

# **COMMUNITY ACTION AGENCY**

## **MARCH 2020 MEETING BOARD OF DIRECTORS**

**THURSDAY, MARCH 26, 2020 (5:30 p.m.)**

### **ELECTRONIC MEETING via: GoToMeeting**

**MWVCAA March Board Meeting  
Thu, Mar 26, 2020 5:30 PM - 8:30 PM (PDT)**

Please join my meeting from your computer, tablet or smartphone.

<https://global.gotomeeting.com/join/346206789>

You can also dial in using your phone.

**United States (Toll Free): [1 866 899 4679](tel:18668994679)**

**United States: [+1 \(669\) 224-3319](tel:+16692243319)**

Access Code: **346-206-789**



### **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

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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. Welcome and Introductions</b>                                                           | <b>5:30</b> |
| 1. Recite Mission and Vision Statements                                                       |             |
| <b>II. Public Comment</b>                                                                     | <b>5:35</b> |
| <b>III. Approval of Agenda</b>                                                                | <b>5:40</b> |
| <b>IV. Consent Calendar</b>                                                                   | <b>5:45</b> |
| 1. February 2020 Full Board Meeting Minutes                                                   |             |
| 2. March 2020 Executive Director Report                                                       |             |
| 3. March 2020 Chief Financial Officer Report                                                  |             |
| 4. March 2020 Program Director Reports                                                        |             |
| 5. March 2020 Committee Meeting Minutes                                                       |             |
| <b>V. Board Business</b>                                                                      | <b>5:55</b> |
| 1. Executive Director's Report                                                                |             |
| 2. Financials – <i>Approval</i>                                                               |             |
| 3. Head Start Program Goals & Objectives Revision (Practice Based Coaching) – <i>Approval</i> |             |
| 4. 2020-21 EHS Child Care Partnerships Continuation Grant – <i>Approval</i>                   |             |
| 5. Nutrition First – USDA Continuation Grant – <i>Approval</i>                                |             |
| <b>VI. Adjournment</b>                                                                        | <b>7:30</b> |

**Next board meeting: Thursday, April 23, 2020**

# EXECUTIVE DIRECTOR'S REPORT

## MID-WILLAMETTE VALLEY

### COMMUNITY ACTION AGENCY

March 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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Our Agency was founded in 1967, and this summer we celebrate our 52<sup>nd</sup> year serving Marion and Polk Counties. Through that time, we've helped Oregonians in poverty, through the Vietnam War and Civil Rights Movement. Through the energy crisis and stagflation of the late 1970s. Through war and peace, good times and bad. But it is safe to say that there is nothing in the Agency's history that is similar to the crisis that we now face with COVID-19. We have been in active planning for this event since late February. Because we had such a big jump, we were in a good position to adapt to the (at times) shocking developments that have come in the past two weeks, through the closing of the schools and the virtual shuttering of Oregon's entertainment and restaurant industry. But the speed of these developments try even the best laid plans.

The best use of this space is to lay out where we currently are, even though it's probable that there will be more developments between now and the time our Board of Directors meets next week. For the last two weeks we have been coordinating with local, state, and federal authorities to deliver services to those in poverty in Marion/Polk, and across the state of Oregon. Those efforts have fallen out along two lines. The first is in making certain that we have all our resources in place to meet the evolving needs of our community, and finding a means to stay open through a public health crisis. The second is the resource planning for what will come after this event. What we know about the virus suggests we will face a long public health struggle. Yet the economic consequences are almost certain to be greater and last far longer. Goldman Sachs is today predicting a 24% contraction of the economy in Quarter Three. There were more than 18,000 unemployment claims in Oregon on Tuesday, when an average day a few weeks before was about 550 claims. And during the height of the Great Recession a decade ago, Oregon topped out at 20,000 claims in a single week. We may well be looking at double digit unemployment, a wave of evictions, mortgage struggles, and other consequences, all of which will hit people living in poverty harder than anyone else. So we have been working with our statewide Community Action network, our partners at the Department of Education and Oregon Housing and Community Services, Governor Brown's office, our local state legislative delegation and in particular Senator Merkley's office to advocate for those who are, and will be, suffering from the painful economic fallout that is certain to

follow. As of this morning, there are enormous state and federal resources that are on the way to help us do our work, but that news is a sobering reflection of just how many of our neighbors will be suffering, and how great the need will be.

As the Agency stands today on the COVID front:

