

ANNUAL REPORT 2020



For audited information as of 9-30-2020



Community Services of Northeast Texas, Inc.





MISSION

CSNT applies all available strategies enabling Northeast Texas families to lead improved, empowered and self-reliant lives.

Our Vision

Our Community Services Vision

To be the leading organization in our region which empowers families to be self-reliant, educated, and healthy

Our Head Start Vision

To provide a system of education and encouragement which results in school-readiness for young children and their families



COMMUNITY ACTION CODE OF ETHICS

We, as Community Action Professionals, dedicate ourselves to eliminating poverty in the midst of plenty in this nation by opening to everyone the opportunity for education and training; the opportunity for work; and the opportunity to live in decency and dignity; and with respect for cultural diversity, commit ourselves to:

- ☞ Recognize that the chief function of the Community Action movement at all times is to serve the best interests of the poor, thereby serving the best interests of all people.
- ☞ Accept as a personal duty the responsibility to keep up to date on emerging issues and to conduct ourselves with professional competence, fairness, impartiality, efficiency, and effectiveness.
- ☞ Respect the structure and responsibilities of the board of directors, provide them with facts and advice as a basis for their making policy decisions, and uphold and implement policies adopted by the board of directors.
- ☞ Keep the community informed about issues affecting the poor; facilitate communication by the poor with locally elected public officials and the private sector.
- ☞ Conduct our organizational and operational duties with positive leadership exemplified by open communication, creativity, dedication, and compassion.
- ☞ Exercise whatever discretionary authority we have under the law to promote the interests of the poor.
- ☞ Lead the Community Action movement with respect, concern, courtesy, and responsiveness, recognizing that service to the poor is beyond service to oneself.
- ☞ Demonstrate the highest standards of personal integrity, truthfulness, honesty, and fortitude in all our Community Action activities in order to inspire confidence and trust in the Community Action movement.
- ☞ Serve in such a way that we do not realize undue personal gain from the performance of our professional duties.
- ☞ Avoid any interest or activity that is in conflict with the conduct of official duties.
- ☞ Respect and protect privileged information to which we have access in the course of official duties.
- ☞ Strive for professional excellence and encourage the professional development of our associates, including those seeking to become certified Community Action professionals.



The 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.

PROFESSIONALISM

I exhibit professionalism in every level of my actions allowing myself and those around me to be mission-driven.

INTEGRITY

I conduct myself in a manner of integrity regardless of whether I am working alone or with others.

TEAMWORK

I work with all members of my team toward the realization of our goals, acknowledging that each member of the team is vital to our success.

CHARACTER

I am a person of moral distinction and I always take the highest position possible in matters of character.

HONESTY

I understand the value of truth and accept it as the only option in my daily activities.

ETHICS

I am guided by the highest ethical standards and the Agency's mantra, "We do things the right way, the first time."

RESPECT

I understand respect is an essential part of professional relationships. I get respect when I give respect.

COMPASSION

I will embrace the human condition, acknowledge when only kind efforts will suffice, and lead by example.

ACCOUNTABILITY

I know that all my actions will be viewed by others, and as such, I am committed to excellence and accuracy.

TRANSPARENCY

I believe my actions and the actions of my team are pure, and will withstand public scrutiny.

COURTESY

I know that all issues are more easily solved with courteous efforts. When deciding to either win a debate on principle or to be kind, I choose kindness every time.

HUMILITY

I know that I am no better nor worse than anyone. I try to see myself as others see me.

EMPATHY

I seek to understand. When I can see issues from another's perspective, I can be a greater help to them.

RELIABILITY

I maintain reliable standards, keeping appointments and promises, and never letting anyone down.

Our Core Values

A great team needs good pitchers and good catchers

P Professionalism

I Integrity

T Teamwork

C Character

H Honesty

E Ethics

R Respect

Compassion **C**

Accountability **A**

Transparency **T**

Courtesy **C**

Humility **H**

Empathy **E**

Reliability **R**



There are two types of values recognized by CSNT:

- Pitcher Values
- Catcher Values



PITCHER VALUES

Pitcher Values are those which we ‘throw’ out each day with our forward actions. It might be difficult for someone to see us exemplifying these values without our outward actions.



