

## COMMUNITY SERVICES CONSORTIUM GOVERNING BOARD

October 2, 2020 – 3:00 pm - 4:00 pm

### Special Electronic Meeting

Connection via ZOOM and telephone: 1-253-215-8782 US (Pacific Northwest)  
Meeting ID: 910 0317 1366

## AGENDA

- I. CALL TO ORDER
- II. CONFIRMATION OF A QUORUM
- III. HEARING OF THE PUBLIC
- IV. INTRODUCTIONS OF GUESTS
- V. COMMENTS FROM THE CHAIR
- VI. CHANGES OR ADDITIONS TO THE AGENDA
- VII. APPROVAL OF ITEMS ON SEPTEMBER 21, 2020 MEETING AGENDA  
*(Agenda items were not approved September 21, 2020 due to lack of a Governing Board quorum participating in the meeting.)*
  - A. MINUTES APPROVAL
    1. Review Minutes of the June 24, 2020 Governing Board Meeting – Attachment 1  
**Action requested: Approve the June 24, 2020 Governing Board meeting minutes.**
    2. Review Minutes of the July 29, 2020 Governing Board Executive Committee Meeting – Attachment 2  
**Action requested: Approve the July 29, 2020 Governing Board Executive Committee meeting minutes.**

**B. ACTING EXECUTIVE DIRECTOR'S REPORT – Pegge McGuire**

1. Agency Policy Approvals
  - a. Cybersecurity Policy (replaces Technology Use Policy) – Attachment 3
  - b. Social Media Policy (new) – Attachment 4

***Action requested: Approve Cybersecurity Policy and Social Media Policy.***

**C. COMMUNITY SERVICES BLOCK GRANT ORGANIZATIONAL STANDARDS REQUIREMENTS**

1. Standard 8.7 – Financial Reports of Programs Advised by Board (*see agenda item VII., Finance – D. Statement of Activities*)

**D. FINANCE – Connor Lyons**

*Note: Approval of Supplemental Budget 2, Fiscal Year 2020-2021 is postponed until a date to be determined.*

1. Statement of Activities – May 2020 – Attachment 5

***Action requested: Accept May 2020 Statement of Activities.***

**E. HEAD START – Dr. Suzanne Miller**

1. Governing Board/Policy Council Report – September 2020 – Attachment 6

***Action requested: Approve Governing Board/Policy Council Report – September 2020.***

2. CSC Head Start Monthly Operations Report/Statement of Revenues and Expenditures – June and August 2020 – Attachments 7 and 8

***Action requested: Approve CSC Head Start Monthly Operations Report/Statement of Revenues and Expenditures – June and August 2020.***

3. CSC Head Start Annual Report – 2020 – Attachment 9

***Action requested: Approve CSC Head Start Annual Report – 2020.***

4. CSC Head Start Annual Board Training, Including ERSEA Training – Attachment 10

***Action requested: Approve CSC Head Start Annual Board Training, including ERSEA training.***

5. Report to Federal and State Funders – August 27, 2020 – Attachment 11

***Action requested: Review and approve Federal and State Head Start Report – August and September 2020.***

**VIII. ADJOURN/CLOSE**

**MEETING CALENDAR**

<b>DAY</b>	<b>MONTH</b>	<b>MEETING</b>	<b>TIME</b>	<b>LOCATION</b>
Monday	October 26	Executive Committee	2:00 pm - 3:00 pm	Zoom
Monday	November 23	Full Board	2:00 pm - 3:00 pm	Zoom
December – Optional Meeting – TBD				

*Call Emely Day at Community Services Consortium (541-704-7643)  
concerning any needed communication and access accommodations for meetings.*

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## **COMMUNITY SERVICES CONSORTIUM GOVERNING BOARD**

**June 24, 2020**

**Electronic Meeting**

### **MINUTES**

#### **I. CALL TO ORDER**

Chair Augerot called the meeting to order at 9:10 am.

#### **II. CONFIRMATION OF A QUORUM**

A quorum of Governing Board members participated in the meeting: Chair Augerot and Commissioners Hall, Hunt, Jaramillo, Nyquist, and Tucker. Commissioners Jacobson, Lindsey, and Malone were absent.

Also participating in the meeting were Community Services Consortium (CSC) Acting Executive Director Pegge McGuire, Head Start Director Suzanne Miller, Finance Operations Manager Connor Lyons, and Executive Assistant Emely Day.

#### **III. HEARING OF THE PUBLIC**

Ms. McGuire announced that Philomath Mayor Eric Niemann requested to participate in the meeting and may join later.

#### **IV. INTRODUCTIONS OF GUESTS – None.**

#### **V. COMMENTS FROM THE CHAIR – None.**

#### **VI. CHANGES OR ADDITIONS TO THE AGENDA – None.**

#### **VII. MINUTES APPROVAL**

A. Review Minutes of the May 18, 2020 Governing Board Meeting

***Action requested: Approve the May 18, 2020 Governing Board meeting minutes.***

B. Review Minutes of the May 28, 2020 Governing Board Executive Committee Meeting

**Action requested: Approve the May 28, 2020 Governing Board Executive Committee meeting minutes.**

C. Review Minutes of the June 1, 2020 Budget Committee Meeting

**Action requested: Approve the June 1, 2020 Budget Committee meeting minutes.**

- **Commissioner Jaramillo moved to approve the May 18, 2020 Governing Board meeting minutes; the May 28, 2020 Governing Board Executive Committee meeting minutes; and the June 1, 2020 Budget Committee meeting minutes.**
- **Commissioner Hall seconded the motion.**
- **The motion passed unanimously.**

**VIII. ACTING EXECUTIVE DIRECTOR'S REPORT – Pegge McGuire**

A. Grant Status Update

The report is provided for information only; no action is necessary.

- CSC is receiving federal Coronavirus Aid, Relief, and Economic Security (CARES) Act funding through Oregon Housing and Community Services, including funding for rental assistance and the Low-Income Home Energy Assistance Program (LIHEAP). Staff will strive to give clients rental and LIHEAP assistance simultaneously.
  - CSC established a virtual call center with one telephone number for clients to call for rental and energy assistance, regardless the county in which they reside.
  - CSC will sub-contract with partner agencies serving residents in Linn, Benton, and Lincoln Counties. Partner agencies can conduct eligibility screenings of their clients and refer applicants' packets to CSC staff for processing and rent and utility payments.

B. COVID-19 CARES Act Funding

CSC anticipates receiving COVID-19 CARES Act Community Services Block Grant (CSBG) funding. To receive the funding, CSC must submit a brief community needs assessment. In preparing the assessment, Ms. McGuire focused on the COVID-19 pandemic's impacts on CSC's service region, including unemployment, which impacted residents' ability to pay for basic needs (e.g., rent and utilities); small businesses struggling, with some closing permanently; increasing requests for emergency food assistance; lack of child care; and the ability to track and analyze who is receiving CSC's services to ensure all community demographic segments are offered service. The needs assessment was the basis for a plan for spending CSBG funds to address the identified issues. The Governing Board Chair's signature is needed on the spending plan document, which Ms. McGuire sent to all Board members for their review.

Ms. McGuire asked Board members to alert her to any additional needs that should be addressed. Commissioner Nyquist expressed interest in CSC's plans to address the needs of small businesses.

**Action Requested: Authorize Community Services Block Grant Coronavirus Aid, Relief, and Economic Security (CARES) Act Needs Assessment Information Certification.**

Action on the CSBG Needs Assessment Information Certification was deferred until the end of the meeting, allowing Board members to review the assessment and proposed spending plan.

## IX. COMMUNITY SERVICES BLOCK GRANT ORGANIZATIONAL STANDARDS REQUIREMENTS

- A. Standard 8.7 – Financial Reports of Programs Advised by Board (*see agenda item XI. Finance – B. Statement of Activities*)

## X. FINANCE – Connor Lyons

- A. Supplemental Budget 4, Fiscal Year 2019-2020

This is the final Fiscal Year (FY) 2019-2020 supplemental budget.

- Supplemental Budget 4 (SB4) includes funding matters for which details were not available in time for inclusion in SB3 (approved May 28).
- SB4 pertains to CSC's Workforce and Education (W&E) programs, primarily Career Tech High School (CTHS).
  - CTHS' FY 2018-2019 ending fund balance will be used to offset some general operating expenses. – \$49,500
  - CTHS will also expend some additional State Career and Technical Education (CTE) funding. – \$30,000
  - Samaritan Health Services (SHS) provided funding for clients' rental needs, with an expenditure deadline of July 4, 2020. – \$9,200

***Action requested: Approve Supplemental Budget 4, Fiscal Year 2019-2020, by means of a Resolution.***

- **Commissioner Nyquist moved to approve Supplemental Budget 4, Fiscal Year 2019-2020.**
- **Commissioner Hunt seconded the motion.**
- **The motion passed unanimously.**

- B. Statement of Activities – April 2020

CSC's physical and financial operations changed dramatically during late-March and continuing into April because of the Coronavirus COVID-19 pandemic and the need to close facilities to staff and in-person client interaction.

- Most staff remained employed and serving clients as usual, albeit from their homes via telephonic and electronic means.
- Some additional expenses for materials and services (e.g., printers, monitors, file cabinets, shredders, etc.) were incurred to enable staff to work from their homes.
- During April, some staff began using newly enacted federal paid-leave provisions related to the pandemic.
- April expenditures were lower than was budgeted, which is typical; revenues and expenditures that are anticipated at the beginning of the fiscal year sometimes do not materialize. Other revenues and expenses may cross fiscal year ends, resulting in carry-over amounts.
- Expenses for personnel are higher than for materials and services, but total expenditures are lower than projected for this stage of the fiscal year.
- Cash reserves are earning interest, providing some revenue for the General Fund.

- Food was purchased with CSBG funds, freeing other discretionary resources and thereby increasing the General Fund balance.
- Linn Benton Food Share (LBFS) has a good reserve balance because of community donations during the pandemic.
- W&E planned to use some fund balances by the end of the current FY, creating an expected and planned negative fund balance.
- Head Start's financial status is as expected.
- Housing and Energy Services (H&ES) has a slight negative fund balance related to planned use of fund balances by Weatherization for vehicle purchases that occurred earlier during the FY.
- Overall, CSC's financial status is positive because of strong donor support and dedication of resources. Negative balances in departments and programs were planned and expected.

**Action requested: Accept April 2020 Statement of Activities.**

- **Commissioner Tucker moved to accept the April 2020 Statement of Activities.**
- **Commissioner Nyquist seconded the motion.**
- **The motion passed unanimously.**

## **XI. FISCAL YEAR 2020-2021 BUDGET – Pegge McGuire, Connor Lyons**

- A. Adoption of Fiscal Year 2020-2021 Budget *(The Budget Committee has recommended adoption of the FY 2020-2021 Budget to the Full Governing Board.)*  
*The FY 2020-2021 Budget and Strategic Plan were distributed to all Governing Board and Budget Committee members during May 2020. Copies are available for review via CSC's Website ([www.CommunityServices.us](http://www.CommunityServices.us)).*

The proposed budget was presented to the Budget Committee June 1 but contained a spreadsheet linking error that did not correctly retrieve LBFS data into the overall agency budget. The corrected budget spreadsheet was later sent to all Governing Board members. The error did not capture LBFS' planned capital outlay for a vehicle purchase. All other documents presented to the Budget Committee were correct and reflected in the overall agency budget.

- The proposed budget includes \$29,157,854 in both assured revenue and anticipated expenditures. The larger amount of funds for providing community support is the result of funding infusions from the state and federal governments.
- Financial activity (primarily funding receipts) since presentation of the proposed budget necessitate early (and anticipated frequent) presentation of supplemental budgets during FY 2020-2021.
- The COVID-19 rental-assistance program (approximately \$3.5 million in funding) began June 24.
- The federal government is considering additional federal stimulus funding, which may affect CSC.
- Staff is ready to respond to any new governmental funding allocations.

CSC is one of the larger community action agencies in Oregon and has a large amount of financial activity, with recent funding increases that exceed those during the previous eight to ten years.

The budget presented to the Budget Committee was based upon SB2, which was approved March 30. SB3 was approved May 28, after the proposed budget was distributed to the Budget Committee. SB4 was just approved.

- W&E – budgeted increase of \$955,223
- H&ES – budgeted increase of \$1,226,896
  - The H&ES budget will increase in FY 2020-2021 SB1 (slated for presentation to the Governing Board Executive Committee during July 2020) because of initiation of a \$3.5 million rental assistance program through December 2020.
- LBFS – budgeted increase of \$130,407
  - The increase is based entirely on planned use of the fund balance to purchase a larger delivery vehicle to increase the volume of each delivery trip, thereby decreasing overall delivery expenses.
  - The proposed budget does not reflect anticipated continuation of recent financial support from community members and Oregon Food Bank, as those factors are unknown.
  - Future FY 2020-2021 supplemental budgets may include LBFS funding increases.
- Head Start – budgeted increase of \$229,463
  - Head Start funding is fluctuating because of an anticipated increase in funding from the state, which is somewhat uncertain and may be significantly less than was expected. CSC applied for \$150,000 in state funding to support increasing classroom staff's salaries.
  - CSC received approximately \$85,000 in additional federal funding for pandemic-related expenses.
- Miscellaneous Grants – budgeted increase of \$377,649
  - This budget category captures non-programmatic funding, such as when CSC provided services to support Oregon Health Authority.
  - This budget category includes additional CSBG CARES funding.
    - Use of the funding to address community needs will be determined.
- Administrative Services – budgeted increase of \$45,599
  - Staffing changes are anticipated during FY 2020-2021.
    - Information Technology Director Elaine Lahey plans to retire February 2021. The budget includes expenses related to transition planning.
    - The Finance budget is based upon expected needs and staffing, but this may be changed via supplemental budgets to address succession planning for Mr. Lyons' anticipated departure in 18 months and other staffing adjustments.
      - Retired Finance Director Jackson is working on an on-call basis to assist with specific projects.
      - A long-time Finance staff member left the agency during the pandemic.

The proposed budget was based upon a projected 15-percent increase in health insurance premiums, which actually increased 13 percent. Additionally, the budget includes a negotiated three-percent cost-of-living salary adjustment for union-represented staff, effective July 1, 2020.

Staff is responding as rapidly as possible to additional funding and planning for how to best utilize the funding to support the communities in the service region.

Mr. Lyons confirmed that no funding will be spent before it is received or a contract assuring funding is signed.



Noting the size of CSC's Finance staff, Chair Augerot inquired about strategies to effectively get increased funding allocations to staff, including use of agency partnerships. Ms. McGuire and Mr. Lyons responded.

- Some additional staff were hired or transferred from other programs to support the H&ES pandemic-related funding programs.
- Partner agencies performing eligibility screening will be very helpful.
- CSC may add more staff or sub-contracting partners as the program progresses.
- Finance is addressing staffing attrition issues in various ways.
  - Retired CSC Program Budget Manager Terry Knoll will assist with fiscal year-end financial closing activity.
  - Mr. Lyons is concluding his services with Yamhill Community Action Partnership to dedicate more time to CSC.
  - Former CSC Office Specialist Colby Matsumoto will work in Finance during the summer, while she is not attending community college classes.

The new funding involves new rules and regulations, which staff are discussing with funding agencies, including OHCS. The \$3.5 million rental relief program does not allow indirect expenses, but some of them can be paid from CARES CSBG funds.

***Action requested: Review and approve Fiscal Year 2020-2021 Budget, by means of a Resolution.***

- **Commissioner Hall moved to approve the Fiscal Year 2020-2021 budget.**
- **Commissioner Hunt seconded the motion.**
- **The motion passed unanimously.**

## **XII. HEAD START – Dr. Suzanne Miller**

Dr. Miller anticipates receiving federal funding very soon, which will assist with pandemic-related expenses, such as personal protective equipment, new air filters in buildings, etc. State Head Start funding is unknown; state General Fund allocations are expected to be decreased; \$150,000 in state funding was allocated for Head Start teachers' salaries, but Head Start may not receive the full amount. If the state General Fund allocation is significantly decreased, the agency will need to determine how to modify the Head Start program.

Dr. Miller is monitoring Head Start staff because of recent surges of COVID-19 cases in Lincoln County. So far, one active case affects a staff member's family. COVID-19 cases in Lincoln County could affect Head Start's classroom re-opening, which is complicated by many governmental mandates.

A. Governing Board/Policy Council Report – June 2020

***Action requested: Approve Governing Board/Policy Council Report – June 2020.***

B. Operations Report/Statement of Revenues and Expenditures – May 2020

Head Start's spending rate is on target with the budget.

***Action requested: Approve Operations Report/Statement of Revenues and Expenditures – May 2020.***

- **Commissioner Tucker moved to approve the Governing Board/Policy Council Report for June 2020 and the Operations Report/Statement of Revenues and Expenditures for May 2020.**
- **Commissioner Hall seconded the motion.**
- **The motion passed unanimously.**

### **XIII. WORKFORCE AND EDUCATION**

#### **A. Career Tech High School Student Investment Account Application**

Career Tech High School (CTHS) must periodically submit a Student Investment Account (SIA) Application describing how it will operate. CTHS staff conducted on-line surveys of, and spoke directly with, CTHS students and their families; conducted a focus group to receive input; and developed an operating plan. Educational entities are required to develop operating plans. CTHS plans to address students' mental health and safety needs, expand availability of student participation in well rounded learning exercises (e.g., hands-on programs involving drone operation, health services, etc.), address COVID-related health and safety, and augment on-line learning by providing electronic tablets and Internet access.

***Action requested: Approve Career Tech High School Student Investment Account Application.***

- **Commissioner Hall moved to approve the Career Tech High School Student Investment Account Application.**
- **Commissioner Jaramillo seconded the motion.**
- **The motion passed unanimously.**

### **VIII. ACTING EXECUTIVE DIRECTOR'S REPORT – Continued**

#### **B. COVID-19 CARES Act Funding – Continued**

Ms. McGuire noted that the CARES CSBG funding is \$588,000.