- Eva and I have shut down **Head Start** until at least 28 April, though it is increasingly likely that the entire school year will be lost at this point. At the request of the Oregon Department of Education, and in collaboration with Salem Health and our partners at Family Building Blocks and the Salvation Army, we are working to establish child care for Salem-area first responders. The state has given us estimates on the need for first responder child care, and they are greater than is widely known. We hope to be able to provide that service very soon. In the meantime, staff are still on the job doing necessary work to prepare for the return of children, in the event that we are able to reopen.
- **ARCHES** is open and delivering services, although at a reduced level. We have a four-stage contingency plan for the COVID virus in this program, and as of today we are at stage three. That means our day center is closed. Clients may come to the lobby to get their mail (which is critical, because many receive their medicine in the mail) and limited other basic needs services. All of our housing programs and coordinated entry are functioning electronically. The Duration Warming center is closed, because it was not large enough for us to separate the sick clients from the less sick clients. We are operating a temperature based warming center at Capitol Park Wesleyan Church. The Shower Truck has been shut down (due to the potential for suspended virus in the shower steam), but we are using our outreach teams to distribute goods and services to the homeless population, even as services across Salem are being scaled back or closed. This week we purchased 100 tents, sleeping bags, and tarps to help the homeless population relocate across Salem, consistent with social distancing advice given to us by HUD, the CDC, and others in the national homeless services community. As the relief dollars arrive, we will likely need to expand our services at ARCHES to meet the enormous demand for eviction prevention, that is certain to come in the next few months.
- **Childcare Resource and Referral** is open and providing services, though most of the services at the moment are electronic. About half of our staff in this program are on a work-from-home plan, and the other half are rotating through the offices. In person classes have been cancelled. One of Shannon's primary roles is to assist in the distribution of emergency relief supplies to child care providers in Marion, Polk and Yamhill, and there is \$4 million in statewide emergency childcare supplies to be distributed across Oregon in the coming weeks.
- **Nutrition First** is open and providing services, though we have plans to scale back some work if USDA allows. We had our annual monitoring in Nutrition First just as this crisis began, and that went well.
- **Home Youth and Resource Center** is open and operating, though we have scaled back some hours at the Drop-In. Taylor's House remains fully staffed and fully operational. It's been challenging, however, as we have had to turn away a good number of youth from DHS for lack of

space.

- **Weatherization** is open and working, though we have had to scale back some services because of the potential of community spread. The state is working to relax some rules here, as in Energy and ARCHES, so that we will be able to scale back up when this crisis is passed.
- Our **Re-Entry** program has scaled back its services somewhat. They are staggering shifts and schedules, in addition to no longer entering the dormitories at the jail, as has been the standard practice.
- **Our Energy** program is one of the state's major priorities as this crisis develops. We have been lucky that PGE, Pacific Power, Northwest Natural and other utility providers have agreed not to shut anyone off as a result of this current crisis. But once it abates somewhat, Traia's program will be essential in keeping the utilities on in Marion/Polk. Like the other programs, we can expect considerable funding increases to serve the community.

Across the Agency, wherever we can, we are adopting social distancing practices. Many program staff are working from home. We are also prioritizing work-from-home options for staff from vulnerable sub-populations, including older employees and the immunocompromised, and we are quarantining staff where there's been even so much as expected exposure. This week we sent HR home with laptops to work remotely. Most of finance is working from home, or rotating through the office on a very limited basis. Many Community Actions across the state are, currently, electronic only. Clackamas County (their Community Action is part of County government there) is closed to the public, but operating electronically. In Yamhill, 75 percent of the staff have been sent home. And in Bend they are on a four-day work week. For us, Shaun in IT has done such a fantastic job of keeping our systems, software, and supportive services current, that we are capable of effectively delivering services from remote locations.

Lastly, in the midst of all this the Agency has:

- Completed our annual single audit, on time and without finding.
- Completed the 2018 401K audit, without finding.

If it were not for all that is going on around us, we would pause and hold a celebration. This is the first single audit that is on-time and without finding since FY 2015. We've gone from five findings (four at the most serious material weakness level) in FY 2017 to two findings at the lowest level in FY 2018 to a clean single audit for FY 2019. It generally takes non-profits three to four years to escape the kinds of financial troubles we had. Not only has that ship been righted, but we've repaired our cash position and regularized our payments, solved the 2018 ODE serious deficiency, and successfully navigated the recent ODE fiscal audit. And we were able to do all that in 15 months. I am very proud of this administrative and finance team. We still have work to do to become the financially strongest Community Action in the state, which is our goal. In particular we need to spend a few years building up better cash reserves, so that when disasters do occur we have the ability to float three months if our funding agencies were unable to process payments on time. This is a mile post. Not the end zone. But when you see Kaolee and Nancy (or really any member of finance) please congratulate them.

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

401K Audit

The draft 5500 has been reviewed by both Mutual of America and the Agency. The financial statement draft is being reviewed by the auditors. We anticipate issuing that by the end of March 31, 2020.

Annual Financial Audit

Grove, Mueller & Swank (our auditors) were at our office January 13<sup>th</sup> – 16<sup>th</sup> for financial statement fieldwork. Since we are a high-risk auditee, the auditors are required to audit at least 40% of all the federal assistance received during our fiscal year. The auditors selected Head Start and CCR&R to test for the Single Audit portion. We have received a draft of the financial statements. We anticipate still issuing before the deadline of March 31, 2020.

OHCS Fiscal Monitoring

OHCS performed their Fiscal Monitoring January 7<sup>th</sup> – 9<sup>th</sup>. There were six required actions outlined in the draft report. We are required to respond by March 23, 2020.

ODE HS CACFP Administrative Review

ODE performed their CACFP Administrative Review on January 22<sup>nd</sup> – 23<sup>rd</sup>. We are required to respond by March 5, 2020. We responded on March 2, 2020 and have not received a response.

ODE NF CACFP Monitoring

ODE is currently performing their CACFP Monitoring. They started February 26<sup>th</sup> and will go through March 10<sup>th</sup>. We have not received a draft report from the monitoring.

Payroll Filings

All payroll deposits have been made timely. State and Federal payroll reports for the quarter ending December 31, 2019 have been filed.