CATCHER VALUES

Catcher Values are those which are more visible by others simply by watching us do what we do each day. They are the things that people ‘catch’ us doing in our daily routine.

PROFESSIONALISM



Core Values
PITCHER Value # 1



I exhibit professionalism in every level of my actions allowing myself and those around me to be mission-driven.

INTEGRITY



I conduct myself in a manner of integrity
regardless of whether I am working
alone or with others.

Core Values
PITCHER Value # 2



VET SERVICES NOW

Administered by



Community Services of Northeast Texas, Inc.

VETERAN'S TAXI



800-777-9570

SERVICES AVAILABLE FOR VETERANS:

- Utility Assistance
- Rent Assistance
- Mortgage Assistance
- Job Readiness Training
- Case Management
- Dental Assistance
- Auto Fuel Assistance
- Veteran's Free Taxi

903-756-5596

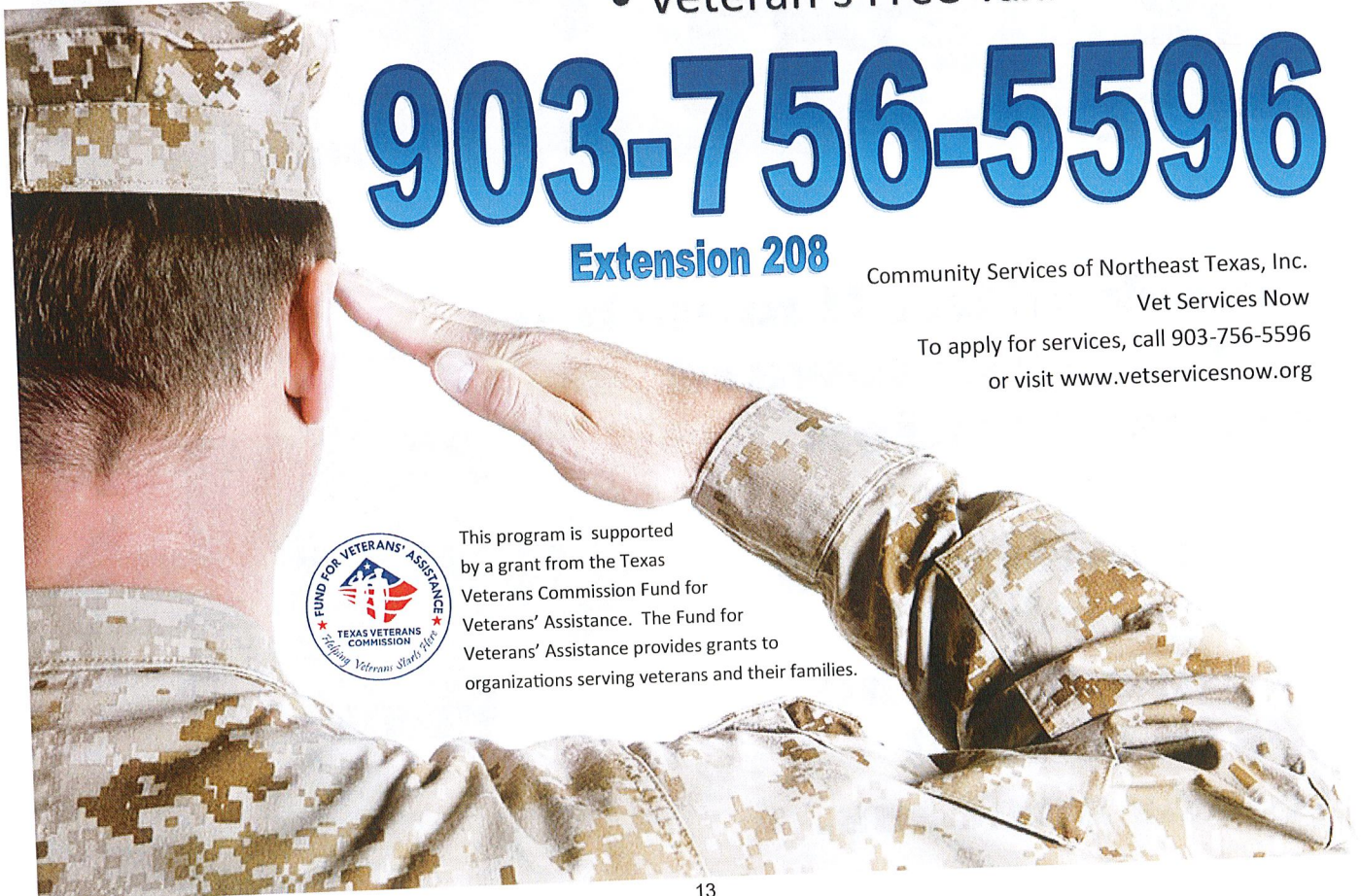
Extension 208

Community Services of Northeast Texas, Inc.

Vet Services Now

To apply for services, call 903-756-5596

or visit www.vetservicesnow.org

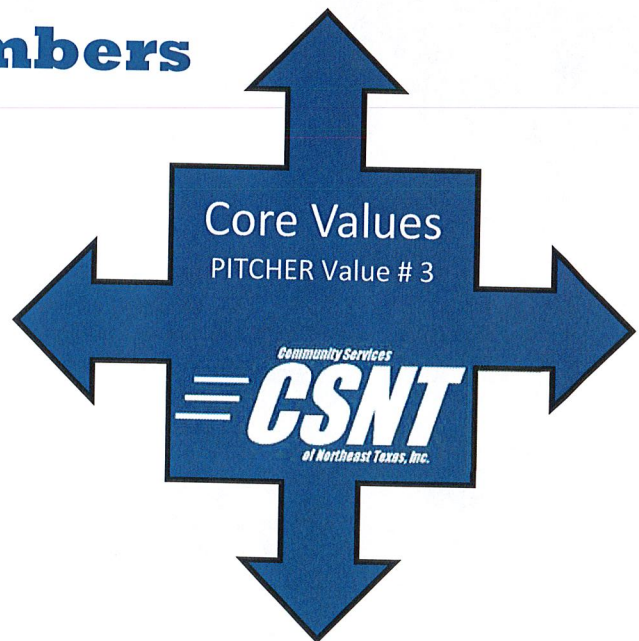


