coming our way from several directions. Early Learning Division will be paying us for providing emergency child care. OHS will provide funding for the summer programming, and will also provide funding for expenses we have incurred due to the COVID-19 pandemic. One large expenditure that we will be able to recoup funding for is the purchase of technology, for staff and for parents to check out to make remote services available to all children and families.

**Community Action HOME Youth Services – Board Report  
April 2020**

<b>2020 Executive Summary</b>													
	<b>J</b>	<b>F</b>	<b>M</b>	<b>A</b>	<b>M</b>	<b>J</b>	<b>J</b>	<b>A</b>	<b>S</b>	<b>O</b>	<b>N</b>	<b>D</b>	<b>total</b>
<b>Runaway &amp; Homeless Youth (RHY)</b>													
Salem Run Reports Received & Acted On	14	31	24										
Keizer Run Reports Received & Acted On	9	6	0										
Reunited To Permanent Connections	12	9	9										
Families Connected With	14	17	14										
Youth Connected With Via Street Outreach (duplicated)	15	22	19										
RHY Case Managed	4	2	2										
Non- RHY Case Managed	2	4	1										
<b>Drop In Day Shelter (Stationary Outreach)</b>													
Unduplicated Youth Served	144	171	150										
Total Visits	846	932	590										
Total Meals (lunch, snack & dinner)	950	1,093	565										
Youth New To Services (intakes)	22	27	23										
<b>Youth Empowerment Program (YEP)</b>													
Youth Participated At Some Level (duplicated)	25	26	22										
Attended Job Skills Development Workshops	17	13	5										
Attended Financial Literacy	14	2	0*										
Attended Education & Business Field Trips	13	0*	12										
Savings Accounts Opened	7	0*	0*										

	J	F	M	A	M	J	J	A	S	O	N	D	total
Taylor's House (Supportive Emergency Shelter)													
Youth Served (residents: monthly = duplicated. Total/ annual = unduplicated)	13	12	13										
Total Nights of Service	253	251	273										
Community Support													
Number of Volunteers / Interns	3	3	4										
Total Number of Volunteer / Intern Hours	51	80	86										
Key	0* = Activity Not Offered X* - Did Not Collect Data *U = Unduplicated total												

### **Drop In:**

- Since mid-March hours of operation has fluctuated as a response to the COVID pandemic, best practices and client needs. We are currently operating from 2pm – 5pm every day of the week. It is not surprising that we have seen a decrease in the number of individual youth accessing onsite services. Youth accessing onsite services are primarily accessing food boxes, Grab n' Go bags full of essentials such as food and basic hygiene items, and internet access. Since our program as a whole operates around the clock seven days a week, youth can connect with staff anytime they need and get a response. Staff has intentionally increased their social media outreach to stay connected and provide case management support virtually.
- Our Youth Empowerment Program (YEP) ended its current cycle 2 weeks early and created options for youth to complete their internships so they are still eligible for school credit. Starting April 20<sup>th</sup> we will operate a completely virtual cycle developed by our YEP team. Maintaining program integrity the virtual cycle will include the same skill topics only delivered completely online. Additional skill topics have also been added along with video chat check-ins with staff. The YEP team has spent a considerable amount of hours developing this new format in a short amount of time and is excited to roll it out.

### **Taylor's House:**

- We have remained open with sustained services. We received a waiver from the State to allow Drop In staff to serve at Taylor's House as site staff. This has helped considerably as we have youth onsite around the clock, since they are not attending school, and continue to have complex needs.

### **Other:**

- Staff is staying regularly connected with service providers, funders, statewide alliance groups as well as national sources on up to date COVID best practices, funding sources, changes etc.
- Staff continue to participate in the new local CoC committees and lead the RHY (runaway and homeless youth) workgroup – Challenge To End Youth Homelessness in the Mid-Willamette Valley.