## THE ARCHES PROJECT

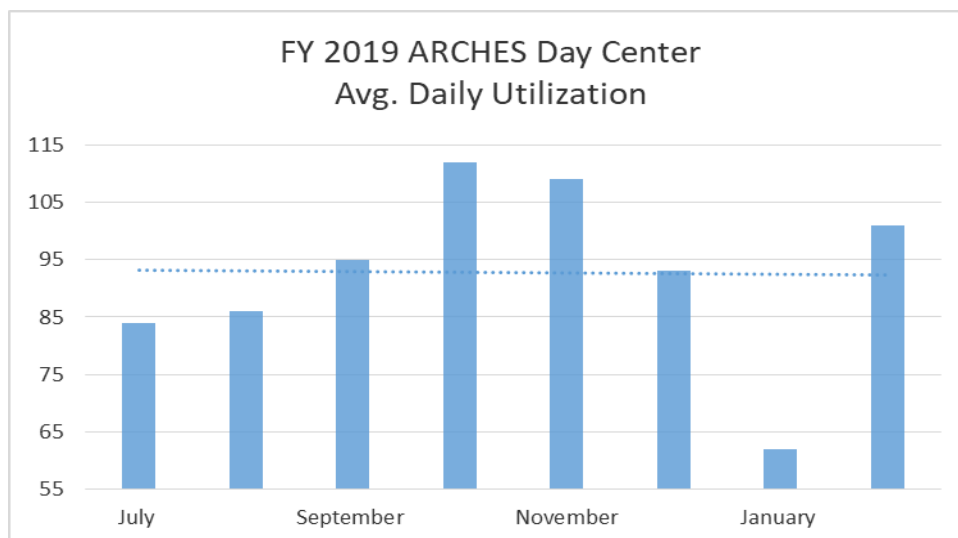
615 Commercial Street NE  
Salem, Oregon 97301

### CRP Board Report – March 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 41,843 - with an average daily attendance rate of 103. During the month of February there were 2,021 duplicated visits with an average daily utilization rate of 101. This is a 41% increase over January's total utilization.



## Community Resource Program

Day Center utilization numbers throughout the month showed a general trend of increased utilizing; recovering to levels last seen in October of 2019. This increase is attributed to enhancing the occupancy of the space, as well as the return to traditional operating hours. These hours are as follows:

- Mondays 8:15am – Noon
- Tuesday – Fridays 8:15am – 3:00pm

### Remodel update:

The ARCHES Day Center remodel is nearly complete. With full occupancy and use expected any day. Most recently, plumbing finals passed, as well as an inspection from the Fire Marshal regarding the newly installed sprinkler system. The Final “punch list” was conducted on Monday, March 16; revealing only minor adjustments before project sign-off. Before week’s end, finals for electrical and the HVAC systems are expected; resulting in a possible temporary occupancy permit. Remaining large elements include: Purchase of kitchen small wares, installation of new lobby signs, and “punch list” edits.

### ARCHES Basic Needs & Supportive Services:

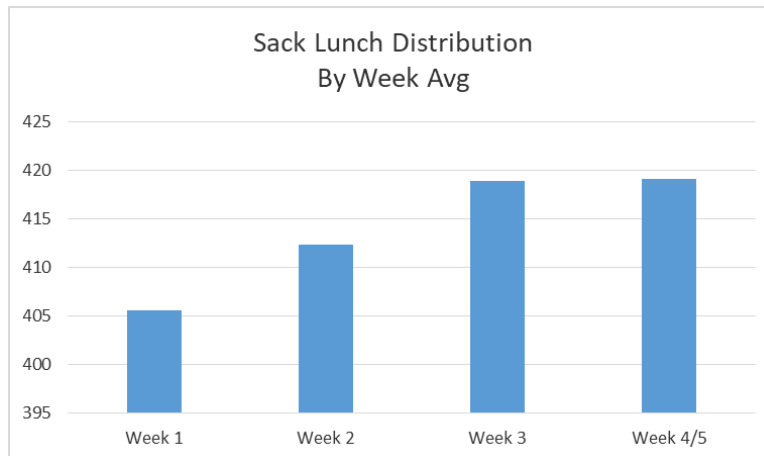
Current utilization of Day Center Supportive Services increased during February 2020. These services include: community mailboxes, sack lunches, hygiene kits, hair cut vouchers, and pet food. In all, ARCHES retains over 1,000 active mailboxes, with an average of 303 clients accessing their mail per week (Feb. was busiest month to date in this category ), and assisting with 1,574 referrals to services.

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



## Community Resource Program

The majority of delivered Supportive Services in February was providing sack lunches (40%), as well as accepting incoming calls for resource referrals (31%). The general trend of increasing sack lunch distribution throughout the month remained. With week 4/5 providing 460 lunches. This is a 23% increase over the first week of the month. In comparison to January, the fourth week of February saw an increase of 28% additional sack lunches distributed.



### **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 focusing on housing (*Table 1*), where all ARCHES programming 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 February, 154 households (330 persons) received housing support. 29 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, 318 households have exited ARCHES programing into permanent housing solutions.