This program is supported by a grant from the Texas Veterans Commission Fund for Veterans' Assistance. The Fund for Veterans' Assistance provides grants to organizations serving veterans and their families.

TEAMWORK



I work with all members of my team toward the realization of our goals, acknowledging that each member of the team is vital to our success.



\$79,884

**Amount of funds
managed by CSNT for
SSA beneficiaries**



\$2,879,517

**Dollars spent to
keep utilities on
for families in
need in
Northeast
Texas**

1308

**Number of persons
volunteering their
time to CSNT
activities**

Character

I am a person of moral distinction and I always take the highest position possible in matters of character.

Core Values
PITCHER Value # 4

Community Services
CSNT
of Northeast Texas, Inc.



965

**Number of free rides
given by our
VETERAN'S TAXI**



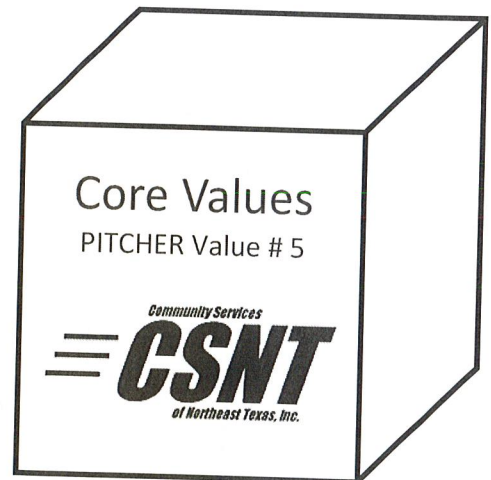
\$4,899,155

**Total dollars spent by
the Head Start program**

3,989

**The number of households
who received help
to reduce their energy burden**

I understand the value of truth and accept it as the only option in my daily activities.