- Funding is designated for shelters needing expansion and operations.
- CTHS needs physical distancing assistance in classrooms.
- LBFS operations have increased and will need additional funding.
- Funding will be available for community members who lost employment and small business owners who lost revenue.
  - Assistance could include rent payments and basic needs.

Ms. McGuire would appreciate suggestions of other investments of CARES CSBG funding that align with CSC's mission and purpose.

Commissioner Nyquist concurred, noting that CSC does not have resources to provide assistance to businesses beyond what the Small Business Administration can offer. Chair Augerot added that Dev NW and Community LendingWorks are assisting small businesses.

- **Commissioner Tucker moved to authorize the Community Services Block Grant Coronavirus Aid, Relief, and Economic Security (CARES) Act Needs Assessment Information Certification.**

- **Commissioner Hall seconded the motion.**
- **The motion passed unanimously.**

**XIV. INFORMATION SHARING**

A. News Articles and/or Messages from Clients or Others

News articles were included in the meeting packet for information; no action is needed.

Governing Board Executive Committee members (Chair Augerot, Vice Chair Hall, and Commissioner Nyquist) agreed to meet as the Executive Committee July 29, 2020 at 10:00 am via ZOOM to consider FY 2020-2021 SB1.

Philomath Mayor Eric Niemann, who joined during the meeting, thanked CSC for its services and commented that LBFS was very helpful to Philomath-area residents via a partnership with the Philomath Food Bank and area gleaners. CSC provided rental assistance to many Philomath residents. He believes CSC provides valuable services for communities in Linn, Benton, and Lincoln Counties.

**XV. ADJOURN/CLOSE**

Chair Augerot adjourned the meeting at 10:03 am.

**MEETING CALENDAR**

<b>DAY</b>	<b>MONTH</b>	<b>MEETING</b>	<b>TIME</b>	<b>LOCATION</b>
Wednesday	July 29	Executive Committee	10:00 am - 12:00 pm	ZOOM
Monday	August 24	Executive Committee	2:00 pm - 3:00 pm	Albany
Monday	September 21	Full Board	10:00 am - 11:00 am	Newport
Monday	October 26	Executive Committee	2:00 pm - 3:00 pm	Corvallis
Monday	November 23	Full Board	2:00 pm - 3:00 pm	Albany
December – Optional Meeting – TBD				

# **COMMUNITY SERVICES CONSORTIUM GOVERNING BOARD EXECUTIVE COMMITTEE**

**July 29, 2020**

## **Special Electronic Meeting**

### **MINUTES**

#### **I. CALL TO ORDER**

Chair Augerot called the meeting to order at 10:02 am.

#### **II. CONFIRMATION OF A QUORUM**

A quorum of Community Services Consortium's (CSC) Governing Board Executive Committee participated in the meeting: Chair Augerot and Commissioners Hall and Nyquist. Other Commissioners comprising the Governing Board (Commissioners Hunt, Jacobson, Jaramillo, Lindsey, Malone, and Tucker) did not participate.

Also participating in the meeting were CSC Acting Executive Director Pegge McGuire, Head Start Director Suzanne Miller, Finance Operations Manager Connor Lyons, and Executive Assistant Emely Day.

#### **III. HEARING OF THE PUBLIC – None.**

#### **IV. INTRODUCTIONS OF GUESTS – None.**

#### **V. COMMENTS FROM THE CHAIR**

Chair Augerot thanked CSC for its continued emergency relief services to communities during the Coronavirus COVID-19 pandemic.

#### **VI. CHANGES OR ADDITIONS TO THE AGENDA**

Ms. McGuire asked to add to her report, under Upcoming Opportunities, discussion of a possible upcoming funding threat.

## VII. ACTING EXECUTIVE DIRECTOR'S REPORT – Pegge McGuire

### A. Current COVID-19 Response Programs Update

#### 1. Rental Assistance

- \$3.5 million in allocated funding is being invested in rental support.
- Subcontractors are assisting with expanding outreach to specific community demographic segments.

#### 3. Subcontractors

- Philomath Community Services (PCS) and Philomath Community Gleaners (PCG) were contacted to subcontract the rental assistance program.
  - Administrative issues within the organizations led to PCG withdrawing.
  - PCS is discussing CSC's offer to subcontract the work.
- Other subcontractors:
  - Casa Latinos Unidos in Linn and Benton Counties
  - Centro de Ayuda in Lincoln County
  - Family Assistance and Resource Center in Eastern Linn County
  - Communities Helping Addicts Negotiate Change Effectively (CHANCE) Recovery in Linn, Benton, and Lincoln Counties
- CSC has not received applications from subcontractors.
  - Ms. McGuire will contact the subcontractors for status checks.
- CSC received 940 applications for Coronavirus Aid, Relief, and Economic Security (CARES) Act Rental Assistance in the three-county service region.
  - Applications must be accompanied by several supporting documents (e.g., income verification, landlord information and W-9, etc.).
  - \$538,000 in CARES Rental Assistance funding was dispersed during the first 30 days of the program.
  - From the second funding, CSC dispersed almost \$400,000 of CARES Rental Assistance funding.
  - Payments average \$5,000 per tenant, paying rents through September 2020.
  - Additional CARES funding may be received from the State.

#### 2. Utility Assistance

- CSC is receiving more requests for utility assistance appointments.
- CSC paid for clients' water services, based upon original guidance from Oregon Housing and Community Services (OHCS) concerning use of CARES Act funding.
  - Community residents and water utilities were notified that CSC had funding to pay for water services.
  - On July 28, OHCS said CARES Act funds cannot be used to pay for water services.
  - CSC will use COVID Community Services Block Grant (CSBG) funds to pay for water services for clients.
  - CSC notified water utilities to refer to CSC customers at risk of having water service stopped for non-payment of accounts.

#### 4. Shelter Issues and Operations

- CSC Housing Services Manager Dina Eldridge issued a request for proposals (RFP) for shelters, warming centers, sanitation centers, resource centers, and daytime drop-in centers needing assistance.
- CSC expects to receive responses from ten to 12 centers and will determine how to allocate available funds.

#### 5. Workforce and Education

- Most Oregon WorkSource staff were re-assigned to process Oregonians' unemployment claims.
- CSC's Supplemental Nutrition Assistance Program (SNAP) Training and Employment Program (STEP) and Intergen (*intergenerational assistance*) programs are operating.

#### 6. Career Tech High School/Polk County

- Career Tech High School (CTHS) and Polk County youth programs are operating under a modified format, with much of the work conducted via remote access.
- Youth are able to access the Independence Makerspace facility two days each week for hands-on experience.
- As much as possible, CSC provides kits for youth and adults to perform projects at home.
- Re-opening of CTHS is being discussed.
- CSBG funding is allocated for modifications at CTHS to address viral-transmission concerns.
  - Replace upholstered chairs with hard-surface chairs that can be better sanitized.
  - Purchase personal protective equipment.
  - Purchase Plexiglas to create screening.

#### B. Data/Information Technology Update

- CSC hired Shivani Agarwal as a Data Systems Analyst.
- CSC is working with a datamart developer to extract data from all of CSC's program reporting systems into information regarding services provided to clients.
- Installation of the Apricot data collection system is in Phase 2. Workforce and Education staff were the initial CSC users of the system and really like it – user friendly and easily customizable. Housing Services staff will begin training on the system.

#### C. Facilities

- Working remotely during the Coronavirus COVID-19 pandemic has been very successful and may enable CSC to reduce the sizes of some of its leased spaces, combine programs into other facilities, and possibly eliminate leased space in some facilities. More information will be presented at a future meeting.

- Management staff are developing plans for allowing more staff members to access CSC's Newport, Corvallis, and Albany offices on a more-frequent basis.
- As the facility with the highest staff census, Albany Regional Office is serving as a pilot facility to test a re-opening strategy.
  - Staff must log in upon arrival and complete a questionnaire concerning recent health symptoms. The log serves to document who enters the office.
  - With supervisors' permission, some staff will begin working in offices in the near future.
- Clients arrive at offices unexpectedly.
  - Telephones are outside the office door to allow clients to automatically connect with CSC's receptionist, who transfers calls to appropriate staff.
  - Personally delivered documents are scanned to appropriate staff.

#### D. Upcoming Opportunities

Ms. McGuire reported on recent funding-allocation procedural changes proposed by OHCS.

- OHCS Director Margaret Salazar plans to address the Oregon Special Legislative Session requesting that anti-poverty funds related to housing (most housing programs and most of the most-flexible housing program funds, and the CARES programs that may be allocated in the future) not be earmarked for community action agencies (CAAs) (contrary to the practice that has been the practice for 40 years).
  - Instead, the funds would be available via a RFP system, with preferences for culturally specific organizations.
  - Most culturally specific organizations that can administer the referenced funds (and can provide the required millions of dollars of funds to provide community services before receiving reimbursement) are in the Portland Metropolitan Area.
  - CAAs in Oregon's rural areas believe the proposed funding-allocation strategy will not align with OHCS' pledge of ensuring equity for rural communities.
- Currently, OHCS allocates funds to CAAs based upon formulas that account for community poverty levels, unemployment rates, and homelessness counts. The formulas have provided equitable funding allocations throughout Oregon.
- OHCS is seeking full control of funding allocations to social service agencies.
- Commissioner Nyquist acknowledged that OHCS' proposal would be detrimental to residents of CSC's service region and suggested that Ms. McGuire prepare a one- to two-page statement outlining the concerns of CAAs serving rural Oregon communities and submit that statement to Representative Rayfield, Senator Gelser, and Senator Roblan, all of whom represent CSC's service region in the State Legislature. OHCS' Director is acting at the Governor's direction.
- Chair Augerot acknowledged OHCS' rationale for its proposal but considered it an inappropriate way to allocate funds to the entire state. She would prefer a hybrid approach of the current and proposed allocation methods. She supported Commissioner Nyquist's suggestion of expressing to the region's elected officials the strong need to support constituents. Partner organizations' capacities must

be increased so they can serve in the roles suggested by OHCS' proposed allocation methodology.

- Ms. McGuire hopes to assist partner organizations to increase their capacity; CSC allocates to them funding for capacity building and service provision. CAAs are able to work with subcontractors in culturally specific organizations to assist clients. She will prepare a statement, as Commissioner Nyquist suggested, and forward it to the region's legislators.
- Commissioner Hall participated in some discussions concerning OHCS' funding-allocation proposal and suggested that the CARES Act resulted in Oregon receiving more funding than typical for social services assistance, and the Governor and her team are considering how to allocate the funding in the current socio-economic environment in a lasting means of reducing racial disparities regarding housing. Commissioner Hall believes the Governor's team is seeking the proposed allocation methodology to ensure a coordinated, focused, state-wide funding effort.
- Ms. McGuire acknowledged that CSC had funding challenges with OHCS. The recent COVID-19 Emergency Board funding did not include funding for administrative expenses. The COVID-19 CARES Act funding has very limited allowance for administrative expenses, and no allowance for indirect expenses. The allocation proposal is understandable relative to future CARES Act funding but is not appropriate for long-standing funding programs.

Ms. McGuire and Oregon Cascades West Council of Governments' (OCWCOG) recently hired Executive Director Ryan Vogt will meet this month to discuss their respective organizations and programs and review the previous meetings regarding possibly merging the agencies. Mr. Vogt also contacted CSC Executive Director Martha Lyon concerning a similar conversation. Internal discussions are also underway.

- Ms. McGuire accepted an invitation to participate on OCWCOG's Aging and Disability Services Advisory Board.
- Ms. McGuire and Mr. Vogt are discussing joint activities regarding veterans' services programs.
- The meetings concerning possible merger will resume on a regular basis in September 2020.

## **VIII. FINANCE – Connor Lyons**

### **A. Supplemental Budget 1, Fiscal Year 2020-2021**

CSC's financial resources are rapidly changing, as expressed in Supplemental Budget 1.

- CSC received CARES Act funding after the Fiscal Year 2020-2021 budget was approved.
- There are concerns regarding whether CAAs will be allocated a portion of future CARES Act funding and whether service delivery timelines will be extended.
- Housing and Energy Services – \$5,123,154
  - \$569,479 in CARES Act Emergency Solutions Grant (ESG) funding.
    - A second allocation of ESG funding is expected.
  - \$967,586 in CARES Act Energy Assistance funding.
  - \$3,586,089 in CARES Act Rental Assistance funding.



- Staff are being paid in equal parts from Energy Assistance and Rental Assistance funding, but the payment ratio may be adjusted. Additional staffing may be required to meet service delivery requirements.
- Workforce and Education – \$205,031
  - \$54,986 in CARES Act funding, which may not include start-up costs and may be an initial allocation to be followed by additional allocations.
  - \$150,045 in Willamette Workforce Partnership funding.
  - Additional Oregon Two-Way Immersion funds are available to CSC, along with specialized housing funds, as these funds are carry-overs from Fiscal Year 2019-2020.
  - State funding can potentially be used to match funding for the STEP program, which requires dollar-for-dollar-matching.
- \$5,328,185 – Total Supplemental Budget 1, Fiscal Year 2020-2021.
  - \$256,691 – personnel services
  - \$5,071,494 – materials and services
  - \$5,178,140 – federal funding
  - \$150,045 – state funding

***Action requested: Approve Supplemental Budget 1, Fiscal Year 2020-2021, by means of a Resolution.***

- **Commissioner Nyquist moved to approve Supplemental Budget 1, Fiscal Year 2020-2021.**
- **Commissioner Hall seconded the motion.**
- **The motion passed unanimously.**

**B. Statement of Activities – May 2020**

- CSC's financial situation at May 31, 2020 was generally good and aligned with expectations, based upon the previous two months' status.
- Workforce and Education had a negative financial status because of planned use of fund balances for Career Tech High School (CTHS).
  - CTHS began Fiscal Year 2019-2020 with significant resources, which it used for planned operations and expenses related to COVID-19.
  - CSBG funding will support the CTHS program, reducing the negative fund balance.
  - The new STEP grant requires tracking more financial activity, such as matches from non-federal resources used to track the STEP program.
- Head Start's negative fund balance at May 31, 2020 should decrease to zero, unless on-hand, donated resources are used.
  - Most or all of the negative fund balance will be "paid" from cost-reimbursement grants.
- Linn Benton Food Share received extensive community support for food banks.
- The fiscal year ends June 30, and Finance staff are closing records for the year.
- During the pandemic, Finance staff are working almost entirely from their homes, and two staff members left the agency – one asked to return to the agency.
- Former staff members are assisting Finance staff with year-end close-out work and processing additional funding resources.

- Close-out is a lengthy process, some grants have final report due dates during August, and year-end financial status reports should be ready for the September Governing Board meeting.

***Action requested: Accept May 2020 Statement of Activities.***

- **Commissioner Hall moved to accept the May 2020 Statement of Activities.**
- **Commissioner Nyquist seconded the motion.**
- **The motion passed unanimously.**

## **IX. HEAD START – Dr. Suzanne Miller**

### **A. Governing Board/Policy Council Report – July 2020**

***Action requested: Approve Governing Board/Policy Council Report – July 2020.***

### **B. Operations Report/Statement of Revenues and Expenditures – May 2020**

***Action requested: Approve Operations Report/Statement of Revenues and Expenditures – May 2020.***

Head Start's current financial status is good, and Dr. Miller maintains close communications with Mr. Lyons concerning financial matters.

- Newport News-Times published an article profiling Head Start in Lincoln County, which should bolster enrollment for the school year by alleviating concerns about facility safety regarding COVID-19.
- Most Oregon counties are preparing to open the school year with only remote-access learning.
- Lincoln County's COVID-19 case status is improving following a few outbreaks.
- Head Start staff is ready for any teaching scenario.
- Federal funding will support teaching needs, especially for remote teaching.
- Federal and fiscal funding representatives indicated that government officials understand that the COVID-19 situation is affecting enrollment applications and assured Dr. Miller that Head Start will not be held responsible for low application rates.
- A few staff members are in the facilities during the summer.
- In-service training will begin August 10, then families will be contacted about enrollment and the new school year.

### **C. Head Start Annual Self-Assessment**

The 2020 self-assessment is different from previous years but should satisfy funders' requirements.

***Action requested: Approve Head Start Annual Self-Assessment.***

- Commissioner Hall moved to approve the Governing Board/Policy Council Report – July 2020, the Operations Report/Statement of Revenues and Expenditures – May 2020, and the Head Start Annual Self-Assessment.
- Commissioner Nyquist seconded the motion.
- The motion passed unanimously.

**X. ADJOURN/CLOSE**

Chair Augerot adjourned the meeting at 10:41 am.

**MEETING CALENDAR**

<b>DAY</b>	<b>MONTH</b>	<b>MEETING</b>	<b>TIME</b>	<b>LOCATION</b>
Monday	August 24	Executive Committee	2:00 pm - 3:00 pm	ZOOM
Monday	September 21	Full Board	10:00 am - 11:00 am	ZOOM
Monday	October 19	Executive Committee	2:00 pm - 3:00 pm	ZOOM
Monday	November 23	Full Board	2:00 pm - 3:00 pm	ZOOM
December – Optional Meeting – TBD				

Community Services Consortium  
(CSC)

## **Cybersecurity Policy**

**. Table of Contents**

Roles and Responsibilities ..... 3

IDENTIFY (ID).....4

    Asset Management .....4

PROTECT (PR).....6

    Identity Management, Authentication and Access Control. .... 6

    Awareness and Training ..... 8

    Data Security..... 8

        Data Classification ..... 8

        Data Storage ..... 8

        Data Transmission..... 8

        Data Destruction ..... 9

        Data Storage ..... 9

    Information Protection Processes and Procedures ..... 9

        Secure Software Development..... 9

        Contingency Planning ..... 9

        Network Infrastructure..... 10

        Network Servers ..... 10

    Protective Technology ..... 11

        Email Filtering ..... 11

        Network Vulnerability Assessments ..... 11

DETECT (DE) ..... 12

    Anomalies and Events..... 12

    Security Continuous Monitoring ..... 12

        Anti-Malware Tools..... 12

        Patch management ..... 13

RESPOND (RS) .....13

    Response Planning .....13

        Electronic Incidents ..... 13

        Physical Incidents ..... 14

        Notification ..... 15

RECOVER (RC).....14

GENERAL TECHNOLOGY USE .....15

Appendix A - Privacy Program Statement of Understanding..... 18

Appendix B - Statement of Confidentiality .....19

## Objective

The focus of this policy is to help Community Services Consortium meet its cybersecurity objectives. We recognize that information and the protection of information is required to serve our citizens. We seek to ensure that appropriate measures are implemented to protect our citizen's information. This Cybersecurity Policy is designed to establish a foundation for an organizational culture of security. This policy will be reviewed annually and approved by the Information Technology Director.