## Community Resource Program

February ARCHES Housing Programs							
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	66	84	52	29	2	7	136
Diversion	5	5	0	4	5	4	5
DHS Fresh Start RRH	2	2	3	2	2	1	5
DHS Navigators	10	12	2	10	2	0	14
HSP	22	28	49	6	7	7	77
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	5	5	4	N/A	N/A	5	9
Marion County - Diversion	2	2	4	N/A	N/A	2	6
Marion County - Prevention	1	1	3	N/A	N/A	1	4
Mill City RC - Prevention	2	3	6	N/A	N/A	2	9
Mill City RC - Diversion	0	0	0	N/A	N/A	0	0
<b>TOTAL Served</b>	Households Served	Adults	Children	Households Searching	Newly Housed	Self-Sufficiency Exit	Total Unique Served
	154	195	135	56	18	29	330

ARCHES specialty services engaged 863 persons (or 858 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, 4,991 households have engaged with ARCHES specialty services since July 2019. Given the high volume of the VSO office, 76% of those using these programs were veterans.

February ARCHES Specialty Programs						
Specialty Programs	Households Served	Adults	Children	Veterans	Fleeing DV	Total Unique Served
HRAP	7	7	0	0	2	7
Coordinated Entry - Marion	107	119	37	6	6	156
Coordinated Entry - Polk	0	0	0	0	0	0
<b>Coordinated Entry - TOTAL</b>	107	119	37	6	6	156
Mobile Showers	315	315	0	0	0	315
Employment Navigation	24	24	0	5	1	24
Marion County VSO	508	508	0	508	0	508
Birth Certificates	1	1	0	0	0	1
RENT- Tenant Education	3	5	3	0	0	8
<b>Total Served</b>	Households Served	Adults	Children	Veterans	Fleeing DV	Total Unique Served
	858	860	3	513	3	863

## Community Resource Program

### 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 - February 2020									
Resource Referrals								Direct Client Services	
County	Housing & Rent	Utilities	Security Deposits	Transportation	Food & Clothing	Medical	General	HHs Served	Money Spent
Polk Co.	31	0	0	26	223	0	7	5	\$ 1,227.00
SOCC	1	6	0	7	5	0	2	2	\$ 2,100.00
Marion Co.	14	11	5	4	6	2	62	3	\$ 2,870.00
Total	46	17	5	37	234	2	71	10	\$ 6,197.00

During the month of February, 10 households were assisted and avoided homelessness. These services provided \$6,197 in prevention assistance.

### Program Success Stories:

#### *Santiam Outreach Community Center (SOCC)*

“On the day of the Point in Time count, Jan 29, 2020, Canyon Crisis Center referred a family to SOCC who was sleeping in their vehicle. Amanda, our Resource Coordinator, immediately assessed the family for ARCHES housing programs. She then continued to work with the family to help get them into shelter. Thanks to this advocacy, the family was approved for shelter assistance through Family Promise. Not long after, the family was also able to locate housing; graduating from their program. This is a great example of how we are working with community partners to help assist those in need.”

- *Shiana Weaver, Program Manager*

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

“Gretchen is an elderly women who has experienced chronic homelessness in the Marion/Polk county for many years. She has received a variety of different services aimed at placing and maintain her housing. Due to her unpredictable and sometimes aggressive behavior, Gretchen has been asked not to return to some emergency shelters

## Community Resource Program

and other placements. Any other attempts to place her into housing have been unsuccessful.

Gretchen was referred to the Arches Housing Opportunity Program this past winter and with the help of her Case Manager, Liz Jorgensen and HTBA funding, she was able to choose her own unit, get accepted and move in to housing. Using the housing first model, Liz has provided Gretchen support with getting stabilized in her new apartment. This support has included getting her connected with community partners and various resources that meet her needs, setting up a calendar, putting landlord information on the fridge, reviewing the rental agreement rules and more.

Gretchen had some trouble adjusting at first. However, AHOP has been there to support her. Gretchen has started to stabilize and is successfully residing in her own unit, buying groceries, using the bus to get to her appointments, paying a portion of rent and seeking medical care. This is a great success story for an individual who some may have categorized as too hard to house."

- *Scott Eastburn, Program Manager*

### Coronavirus Response:

ARCHES is working diligently as we respond to COVID-19 in our community. Hoping to play out 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. As we progress through the levels modification of services or even new staffing measures will be enforced. These will likely impact service delivery within: the Day Center, Warming Services, Street outreach, and housing assistance.

Phase are grouped by theme, including: 1) Prevention; 2) Social Distancing; 3) Environmental Control, 4) Closure.

For now, ARCHES is elevated to a **Phase TWO response - meaning Social Distancing**. With the main focus being frequent cleanings, improving personal hygiene practices, and socially responsible behaviors