Behind on rent?

EVICTIION NOTICE

Let us help!

Call us at **903-474-8811** for information
or go online to www.csnthelp.org to get an application.

Hurry, we only have enough funds to serve
6% of the eligible customers.

If you are over 60, disabled, or have a child under 6, you should
CALL NOW! We can help you if you qualify.



Funds are available for your county now. You must qualify to receive assistance. Subject to qualification and availability of funds. Households under 200% of the Federal Poverty Guidelines will most likely qualify.



I am guided by the highest ethical standards and the Agency's mantra,

"We do things the right way, the first time."

Core Values

PITCHER Value # 6

Community Services
CSNT
of Northeast Texas, Inc.

RESPECT

I understand respect
is an essential part of
professional relationships.

I get respect when
I give respect.



Core Values
PITCHER Value # 7

Community Services
CSNT
of Northeast Texas, Inc.



GETTING OUT OF POVERTY

Getting out of poverty is not easy. We define that movement as being eligible for Community Services Block Grant assistance, and then through the efforts of both the family and Community Services of Northeast Texas, becoming ineligible for a period of ninety days. This means the household income is now above 125% of the Federal Poverty Guidelines for a period of three months.

In Texas, Governor Abbot has mandated that we must transition a certain number of individuals out of poverty each year. Additionally, we should spend no more than \$25,000 per individual in doing so. Of course, that money doesn't go to clients, rather it pays for overhead, salaries, and fringe benefits for staff who help each individual out of poverty. For this period, Community Services of Northeast Texas transitioned five individuals out of poverty at a total cost of just over \$24,000 per individual, thus missing the state mandate by 11 individuals. The pandemic hurt this number greatly. Each year, we try to do more.

Some people may think that is a very low number given all the families we work with. Sometimes we have to redefine our success. Some major league baseball players come to bat hundreds of times in a season, but never hit very many home runs.

We will take our 5 home runs as a major victory.

Community Services of Northeast Texas, Inc. currently employs 118 employees. The total payroll for fiscal year ending September 30, 2020 was \$3.8 million.

CSNT, Inc. currently operates in 21 locations in a twelve county area. Eight of the locations operate the Head Start program. CSNT also has the ability to provide certain services in additional counties. (See Counties)

Revenue

Federal Awards

Head Start		
Community Services Block Grant	\$	4,165,936
Community Services Block Grant - CARES		610,591
Comprehensive Energy Assistance Program		102,006
Comprehensive Energy Assistance Program - CARES		2,582,972
Tenant Based Rental Assistance Program		35,756
SS Administration		108,021
		10,381

Fee-for-service contracts

Veterans Services Now		242,543
USDA-CACFP		100,973

Private & State Funds

Salvation Army		
Targeting Local Communities		4,475
Other cash donations		24,744
In-kind donations		82,020
Youth Empowerment Program		1,255,251
Upshur Rural Power Company		50,000
		8,193

Total revenue all categories

\$ 9,383,862

Community Services of Northeast Texas, Inc. is a 501(c)3 charity, and as such retains no earnings from Federal awards, and all revenues are expended according to federal, state, and local regulations.

Expenditures

	Head Start	CSBG	CEAP	All others	Org. Total
Personnel					
Fringe Benefits	2,501,946	319,582	347,261	11,414	3,180,203
Travel	604,820	54,239	71,770	-10,589	720,239
Equipment ¹	4,946	13,200	1,601	8	19,754
Supplies ²	23,342	13,829	5,923	6,142	46,236
Contractual services ³	464,251	36,706	7,397	8,034	516,387
Other (rent, utilities, operating expenses) ⁴	1,965,694	153,309	137,797	107,890	2,364,690
Direct assistance services to, or on behalf of clients		121,732	2,046,997	262,910	2,431,639
					9,279,148

¹ For Head Start, this line item includes vehicles and equipment over the cost of \$5,000

² Supplies in 'all others' includes all consumable and food costs for the nutrition programs

³ This line item is for contracted services outside the normal scope of program operation

⁴ The 'Other' category is used for all programs to include non-delineable items including, but not limited to rent, space costs, utilities, telephone, publications, fees, printing, legal, audit, insurance, fuel, repairs, travel costs not previously stated, building maintenance, safety costs, memberships, and all other standard operating costs.