**Client Highlight:** \* client's name & identifying information has been changed to protect their privacy

This past quarter we had multiple youth reaching their goals and finding success in their own way. One youth however stands out with significant growth and perseverance to beat the odds. Scott began his services with HOME through entry at Taylor's House (emergency youth shelter) where he started working with the Youth Navigator who is bilingual; this was very helpful as Scott is Spanish speaking and struggles with communicating in English. They determined that employment was a high priority for Scott yet was also an obstacle due to the language barrier.

At first, Scott only talked with one of the Youth Support Specialists at the Drop In who was bilingual. All other communications needed to be translated through the Taylor's House Youth Navigator. Scott began picking up extra shifts and cross-trained in the cook position to fill in when other youth workers could not make their shifts. During the week, when there were no Spanish speaking staff on site and the Taylor's House Youth Navigator was not available, Scott would do his work well yet was frustrated because he could not communicate when a need or question arose. He began to pull back from his interactions with staff and his grades started to drastically decline. At one point Scott voiced that he wanted to quit his job, drop out of school, and leave Taylor's House. Scott had lost hope.

Although he felt defeated Scott continued working with the Taylor's House Youth Navigator and eventually started using Google Translate to express his needs to the YEP Coordinator and his immediate supervisor at the Drop In. He advocated for a shift change so he could begin tutoring at school to get his grades back on track. Staff at the Drop In saw a major improvement in Scott's attitude and noticed him communicating more in English. He was truly trying his hardest to push past the barriers he was facing and continued down a road of success, rather than giving up and letting those barriers ultimately defeat him. Scott regained hope and self-confidence.

Scott continues to come to work even during this time of abbreviated service hours at the Drop In and will remain in his paid youth staff position until June. He has been by far one of the most reliable and hardworking youth staff that YEP has employed. Having Scott part of our staff team has proved to be mutually beneficial and we are excited to see Scott demonstrate new skills daily. We value Scott's work ethic and ability to advance past his perceived barriers with tenacity and grace. His hard work is transforming barriers to assets. It is an honor to see him grow and be a part of his story of hope.



HOME Youth Services



home \_ youth \_ services

**Mid-Willamette Valley Community Action Agency, Inc.**  
**Board of Directors Executive & Finance Committee Meeting**  
**April 9, 2020**

**ATTENDANCE**

**Committee Members Present:** Jade Rutledge, Board Vice-Chair; Helen Honey, Secretary; and Kevin Karvandi, Board Member

**Absent:** Jon Weiner

**Staff:** Jimmy Jones, Executive Director; Kaolee Hoyle, CFO; Helana Haytas, Chief Operations Officer; Amy Schroeder, Accounting Office Specialist

**The meeting of the Executive & Finance Committee started at 5:30pm. It was determined that a quorum was present.**

**1. Executive Director's Program Updates**

- a. The Abila accounting software in the Finance Department has been down going on three weeks. Communication with the vendor has been lacking in response. We are looking into other possible vendor options at this time.
- b. Agency programs continue to operate with reduced services. Most staff are working remotely from home. At this time, no layoffs have occurred.
- c. An article in the *Statesman Journal* highlighted our Head Start program. They are offering free child care to first responders and healthcare workers during the current coronavirus crisis and the program has been successful.
- d. The Agency expects to get substantial new sums of resources in the form of CSBG, ESG, and other grants in response to the COVID-19 crisis. In past ten days the Agency received \$99,000 from the Oregon Community Foundation, and an additional \$150,000 in SHAP for COVID-19 from OHCS, along with a \$2,500 gift from MAPS Credit Union.
- e. Jimmy Jones has put together an outline for offering more temporary housing options during the virus pandemic and will be presenting it to the City of Salem. Currently there are approximately 118 people temporarily housed in local motels who are vulnerable to the virus.

**2. Financials – Not available (Abila)**

**3. April 2020 Full Board Meeting Draft – The meeting will be conducted online.**

**4. Credit Card Expenditure Review – Not available.**

**Meeting adjourned at 6:07pm.**

Respectfully Submitted:

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Amy Schroeder, Office Specialist

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Helen Honey, Board Secretary