## Community Resource Program

### Other News:

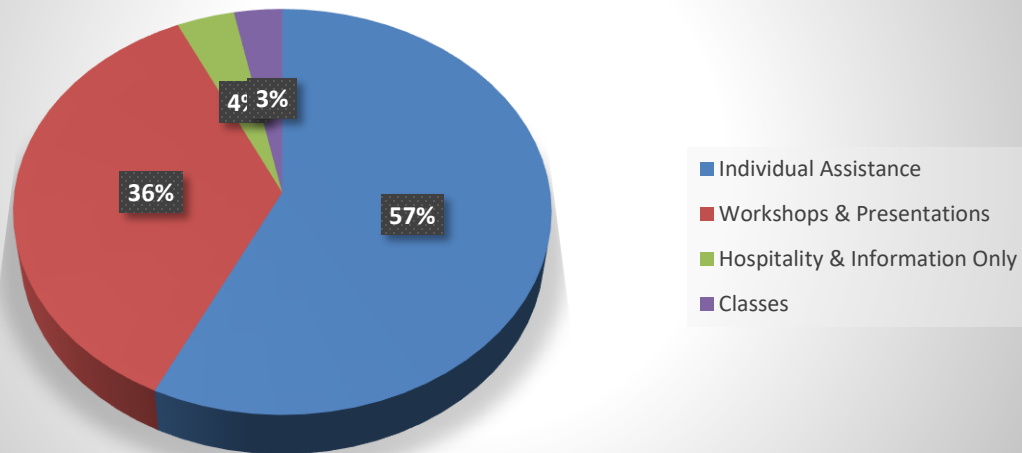
- A 24/7 handwashing station has been posted in the ARCHES parking lot to help improve sanitary practices among the population.
- ARCHES is working in partnership with Bearded Oregon. A natural soap company that is donating a portion of their profits, as well as liquid soap, to the Mobile Shower program.
- Marion County Rural Resource Services are available every Tuesday in Woodburn at Love Inc.
- ARCHES is hosting a Mobile Shower Underwear Drive. Where new women's and men's undergarments of all sizes can be donated to the ARCHES facility.
- As a response to COVID - 19, ARCHES is performing regular street outreach in order to help promote sanitary and spatial distancing best practices. Basic need supplies such as tents and sleeping bags are also provided. To date, in partnership with Be Bold Street Ministries, over 150 sleeping bags and 30 tents have been distributed.

# De Muniz Resource Center

April Cox, Director

March 2020

## How the De Muniz Resource Center Served Clients in February



## Opportunities/Challenges

- ❖ De Muniz Resource Center served 217 clients in February
- ❖ 47 clients successfully got enrolled in the Oregon Health Plan from our site.
- ❖ Employment, housing, and basic needs totaled 78% of the services clients received assistance with while working with our staff this month
- ❖ De Muniz Resource Center coordinates and hosts substance abuse support meetings which 62 clients took advantage of which totaled 108 occurrences for this month.
- ❖ Our employment navigator continues to work diligently to engage more clients for services through the Willamette Workforce Partnership's employment grant. She had 34 new participants for the month which is an all-time high over the past eight months.
- ❖ Director attended the National Alliance to End Homeless conference in Oakland and learned about a lot of the great work being done nationally to house the reentry population successfully and safely
- ❖ A group of interested partners and volunteers focused on reentry housing joined a few agency staff in a trip to tour and learn about Free on the Outside in Oregon City
- ❖ Main challenge continues to revolve around budget shortages and being short staffed

# De Muniz Resource Center

April Cox, Director  
March 2020

## Volunteer Report

	# OF VOLUNTEERS	# OF HOURS DONATED
FEBRUARY	23	88

\*De Muniz Resource Center is funded through the Marion County Sheriff's Office and is contracted to serve clients in Marion County.

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

**Opportunities**

CCR&R will be attending our statewide CCRR Learning Collaborative on March 19-20 in Salem. Will hopefully learn more about additional resources coming our way, and more about our role in Preschool Promise.

**Opportunity:** CCR&R in partnership with Polk County Outreach assisted with planning the Bridges to The Future Polk County Early Learning & Early Elementary Educators Conference that was held March 6<sup>th</sup> and 7<sup>th</sup>. In addition, CCR&R is acting as a Sponsoring Org so participants can receive Oregon Registry Credit. We will be verifying all individuals who attended and wanted ORO credit. Shannon presented/collaborated on Friday and Saturday with Skye from the Early Learning Hub on a training that details a Peer-Learning Community framework. Plan, Do, Study, Act. Evaluations came back very positive and they really loved the time to troubleshoot behavior challenges with their peers.

**Opportunity:** Next Preschool Promise Application night is Tuesday March 17<sup>th</sup>. We had our first one at the end of February. 11 people attended, primarily Spanish Child Care Providers. We assume that is who will be attending this next one, so making sure we have additional Spanish speaking support staff on hand.

**Opportunity:** CCR&R Directors are getting ready for our 2<sup>nd</sup> Annual Child Care As A Business Conference. It will be in the Dalles, July 25<sup>th</sup> at HoodRiver Community College. Getting ready to send out call for proposals. Keynotes are booked.

**Challenge:** Completed Workplan and submitted to state 3/9/2020. It is due March 13<sup>th</sup>. This has been a challenge with Preschool Promise, Polk Bridges conference, needing to schedule for next quarters training and finish our Training Guide and Newsletter for Next quarter.

**Challenge:** Now that the new format for our Workplan is completed, we need to submit our quarterly report for Oct-Dec. Due date was pushed out due to building the new workplan/quarterly report template for the CCRR System. Quarterly report is due March 27<sup>th</sup>.

**Challenge:** If we receive additional funding for Preschool Promise staff, I'm not real sure where I am going to put them. No news on if we will get additional dollars for capacity building since we will need new furniture, computers, phones etc.. Hope we will learn more next week at our Learning Collaborative with the Early Learning Division.