PROPOSED BUDGETS

		Early Head Start			
Head Start					
Personnel	\$	2,341,705	Personnel	\$	149,928
Fringe Benefits		585,427	Fringe Benefit:		37,482
Travel (4120)		10,000	Travel (4120)		2,190
Equipment		35,000	Equipment		0
Supplies		177,881	Supplies		17,200
Contractual		276,650	Contractual		0
Facilities / Construction		0	Facilities / Cor		0
Other (4120)		29,750	Other (4120)		2,867
Other (4122)		502,842	Other (4122)		26,925
			Total	\$	236,592
Total	\$	3,959,255			
Community Services Block Grant			CSBG - CARES		
Personnel	\$	213,415	Personnel	\$	89,767
Fringe Benefits		50,519	Fringe Benefits		4,477
Travel		5,125	Travel		0
Equipment		6,091	Equipment		1,440
Supplies		18,515	Supplies		9,965
Contractual		12,515	Contractual		0
Other		124,964	Other		339,903
Indirect Costs		0	Indirect Costs		0
			Total		445,552
Total		431,143			
Comprehensive Energy Assistance Program			CEAP - CARES		
Administration	\$	200,769	Administration	\$	96,815
Household Crisis		1,118,025	Household Crisis		119,423
Utility Assistance		1,118,026	Utility Assistance		1,204,974
Program Services		342,718	Program Services		261,370
Travel		1,200	Travel		0
			Total	\$	1,682,582
Total	\$	2,780,738			

HEAD START SERVICE DATA

Total number of children to be served based on Head Start funding	481
Average number of children served daily	442
Average monthly enrollment (as a percentage of funded enrollment)	91%
Percentage of eligible children served	81%

RECENT REVIEWS

The most recent review of the Head Start program revealed the following findings:

- CSSR - Comprehensive Services and School Readiness (no areas of non-compliance)
- Health & Safety - (No areas of non-compliance - one concern (1304.53(a)(10)(xiv) (bathroom flooring was replaced)
- Classroom Assessment Scoring System - Results within the benchmarks set by Head Start
- Eligibility, Recruitment, Selection, Enrollment, Attendance (ERSEA) (no areas of non-compliance)
- Leadership, Governance, and Management Systems - will be reviewed in the future

The most recent audit of Community Services of Northeast Texas, Inc. revealed the following:

Material weakness identified in financial reporting	NO
Material weakness identified in control over federal awards	NO
Significant deficiencies identified	NONE
Audit findings required to be reported under 45 CFR Part 75 & 45 CFR Part 200	NONE
Auditee qualified as a low-risk auditee	NO
Financial findings and questioned costs	NONE

Auditor:

Jarred, Gilmore & Phillips, PA
Certified Public Accountants
1815 S. Santa Fe
P.O. Box 779
Chanute, Kansas 66720
620-431-6342

Broker's Opinion:

Frank Lanier, Broker Lic 279164
East Texas Realty
108 E Rush Street P.O. Box 509
Linden TX 75563
903-756-7781
620-431-6342

HEAD START MEDICAL AND DENTAL SERVICE INFORMATION

Percentage of enrolled children up-to-date on schedule of age appropriate preventive and primary health care	79%
Percentage of enrolled children receiving dental exams	88%
Percentage of enrolled children with up-to-date immunizations	85%
Percentage of enrolled children with an IEP	11%

PARENT ENGAGEMENT ACTIVITIES

CSNT, Inc. Head Start coordinates the following activities to promote parent involvement:

- Parent Committee meetings
- Parent Trainings and Activities
- Monthly Policy Council meetings
- Volunteering in classrooms
- Budget management training
- Job search and counseling from local colleges
- Local college and universities financial aid training
- Cooperation with TOYS FOR TOTS Program
- Implementation of the FRED (Families Reading Every Day) program
- Implementation of Walk Across Texas - Parents walking with their children
- Participation in SHOP WITH A COP Program