The purpose of this policy is to clearly communicate the Community Services Consortium security objectives and guidelines to minimize the risk of internal and external threats while taking advantage of opportunities that promote our objectives.

This policy applies, to all Community Services Consortium elected officials, employees, contractors, consultants, and others specifically authorized to access information and associated assets owned, operated, controlled, or managed by Community Services Consortium. Additionally, leadership must ensure that all contracts and similar agreements with business partners and service providers incorporate appropriate elements of this policy.

## Compliance

Oregon public entities must comply with the [Oregon Identity Theft Protection Act](#), ORS 646A.600 – 628. ORS 646A.622 (d) requires the implementation of a Cybersecurity program. Non-compliance with this policy may pose risks to the organization; accordingly, compliance with this program is mandatory. Failure to comply may result in failure to obtain organizational objectives, legal action, fines and penalties. Breaches with the potential to impact more than 250 individuals must be reported to the Oregon Department of Justice.

<https://www.doj.state.or.us/consumer-protection/id-theft-data-breaches/data-breaches/>

## ***Roles and Responsibilities***

Community Services Consortium has appointed the following roles and responsibilities to execute and monitor the policies described in this document.

### Executive Director/IT Director

- Ensure that a written Cybersecurity Policy is developed and implemented.
- Work with agency leadership to identify all Personally Identifiable Information or HIPAA Classified information.
- Facilitate an understanding and awareness that security requires participation and support at all organizational levels.

### Information Technology Director

- Ensure implementation, enforcement, and effectiveness of IT Security policies and procedures.
- Confirm identification, acquisition, and implementation of information system

software and hardware.

- Oversee daily activities and use of information systems to ensure employees, business partners, and contractors adhere to these policies and procedures.

Employees and Contractors

- See CSC Acceptable Use Policy

### ***Identify, Protect, Detect, Respond, and Recover***

The following sections outline Community Services Consortium's requirements and minimum standards to facilitate the secure use of organizational information systems. The information presented in this policy follows the format of the control families outlined in the National Institute of Standards and Technology (NIST) Cybersecurity Framework (NIST CSF):

### ***Identify, Protect, Detect, Respond, and Recover.***

The scope of security controls addressed in this policy focus on the activities most relevant to Community Services Consortium as defined by the Center for Internet Security (CIS) and industry best practices. Questions related to the interpretation and implementation of the requirements outlined in this policy should be directed to the Information Technology Director.

## **IDENTIFY (ID)**

Objective: To develop the organization's understanding that's necessary to manage cybersecurity risk to systems, people, assets, data, and capabilities.

### ***Asset Management***

An inventory of all approved hardware and software on Community Services Consortium's network and systems will be maintained in "CSC's 4-D Computer Inventory Database" using authorized red metallic inventory stickers which display the asset tag number that corresponds with the same in the inventory database.

The inventory program will document:

- The employee in possession of or responsible for the hardware
- Date of purchase.
- Amount of purchase
- Serial number
- Type of device and description.
- A listing of software or devices that have been restricted.

**Standard Inventory Sticker Format**



Sample screen in 4-D Inventory Database

Custom

### CSC Computer Record

WXWH Flag:  Problematic Record?  4 of 4

CSC Tag No: **IT00576** Serial No: 78KQJH2 Verified?  02/03/2020

Description: OPTIPLEX 3050 Status: Active

Current User: KELLY GOULD

Function: Workstation

Allocation: **1** AD (100%) Location: ARO WAN?:   
**2** (0%) C/S: S SERVER

Special Placement  
 RES RM  TEMP  
 ONE  
 LOC  None

System Information  
 CPU: INTEL I-7 RAM: 1600 MB  
 OS: WIN 10 PRO 64 BIT Drive: 500 GB

Acquisition Information  
 P.O.: 97860 Date: 04/11/2017  
 From: Dell Cost: \$996.05

Warranty Information  
 Warranty?:  Exp Date: 04/11/2020  
 Type: Dell Contract, 3-yr On-Site

Notes:  
 4-24-17: CONFIG STAFF & KELLY PROFILES. INSTALLED  
 SEP, OFFICE 2013, PARALLELS, CHROME, ADOBE READER, FLASH ABILA,  
 ARO XEROX, FINANCE DELL AIO, HP LJ 3015 PRINTERS  
 4-26-17: installed JAVA 8.121 \*\*\*\*\*

Service Date	Service Description
4/25/2017	Multiple changes. Please see service note for details
9/13/2017	Multiple changes. Please see service note for details
1/30/2018	Multiple changes. Please see service note for details
8/22/2018	Multiple changes. Please see service note for details
2/19/2019	Multiple changes. Please see service note for details



### ***Personally Identifiable Information (PII)***

An inventory of all PII information by type and location will be taken.

Each manager will determine if PII is essential. If PII is not essential, it will either not be collected, or (if collected) will be destroyed. We do not collect sensitive information, such as Social Security numbers, if there is no legitimate business need. If this information does serve a need, we (or you) should apply the appropriate record retention plan that outlines what information must be kept, and dispose of it securely once it is no longer required to be maintained.

All PII no longer needed shall be shredded if in paper form or destroyed by IT if in electronic form.

The Oregon Identity Theft Protection Act prohibits anyone (individual, private or public corporation, or business) who maintains Social Security numbers from:

- Printing a consumer's SSN on any mailed materials not requested by the consumer unless redacted
- Printing a consumer's SSN on a card used by the consumer that is required to access products or services
- Publicly posting or displaying a consumer's SSN, such as on a website

Exceptions include requirements by state or federal laws, including statute records (such as W2s, W4s, 1099s, etc.) that are required by law to be made available to the public, for use for internal verification or administrative processes, or for enforcing a judgment or court order.

### **PROTECT (PR)**

Objective: To develop and implement appropriate safeguards to ensure the delivery of critical services.

#### ***Identity Management, Authentication and Access Control***

The Information Technology Director is responsible for ensuring that access to the organization's systems and data is appropriately controlled. All systems housing Community Services Consortium data (including laptops, desktops, tablets, and cell phones) are required to be protected with a password or other form of authentication. Except for the instances noted in this policy, users with access to Community Services Consortium systems and data are not to share passwords with anyone.

Community Services Consortium has established following password configuration requirements for all systems and applications (where applicable):

## Password Requirements

- Minimum password length: 8 characters
- Password complexity will be determined by the password generator
- Prohibited reuse for four (4) iterations
- Changed periodically annually.
- Invalid login attempts set to five, with lockout of 10 minutes
- Automatic lockout due to inactivity = 30 minutes

Other safeguards include:

- Not allowing PII on mobile storage media
- Locking file cabinets
- Not allowing PII left on desktops
- Encrypting sensitive files on computers
- Requiring password protection
- Implementing the record retention plan and destroying records no longer required
- Users are granted access only to the system data and functionality necessary for their job responsibilities.
- Privileged and administrative access is limited to authorized users who require escalated access for their job responsibilities and where possible will have two accounts: one for administrator functions and a standard account for day to day activities.
- All user access requests must be approved by Human Resources and the Network Operations team.
- It is the responsibility of the Network Operations team to ensure that all employees and contractors who separate from the organization have all system access removed within 24 hours.

On an annual basis, a review of user access will be conducted under the direction of Information Technology Director to confirm compliance with the access control policies outlined above.

## ***Awareness and Training***

Community Services Consortium's personnel are required to participate in security training in the following instances:

1. All new hires are required to complete security awareness training before receiving login credentials.
2. Formal security awareness refresher training is conducted on an annual basis. All employees are required to participate in and complete this training.

Two online classes are available through the CIS Learning Center at [learn.cisoregon.org](http://learn.cisoregon.org): "*Cyber Threats and Best Practices to Confront Them*" and "*Cyber Security Basics*."

On an annual basis, Community Services Consortium's will conduct email phishing exercises of its users. The purpose of these tests is to help educate users on common phishing scenarios. It will assess their level of awareness and comprehension of phishing, understanding and compliance with policy around safe handling of e-mails containing links

and/or attachments, and their ability to recognize a questionable or fraudulent message.

All employees, upon hire, are required to sign the Privacy Program Statement of Understanding (Appendix A), (Appendix B) Statement of Confidentiality, and abide by policies set forth in the CSC Personnel Policies (Appendix C).

## ***Data Security***

### Data Classification

All users will adhere to CSC Records Retention Policy regarding the storage and destruction of data.

### Data Storage

The following guidelines apply to storage of the different types of organizational data.

- **Operational:** Operational data will be stored on a server with the most frequent backups (refer to the Backup Policy for additional information). Some type of system- or disk-level redundancy is necessary.
- **Confidential:** Confidential information must be removed from desks, computer screens, and common areas unless it is currently in use. Confidential information should be stored under lock and key (or keycard/keypad), with the key, keycard or code secured.

### Data Transmission

The following guidelines apply to the transmission of the different types of organizational data.

- **Confidential:** Confidential data must not be 1) transmitted outside the organization's network without the use of strong encryption, 2) left on voicemail systems, either inside or outside the organization's network.

### Data Destruction

You must follow your records retention policy before destroying data.

- **Confidential:** Confidential data must be destroyed in a manner that makes recovery of the information impossible. The following guidelines apply:
  - Paper/documents: Cross-cut shredding is required. CSC uses Iron Mountain for paper shredding.
  - Storage media (CD's, DVD's): Physical destruction is required.
  - Hard drives/systems/mobile storage media: CSC stores hard drives in a locked room and shreds them annually through a third-party secure hard drive destruction service.

### Data Storage

Stored Data includes any data located on organization-owned or organization-provided systems, devices, media, etc.

- Whole disk encryption on all CSC laptops
- Exchange Mail hosted internally allows encrypting emails from Outlook.
- Encryption of backups in Azure Cloud

Data while transmitted includes any data sent across the organization network or any data sent to or from an organization-owned or organization-provided system. Types of transmitted data that will be encrypted include, but are not limited to:

- VPN tunnels to all remote sites
- Remote app access sessions through Parallels
- Remote desktop access through Parallels.
- Web applications
- Email and email attachments

## ***Information Protection Processes and Procedures***

### Secure Software Development

Where applicable, all software development activities performed by Community Services Consortium or by vendors on behalf of the organization shall employ secure coding practices including those outlined below.

A minimum of three software environments for the development of software systems should be available – development, quality assurance, and a production environment. Software developers or programmers are required to develop in the development environment and promote objects into the quality assurance and production environments. The quality assurance environment is used for assurance testing by the end user and the developer. The production environment should be used solely by the end user for production data and applications.

Compiling objects and the source code is not allowed in the production environment. The Information Technology Director or an independent peer review will be required for promotion objects into the production environment.

- All production changes must be approved before being promoted to production.
- Developers should not have the ability to move their own code.
- All production changes must have a corresponding help desk change request number.
- All production changes must be developed in the development environment and tested in the quality assurance environment.
- All emergency changes must be adequately documented and approved.

Software code approved for promotion will be uploaded by Information Technology Director to the production environment from the quality assurance environment once the change request is approved. The Information Technology Director may work with the developer to ensure proper placement of objects into production.

### Contingency Planning

The organization's business contingency capability is based upon ~~Aerionis~~ **Azure** Cloud and Onsite backups of all critical business data. This critical data is defined as information that is essential to CSC mission. Full data backups will be performed on a Monthly basis, with nightly incremental backups Confirmation that backups were performed successfully will be conducted every week. Testing of cloud backups and restoration capability will be performed on a Quarterly basis.

During a contingency event, all IT decisions and activities will be coordinated through and under the direction of the Information Technology Director.

The following business contingency scenarios have been identified along with the intended responses:

- In the event that one or more of Community Services Consortium's systems or applications are deemed corrupted or inaccessible, the Network Specialist II will work with the respective vendor(s) to restore data from the most recent local or cloud backup and, if necessary, acquire replacement hardware.
- In the event that the location housing the Community Services Consortium systems are no longer accessible, the Information Technology Director will work with the respective vendor(s) to acquire any necessary replacement hardware and software, implement these at one of the organization's other sites, and restore data from the most recent local or cloud backup.

### Network Infrastructure

CSC will protect the corporate electronic communications network from the Internet by utilizing a firewall. For maximum protection, the corporate network devices shall meet the following configuration standards:

- Vendor recommended, and industry standard configurations will be used.
- Changes to firewall and router configuration will be approved by Network Operations team.
- Both router and firewall passwords must be secured and difficult to guess.
- The default policy for the firewall for handling inbound traffic should be to block all packets and connections unless the traffic type and connections have been specifically permitted.
- Inbound traffic containing ICMP (Internet Control Message Protocol) traffic should not be passed in from the Internet, or from any un-trusted external network.

- All web services running on routers must be disabled.
- Simple Network Management Protocol (SNMP) Community Strings must be changed from the default "public" and "private".
- Network Diagrams will be checked for accuracy and updated quarterly.

### Network Servers

Servers typically accept connections from several sources, both internal and external. As a general rule, the more sources that connect to a system, the more risk associated with that system, so it is particularly important to secure network servers. The following statements apply to the organization's use of network servers:

- Unnecessary files, services, and ports will be removed or blocked. If possible, follow a server-hardening guide, which is available from the leading operating system manufacturers.
- Network servers, even those meant to accept public connections, must be protected by a firewall or access control list.
- If possible, a standard installation process will be developed for the organization's network servers. A standard process will provide consistency across servers no matter what employee or contractor handles the installation.
- Clocks on network servers should be synchronized with the organization's other networking hardware using NTP or another means. Among other benefits, this will aid in problem resolution and security incident investigation.
- Server log, configuration, health and backup plan will be reviewed quarterly to ensure compliance with this policy

### Network Segmentation

Network segmentation is used to limit access to data within the Community Services Consortium network based upon data sensitivity. Community Services Consortium maintains two wireless networks at all applicable locations. The *guest* wireless network is password protected, and proper authentication will grant the user internet access only. Access to the *secure* wireless network is limited to CSC personnel and provides the user access to the Intranet.

### ***Protective Technology***

#### Email Filtering through ProofPoint

A good way to mitigate email related risk is to filter it before it reaches the user so that the user receives only safe, business-related messages. Community Services Consortium will filter inbound email at the Internet gateway using third-party service Proofpoint. This filtering will help reduce spam, viruses, or other messages that may be deemed either contrary to this policy or a potential risk to the organization's IT security.

Additionally, Symantec Malware/Email Protection has been implemented to identify and quarantine emails that are deemed suspicious. This functionality may or may not be used at the discretion of the Information Technology Director.

#### Network Vulnerability Assessments

On an annual basis, Community Services Consortium will perform both internal and external

network vulnerability assessments. The purpose of these assessments is to establish a comprehensive view of the organization's network as it appears internally and externally. These evaluations will be conducted under the direction of Information Technology Director to identify weaknesses within the network configuration that could allow unauthorized and/or unsuspected access to the organization's data and systems.

As a rule, "penetration testing," which is the active exploitation of organization vulnerabilities, is discouraged. If penetration testing is performed, it must not negatively impact organization systems or data.

## **DETECT (DE)**

Definition: Develop and implement appropriate activities to identify the occurrence of a cybersecurity event.

### ***Anomalies and Events***

- The following logging activities are conducted by Network Specialist II under the direction of Information Technology Director:
  - Domain Controllers - Active Directory event logs will be configured to log the following security events: account creation, escalation of privileges, and login failures.
  - Application Servers - Logs from application servers (e.g., Microsoft Exchange and Parallels) will be configured to log the following events: errors, faults, and login failures.
  - Network Devices - Logs from network devices (e.g., firewalls, network switches, routers) will be configured to log the following events: errors, faults, and login failures.

Passwords shall not be contained in logs.

Logs of the above events will be reviewed by the Network Specialist II at least once per month. Event logs will be configured to maintain record of the above events for three months.

### ***Security Continuous Monitoring***

#### **Anti-Malware Tools**

All organization servers and workstations will utilize Symantec Endpoint Security to protect systems from malware and viruses. Real-time scanning will be enabled on all systems and weekly malware scans will be performed. A monthly review of the Symantec Endpoint Security dashboard will be conducted by Network Specialist II to confirm the status of virus definition updates and scans.

Cell phones and mobile devices will be kept up-to-date. App downloads must be approved by Network Specialist II. Passwords will be required on all mobile devices. Users are trained and reminder not to open suspicious emails or texts.

### Patch management

All software updates and patches will be distributed to all Community Services Consortium system as follows:

- Workstations will be configured to install software updates every week automatically.
- Server software updates will be manually installed at least monthly.
- Any exceptions shall be documented.

### **RESPOND (RS)**

Definition: Develop and implement appropriate activities to take action regarding a detected cybersecurity incident.

#### ***Response Planning***

The organization's annual security awareness training shall include direction and guidance for the types of security incidents users could encounter, what actions to take when an incident is suspected, and who is responsible for responding to an incident. A security incident, as it relates to the Community Services Consortium' information assets, can be defined as either an Electronic or Physical Incident.

The Information Technology Director is responsible for coordinating all activities during a significant incident, including notification and communication activities. They are also responsible for the chain of escalation and deciding if/when outside agencies, such as law enforcement, need to be contacted.

#### Electronic Incidents

This type of incident can range from an attacker or user accessing the network for unauthorized/malicious purposes to a virus outbreak or a suspected Trojan or malware infection. When an electronic incident is suspected, the steps below will be taken in order.

1. Remove the compromised device from the network by unplugging or disabling network connection. Do not power down the machine.
2. Report the incident to the Information Technology Director or Network Specialist II
3. Contact the third-party service provider (and/or computer forensic specialist) as needed.