**Challenge:** We are in the midst of our statewide Child Care Market Rate Study. CCR&R as of October 1<sup>st</sup> took back Provider update calls. We have been working on updating our child care provider database (Naccraware) since October. This includes updating if they are even active, how many children they serve, if they have any openings, and specifically their rates, among other things. We are at 70% which is very good. We will need to be done by the end of March. This is a process that happens every 2 years. However, the database was very out of date when we received the work back, so it is taking us a bit longer on calls to get it all corrected. We will be keeping it managed quarterly.



# Energy Services February Program Report

Traia Campbell, Program Director

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

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

### January 2020

Funding	HH	People	>6	60+	Disabled	@ or below 75% of poverty	Ave HH pmt
LIHEAP	535	1650	212	180	192	203 =37% 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>

### January 2019

Funding	HH	People	>6	60+	Disabled	@ or below 75% of poverty	Ave HH pmt
LIHEAP	721	2336	324	215	228	248 =34% of hh served	\$377.95
OEA PGE	254	773	108	83	103	77 = 30% of hh served	\$383.47
OEA PP	67	170	22	38	35	20 =30% of hh served	\$366.12
PGE	132	393	50	43	48	40 =30% of hh served	\$372.50
OLGA	16	51	4	5	3	5 = 31% of hh served	\$260.94
GAP	24	103	21	5	3	13 =54% of hh served	\$109.92
<b>Total</b>	<b>1214</b>	<b>3826</b>	<b>529</b>	<b>389</b>	<b>420</b>	<b>403 =33% of hh's served</b>	<b>\$352.20</b>

### Opportunities/Challenges

0

Energy's client characteristics charts above show both February 2019 and 2020 completions. The characteristics are similar but indicate some disparities in both Marion and Polk counties from 2019 to 2020. The largest change is we did not receive additional PGE funding which was a one time donation in February 2019 for their customers. Energy had 186 less LIHEAP completions in February 2020 but OEAP assisted an addition 84 households and OLGA households increased by 99. The number of household members and number of adults over 60 increase slightly in 2020 while the number of children under 6 decreased. At this time, Energy's 2020 LIHEAP funds are over 65% spent, I foresee have LIHEAP scheduled through April and then as funding allows. Energy's OEAP PGE and PP funding levels are strong and appointments will continue to be scheduled as funding allows.

Energy is reviewing current practices and office procedures to ensure we are prepared for emergencies and to reduce exposure to infectious diseases while continuing to assist residents of Marion & Polk counties. In addition to weekly janitorial service, staff have increased cleaning of surfaces and assure they are maintain personal hygiene. We have begun to review options on ways we can assist clients via phone calls, internet and mail. When applicants cancel their appointments, staff inquire why? If cancellation is due to illness or concern of exposure, we encourage them to keep the appointment and staff will contact them by phone to start the eligibility process. Energy already completes over 150 applications a year using this process, we thought this was a good place to start. If Energy staff were able to come to the office but it was closed to the public, we would implement this type of plan. I believe preparedness for limited exposure or local disaster is essential, Energy is reviewing all variations of how we can successfully assist our community during such an event.

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>

### January 2019 Polk Co

Funding	HH	People	>6	60+	Disabled	@ or below 75% of poverty	Ave HH pmt
LIHEAP	63	208	31	13	24	25 =40% of hh served	\$383.97
OEA PGE	4	16	1	2	2	1 = 25% of hh served	\$372.50
OEA PP	26	97	12	7	10	9 =35% of hh served	\$414.42
OLGA	19	50	3	8	6	8 = 42% of hh served	\$258.42
GAP	0	0	0	0	0	0 = 0% of hh served	\$0.00
<b>Total</b>	<b>112</b>	<b>371</b>	<b>47</b>	<b>30</b>	<b>42</b>	<b>43 =38% of hh served</b>	<b>\$357.33</b>

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

## Eva Pignotti, Program Director - February 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						
Subsidized						

#### 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						
Subsidized						

#### 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						

### Attendance Analysis for January 2020

#### Head Start:

For the month of February 2020 the Preschool Program attendance was 81.62%, below the required 85% minimum. The top reasons for absences during the month of February included: Sick child (37.03%) and Bus Transportation cancelled by program (26.59%). This indicates that the cold and flu season are in full swing. There is now concern with the COVID-19 virus hitting the Northwest. The program is following protocol from the Oregon Health Authority regarding extra precautionary steps being taken for the prevention of spreading the virus. The program continues to implement handwashing protocols and will continue with daily cleaning procedures. Other measures will go into effect with the guidance from Oregon Health Authority and County Health Departments as warranted.

Transportation is the other reason for absences in the Preschool Program. The program is still continuing to hire more drivers. Until we are fully staffed with bus drivers and substitutes, the program will unfortunately have no other alternative but to cancel bus transportation as needed.

### Early Head Start:

For the month of February 2020 the EHS Program attendance was 79.42%, below the required 85% minimum. The top reasons for absences during the month of February included: Sick child (53.33%) and Bus Transportation cancelled by program (11.11%). Children's illness continues to be a major factor in low attendance. One EHS bus driver was out for an extended period with an injury, but has since returned to work.

### EHS Child Care Partnerships:

For the month of February 2020 the EHS CCP Program attendance was 84.83%, below the required 85% minimum. The top reasons for absences during the month of February included: Sick child (43.84%), Overslept (15.53%) and Appointment for Child (11.42%). There were many sick children again this month, especially in the Salem Keizer Teen Parent program. Appointments are generally doctor's appointments for sick children. Over slept probably also is connected to sickness, with families were getting over being sick but still not feeling 100%.