PREPARING CHILDREN FOR KINDERGARTEN

CSNT, Inc. Head Start engages in the following efforts to prepare children for public school:

- Provide a variety of learning styles and skill levels for school readiness
- Provide opportunities for children to be independent and self-directed
- Provide 'hands-on' activities
- Establish healthy eating habits and proper lunchroom procedures
- Provide orientation to Kindergarten Campus (when applicable)
- Track and analyze data on each child's development using state-adopted, research-based assessments
- Allow children to make a smooth transition into kindergarten
- Coordinate with school districts and receiving programs for records needed
- Initiate communication between Head Start and receiving program staff
- Initiate joint training with Head Start teachers and receiving program staff
- Provide parent-teacher communication for children making transition

EFFORTS IN BUILDING SCHOOL READINESS

CSNT, Inc. Head Start engages in the following efforts to prepare children for public school:

- Participation in the Texas Kindergarten Readiness System
- Implementation of the Texas Pre-K Guidelines and the Head Start Early Learning Outcomes Framework
- Implementation of a state-adopted, developmentally appropriate, research-based curriculum
- At least 15 hours of classroom-focused professional development annually for teachers
- Implementation of the Classroom Assessment Scoring System
- Implementation of Campus School Readiness Teams
- Monitoring of school readiness goals
- Partnerships with local education agencies
- Assessment systems that track data on a student's progress on a continuum
- Creation of student progress reports based on data

2020/2021 SCHOOL READINESS GOALS

Area Assessed	Goal	Progress
Social & Emotional Development	Children will demonstrate an increasing ability to manage their own emotions and behaviors.	79%
Perceptual, Motor, and Physical Development	Children will demonstrate control of large and small muscles for movement, coordination and balance.	89%
Approaches to Learning	Children will demonstrate a positive approach to learning.	81%
Language and Literacy	Children will develop strong receptive and expressive language skills.	64%
	Children will learn and demonstrate alphabet knowledge.	64%
Cognitive Mathematics Development	Children will learn and begin to use Math Concepts.	76%
Parent Involvement Goals	Families will work with child/children to complete weekly home activities.	54%

Number of persons receiving salary more than \$50,000

4

Federal minimum wage

\$ 7.25 per hour

Agency internal minimum wage

\$ 9.00 per hour

Head Start internal minimum wage (except substitutes)

\$ 9.00 per hour



CSNT, Inc. is an equal opportunity employer.

For an employment application, visit our website: www.csntexas.org

People Helping People

Our mantra: We do things the right way, the first time.
 Our rule: The Grandmother Rule: It doesn't matter who is right, it only matters what is right.

Our four gospels:

1. It must be legal.
2. It must be according to the regulations.
3. It must be good for the program and the families and children we serve.
4. It must be good for our employees.

Student Achievement/Progress in School Readiness 2020/2021

% Proficient at end of school year in each area - CIRCLE Assessment

	4-yr-old	3-yr-old	Disability	Dual Language
Approaches to Learning	88%	73%	73%	72%
Perceptual Motor & Physical	91%	86%	80%	84%
Social Studies	84%	73%	75%	77%
Rapid Letter Naming	48%	29%	47%	36%
Rapid Vocabulary	48%	33%	37%	30%
Phonological Awareness	76%	61%	57%	64%
Mathematics	84%	67%	70%	72%
Social-Emotional	86%	72%	69%	79%
Science	89%	75%	78%	83%