**The remaining steps will be conducted with the assistance of the third-party IT service provider and/or computer forensics specialist.**

4. Disable the compromised account(s) as appropriate.
5. Backup all data and logs on the machine, or copy/image the machine to another system.
6. Determine exactly what happened and the scope of the incident.
7. Determine how the attacker gained access and disable it.
8. Rebuild the system, including a complete operating system reinstall.
9. Restore any needed data from the last known good backup.
10. Take actions, as possible, to ensure that the vulnerability will not reappear.



11. Conduct post-incident evaluation. What can be learned? What can be done differently?

### Physical Incidents

A physical IT security incident involves the loss or theft of a laptop, mobile device, PDA/Smartphone, portable storage device, or other digital apparatus that may contain organization information. All instances of a suspected physical security incident should be reported immediately to the Information Technology Director or Network Specialist II.

### Notification

If an electronic or physical security incident is suspected of having resulted in the loss of third-party/customer data, notification of the public or affected entities should occur.

1. Contact CIS Claims at [claims@cisoreqon.org](mailto:claims@cisoreqon.org).
2. Inform your attorney
3. Complete this form if the breach involves more than 250 records.  
<https://justice.oregon.gov/consumer/DataBreach/Home/Submit>

### **RECOVER (RC)**

Recovery processes and procedures are executed and maintained to ensure timely restoration of systems and/or assets affected by cybersecurity events.

CIS will help with the recovery process. CIS may provide forensics services, breach coaching services, legal services, media services and assist in paying for notification expenses. The CIS claims adjuster will discuss with you the coverages and services offered by CIS.

The Information Technology Director is responsible for managing and directing activities during an incident, including the recovery steps.

Recovery planning and processes are improved by incorporating lessons learned into future activities.

Restoration activities are coordinated with internal and external parties, such as coordinating centers, Internet service providers, owners of the affected systems, victims, and vendors.

External communications should only be handled by designated individuals at the direction of Executive Director Recovery activities are communicated to internal stakeholders, executives, and management teams.

## General Technology Use

Electronic mail, Internet access, and other electronic media and equipment are business tools that are provided by CSC to employees to support the mission and business of CSC. To help ensure that these tools are used appropriately, CSC has developed the following acceptable use policy to address general rules around disclosure of electronic mail and Internet messages and material created, sent or received by employees using CSC's systems.

### Relation to Other Policies

This policy is intended to be consistent with other CSC policies, including the Sexual Harassment and Equal Opportunity policies. Employees are to use CSC's technology systems in a manner that is consistent with the other policies.

### Personal Use

It is CSC's practice to encourage employees to continuously develop their knowledge and skills. For this reason, certain personal uses of CSC technology are allowed; however, any personal use must comply with the rest of this policy, be brief and infrequent, and result in virtually no cost to CSC.

**Examples of allowed personal use:** A phone call that does not incur a cost to the agency, an e-mail message without attachment and occasional use of CSC computers. Employees may make personal photocopies, but must pay CSC \$.05 per copy. Employees using the fax machine must pay CSC \$1 per page for incoming faxes. The Internet may be accessed for brief, infrequent personal use after hours or during employee breaks as long as such use does not violate any part of this policy.

**Examples of personal uses not allowed:** toll calls, incoming or outgoing personal calls on a CSC cellular phone, unless the employee pays CSC, or other activities resulting in costs to CSC.

No personal use may be made by or on behalf of an organization or third party.

CSC systems may not be used to lobby, solicit, recruit, sell or persuade for or against any commercial venture, product, religious or political cause, or the like.

CSC shall have sole discretion to decide whether a use is personal or business-related.

A user may not use any system device which is not employed in assigned work. No privately owned device may be connected to any CSC system without authorization. Similarly, no software may be download or installed without proper authorization.

**Disciplinary Action:** A violation of the policy may result in disciplinary action ranging from a verbal warning up to an including discharge from employment.

**Access:** Employees are not allowed to gain access to another employee's e-mail, voicemail or computer files without permission from that employee or a supervisor.

**CSC Property:** The electronic mail and Internet systems and hardware are CSC property. Additionally, all messages and attachments composed, sent or received on the e-mail or Internet systems are and remain the property of CSC. They are not the private property of the employee, and employees should not consider any e-mail or Internet messages or material as private or as their personal possessions.

**Passwords and PINs:** Employees must not use a code, access a file, or retrieve any stored

communication, other than where authorized. All passwords and PINs are the property of CSC. Employees must disclose password or PIN to the Information Technology Director or Network Specialist II, upon request.

**Non-removal:** Employees may not remove from the premises any hardware, software, files, data or copies of electronic data without prior management authorization.

**Downloading:** In downloading documents from the Internet, CSC requires that such documents be job related and constitute a reasonable use of CSC's resources. Executable files may not be downloaded without prior management authorization.

**Offensive or Harassing Use Prohibited:** The e-mail and Internet systems are not to be used to create any offensive or disruptive messages. Among those which are considered offensive are messages or materials which contain sexual implications, racial or ethnic slurs, or other comments that offensively address someone's age, sex, sexual orientation, religions, national origin, ancestry or disability. The system must not be used to communicate other improper message, for example, message or material that is defamatory, derogatory, obscene or otherwise inappropriate. The e-mail and Internet systems must not be used to commit any crime, including but not limited to sending obscene e-mails over the Internet with the intent to annoy, abuse, threaten, or harass another person.

**No Sexually Explicit Sites:** CSC's Internet system must not be used to visit sexually explicit or otherwise offensive or inappropriate websites, or to send, display, download or print offensive material, pornographic or sexually explicit picture or any other materials which would be found offensive by most reasonable people.

**Viruses:** Employees may not use CSC's e-mail or Internet systems to develop or send any virus or otherwise destructive program. Employees should not open e-mails or attachments unless they are confident of the identity of the sender. Antivirus software installed on CSC equipment shall not be disabled or removed without authorization by the Network Specialist II.

**CSC's Right to Monitor:** CSC reserves the right to review, audit, intercept, access, and/or disclose messages of material, including attachments created, received or sent, websites visited and/or files downloaded over CSC's e-mail or Internet systems. Authorized representative of CSC may monitor the use of its systems in its sole discretion, at any time, with or without notice to any employee and may bypass any password or PIN. Such monitoring is capable of tracking and recording e-mail messages send and received as well as Internet websites visited by employees.

**Confidentiality:** The confidentiality of any message or material should not be assumed. Even when a message or material is erased, it may still be possible to retrieve and read that message or material. Further, the use of passwords for security does not guarantee confidentiality. Employees are responsible for maintaining confidentiality of material on the systems.

**Contact Person:** Employees who need help understanding this policy or who discover a violation of this policy should notify their supervisor or the Human Resources Operations Manager.

**Representation of CSC:** Employees should include their e-mail signature on outbound messages. The e-mail signature provided by the IT Department will include employee name, job title, contact information and CSC logo (when the e-mail system in use allows graphic images) and a disclaimer.

**Internet Site/Identification Originator:** Employees should be aware that Internet sites accessed from CSC's computer network, including connections through remote desktop environments like Parallels, might identify CSC as the originator of each visit. See CSC's Social Media policy for more information on social media use.

**Retention:** Public employees have an obligation to apply the appropriate retention rules to all correspondence, including e-mail and voicemail sent and received. In general, correspondence can be divided into three categories:

1. Policy and historical correspondence: states or forms the basis of policy, sets important precedent, or records historic events related to CSC operations. It shall be retained permanently.
2. Program correspondence: documents and adds significant information to a program or primary functional responsibility of CSC, within existing policy parameters. It shall be retained for the same period as the program or functional records series to which it related.
3. Routine correspondence: of a transitory or housekeeping nature and does not add significant information to a program or primary functional responsibility of the agency. It shall be retained as needed.

**Public Record:** All communications and files on CSC's electronic systems (including e-mail, voicemail, information retrieved from the Internet, word processing documents, spreadsheets and all other database systems, with the exception of the confidential information) are considered public records which are available for inspection by the media and the public to the same extent a hard copy of the communication would be available.

**Requests for Public Disclosure:** Upon receipt of a valid request, CSC is responsible for making e-mail, Voicemail and other records available for inspection by the public. If a CSC employee receives a request for release of e-mail, voicemail or any other records, the employee must contact the Executive Director before choosing to release or withhold those records.

Effective from the below date

\_\_\_\_\_  
Pegge McGuire, Acting Executive Director

\_\_\_\_\_  
Date

## APPENDIX A Privacy Program Statement of Understanding

I, \_\_\_\_\_, have been trained and informed about the business practice changes in OHS and CSC as a result of the Health Insurance portability and Accountability Act (HIPAA). I understand that I must ensure the privacy of CSC client's or participant's information obtained and held by the agency.

I have received, understand, and agree to abide by the following CSC Privacy Policies:

- General Privacy
- Client Privacy Rights
- Use and Disclosure of Client or Participant Information
- Minimum Necessary Information
- Administrative, Technical and Physical Safeguards
- Uses and Disclosures for research Purposes and waivers
- De-identification of Client information and Use of Limited Data Sets
- CSC Business Associate Relationships
- Enforcement, Sanctions and Penalties for Violations of Individual Privacy

I understand that as a condition of employment with the Community Services Consortium I am required to fully comply with the CSC Privacy Policies. I also understand there can be legal penalties for violation of applicable laws.

I agree to promptly report all violates or suspected violations of any of the above policies to the Personnel Office through the designated reporting channels.

\_\_\_\_\_  
Print Employee Name

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Supervisor Signature

## APPENDIX B Statement of Confidentiality

Confidentiality is the preservation of privileged information concerning the clients and staff of this agency which may be disclosed in a professional working relationship. A part of what you learn is necessary to provide services to the agency or clients; other information is shared within the development of a helping, trusting, and professional relationship. Therefore most information gained about individuals through an assignment is either confidential in terms of the law, and disclosure could make you personally legally liable, or could damage the agency's relationship with the clients and make it difficult to continue working with them.

All records dealing with the clients and/or staff must be treated as confidential. Financial information, records from personnel files, and all other relevant information is considered confidential. Sharing data, copies of client or staff records, or information from such records, may make you subject to the laws and penalties of breaching confidentiality. Giving information, data, or copies of client or employee records to unauthorized persons, or entities, is not acting within the scope of duty and the agency could refuse to support you in the event of legal action.

Violation of the Oregon Revised Statutes regarding confidentiality of records is punishable upon conviction by a fine of not more than \$1,000 or by imprisonment in the county jail for not more than 60 days, or both. Furthermore, such action on your part may result in disciplinary action, up to and including termination of employment.

By signing below, your signature certifies that you have read and understood the above material.

\_\_\_\_\_  
Print Employee Name

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Supervisor Signature

## **COMMUNITY SERVICES CONSORTIUM**

### **Social Media Policy**

Effective February 2020

#### **Purpose**

When used appropriately, CSC views social media as an additional tool that can be leveraged to further our mission and goals. Social media can be used for, but not limited to, marketing and promotion, fostering client relationships, donor and community partner outreach and relationship building, community education and open discussion. The effectiveness of these activities relies on CSC's established social media presence and the ongoing appropriate, respectful and professional usage by following these policies.

The following policies apply to all CSC staff, volunteers and anyone else involved in the management or affiliation of agency, program, department or event social media pages. The goal of CSC's social media pages and accounts is to engage the community in a relevant way that enhances our reputation and enriches our work.

#### **Applicable Technologies**

The following policies are applied, but not limited, to the following social media services:

- Facebook ®
- Instagram ®
- Twitter ®
- LinkedIn ®
- Blogs
- Reddit ®
- Snapchat ®
- YouTube ®
- Tumblr ®
- Google® social media services
- WhatsApp ®

#### **Policies**

1. CSC Social Media Account/Page(s)
  - a. Creating a new CSC social media account requires prior authorization by supervisor and IT Director.
  - b. When making a post, creating an event, replying to a comment or message, etc., the user must be logged in under the appropriate CSC social media account/page.

- c. Employees are not to make official posts, comments, etc. under their personal identifier while using CSC social media accounts for official purposes.
- d. All posts and correspondences posted via any CSC social media page or account must be truthful, respectful, appropriately-worded/phrased and follow existing CSC communication and personnel policies.
- e. In order to protect agency and client confidentiality, releases must be obtained before discussing details, names or other identifiers regarding CSC clients while operating or affiliating with any CSC social media account or page.
- f. Comments, posts or other correspondences respective to religion, politics, litigations, other legal matters or private internal CSC operations must not be made via any CSC social media page or account.
- g. Any mainstream media, defined as traditional or established broadcasting or publishing outlets such as newspapers and television, requests to CSC social media will always be presented to the executive director before responding.
- h. Social media users should always be mindful that their communications are considered a public record and must be logged in a manner consistent with CSC procedure.

## 2. Personal Use of Social Media

- a. Personal use of social media is the right of every employee on their own time.
- b. Employees are expected to never post or create anything that would potentially discredit CSC. It should be clear that the views expressed are those of the user and not CSC.
- c. CSC's supervisors and managers are prohibited by law from requiring or requesting an employee's user name or password to access a personal social media account. However, nothing in this policy prohibits CSC from requiring an employee to produce content from their social media account in connection with a CSC sponsored investigation into potential misconduct, unlawful or unethical behavior, policy and or rule violations.



**COMMUNITY SERVICES CONSORTIUM  
STATEMENT OF ACTIVITIES  
From 7/1/2019 Through 5/31/2020  
Unaudited**

CSC BOARD REPORT - BY DEPT. As of 6/30/20 UNAUDITED	GENERAL FUND & Misc Grants - Cost Pools Included	LINN BENTON FOOD SHARE	WORKFORCE & EDUCATION	CHILD DEV. SERVICES	HOUSING & ENERGY SERVICES	TOTAL	FY 20 BUDGET - W/O FOOD VALUE	UNAUDITED
								<b>100.00%</b>
<b>REVENUES</b>								
Total REVENUES	\$ 1,834,848	\$ 2,152,983	\$ 3,701,294	\$ 2,231,847	\$ 7,750,367	\$ 17,671,338	\$ 21,361,232	82.73%
<b>EXPENDITURES:</b>								
PERSONAL SERVICES	1,181,900	562,086	2,526,795	1,844,093	2,453,542	8,568,415	8,994,228	95.27%
PROGRAM DELIVERY PAYMENTS ON BEHALF OF	458,168 154	767,310 0	1,011,599 160,162	269,176 114,075	1,607,508 3,622,114	4,113,761 3,896,505	4,353,993 7,793,011	
TOTAL MATERIALS AND SERVICES	458,322	767,310	1,171,761	383,251	5,229,622	8,010,266	12,147,004	
TOTAL CAPITAL OUTLAY	18,305	1,600	0	4,503	72,951	97,359	170,000	
Total EXPENDITURES	\$ 1,658,526	\$ 1,330,996	\$ 3,698,556	\$ 2,231,846	\$ 7,756,115	\$ 16,676,039	\$ 21,311,232	78.88%
NET INCOME	\$ 176,321	\$ 821,987	\$ 2,738	\$ 0	\$ (5,748)	\$ 995,299	\$ 50,000	
NET INCOME SOURCE NOTES and EXPENDITURES NOTES	Interest income, food purchased, OCF COVID Funds	Additional Support for trade mitigation, open manager position during year, donations	Planned use of CTHS fund balance, offset by funds that paid entire contract in advance	N/A	Planned use of WX Rebates, additional community support during COVID-19		Food Value removed from budget until End of Year	