**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						
Subsidized (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						
Subsidized (8)	5	7	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						

### 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						
Subsidized	3	7	8	7	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						
Subsidized	0	0	1	1	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						

### USDA Meal Reimbursements

	February 2020	
USDA Meal Reimbursements	Number of Meals Served	Amount Reimbursed
Breakfast	9,629	\$17,717.36
Lunch	9,728	\$33,172.48
Snack	1,147	\$ 1,078.18
Cash In Lieu	n/a	\$ 2,310.40
<b>Total Reimbursement</b>	<b>20,504</b>	<b>\$54,278.42</b>

**Community Action HOME Youth Services – Board Report  
March 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											
Keizer Run Reports Received & Acted On	9	6											
Reunited To Permanent Connections	12	9											
Families Connected With	14	17											
Youth Connected With Via Street Outreach (duplicated)	15	22											
RHY Case Managed	4	2											
Non- RHY Case Managed	2	4											
<b>Drop In Day Shelter (Stationary Outreach)</b>													
Unduplicated Youth Served	144	171											
Total Visits	846	932											
Total Meals (lunch, snack & dinner)	950	1,093											
Youth New To Services (intakes)	22	27											
<b>Youth Empowerment Program (YEP)</b>													
Youth Participated At Some Level (duplicated)	25	26											
Attended Job Skills Development Workshops	17	13											
Attended Financial Literacy	14	2											
Attended Education & Business Field Trips	13	0*											
Savings Accounts Opened	7	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											
Total Nights of Service	253	251											
Community Support													
Number of Volunteers / Interns	3	3											
Total Number of Volunteer / Intern Hours	51	80											
Key	0* = Activity Not Offered X* - Did Not Collect Data *U = Unduplicated total												

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

Stan has been accessing HOME's services for about two years, recently joining the Youth Empowerment Program (YEP). Though Stan had proven himself to be a hard and efficient worker, he struggled in the beginning of the program cycle with his attitude. Staff noticed that youth began to make Stan the focus of their success – if Stan approved, what they did was good. If Stan didn't like the way the material was being taught, they didn't either. His natural leadership abilities were beginning to steer the group in the wrong direction. Stan didn't realize the power of his attitude.

During Stan's individual check-in with staff concerns were brought to his attention. He was receptive and recognized that his attitude was affecting the attitude of the group as a whole. During the conversation Stan provided staff with feedback on what they could do to make workshops more beneficial and engaging for him. He also agreed to bring his concerns to staff instead of setting a negative tone for the whole group. Staff will continue to coach Stan in leadership styles and the difference they make in the workplace as well as in life in general.

Since the conversation staff has noticed a change in Stan's attitude. He is more respectful in the group setting and has not been overly-critical of the program or his peers. Staff is proud to see his self-reflection, acceptance of constructive feedback and demonstrated change in his approach. Learning soft-skills such as positive leadership and how to appropriately communicate complaints etc to supervisors is a valuable skill youth learn while participating in the Youth Empowerment Program. HOME is proud to serve as a place to safely grow as an individual and prepare for the workforce. We look forward to seeing Stan become a manager in his chosen field someday.



**Mid-Willamette Valley Community Action Agency, Inc.**  
**Board of Directors Meeting**  
**February 27, 2020**  
**MINUTES**

**ATTENDANCE:**

**Board of Directors:**

**Present:**

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

**Absent:** Gladys Plancarte Linda Bednarz

**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  
Hailee Vandiver, Donor Relations Coordinator  
Ashley Hamilton, CRP/ARCHES Program Director  
Shannon Vandehey, CCR&R Program Director  
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  
Amy Schroeder, Office Specialist

**The meeting of the Board of Directors was called to order at 5:39pm by Board Chair Jon Weiner. It was determined that a quorum was present.**

**I. Welcome and Introductions**

Board Chair Jon Weiner welcomed everyone.

**II. Public Comment**

None were made.

**III. Approval of Agenda**

No changes were made.

**MOTION:** To approve agenda made by Lyle Mordhorst,

**SECOND:** Steve McCoid.

**APPROVED:** Unanimously approved

**IV. Consent Calendar**

- 1. January 2020 Full Board Meeting Minutes**  
No discussions or concerns were raised
- 2. February 2020 Executive Director Report**  
No discussions or concerns were raised
- 3. February 2020 Director of Program Development Report**  
No discussions or concerns were raised
- 4. February 2020 Chief Financial Officer Report**  
No discussions or concerns were raised
- 5. February 2020 Human Resources Report**  
No discussions or concerns were raised
- 6. February 2020 Program Director Reports**  
No discussions or concerns were raised
- 7. February 2020 Committee Meeting Minutes**  
No discussions or concerns were raised

**MOTION:** To approve consent calendar made by Herm Boes,

**SECOND:** Steve McCoid.

**APPROVED:** Unanimously approved

**V. Board Business**

**1. Executive Director's Report:**

- a. A Program Committee is being developed to keep the board more timely informed of program matters.
- b. OTIS Advisory Committee/Tricia and Eva on committee that will provide new recommendations to OTIS as all agency related mandatory reports are transitioning out of Child Welfare and to OTIS.
- c. State Legislature update by Jimmy, on the consequences of the failure of HB-4001 and the early end to the 2020 Oregon legislative session.
- 2. Head Start Program Goals & Objectives** – Tabled until the March meeting.
- 3. Fundraising** – Hailee Vandiver presented a “Year at a Glance” flyer highlighting the many programs of Community Action and how we have impacted the community and grown our social media presence. All of these have allowed the public to get to know us better and increase our fundraising goals.
- 4. Updates on Board Committee Membership** – Discussed in Executive Director report.
- 5. CCB License Renewal** – Rogelio Cortes, Weatherization Program Director, brought a renewal application for the board to approve. We need to remove previous contacts, who are no longer with the agency, and add new contacts.