COMPASSION



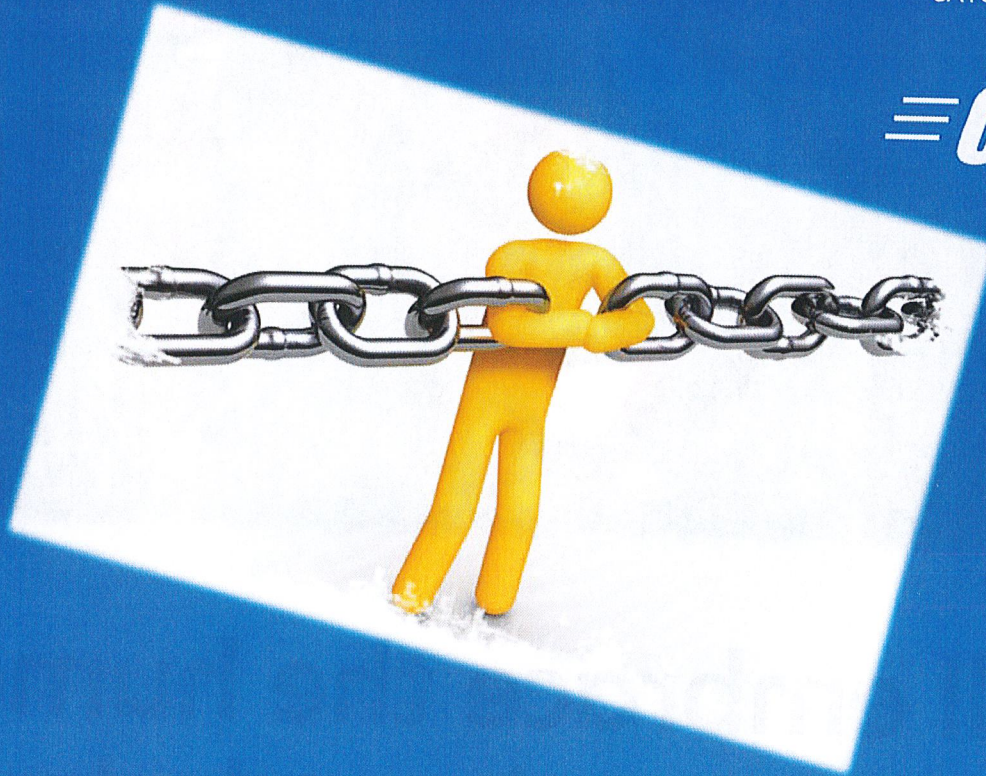
I will embrace the human condition, acknowledge when only kind efforts will suffice, and lead by example.

Core Values
CATCHER Value # 1

Community Services
CSNT
of Northeast Texas, Inc.

accountability

Core Values
CATCHER Value # 2



**I know that all my actions
will be viewed by others,
and as such, I am committed
to excellence and accuracy.**



Community Services of Northeast Texas, Inc.

Payee Services

Why do we offer a Payee Service?

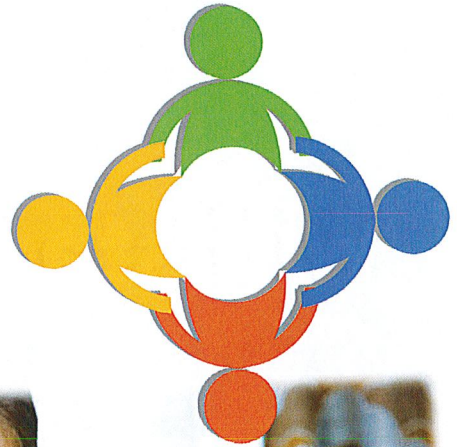
A representative payee receives and manages Social Security and SSI benefit payments for someone who has difficulty with money management. The main responsibility of the representative payee is to use the funds to pay for the beneficiary's current needs and to maintain accurate records for the beneficiary and others as required.

What We Do

- Individualized help with budgeting and money management
- Regular and reliable distribution of funds based upon the individual's budget
- Prompt bill paying services and other administrative tasks
- Professional record keeping
- Printing of expense checks once weekly
- Access to a variety of services
- Assessing finances and future planning
- Prioritizing housing, food, utilities, and medical
- Managing laundry, clothing, recreation costs
- Managing personal spending, transportation
- Free notary services available

How it Works

On deposit day, we pay the rent and recurring monthly bills. Other bills are paid as we receive them. We have the bills sent directly to us. Checks are distributed based on the budget we have created together with the beneficiary. If you know someone who needs a payee, call us today.