**COMMUNITY SERVICES CONSORTIUM  
STATEMENT OF ACTIVITIES  
From 7/1/2019 through 5/31/20  
Unaudited**

CSC BOARD REPORT - BY DEPT. As of 6/30/20 UNAUDITED	GENERAL FUND & Misc Grants - Cost Pools					HOUSING & ENERGY	TOTAL	FY 20 BUDGET - W/O FOOD VALUE	UNAUDITED
	Included	LINN BENTON FOOD SHARE	WORKFORCE & EDUCATION	CHILD DEV. SERVICES	SERVICES				
<b>REVENUES</b>									<b>PERCENT OF YEAR PASSED</b>
CONTRACT AWARD - MISCELLANEOUS 4010	23,206		9,300		295,033	<b>327,539</b>			
CONTRACT AWARD - STATE 4020	101,372	303,604	1,484,002	547,288	3,546,602	<b>5,982,868</b>			
CONTRACT AWARD - COUNTY 4030		47,100		10,525	0	<b>57,625</b>			
CONTRACT AWARD - CITY 4040		20,976			4,980	<b>25,956</b>			<b>100.0%</b>
CONTRACT AWARD - FEDERAL 4050				1,351,028	295,083	<b>1,646,111</b>			
CONTRACT AWARD - FED PASSTHRU 4060	261,371	154,969	1,536,575	111,913	3,315,721	<b>5,380,549</b>			
RENTS 4070					70,848	<b>70,848</b>	<b>29,361,232</b>		
INTEREST REVENUE 4100	42,651				0	<b>42,651</b>			
DONATION - INDIVIDUALS 4210	100,919	1,108,966	237	1,493	17,093	<b>1,228,708</b>			
DONATION - CORPORATION 4220	2,500	106,617	3,007	29	45,480	<b>157,633</b>			
DONATIONS - OTHER 4225		30,145			1,077	<b>31,222</b>			
GRANT AWARD - FOUNDATION 4230	81,000	15,557	132,000	9,000	6,000	<b>243,557</b>			
LOAN REPAYMENTS 4300					58,669	<b>58,669</b>			
MISCELLANEOUS REVENUE 4500	107,617		72,252		4,345	<b>184,214</b>			
DONATIONS - HOLIDAY 4610		38,512			0	<b>38,512</b>			
DONATED FOOD 4600					0	<b>0</b>	<b>(8,000,000)</b>		
MEMBER COST REIMBURSEMENT 4620		213,948			0	<b>213,948</b>			
PROGRAM REIMBURSEMENTS 4900	1,060,199				0	<b>1,060,199</b>			
SPECIAL ALLOCATIONS 4910	30,000				0	<b>30,000</b>			
BILLINGS IN PROGRESS A/R	24,013	112,589	463,921	200,571	89,436	<b>890,530</b>			
<b>Total REVENUES</b>	<b>1,834,848</b>	<b>2,152,983</b>	<b>3,701,294</b>	<b>2,231,847</b>	<b>7,750,367</b>	<b>17,671,338</b>	<b>21,361,232</b>		<b>83%</b>
<b>EXPENDITURES</b>									
SALARY 5010	766,947	349,763	1,577,903	1,210,340	1,540,797	<b>5,445,750</b>			
SALARY - COVID 5011	13,554		531		-	<b>14,085</b>			
SALARY - WORK EXPERIENCE 5020			80,589		-	<b>80,589</b>			
PERS 5320	125,816	68,735	260,222	187,441	273,253	<b>915,467</b>			
WORKERS COMP 5330	402	170	904	722	825	<b>3,022</b>			
SAIF INSURANCE 5335	2,165	3,774	17,099	7,192	6,442	<b>36,672</b>			
UNEMPLOYMENT 5340	773	350	1,575	1,210	1,537	<b>5,445</b>			
HEALTH INSURANCE 5350	170,529	86,849	364,772	279,182	421,639	<b>1,322,972</b>			<b>PERCENT SPENT</b>
DENTAL INSURANCE 5360	16,532	7,927	29,880	27,980	34,340	<b>116,660</b>			
LIFE INSURANCE 5370	9,381	4,271	19,066	14,271	18,844	<b>65,834</b>			
FLEXIBLE SPENDING COSTS 5375	487	19	240	293	360	<b>1,399</b>			
EMPLOYEE ASSISTANCE 5380	5,880			1,306	-	<b>7,187</b>			
OSGP MATCH 5382	13,091	7,788	29,046	26,809	28,748	<b>105,482</b>			
NON TAXABLE FRINGE BENEFIT 5386		144	236		-	<b>380</b>			
FICA 5390	54,804	25,767	122,879	87,890	108,744	<b>400,083</b>			
<b>PERSONAL SERVICES</b>	<b>1,181,900</b>	<b>562,086</b>	<b>2,526,795</b>	<b>1,844,093</b>	<b>2,453,542</b>	<b>8,568,415</b>	<b>8,994,228</b>		<b>95%</b>
AUDIT 5510	3,806	3,641	8,596	6,424	26,360	<b>48,827</b>			
DATA SERVICES/CONNECTION 5520	16,755	980	11,408	5,091	13,769	<b>48,002</b>			
LEGAL 5530	400			88	3,000	<b>3,488</b>			
OTHER PURCHASED SERVICES 5540	49,754	10,213	12,594	13,350	34,654	<b>120,565</b>			
CONTRACT SERVICES - TRAINING 5550			133,607		0	<b>133,607</b>			
EDUCATIONAL CONFERENCES/TRAINING 5610	10,989	368	44,605	13,421	22,016	<b>91,398</b>			
MEETINGS 5620	6,395	624	3,296	2,993	1,200	<b>14,509</b>			
DUES 5630	12,953		4,621	7,274	1,622	<b>26,470</b>			
MILEAGE 5710	6,740	2,992	29,779	3,596	20,219	<b>63,325</b>			
AGENCY VEHICLES - OPERATING COST 5720		16,716	14,655		21,078	<b>52,449</b>			
AGENCY VEHICLE - INSURANCE 5730					0	<b>0</b>			
OTHER TRAVEL, TRANSPORTATION 5740	667	18,107	25,291		200	<b>44,265</b>			
RENT 5910	71,367	16,608	48,593	12,916	152,531	<b>302,015</b>			

**COMMUNITY SERVICES CONSORTIUM  
STATEMENT OF ACTIVITIES  
From 7/1/2019 through 5/31/20  
Unaudited**

CSC BOARD REPORT - BY DEPT. As of 6/30/20 UNAUDITED	GENERAL FUND & Misc Grants - Cost Pools					HOUSING & ENERGY	TOTAL	FY 20 BUDGET - W/O FOOD VALUE	UNAUDITED
	Included	LINN BENTON FOOD SHARE	WORKFORCE & EDUCATION	CHILD DEV. SERVICES	SERVICES				
UTILITIES	5920	1,169	44	7,317	29,089	19,409	57,028		
TELEPHONE	5930	9,806	595	3,682	7,876	6,726	28,686		
CELL PHONE	5935	572	920	21,605	2,254	5,664	31,015		
MAINTENANCE, REPAIR, JANITORIAL	5940	14,155	3,611	23,668	18,430	27,447	87,311		
GENERAL INSURANCE	5950	5,624	7,347	12,702	17,010	42,154	84,837		
SPACE RENTAL	5970			3,070		376	3,446		
SPACE UTILITIES	5980	54	20,252		12	769	21,087		
OFFICE SUPPLIES	6110	14,289	868	24,052	4,881	27,510	71,600		
POSTAGE AND SHIPPING	6120	(3,288)	4,614	171	182	17,326	19,005		
PHOTOCOPY	6130	8,788	3,199	6,660	9,995	10,593	39,235		
PRINTING	6140	909	8,999	684	474	6,394	17,460		
SOFTWARE	6145	40,615	80	16,523		0	57,218		
ADVERTISING/RECRUITMENT	6150	2,462	0	4,655	1,197	25	8,339		
PROGRAM SUPPLIES	6160	5,940	554,539	48,506	22,705	83,204	714,894		
OTHER SUPPLIES	6190	888			235	32,170	33,293		
SOCIAL SERVICE CONTRACTS	6210	71,000				207,184	278,184		
WEATHERIZATION CONTRACTS	6230					438,097	438,097		
INDIVIDUAL TRAINING ACCOUNTS	6240			98,005		0	98,005		
EQUIPMENT RENTAL	6320					0	0		
EQUIPMENT REPAIR	6330		8,596	721	14,680	4,710	28,707		
EQUIPMENT EXPENDABLE	6340	16,336	10,486	41,780	13,889	21,807	104,298		
BOOKS AND SUBSCRIPTIONS	6410	2,075		604	164	71	2,914		
MISCELLANEOUS COSTS	6470	2,020	4,551	838	446	1,797	9,653		
INDIRECT	6620	12,971	51,338	253,098	(8,545)	264,444	573,307		
INFRASTRUCTURE	6630	70,791	17,022	65,599	68,839	92,982	315,233		
TRANSPORTATION	6710			7,814		0	7,814		
HEALTH CARE	6730					0	0		
RESIDENTIAL SUPPORT	6740			40,160		31,010	71,170	20,147,004	
CLOTHING	6750			5,927		61,500	67,427		
MEALS	6780			2,714	76,895	2,873	82,482	(8,000,000)	
TUITION AND FEES	6790			19,921		2,300	22,221		
TUITION AND FEES (VOCATIONAL)	6800			3,450		995	4,445		
TRAINING SUPPLIES	6810			6,697		0	6,697		
INCENTIVE PAYMENTS	6860			73,376		0	73,376		
MISCELLANEOUS	6870	154				2,241	2,395		
CLIENT ASSISTANCE	6880					3,505,345	3,505,345	LIHEAP in full process	
<b>TOTAL MATERIALS AND SERVICES</b>		<b>458,322</b>	<b>767,310</b>	<b>1,171,761</b>	<b>383,251</b>	<b>5,229,622</b>	<b>8,010,266</b>		
EQUIPMENT PURCHASE	6310	18,305	1,600		4,503	72,951	97,359	170,000	
<b>TOTAL CAPITAL OUTLAY</b>		<b>18,305</b>	<b>1,600</b>	<b>0</b>	<b>4,503</b>	<b>72,951</b>	<b>97,359</b>	<b>12,147,004</b>	<b>67%</b>
<b>Total EXPENDITURES</b>		<b>1,658,526</b>	<b>1,330,996</b>	<b>3,698,556</b>	<b>2,231,846</b>	<b>7,756,115</b>	<b>16,676,039</b>	<b>21,141,232</b>	<b>79%</b>
<b>NET INCOME</b>		<b>\$ 176,321</b>	<b>\$ 821,987</b>	<b>\$ 2,738</b>	<b>\$ 0</b>	<b>\$ (5,748)</b>	<b>\$ 995,299</b>	<b>220,000</b>	

**Notes:** Interest income, food purchased, OCF COVID Funds Additional Planned use of Support for CTHS fund trade balance, offset mitigation, open by funds that manager paid entire position during contract in year, donations advance N/A Planned use of WX Rebates, additional community support during COVID-19 Food Value will be included at Yearend

**CSC Head Start (CSCHS) – Governing Board/Policy Council Report**  
**September 2020**

- ***Please note that each report contains all information required by Performance Standards and the Head Start Act of 07 –***
- ***Please note that in months when the Governing Board or Policy Council does not meet, a report will be emailed or mailed in hard copy to all members for review and comments/questions in the next meeting.***

***Contributions from staff – Submitted by Dr. Suzanne Miller, Director***

**Attachments:**

Annual Training, First Federal Report of Activities, Operations Report from July if available.

**Approvals needed:**

Governing Board/Policy Council Report, Annual Training, First Federal Report of Activities, and Operations Report.

**Overview:**

Due to the Echo Mountain Complex Fire, all personnel from that area have been evacuated. All are accounted for. Director has evacuated as well. We are holding virtual classes during this time. We are tracking our families in the evacuation zones. Newport and Toledo are very successful in their Zoom classes with a minimum of five families working together with their children. It is a joy to see that this type of learning is working. We have many families who do not want their children in classrooms for the year. Some look forward to in-person classes. We will have numbers on this information for the next Report.

**Personnel:**

Some personnel are evacuated now. We have no other personnel issues at present.

**Community Partners: (also within CSC partnerships)**

- Mental Health and Disabilities Content Specialist (MHDCS) attended virtual mental health community meeting.
- MHDCS attended mental health and education virtual cluster meeting.
- Health and Nutrition Supervisor (HNS) attended Lincoln County Public Health Advisory Committee.

**Grants:**

State Grant is due at the end of October. The extended deadline is due to delays at the state. We have completed phase one, which is the signing of the agreement; that has been reviewed by our Governing Board Chair, Commissioner Augerot.

**Education Report – Andrea Lengel, MPH, Program/Education Manager (PEM):**

- Staff are preparing for virtual classes for the beginning of the school year.
- Virtual distance learning will begin September 8 for our full-day classes and September 15 for part-day classes. We will be using a combination of Zoom virtual circle times and our assessment tool Website, MyTeachingStrategies, to communicate with families.
- Teaching teams are setting up classrooms so that if children are able to return to classes, classrooms will be prepared and teachers will be ready to provide high-quality education. We are using guidance from the Oregon Department of Education to inform our classroom setup to mitigate the spread of disease and to ensure a safe and secure environment for children and staff.

- Teachers will provide alternative resources to families who don't have access to Zoom, such as phone calls and educational packets; we will also provide these families with additional support to gain technology access.

**Mental Health and Disabilities (MHD) – Randi Brickey, Mental Health and Disabilities Content Specialist:**

- We started the 2020-2021 school year with 8 children who have certified Individual Family Service Plans (IFSP) and are returning from last year.
- Five new referrals are being submitted to Early Childhood Special Education (ECSE) for screenings.
- MHD attended one out of the eight placement IFSP meetings for enrolled children.
- MHD has been working with mental health agencies (Coastal Connections, Olalla, and Children's Advocacy Center) to coordinate services for children and families for the school year.
- Children with special needs who do not have access to technology will be loaned an I-pad to assist with comprehensive distance learning mandates.

**Health, Nutrition, and Safety – Diana Warren, MPH, Health and Nutrition Supervisor (HNS):**

- Completed a virtual Health Fair this year, which included mailing health fair paperwork and Ages & Stages Questionnaires: Social Emotional (ASQ:SE); parents brought finished paperwork to the sites for Teachers and Family Advocates to review.
- Completed the first Immunization Review and will be sending reminders to parents for children who have immunizations needed before the February 2021 Exclusion Day, based on Oregon state laws.
- Completed annual Child and Adult Care Food Program (CACFP) Budget Renewal.
- Draft procedures of the Early Learning Division (ELD) Health and Safety Guidelines for Child Care during COVID-19.
- Contacting our local medical and dental providers to see how offices are handling appointments with COVID-19, then will share with staff and families.
- Working with new Kitchen Classroom Aid to order site supplies, such as mops, brooms, paper products, extra gloves, etc.
- Data entering into Child Plus, returned Health Fair paperwork, which includes Medical and Dental Homes, Health and Dental Appraisals, Health Care Plans, and child food allergies.

**Family Services/Engagement – Policy Council:**

- Each family completed a Family Strength and Needs Assessment. This is the basis for needs and referrals a family will receive during our program year. At the end of the program year, this assessment will be conducted again to show outcomes with families.
- Each family participates in a Family Partnership Agreement. This identifies goals with families, and the progress in completing these goals is also used for reporting family outcomes at the conclusion of the program year.

**ERSEA (Eligibility, Recruitment, Selection, Enrollment, and Attendance) – Marta Vrell, Family Services/Site Coordinator:**

- Due to COVID-19, all sites are not fully enrolled – Lincoln City has 43 of their 60 spots filled, Newport has 49 of their 60 spots filled, and Toledo has 25 of their 40 spots filled. Our Federal Specialist is aware that all programs may not be full due to Covid-19.
- Children have been placed in appropriate classrooms in order to balance age, gender, and language needs.
- Health Fair paperwork was mailed to all enrolled families to complete and return to their site before classes begin on September 8, 2020 for full-day classes and September 15, 2020 for part-day classes.

- We are still actively taking applications to fill classes at all three sites. We have online applications available on our new CSC website at [www.communityservices.us](http://www.communityservices.us), and paper applications are also available at each of our three sites.
- Recruitment flyers are being distributed throughout Lincoln County, and we are advertising through various social media outlets.
- The 2019-2020 Head Start Annual Report was distributed in early-September.

<b>Applications received</b>	<b>Lincoln City</b>	<b>Newport</b>	<b>Toledo</b>
Homeless/foster	2	8	8
Income eligible	11	20	5
130%	4	2	0
Over income	6	2	7
Total Applications (includes returners)	49	52	30
Still have 43 slots to fill	17	11	15

**CSC Head Start 2020-2021 School Year Current Comprehensive Statistics – Angela Oleman Program Assistant:**

<b>VISA Monthly Charges</b>	<b>Value</b>	<b>Description</b>
7/13/2020-7/29/2020 <b><u>\$4,130.18</u></b>		(COVID-19 items purchased)
	\$353.88	-Plastic table dividers
	\$279.96	-Four A-frame portable signs
	\$494.73	-Lab Coats
	\$249.99	-Mobile hand dispenser
	(\$249.95)	-CREDIT for tent that didn't come in
	\$479.90	-Two EZ up tents
	\$640.00	-Face Shields for Adults
	\$219.80	-Kids face shield hats
	\$184.30	-hand sanitizers
	\$458.00	-Knox Box for Toledo site
	\$1,019.57	-Kitchen stove for Newport site

COMMUNITY SERVICES CONSORTIUM

Statement of Revenues and Expenditures - Unposted Transactions Included In Report

05 - CHILD DEV. SERVICES

OPS - HS OPERATIONS

From 6/1/2020 Through 6/30/2020

(In Whole Numbers)

		Current Period Actual	YTD Actual	Total Budget \$ - Original	Total Budget \$ Variance - Original	Percent Total Budget \$ Remaining - Original
EXPENDITURES						
PERSONAL SERVICES						
SALARY	5010	94,549	1,173,708	1,048,450	(125,258)	(12)%
PERS	5320	14,724	184,768	173,487	(11,281)	(7)%
WORKERS COMP	5330	51	706	1,178	472	40 %
SAIF INSURANCE	5335	394	6,964	8,200	1,236	15 %
UNEMPLOYMENT	5340	95	1,174	1,049	(125)	(12)%
HEALTH INSURANCE	5350	22,404	273,011	244,132	(28,879)	(12)%
DENTAL INSURANCE	5360	2,504	27,531	25,543	(1,988)	(8)%
LIFE INSURANCE	5370	1,119	13,811	10,198	(3,613)	(35)%
FLEXIBLE SPENDING COSTS	5375	29	256	66	(190)	(288)%
EMPLOYEE ASSISTANCE PROGRAM	5380	443	1,306	671	(635)	(95)%
OSGP MATCH - NEW	5382	2,094	26,226	21,648	(4,578)	(21)%
FICA	5390	6,702	85,176	80,206	(4,970)	(6)%
LEAVE ACCRUALS	5395	(544)	(544)	0	544	0 %
Total PERSONAL SERVICES		144,562	1,794,093	1,614,828	(179,265)	(11)%
MATERIALS & SERVICES						
AUDIT/ACCOUNTING	5510	0	6,424	5,749	(675)	(12)%
DATA SERVICES/CONNECTL...	5520	2,947	5,091	4,500	(591)	(13)%
LEGAL	5530	54	88	0	(88)	0 %
OTHER PURCHASED SERVICES	5540	1,608	13,350	18,100	4,750	26 %
CONTRACT SERVICES - TRAINING	5550	0	0	1,500	1,500	100 %
EDUCATIONAL CONFERENCES/TRAL...	5610	614	13,421	11,999	(1,422)	(12)%
MEETINGS	5620	52	2,993	5,001	2,008	40 %
DUES	5630	185	7,274	4,000	(3,274)	(82)%
MILEAGE	5710	108	3,596	3,000	(596)	(20)%
OTHER TRAVEL, TRANSPORTATION	5740	0	0	151	151	100 %
RENT	5910	2,415	12,916	0	(12,916)	0 %
UTILITIES	5920	3,541	29,089	27,499	(1,590)	(6)%
TELEPHONE	5930	1,042	7,876	4,000	(3,876)	(97)%
CELL PHONE	5935	249	2,254	3,100	846	27 %
MAINTENANCE, REPAIR, JANITORIAL	5940	3,393	18,430	26,000	7,570	29 %
GENERAL INSURANCE	5950	0	17,010	8,577	(8,433)	(98)%
SPACE UTILITIES	5980	0	12	0	(12)	0 %
OFFICE SUPPLIES	6110	1,401	4,881	2,500	(2,381)	(95)%
POSTAGE AND SHIPPING	6120	(1,318)	182	1,000	818	82 %
PHOTOCOPY	6130	2,025	9,995	9,000	(995)	(11)%
PRINTING	6140	21	474	499	25	5 %
ADVERTISING/RECR...	6150	902	1,197	250	(947)	(379)%
PROGRAM SUPPLIES	6160	1,531	22,705	15,500	(7,205)	(46)%
OTHER SUPPLIES	6190	195	235	0	(235)	0 %
EQUIPMENT REPAIR	6330	153	14,680	5,001	(9,679)	(194)%