**MOTION:** To remove Jennifer Wheeler and Jon Reeves as contacts on our CCB License and replace with Nancy Cain and Kaolee Hoyle made by Helen Honey,

**SECOND:** Steve McCoid.

**APPROVED:** Unanimously approved

- 6. Financials** – Kaolee Hoyle presented the financial statements ending November 30, 2019.

**MOTION:** To approve Financials ending November 30, 2019 made by Herm Boes,

**SECOND:** Steve McCoid.



**APPROVED:** Unanimously approved

**7. Presentation on HOME Youth & Resource Center** – Postponed to March 2020 meeting.

**VI. Adjournment**

**The Board of Directors meeting was adjourned at 7:00pm.**

Respectfully Submitted:

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Amy Schroeder, Board Support

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Helen Honey, Board Secretary

**Mid-Willamette Valley Community Action Agency, Inc.**  
**Board of Directors Executive & Finance Committee Meeting**  
**March 12, 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; Amy Schroeder, Accounting Office Specialist

**The meeting of the Executive & Finance Committee started at 5:33pm. It was determined that a quorum was present.**

- 1. Executive Director's Program Updates**
  - a. The agency is working on its preparedness plan for the Coronavirus.
- 2. Financials**
  - a. Kaolee Hoyle presented the financial statements ending December 31, 2019.
  - b. All documents have been submitted to the auditors. At this point, we are just answering any questions they have. We are on track to have the audit submitted by March 31<sup>st</sup>.
  - c. We are still following up on some items for the 401k audit.
  - d. Finance has hired a new Accounting Manager position who will begin in April.
  - e. The Nutrition First audit is finished.
- 3. March 2020 Full Board Meeting Draft** – Agenda was reviewed. This month's meeting will be at HOME Youth & Resource Center Drop-in.
- 4. Credit Card Expenditure Review** – Completed by Jade Rutledge, Helen Honey and Kevin Karvandi.

**Meeting adjourned at 6:18pm**

Respectfully Submitted:

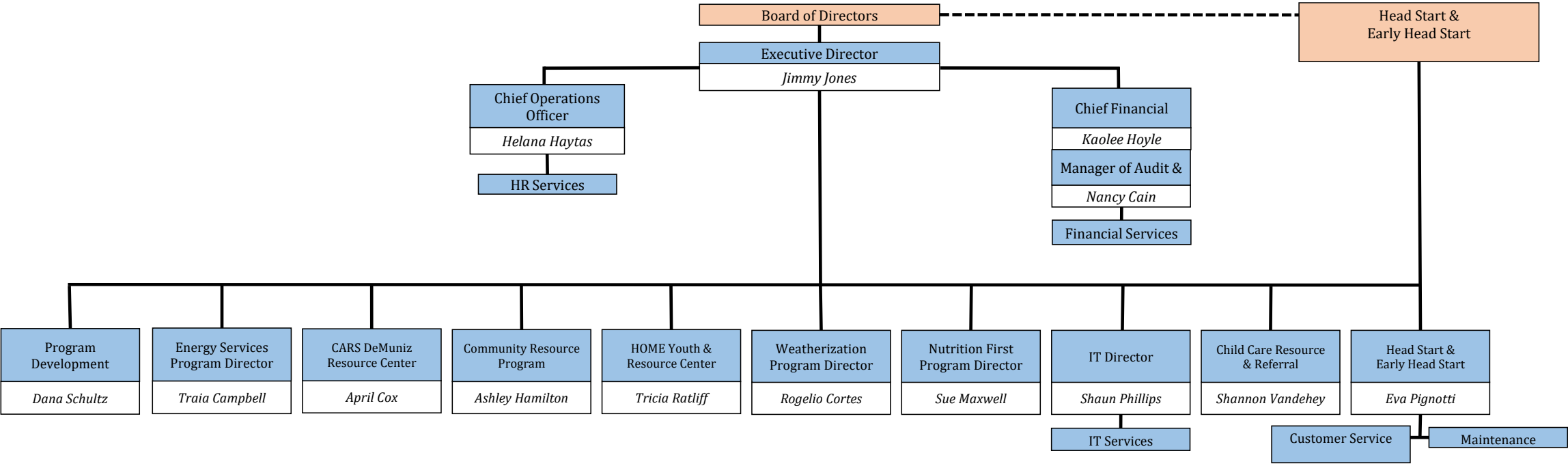
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Amy Schroeder, Office Specialist

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Helen Honey, Board Secretary

Mid-Willamette Valley Community Action Agency, Inc.  
Organizational Chart



Revised: 3/7/2020