903-756-5596

TRANSPARENCY

**I believe my actions
and the actions of my team
are pure, and will
withstand public scrutiny.**



Core Values

CATCHER Value # 3

Community Services
CSNT
of Northeast Texas, Inc.

-1%

Increase in the number of
staff positions from previous
annual report

Number of
CSNT
Employees

118

145

Number of
US Veterans
served

All numbers in this annual report
as audited for September 30, 2020
except for subsequent figures and
budgets, which are current program
reportable figures or estimates
based on model projections.



I know that all issues are more easily solved with courteous efforts. When deciding to either win a debate on principle or to be kind, I choose kindness every time.

Core Values

CATCHER Value # 4



COURTESY

HUMILITY



I know
that I am
no better nor
worse than
anyone. I try to
see myself as
others see me.

Core Values
CATCHER Value # 5

Community Services
CSNT
of Northeast Texas, Inc.

Number of times CSNT helped with nutrition by delivering free food

1,040

0

Number of audit findings or issues

37

Number of households receiving assistance from the Tenant Based Rental Assistance program

EMPATHY

I seek to understand.



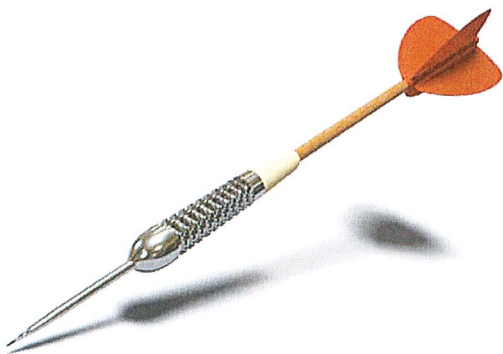
Core Values
CATCHER Value # 6

Community Services
CSNT
of Northeast Texas, Inc.

**When I can see issues
from another's
perspective, I can be a
greater help to them.**

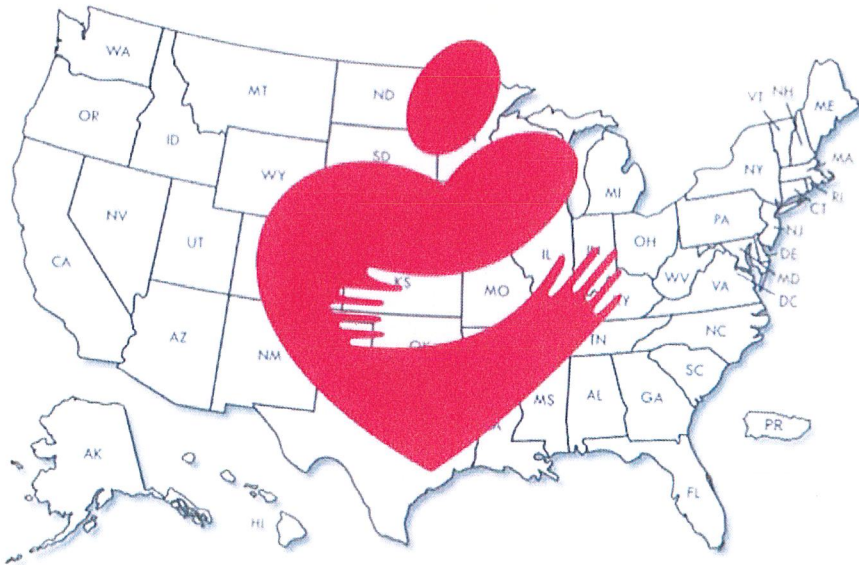
RELIABILITY

I maintain reliable standards,
keeping appointments
and promises, and never
letting anyone down.



Do you know someone who needs assistance?
Maybe you know someone who is elderly or
has lost their job. Tell them about us.

Visit our website www.csntexas.org
or our application page www.csnthelp.org
or get an application mailed to you by calling
903-474-8811



We are part of the National Community Action Part-
nership (NCAP) which provides support to over 1000
agencies who cover more than 99 percent of the
counties in the United States.