COMMUNITY SERVICES CONSORTIUM

Statement of Revenues and Expenditures - Unposted Transactions Included In Report

05 - CHILD DEV. SERVICES

OPS - HS OPERATIONS

From 6/1/2020 Through 6/30/2020

(In Whole Numbers)

		Current Period Actual	YTD Actual	Total Budget \$ - Original	Total Budget \$ Variance - Original	Percent Total Budget \$ Remaining - Original
EQUIPMENT EXPENDABLE	6340	523	13,889	20,311	6,422	32 %
BUILDING RENOVATIONS, REMODEL	6350	(0)	210	0	(210)	0 %
BOOKS AND SUBSCRIPTIONS	6410	27	164	100	(64)	(64)%
MISCELLANEOUS ADMIN	6470	25	446	0	(446)	0 %
INDIRECT	6620	(43,180)	(8,545)	208,171	216,716	104 %
INFRASTRUCTURE	6630	16,298	68,839	0	(68,839)	0 %
COMMUNICATION SERVICES	6650	0	0	65,670	65,670	100 %
MEALS	6780	0	76,895	149,167	72,272	48 %
Total MATERIALS & SERVICES		(5,189)	346,071	600,345	254,274	42 %
CAPITAL OUTLAY						
EQUIPMENT PURCHASE	6310	0	4,503	0	(4,503)	0 %
ROOFING	7018	0	37,180	0	(37,180)	0 %
Total CAPITAL OUTLAY		0	41,683	0	(41,683)	0 %
Total EXPENDITURES		139,373	2,181,846	2,215,173	33,327	2 %



COMMUNITY SERVICES CONSORTIUM

Statement of Revenues and Expenditures - Unposted Transactions Included In Report

05 - CHILD DEV. SERVICES

OPS - HS OPERATIONS

From 7/1/2020 Through 8/31/2020

(In Whole Numbers)

		Current Period Actual	YTD Actual	Total Budget \$ - Original	Total Budget \$ Variance - Original	Percent Total Budget \$ Remaining - Original
EXPENDITURES						
PERSONAL SERVICES						
SALARY	5010	113,646	113,646	1,048,450	934,804	89 %
PERS	5320	20,409	20,409	173,487	153,078	88 %
WORKERS COMP	5330	57	57	1,178	1,121	95 %
SAIF INSURANCE	5335	553	553	8,200	7,647	93 %
UNEMPLOYMENT	5340	114	114	1,049	935	89 %
HEALTH INSURANCE	5350	43,346	43,346	244,132	200,786	82 %
DENTAL INSURANCE	5360	4,151	4,151	25,543	21,392	84 %
LIFE INSURANCE	5370	1,999	1,999	10,198	8,199	80 %
FLEXIBLE SPENDING COSTS	5375	33	33	66	33	50 %
EMPLOYEE ASSISTANCE PROGRAM	5380	0	0	671	671	100 %
OSGP MATCH - NEW	5382	2,725	2,725	21,648	18,923	87 %
FICA	5390	8,527	8,527	80,206	71,679	89 %
Total PERSONAL SERVICES		195,560	195,560	1,614,828	1,419,268	88 %
MATERIALS & SERVICES						
AUDIT/ACCOUNTING	5510	0	0	5,749	5,749	100 %
DATA	5520	165	165	4,500	4,335	96 %
SERVICES/CONNECTI...						
OTHER PURCHASED SERVICES	5540	11,634	11,634	18,100	6,466	36 %
CONTRACT SERVICES - TRAINING	5550	0	0	1,500	1,500	100 %
EDUCATIONAL CONFERENCES/TRAL...	5610	5,234	5,234	11,999	6,765	56 %
MEETINGS	5620	9	9	5,001	4,992	100 %
DUES	5630	384	384	4,000	3,616	90 %
MILEAGE	5710	32	32	3,000	2,968	99 %
OTHER TRAVEL, TRANSPORTATION	5740	0	0	151	151	100 %
UTILITIES	5920	1,639	1,639	27,499	25,860	94 %
TELEPHONE	5930	607	607	4,000	3,393	85 %
CELL PHONE	5935	130	130	3,100	2,970	96 %
MAINTENANCE, REPAIR, JANITORIAL	5940	3,073	3,073	26,000	22,927	88 %
GENERAL INSURANCE	5950	0	0	8,577	8,577	100 %
OFFICE SUPPLIES	6110	81	81	2,500	2,419	97 %
POSTAGE AND SHIPPING	6120	110	110	1,000	890	89 %
PHOTOCOPY	6130	773	773	9,000	8,227	91 %
PRINTING	6140	0	0	499	499	100 %
ADVERTISING/RECR...	6150	0	0	250	250	100 %
PROGRAM SUPPLIES	6160	4,998	4,998	15,500	10,502	68 %
EQUIPMENT REPAIR	6330	862	862	5,001	4,140	83 %
EQUIPMENT EXPENDABLE	6340	4,708	4,708	20,311	15,603	77 %
BOOKS AND SUBSCRIPTIONS	6410	0	0	100	100	100 %
INDIRECT	6620	0	0	208,171	208,171	100 %

COMMUNITY SERVICES CONSORTIUM

Statement of Revenues and Expenditures - Unposted Transactions Included In Report

05 - CHILD DEV. SERVICES

OPS - HS OPERATIONS

From 7/1/2020 Through 8/31/2020

(In Whole Numbers)

		Current Period Actual	YTD Actual	Total Budget \$ - Original	Total Budget \$ Variance - Original	Percent Total Budget \$ Remaining - Original
COMMUNICATION SERVICES	6650	0	0	65,670	65,670	100 %
MEALS	6780	0	0	149,167	149,167	100 %
Total MATERIALS & SERVICES		34,439	34,439	600,345	565,906	94 %
Total EXPENDITURES		229,998	229,998	2,215,173	1,985,175	90 %



# Annual Report 2019-2020

## CSC Head Start of Lincoln County Child Development Services

### The CSC Head Start vision is to...

*Ensure successful school readiness goals and achievement for all children.*

*Form a compassionate, caring partnership with all Head Start parents, supporting them to achieve success and self-sufficiency with dignity.*

*Provide experiences for eligible preschool children to grow socially, emotionally, physically and mentally.*

*Support parents as the primary teachers, nurturers, and advocates for their children.*



## Report From the Director

*Dr. Suzanne Miller, Director of CSC Head Start of Lincoln County*

We are all in this together is the theme for this year. We began the year unsuspecting that soon there would be a global pandemic!!

Along with all community partners, parents and families throughout the county, we have faced so many challenges, from personal fears for our safety and the safety of loved ones, to beginning to live in a different way. We, like the school district and all private schools had to stop in person education in March and move quickly to remote work with children and families.

This was challenging to everyone. We cannot

express how we all felt when the only way to communicate was remotely, but we were so happy to be able to do that. Our great staff and our wonderful families all did the very best they could to make it work. Friends, including our Skill Builder from Olalla, our Chapel by the Sea pastors, Wendy and Mark, made wonderful videos for the children, as did our teachers. We now have lots of good and helpful information on our website for our children and families even during the summer season.

With the state of Oregon having challenges fiscally, we weren't sure if we would be fully funded by state dollars

We were supported by our legislature and did not receive any cuts. We also received an enhancement grant for salaries for staff. The state wanted to recognize that teachers of pre schools with all the educational requirements now in place deserve to be paid appropriately. We are proud to pay a competitive wage for our staff. This recognition of Head Start is very important for Oregon.

No one knows what the weeks and months ahead will hold for us all, but if we work closely together, as we have been, we will see better days ahead. Let's remember that this is not forever. However we meet in the next year we will succeed together.

## Mental Health and Disability Services

*Randi Brickey, Mental Health and Disabilities Content Specialist*

The 2019-20 school year shows another year with increased needs for services in mental health. 30 referrals were completed for children in need of social-emotional support. This trending increase in mental health issues, along with the COVID-19 closure mandates, have left many of our families experiencing food insecurities, job loss and homelessness. In order to support families in the best way possible, all staff will be trained in "Interactions of the heart of healing" an evidenced based, trauma-informed approach training. This training focuses on developing staff's ability to support children and families who

have been affected by traumatic life experiences and how daily interactions can profoundly affect how children and families process and move beyond trauma.

CSC Head Start will continue to collaborate with several Mental Health community partners to bring services to children directly in our classrooms through the support of trained Skills Builders. Their professional services reach beyond the classroom and are also available to families. These partnerships have led to easier access to programs and services for our families, greater emotional wellness,

and resulted in fewer disturbances and increased positive behaviors in the classroom.

This year, 23 (14.3%) of our enrolled children qualified for special needs services. Due to this high number, CSC Head Start and Early Childhood Special Education will participate in a county- and state-wide pilot project to enhance inclusive teaching practices for all children. These practices will increase positive outcomes for children with special needs and their families. Lincoln County was one of the two counties selected for this project.

## Enrollment, Attendance, Meal & Snack Report

Month	Attendance	Breakfast	Lunch	Snack	Total Meals
September 2019	91.68	1,134	1,444	1,108	3,686
October 2019	88.38	1,895	2,572	1,777	6,244
November 2019	84.86	1,461	1,954	1,398,	4,813
December 2019	81.98	1,114	1,493	1,019	3,626
January 2020	84.31	1,547	2,061	1,419	5,027
February 2020	83.86	1,547	2,070.	1,400	5,017
March 2020	82.17	769	1,019	710	2,498
April-June 2020	COVID-19	School	Cancelled	—————	—————
<b>Total for the year</b>			<b>12,613</b>	<b>8,831</b>	<b>30,0911</b>

## Health



**W**e have successfully supported our children's health this year, as the health statistics chart on the following page demonstrates. There are increases in physical and dental exams resulting from Teacher/Advocates working with parents on a monthly basis.

Health and Nutrition Supervisor attends the Lincoln County Public Health Committee, meetings, where she shares pertinent information and the group

makes recommendations related to any health matters that came up throughout the school year. We partnered with Capitol Dental in Salem to have a dental hygienist provide three dental screenings and fluoride varnishes for children at each of our sites. We also continue to partner with Elks Children's Eye Clinic/OHSU Casey Eye Institute Vision Screening program to have all our children's vision tested. OSU Extension Nutrition Program provided

nutrition education lessons in each classroom and presented to parents at a Family Meeting. OSU Extension Nutrition Program focuses on healthy eating and active living. As a part of this mission, they offer CSC Head Start classes supplemental health and nutrition instruction. We are pleased to have a great network of vital community partners .

*Diana Warren, MPH, Health and Nutrition Supervisor*

**H**ealth and Nutrition Supervisor (HNS) develops and maintains many community partnerships, effectively using resources such as Women, Infants and Children (WIC), Oregon Health Plan (OHP) and health and dental provider relationships. WIC's collaboration with Head Start allows us to better assist families served by both programs. HNS ensures services are not duplicated, accurate information about child's height, weight and hemoglobin count for iron anemia are collected and evaluated for follow-up by accessing WIC services. We all work together to find the best way to meet the needs of children and families in our community. The great dental provider relationships allow HNS to call dental offices to determine when children were seen, if they need dental treatment and whether or not treatment was completed.

As you can see from our Health statistics on the next page, even while we were assisting families remotely due to the COVID-19 pandemic, we continued to receive completed Health and Dental Appraisals from our families and providers.



# Health

	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	June 2020	Prog. wide
# of enrolled children with up-to-date or all possible immunizations to date	116	127	142	156	166	175	175	175	175	175
# of enrolled children on a schedule of preventative and primary health care (up to date physical exam)	96	118	125	128	133	142	142	142	135	135
# of enrolled children with an ongoing source of continuous, accessible health care (Medical Home)	154	154	161	166	168	172	172	172	173	173
# of enrolled children completing professional dental exams	68	89	87	94	110	111	111	111	109	109
# of enrolled children with continuous, accessible dental care provided by a dentist (Dental Home)	139	137	150	161	164	166	166	166	168	168

## Parent & Community Engagement

“Head Start is helping to educate and nurture our community’s future leaders.”

*Pegge McGuire,  
Executive Director of CSC*



Children, families, neighbors, teachers, support staff, and community partners, together, make up the fabric of CSC Head Start.

Success at Head Start hinges on strong relationships between families and our staff members. We partner with parents in developing new strategies to promote their children’s learning and positive parent-child interactions. Parents share insights, concerns, and knowledge of their child helping CSC Head Start create effective individualized learning experiences for each child. Parents play a vital role in the program’s success from transporting their children to and from class each day, to volunteering, to participating in home visits and conferences.

We understand that children are more likely to grow and succeed as their families grow and succeed. We work together with families to create family goals that support well-being, community connections, and encourage leadership skills. For example parents can

volunteer their time to be a Policy Council representative for their child’s classroom. Policy Council representatives work closely with our Head Start Director to ensure that our federally mandated Performance Standards are being fulfilled in a way that takes in to consideration their individual family needs and culture.

CSC Head Start takes great pride in the fact that we not only work with children but also comes along side parents to support them to achieve their hopes, dreams and goals for themselves and their families. This year 146 parents or 94% of our enrolled families worked closely with their Teachers or Family Advocates to create Family Partnership Agreement goals. 74% of these family goals were completed in spite of the COVID 19 mandated school closures.

Families choose their own goals which range from learning how to balance home and work life to going back to school to complete their education, whether that is obtaining their General Education Diploma (GED) or a college degree. We are proud

to say that 13 parents or 21 % of our enrolled families completed their goal of furthering their education, acquiring job training, a professional certificate or license to become more self sufficient in providing for their families! **WAY TO GO PARENTS!**

This year proved to be significantly more difficult for our families due to the COVID 19 crisis. Many of our families experienced job loss, food insecurities and housing issues. 47 households or 26% of our families experienced homelessness. With the help of our generous and responsive community partners and consistent support from Head Start staff, 23 or 49% of those families were able to secure stable housing. CSC Head Start is dedicated to partnering with families and our community to make a positive difference and together we made significant progress towards achieving this mission.

## School Readiness & Transitioning to Kindergarten

The Head Start approach to school readiness: children are ready for school, families are ready to support their children's learning, and schools are ready for children. CSC Head Start (CSCHS) faithfully applies this approach in its work with children, families, and local schools to promote school readiness for each child.

Children are prepared for school by dedicated teachers, developmentally appropriate teaching strategies, research-based curricula and an assessment tool aligned with the Head Start Early Learning Outcomes Framework. We partner with families to prepare them for their child's entry into kindergarten. School readiness goals are reviewed with parents, activities for home learning are shared, and their child's progress is discussed throughout the year. Local schools are ready for incoming kindergarten children as kindergarten

teachers attend Head Start Family Nights, meet with CSCHS teachers, and welcome CSCHS children and families to their new school during our annual fieldtrip.

Kindergarten transition activities sponsored by CSCHS and Lincoln County School District (LCSD) connect children and families with their future school, begin positive relationships with future teachers, and promote a successful, happy start of school.

In addition to monitoring children's progress in meeting school readiness goals as described below, we receive Oregon Kindergarten Assessment scores for former CSCHS children who have entered kindergarten in LCSD. Averages for former CSCHS children entering kindergarten in 2019 exceeded LCSD averages in four of the six areas assessed: interpersonal skills, upper case letter recognition, lower case letter recognition, and letter sound recognition.

The COVID-19 event created a substantial change in the lives of all of our staff and families. We worked hard to continue the learning process while children were home during our spring session. Teachers worked with families to discuss their child's educational goals and provided lessons remotely to as many families as possible. These lessons took several forms, including videos posted to our CSC webpage, video conferences, educational packets sent through the mail, and individual phone calls. Lessons focused on our school readiness goals, particularly for children transitioning to kindergarten next year. CSCHS has been in close contact with LCSD regarding kindergarten registration and important summer programs that support incoming children, and we update families as we learn more about how school might operate next year.

School readiness skills listed below were generated in collaboration with community early childhood education programs, Lincoln County School District, and CSC Head Start.

**Social-Emotional:**

Regulates strong emotions; asks for help when needed  
Shares and has positive interactions with peers  
Takes care of self and belongings

**Physical:**

Uses writing/drawing tools with three-point finger grip

**Language:**

Retells and answers questions about stories  
Follows directions of two or more steps

**Cognitive:**

Concentrates & sustains work on age appropriate tasks  
Demonstrates sorting/classification skills

**Literacy:**

Book knowledge: orients book, turns pages, tracks text  
Produces 10 or more letter sounds  
Recognizes 11 or more upper or lower case letters  
Recognizes and writes first name  
Demonstrates rhyming knowledge  
Expresses self in complete 4-6 word sentences  
Talks about present, past & future events

**Mathematics:**

Creates simple patterns  
Identifies numbers 0-10  
Counts to 20  
Identifies basic shapes  
Uses positional words: under, beside, above etc.  
Uses comparative words: more/less, heavier/lighter, etc.

our assessment tool's learning objectives in alignment with Lincoln County school readiness skills and the Head Start Early Learning Outcomes Framework. 21 learning objectives with specific levels of development were adopted as our school readiness goals. The majority of levels of development selected for school readiness goals are on the high end of preschool learning expectations.

The table below shows the progress made by our children who will be transitioning to kindergarten. Three times a year we review school readiness outcomes data in order to implement instructional strategies in the classroom and family engagement strategies in the home to increase children's learning. **Due to the COVID-19 event, this year we present data collected before our school shut down.**

	Transitioning children meeting or exceeding School Readiness Goals	
	Fall 2019	Winter 2020
Social-Emotional	40%	59%
Physical	71%	76%
Language	34%	55%
Cognitive	31%	52%
Literacy	21%	49%
Mathematics	17%	37%

CSC Head Start school readiness goals were selected from

## Aggregated program-wide data for the 2019-20 school year:

The developmental progress of all children is monitored and aggregated for 60 learning objectives, in addition to tracking school readiness goals development for children transitioning to kindergarten. Our assessment tool provides widely held expectations for each age-group, three year olds, and pre-kindergarteners in six areas of learning. If a child's knowledge, skills, and behaviors are assessed at a level within the range for the child's age, the child demonstrates widely held expectations for the area of learning. Widely held expectations are not shown for the areas of science and technology, social studies, the arts, and English language acquisition, as research does not currently support definitions of expectations. **This year, spring data was not able to be collected as we typically would due to the COVID-19 event; however, CSC Head Start children still demonstrated considerable progress between the fall period and the winter period.**

DEVELOPMENT & LEARNING	WIDELY HELD EXPECTATIONS FALL 2019	WIDELY HELD EXPECTATIONS WINTER 2020
<b>Cognitive</b>	Meets: 53% Exceeds: 1%	Meets: 82% Exceeds: 2%
<b>Mathematics</b>	Meets: 46% Exceeds: 2%	Meets: 66% Exceeds: 13%
<b>Language</b>	Meets: 58% Exceeds: 0%	Meets: 76% Exceeds: 2%
<b>Literacy</b>	Meets: 62% Exceeds: 1%	Meets: 76% Exceeds: 9%
<b>Physical—Fine &amp; Gross Motor</b>	Meets: 79% Exceeds: 3%	Meets: 81% Exceeds: 17%
<b>Social &amp; Emotional</b>	Meets: 54% Exceeds: 3%	Meets: 70% Exceeds: 15%

**C**SC Head Start provides early learning instruction in 10 areas of development and learning aligned with the Head Start Early Learning Outcomes Framework.

**Cognitive:** child initiative, curiosity, engagement, persistence, problem solving, and symbolic representation.

**The Arts:** music concepts, visual arts, dramatic play, creative movement and dance.

**Mathematics:** numbers and operations, geometry, patterns and beginning measurement concepts.

**English Language Acquisition:** receptive and expressive English language skills .

**Literacy:** book appreciation and knowledge, phonological awareness, alphabet knowledge, early writing and print concepts.

**Science & Technology:** prediction, observation, description, explanation, classification, and questioning skills.

**Physical:** physical health status, health knowledge and practices, gross and fine motor skills.

**Social—Emotional:** social relationships, self concept, self regulation, emotional and behavioral health.

**Social Studies:** concepts pertaining to self, family, community, environment, history, and events.

### End of Year Celebrations

**C**elebrations were not able to take place in a typical way this year due to the COVID-19 event; however, teachers found new ways to celebrate while keeping everyone safe. All teachers contacted families to say goodbye and to congratulate children in their accomplishments this year. Teachers also put together take home bags with goodies and educational materials to continue learning over summer. Some teachers went even further and created a virtual end of year celebration. In Toledo, teachers connected with children and families through video chat and presented PowerPoint slides and pictures to celebrate each child's strengths and highlight individual learning.

In September, 94 CSC Head Start children will be entering kindergarten. A bright future of continued learning awaits them. We wish each child and family well and thank them for being a part of our Head Start family.



## Financial Report

	<u>ANNUAL REPORT - FY 20 UNAUDITED</u>	<u>BUDGET - FY 21</u>
<b>REVENUES</b>		
HEAD START - FEDERAL	1,551,124	1,560,944
FEDERAL CSBG	37,500	50,000
FEDERAL SCHOOL NUTRITION	74,413	149,167
OREGON PRE-KINDERGARTEN	547,288	698,088
MISCELLANEOUS REVENUE	21,047	6,000
Total Revenues	2,231,372	2,464,199
<b>EXPENDITURES</b>		
SALARY	1,210,340	1,161,808
FRINGE BENEFITS	633,753	658,581
TRAVEL	3,596	4,149
SUPPLIES	27,821	23,000
TRAINING	13,421	15,000
OTHER	342,441	601,661
Total Expenditures	2,231,372	2,464,199

**Note:** These figures are unaudited, our Comprehensive Annual Financial Report which will include Head Start, will be available via the CSC website near the end of December 2020.

<https://communityservices.us/wp-content/uploads/2020/04/csc-annual-report-2019.pdf>

Prepared by  
Connor Lyons  
CSC Finance Operations Manager



## CSC Head Start In-Kind

**V**olunteerism is a foundation for Head Start. Family and community involvement ensures success in so many areas. Our In-Kind hours are essential to help us match federal dollars that we receive. We are committed to increasing volunteerism at our three CSCHS sites. Please contact a Head Start site in

**Toledo at 541 -336 -5113,  
Newport at 541- 574-7690**

**Lincoln City at 541- 996- 3028.**

All volunteers must have a background check and meet health requirements.

Donations are tax-deductible!

**Total number of Volunteers:**

**Total hours Volunteered: Total \$ Value:**

Month	Total # of Volunteers	Total hrs.	\$ Value
July—September 2019	164	342.6	\$4,014.97
October 2019	119	369.0	\$4,332.11
November 2019	130	294.2	\$3,453.99
December 2019	74	139.66	\$1,639.64
January 2020	73	192.72	\$2,262.68
February 2020	94	197.35	\$2,299.38
March 2020	44	0.02	\$1,056.82
April -June 2020	COVID-19 School Cancelled		0
<b>Total for the year</b>	<b>* 256 comprised of repeat Vol.</b>	<b>1,625.01</b>	<b>\$19,059.59</b>

## CSC Head Start Donations

<b>In-Kind Donation</b>	<b>\$ Value</b>
Six STEM Junior wonder labs	\$119.94
60 Children Books	\$100.00
Six boxes of envelopes	\$ 30.00
Six reams of color paper	\$ 40.00
10 boxes for mailing labels	\$ 30.00
<b>Total</b>	<b>\$319.94</b>

### Community Donations:

Lincoln City's Angel Tree donated Holiday gifts for all the children

Chapel By The Sea donated school supplies for 30 CSC HS children going onto kindergarten

Oregon Coastal Quilters Guild made quilts for Full Day nap time.



Community Assessment Update Summary – full document at CSC Website

**Due to Covid 19 and the vast changes that it has created in the county, we do not have current statistics. We know that many people have lost their jobs, have children staying home as the schools had to close. We will not know the overall impact on our county for at least another year. The information here is therefore dated from last year's summary with the exception of this statement. A community assessment at this time would be a moving target and would not result in facts that we will need to make future decisions.**

Every year, Head Start programs are required to update their Community Assessment with new data. This report serves as the Community Assessment annual update for Community Services Consortium Head Start (CSCHS), which is headquartered in Lincoln City, Oregon and serves children and families in Lincoln County, Oregon. The data collected and analyzed include Census data, Program Information Reports from the Office of Head Start, and vital statistics and social service data from the state of Oregon. This process identified many needs and trends reflecting economic needs of young families in poverty, a need for continued Head Start services at the current level due to increasing rates of full time employment and a need for affordable housing. Additionally, there is a high rate of young children entering the foster care system in Lincoln County, due to many of social issues that families grapple with when living in poverty. better idea about our status.

On average, CSC Head Start and Siletz Head Start (another Head Start program serving primarily Alaska Native and American Indian children in community of Siletz, Oregon) combine to serve about 200 Head Start eligible children every year, or about two thirds of the Head Start eligible population in Lincoln County. These two Head Start programs have a combined funded enrollment of about 224 (160 for CSC Head Start and 64 for Siletz Head Start.) Over the past three years CSC Head Start has served about 20 families each year whose income was between 100-130% of poverty. This represents growth in this category.

Age eligible children in foster care or homeless are automatically eligible for Head Start services. Lincoln County and CSC Head Start both experience extremely high rates of young children experiencing foster care. The rate of homelessness among Lincoln County families with children is very high at 1.4%, compared to 0.9% of families with children statewide. In CSC Head Start 23.7% of all enrolled children were homeless. Among Head Start children statewide only 11.4% were homeless. It is typical of lower population counties, such as Lincoln County with about 47,000 residents, to have lower median family income matched with a lower cost of living when compared to urban centers. However, statewide and in Lincoln County there has been an increase in median rent and homelessness.

CSC Head Start has responded to an increased demand for full day services from families by expanding the number of full day classrooms available. 4 out of 8 classes are now full day.

Health data from CSC Head Start shows that there is a strong connection between the program and local health care providers. On average, 95% of CSC Head Start children have a continuous, available access to dental care and 97% have continuous, available access to health care every year. *This is much higher than statewide averages for Head Start children in Oregon, which is at 68.2% and 69.9% respectively.*

**Conclusion—This information will have changed dramatically but will will have this to compare by next year.**

Low income families in Lincoln County are experiencing declining median family income despite working at higher rates, and are faced with an increased cost of living through higher rent. Many issues can be directly linked to these economic trends, such as higher rates of children entering the foster care system, higher need for mental health service among parents and children, and higher rates of homelessness in Lincoln County. CSC Head Start provides an important service to these families, providing free early childhood education to the children of working families that may otherwise have this option.

**GOVERNING BOARD ROSTER 2019-2020**

The Governing Board is comprised of the nine commissioners in CSC's service areas –

**Linn, Benton, and Lincoln Counties of Oregon.**

Terms end only when members are not re-elected in their respective counties.

**Linn County**

Commissioner Will Tucker

Commissioner John Lindsey

Commissioner Roger Nyquist, Chair

**Benton County**

Commissioner Annabelle Jaramillo

Commissioner Xan Augerot, Vice Chair

Commissioner Patrick Malone

Administrative Specialist: JonnaVe Stokes

**Lincoln County**

Commissioner Claire Hall

Commissioner Doug Hunt

Commissioner Kaety Jacobson

Executive Assistant: Kristi Peter

**POLICY COUNCIL 2019-2020**

**Elected by Parents annually-except for Community Representatives**

Chair: Tonya Shield

Vice Chair: Breanna Donaldson

Secretary: Veronica Mendoza

Kellie McKelvie

Tracy Fawver

Anna Villanueva

Leah Carpenter

Hannah Merrill

Brendon Jones

Maria Noriega

Michael Emerson

Kaitlyn Barrie

Lizeth Hernandez Melo

Chelsea Marble

Wendy and Mark Olson—Community Representatives

**We thank you Commissioners and Policy Council members for their service, their  
commitment and dedication**

# GOVERNING BOARD ANNUAL TRAINING

HEAD START ACT OF '07  
INCLUDES ERSEA TRAINING



(A) IN GENERAL- The governing body shall have legal and fiscal responsibility for the Head Start agency.

# GOVERNING BODY

642(c)(1)



# Governing Body

- (B) COMPOSITION- The governing body shall be composed as follows:
  - I. Not less than 1 member shall have a background and expertise in fiscal management or accounting.
  - II. Not less than 1 member shall have a background and expertise in early childhood education and development.
  - III. Not less than 1 member shall be a licensed attorney familiar with issues that come before the governing body.



\*As a board comprised from elected officials, we are **exempt** from this law

# Governing Body

## Conflict of Interest



### Members of the governing body shall:

- i. not have a financial conflict of interest with the Head Start agency (including any delegate agency);
- ii. not receive compensation for serving on the governing body or for providing services to the Head Start agency;
- iii. not be employed, nor shall members of their immediate family be employed, by the Head Start agency (including any delegate agency); and
- iv. operate as an entity independent of staff employed by the Head Start agency.

# Governing Body

- D. EXCEPTION- If an individual holds a position as a result of public election or political appointment, and such position carries with it a concurrent appointment to serve as a member of a Head Start agency governing body, and such individual has any conflict of interest described in clause (ii) or (iii) of subparagraph (C)—
- i. such individual shall not be prohibited from serving on such body and the Head Start agency shall report such conflict to the Secretary; and
  - ii. if the position held as a result of public election or political appointment provides compensation, such individual shall not be prohibited from receiving such compensation.

# Responsibilities

## The Governing Body Shall...



- (i) have legal and fiscal responsibility for administering and overseeing programs under this subchapter, including the safeguarding of Federal funds;
- (ii) adopt practices that assure active, independent, and informed governance of the Head Start agency, including practices consistent with subsection (d)(1), and fully participate in the development, planning, and evaluation of the Head Start programs involved;
- (iii) be responsible for ensuring compliance with Federal laws (including regulations) and applicable State, tribal, and local laws (including regulations); and...



# Responsibilities

The Governing Body Shall...

- (iv) be responsible for other activities, including-
  - (I) selecting delegate agencies and the service areas for such agencies;
  - (II) establishing procedures and criteria for recruitment, selection, and enrollment of children;
  - (III) reviewing all applications for funding and amendments to applications for funding for programs under this subchapter;
  - (IV) establishing procedures and guidelines for accessing and collecting information described in subsection (d)(2);

# Program Governance Administration

## Subsection (d)(2)- Conduct of Responsibilities

Each HS agency shall ensure the sharing of accurate and regular information for use by the governing body and the policy council, about program planning, policies, and HS agency operations, including-

- A. Monthly financial statements
- B. Monthly program information summaries
- C. Program enrollment reports, including attendance reports for children whose care is partially subsidized by another public agency
- D. Monthly reports of meals and snacks provided through programs of the Dept. of Agriculture
- E. The financial audit
- F. The annual self-assessment, including any findings related to such assessment
- G. The communitywide strategic planning and needs assessment of the HS agency, including any applicable updates
- H. Communication and guidance from the secretary
- I. The program information report

# Responsibilities

## Governing Body

- (V) reviewing and approving all major policies of the agency, including—
  - (aa) the annual self-assessment and financial audit;
  - (bb) such agency's progress in carrying out the programmatic and fiscal provisions in such agency's grant application, including implementation of corrective actions; and
  - (cc) personnel policies of such agencies regarding the hiring, evaluation, termination, and compensation of agency employees;
- (VI) developing procedures for how members of the policy council are selected, consistent with paragraph (2)(B);



# Responsibilities

## Governing Body

- (VII) approving financial management, accounting, and reporting policies, and compliance with laws and regulations related to financial statements, including the-
  - (aa) approval of all major financial expenditures of the agency;
  - (bb) annual approval of the operating budget of the agency;
  - (cc) selection (except when a financial auditor is assigned by the State under State law or is assigned under local law) of independent financial auditors who shall report all critical accounting policies and practices to the governing body; and
  - (dd) monitoring of the agency's actions to correct any audit findings and of other action necessary to comply with applicable laws (including regulations) governing financial statement and accounting practices;

# Responsibilities

## Governing Body



- (VIII) reviewing results from monitoring conducted under section 641A(c), including appropriate follow-up activities;
- (IX) approving personnel policies and procedures, including policies and procedures regarding the hiring, evaluation, compensation, and termination of the Executive Director, Head Start Director, Director of Human Resources, Chief Fiscal Officer, and any other person in an equivalent position with the agency;

# Responsibilities

## Governing Body

- (X) establishing, adopting, and periodically updating written standards of conduct that establish standards and formal procedures for disclosing, addressing, and resolving-
  - (aa) any conflict of interest, and any appearance of a conflict of interest, by members of the governing body, officers and employees of the Head Start agency, and consultants and agents who provide services or furnish goods to the Head Start agency; and
  - (bb) complaints, including investigations, when appropriate; And...

# Responsibilities

## Governing Body

- (XI) to the extent practicable and appropriate, at the discretion of the governing body, establishing advisory committees to oversee key responsibilities related to program governance and improvement of the Head Start program involved.

(A) IN GENERAL- Consistent with paragraph (1)(E), each Head Start agency shall have a policy council responsible for the direction of the Head Start program, including program design and operation, and long- and short-term planning goals and objectives, taking into account the annual communitywide strategic planning and needs assessment and self-assessment.

# POLICY COUNCIL

642(c)(2)





# Policy Council

## (B) Composition and Selection

- (i) The policy council shall be elected by the parents of children who are currently enrolled in the Head Start program of the Head Start agency.
- (ii) The policy council shall be composed of-
  - (I) parents of children who are currently enrolled in the Head Start program of the Head Start agency (including any delegate agency), who shall constitute a majority of the members of the policy council; and
  - (II) members at large of the community served by the Head Start agency (including any delegate agency), who may include parents of children who were formerly enrolled in the Head Start program of the agency.

# Policy Council

## (C) Conflict of Interest

- Members of the policy council shall-
  - (i) not have a conflict of interest with the Head Start agency (including any delegate agency); and
  - (ii) not receive compensation for serving on the policy council or for providing services to the Head Start agency.

# Responsibilities

(D) The Policy Council shall...



- approve and submit to the governing body decisions about each of the following activities:
  - (i) Activities to support the active involvement of parents in supporting program operations, including policies to ensure that the Head Start agency is responsive to community and parent needs.
  - (ii) Program recruitment, selection, and enrollment priorities.
  - (iii) Applications for funding and amendments to applications for funding for programs under this subchapter, prior to submission of applications described in this clause.

# Responsibilities

## Policy Council

- (iv) Budget planning for program expenditures, including policies for reimbursement and participation in policy council activities.
- (v) Bylaws for the operation of the policy council.
- (vi) Program personnel policies and decisions regarding the employment of program staff, consistent with paragraph (1)(E)(iv)(IX), including standards of conduct for program staff, contractors, and volunteers and criteria for the employment and dismissal of program staff.
- (vii) Developing procedures for how members of the policy council of the Head Start agency will be elected.
- (viii) Recommendations on the selection of delegate agencies and the service areas for such agencies.

# What is ERSEA?

- Eligibility, Recruitment, Selection, Enrollment, Attendance
- Acronym for the systems that provide effective client access to the program.
- Vital to maintaining successful Head start program

# ERSEA



# Eligibility

Who is eligible for Head Start?

- **Categorical Eligibility**

- Homeless
- Foster Care

- **Income Eligibility**

- Low Income
  - Below 100% Federal Poverty Level (FPL)
  - Eligible for Public Assistance
- Over Income
  - 100%-130% FPL (a.k.a. "alternative criteria")
  - Above 130% FPL



# Process Overview

New Section, 1305.4(A)

- 3 steps: Interview, Verify, Determine Eligibility
  - Interview can be in person or telephonic as back up

# Eligibility Duration

1305.4 (k)

- Same as Head Start Act 645(a)(1)(B)(v)
  - “If a child is determined eligible under this section and is participating in a Head Start program, he or she will remain eligible through the end of the succeeding year.”

# Income Eligibility

1305.4(c)

- Over-Income (OI):
  - “If the family’s income is **above the poverty line**, a program may enroll a pregnant woman or a child who would benefit from services. These participants can only make **up to 10 percent of a program’s enrollment in accordance with (d).**”



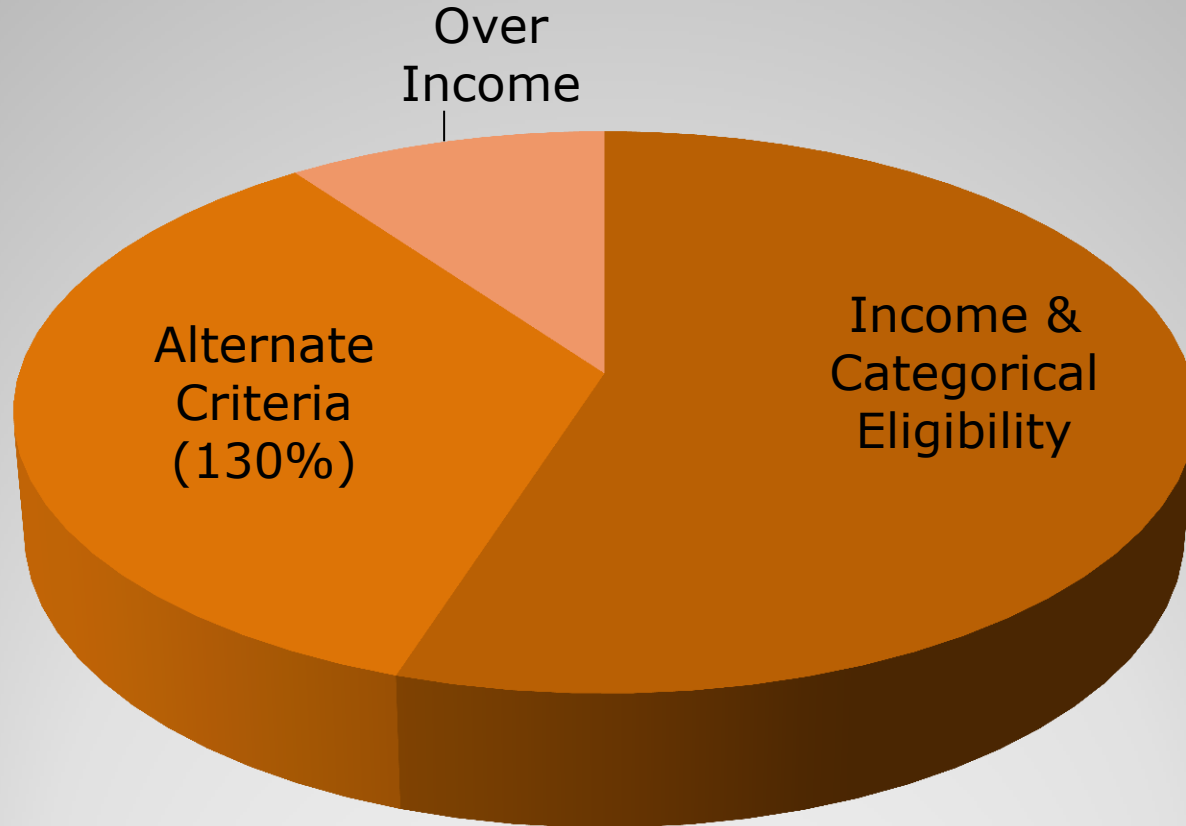


# Additional Allowances

## 1305.4(d)

- Alternate Criteria (130%)
  - “(1) A program may enroll an additional **35 percent** of participants whose families are neither income nor categorically eligible and whose family incomes are **below 130 percent of the poverty line**, if the program...”
  - “(1)(i) establishes and implements outreach, and enrollment policies and procedures to ensure it is meeting the needs of income or categorically eligible pregnant women, children, and children with disabilities, **before serving ineligible pregnant women or children**”

# Potential Program Distribution



# Definition of Family

45 CFR 1305.2 states:

“Family, for a child, means all persons living in the same household who are:”



1. Supported by the child’s parent(s) or guardian(s)’ income; **and**
2. Related to the child’s parent(s) or guardian(s) by blood, marriage, or adoption; **or**
3. The child’s authorized caregiver or legally responsible party

# Income Verification (Proof)

General Rule- Formal Documentation 1305.4(i)

(1) If the family can provide all W-2 forms, pay stubs, or pay envelopes for the relevant time period (last 12 month period- unless current status is more relevant), program staff must:

- I. Use all family income for the relevant time period to determine eligibility according to income guidelines
- II. Document the family income for the relevant time period;

\*Zero income statements can be provided by the parent/legal guardian and are acceptable proof

*Helping People. Changing Lives.*

## **First report to Federal and State Funders – August 27, 2020**

CSC Head Start began training and services to families in August. We have robust remote plans for September when we begin virtual education. Of special note is that we already have families who are eager for this type of learning. Some families want remote services all year and prefer it at this time. This was an unanticipated response. We will be tracking this information as we go forward. We will be in close contact with our Federal and State Specialists on all issues that arise. At this time, Lincoln County has been experiencing outbreaks in the Lincoln City area in hotels and in senior care centers. We have had thousands of tourists arriving daily from out of the area and out of the state. While this is typical in non-Covid-19 times we are seeing the effects with hotel outbreaks. We anticipate going to Phase 2 on Labor Day and unfortunately project more cases as a result. We will include updates on this in our twice-monthly reports.

This is our first report as we move into the new school year.

Thank you, Suzanne Miller

### **August**

#### ***ERSEA***

Site Coordinators are actively recruiting, processing applications, accepting, and enrolling for the new school year.

- Letters were sent to all accepted families about starting the school year offering remote services
- Website was updated to let families know about our virtual start up
- Newspaper article was published encouraging families to apply
- Sites continue to recruit by word of mouth, flyers, and social media to fill classes
- Sites are processing new on-line and paper applications on the phone and through email
- As of August 20, 2020, we have enrolled 117 students and have 43 more spots to fill

#### ***Health, Nutrition, and Safety***

Health and Safety are very important during the COVID-19 pandemic. Health and Nutrition Supervisor (HNS) is working closely with interdisciplinary team to provide a safe environment for staff, families, and children at all our sites with personal protective equipment, including face masks, face shields, gloves, social/physical distancing, increased handwashing, using alcohol hand sanitizer, and following new cleaning, sanitizing, and disinfecting procedures.

- Purchasing Personal Protective Equipment (PPE), including disposable adult face masks, face shields for staff and children, extra gloves, infrared thermometers, scrubs and other smock/lab coats for staff to wear in the classrooms.
- Creating Emergency COVID-19 procedures.
- Keeping up to date with Centers for Disease Control (CDC) and state and local government announcements for COVID-19.
- Adding cleaning and disinfecting duties to current cleaning checklists with updates from the Early Learning Division-Health & Safety Guidelines for Child Care and Early Education Operating During COVID-19.

- Safety at the sites: process for health screenings for staff, visitors, and children.
- Planned and completed our first Zoom/virtual Annual Pre-Service training and a PowerPoint for when all staff returned August 10, 2020.
- Planning for lunches for children beginning in September.
- Working on schedule for site sanitizing by professional company.
- Working with director on new heating, ventilating, and air conditioning (HVAC) addition for cleaning air and surfaces of virus.
- Arranging inspections for the Fire Marshal, Fire Alarm testing, and Sanitation Inspections.
- Completed annual Child and Adult Care Food Program (CACFP) and working on annual Vended Meal Agreement with Lincoln County School District and Sodexo.
- Trained Teachers, Family Advocates, and Family Service Site Coordinators on Child Plus Health Events and Virtual Health Fair Paperwork Procedures.
- Printed and mailed out Health Fair Paperwork Packets to all enrolled families, which includes the Health Fair Paperwork and Ages & Stages Questionnaires: Social Emotional (ASQ:SE), then data entered into Child Plus.
- Child Plus data entered for all newly enrolled children all Health Events, including Medical and Dental Homes, Health and Dental Appraisals, and Lead Screening.
- Make phone calls to local medical and dental providers to share with families offices that are open for in-person visits or for virtual medical appointments.

**Purchases for COVID-19 preparation site and classroom:**

- Backpack sprayers for playground equipment
- Cones for 6-feet spacing were needed
- E-Z up tent for outside screen of children before entering building
- Portable sinks for washing children's and staffs' hands before entering building
- Clear dividers for lunch tables in classroom
- Automatic soap dispensers for classrooms, kitchens, bathrooms, break rooms.
- Automatic hand sanitizer dispensers for the front of each site.
- Plastic containers for each child to keep school supplies.
- Tent signs to direct families on what to do and where to go.

***Mental Health***

Many of our Head Start families are struggling with the trauma and stress created by the COVID-19 crises. Advocates are reaching out to each family to identify needs and secure mental health support within our community.

- Advocates are reaching out to families to ensure they have received the Ages & Stages Questionnaires®: Social-Emotional, Second Edition (ASQ®:SE-2) tool, which assess the child's social-emotional development level and where families may need additional parenting support for their child and behaviors.
- CSC Head Start was awarded a \$5000.00 grant to purchase I-pads to loan to families who do not have any other access to technology for their children with special needs. This grant will also be utilized for families who do not have health insurance and are in need of family counseling. Advocates will also write Family Partnership Goals with these families to help them secure health insurance.
- All staff received comprehensive trauma-informed approach training at pre-service in "Interactions at the Heart of Healing." This training focused on interactions with children and families that will support families as they move beyond their trauma. Additionally, staff will receive another six hours of trauma-informed approach training that they will complete remotely.

## ***Disabilities***

Head Start staff are reaching out to enrolled families to ensure that our children with potential or diagnosed developmental needs will receive the services they need to support their individualized developmental growth.

- MHDCS is working closely to set up educational placement meetings with Early Childhood Special Education (ECSE), Teachers, and families for all returning children who have an Individual Family Service Plan (IFSP) to determine service provision.
- MHDCS proactively works with children on our waitlist that already have an existing IFSP or parent reports potential development delays by referring to ECSE in order for services to be in place when school begins. This year we had a child on the waitlist who was diagnosed by Dorenbechers Children's hospital as having autism. Because of this early referral, the IFSP team will meet to determine service provision before class begins for a smooth transition for this child.
- Advocates are reaching out to families to obtain parental consent to re-submit referrals for children with potential developmental delays that were but were unable to be evaluated by ECSE due to COVID-19 mandated school closures.
- This year CSC Head Start and ECSE are one of the two counties in the state of Oregon chosen to participate in a collaborative pilot project to enhance Teachers' skills around inclusion. Early Childhood Training Assistance was to facilitate the comprehensive practice-based coaching and mentorship for Teachers. Unfortunately, it was decided to put the project on hold until in-class services can be safely resumed. The team will check back in October.

## ***Education***

Staff are preparing for virtual classes to begin while simultaneously preparing classrooms for if children are able to return to the classroom later in the school year. Several trainings and operational changes are currently being done so that staff are able to implement high-quality services in any setting.

- All staff attended our first all-virtual pre-service training on August 10, where we covered our annual state-required policies, as well as new emergency COVID-19 procedures when staff visit our Head Start sites.
- All staff attended a virtual six-hour training, "Interactions at the Heart of Healing," to learn trauma-informed practice when working with children and families.
- Teaching teams are setting up classrooms so that if children are able to return to classes, classrooms will be prepared, and teachers will be ready to provide high-quality education. We are using guidance from the Oregon Department of Education to inform our classroom set-up to mitigate the spread of disease and to ensure a safe and secure environment for children and staff.
- Teachers and family advocates are contacting enrolled families to schedule virtual orientation home visits to learn more about the child, to set educational goals, assess the child's social-emotional development level using the Ages & Stages Questionnaires®: Social-Emotional, Second Edition (ASQ®:SE-2) tool, and inform parents of this year's distance learning model.
- In order to inform when Zoom meetings will be hosted, teachers will talk with the families to assess their availability during our normal school days.
- Teachers will attend a six-hour training, "Using The Creative Curriculum®Cloud and GOLD® to Support Planning and Family Partnerships," on September 2 and September 4 to learn how to conduct high-quality family engagement and ongoing assessment using a distance learning model.

## **Family Services**

Advocates are reaching out to families to assist them with the enrollment process, identifying family needs, making community referrals, and building relationships with families as we partner during a comprehensive distance-learning plan.

- Advocates received six hours of comprehensive training to enhance their skills in building strong relationships to engaging families and help ease anxieties around this new way of attending preschool and concerns families have around keeping their child and family members safe and healthy during these very difficult times.
- Advocates are identifying any needs the family may have and submit immediate referrals to support families, as many of our families are reporting they are experiencing food insecurities, homelessness, and job loss as a result of the COVID-19 Pandemic.
- Advocates are diligently working with families identifying those families that have Internet service, have access to technology, or after all resources have been exhausted need Community Services Consortium (CSC) Head Start to loan them an I-pad in order to participate in distance-learning classrooms.
- Advocates are reaching out to families to ensure they have received or need assistance in completing all required Head Start paperwork and reviewing how distance learning will look for their child and family.

## **September**

### ***ERSEA***

Staff continue to enroll to fill our eight classes in our three sites.

- Sites continue to recruit to fill classes for our September 8 (full-day classes) and September 15 (part-day classes) start dates.
- Sites continue to accept and process on-line and paper applications over the phone and email.
- Sites continue to enroll and place children in classes.

### ***Health, Nutrition and Safety***

- Health and Nutrition Supervisor (HNS) data entered into Child Plus all completed and returned Health Fair Paperwork.
- HNS planned a virtual training for Epipens, which is taught by the local health department's public health nurse.
- HNS completed Immunization review and will work with families to assist children getting needed vaccines to be up to date by state requirements.
- Direct and follow-up with Family Services Site Coordinators (FSSC) to complete File Review #1; this is the second check for Family File forms, including Health Fair paperwork and Home Visit Orientation paperwork, to make sure all forms have been completed and signed as required, then filed in the Family File.
- HNS completed the Health and Safety Screener from the Office of Head Start.
- Child Plus data enter, scan, and attach Health and Dental Appraisals.
- Child Plus data enter child health Insurance and Medical and Dental Homes, Health Care Plans, and Food Allergies. Make a list for Teachers' classrooms for Health Care Plans and Food Allergies.
- All contracts with Health and Nutrition will be completed.
- Weekly check-ins with my direct reports/kitchen Classroom Aides.
- Procedure for families to pick-up lunches each day.



- Procedure for pick-up and drop-off for when in-person classes begin, HNS will work with interdisciplinary team to train staff, children, and families to new procedure due to COVID-19.
- HNS working closely with Teachers and Family Advocates to assist families with referrals to Women, Infants, and Children (WIC), Supplemental Nutrition Assistance Program (SNAP), and the local food banks due to

### ***Mental Health***

- Once classes begin, Mental Health and Disabilities Content Specialist (MHDCS) will join distance-learning classrooms remotely to observe those children identified with potential mental health needs and initiate the referral to our three Community Mental Health Consultants who have all agreed they will provide mental health and family counseling services via telehealth.
- Advocates will continue to work with families identifying those families who have Internet service, have access to technology, or after all resources have been exhausted need CSC Head Start to loan them an Ipad in order to participate in distance learning classrooms.

### ***Disabilities***

- This year CSC Head Start and ECSE was one the 2 counties in the state of Oregon chosen to participate in a collaborative pilot project to enhance Teachers skills around inclusion. Early Childhood Training Assistance was to facilitate the comprehensive practice based coaching and mentorship for Teachers. Unfortunately, it was decided to put the project on hold until in class services can be safely resumed. The team will check back in in October.
- Advocates will continue submitting referrals for children with potential developmental delays to ECSE for evaluations.
- MHDCS is coordinating with ECSE to set up remote consultation times with Teachers to review developmental progress of each child.
- Advocates will continue with families identifying those families that have internet service, have access to technology or after all resources have been exhausted need CSC Head Start to loan them an I-pad in order to participate in distance-learning classrooms.

### ***Education***

We will be providing services to children and families remotely. We will review virtual learning in mid-October to determine current COVID-19 status and Governor's recommendations for our county.

- Virtual distance learning will begin September 8 for our full-day classes and September 15 for part-day classes.
- Teachers will host a daily Zoom meeting, aka "virtual circle time," at a time that works best for the majority of families four times a week. Teachers will focus lessons on establishing virtual routines, social-emotional development, and health and safety practices.
- Teachers will follow up via telephone with any families who did not attend either session of the lesson and will provide families with a short summary of the lesson goal and activity.
- After one month, teachers and Program Education Manager will assess this system's validity and make adjustments as needed.
- In addition to virtual circle times, families will be provided with weekly at-home activities they can do with their child that align with the theme of the lesson for that week. Teachers will encourage families to take photos and videos of their child's progress and share it with the teacher through a secure, two-way communication tool (i.e. Creative Curriculum Cloud) available on MyTeachingStrategies, our ongoing assessment system. Teachers can then use this information to help them inform future lesson planning and educational individualization.

- Teachers will provide alternative resources to families without access to Zoom through either a phone call or an educational packet sent through the mail; we will also provide these families with additional support to gain technology access.

### **Family Services**

Our goal in family service is to build relationships with families so that they view us as a source of support during these extremely challenging times. Advocates will continue to provide this support through relationship building, identifying needs, and making referrals and encouraging and empowering families.

- Family Advocates will attend distance-learning classrooms in collaboration with their Teaching team in order to build the essential relationships with children and families during this time of social distancing and remote learning.
- Family Advocates will hold one zoom meeting per month and follow up with families weekly via phone to ensure the families are doing well and whether they are in need of any additional resources.
- Family Advocates will collect and enter all family data into ChildPlus data base remotely. Family Service Supervisor will monitor monthly to ensure all data is accurate and within time line compliance.