

2023

**BOSSIER OFFICE
OF
COMMUNITY SERVICES, INC.**



**Annual
Report**

**700 Benton Road
Bossier City, La. 71111
Phone: (318) 747-1045
Fax: (318) 747-3862**

BOARD OF DIRECTORS



Board Officers

Pam Glorioso
President

Robin Harvill Esq. | Vice-President

Diana Roberison | Secretary

Private Sector

Tamara Crane | Bossier Council on Aging

Lisa Johnson | Bossier Chamber of Commerce

Mark Hagerhjelm | Haughton Baptist Church

Robin Harvill Esq. | Legal Council

Rae Powell | Music to your Mouth Catering

Low-Income Sector

Brenda Ealy | Plain Dealing

Diana Roberison | Bossier City

LaFonda Fuller | Benton

Baillie Gattis | Princeton

Tamiko Ward | Head Start

Public Sector

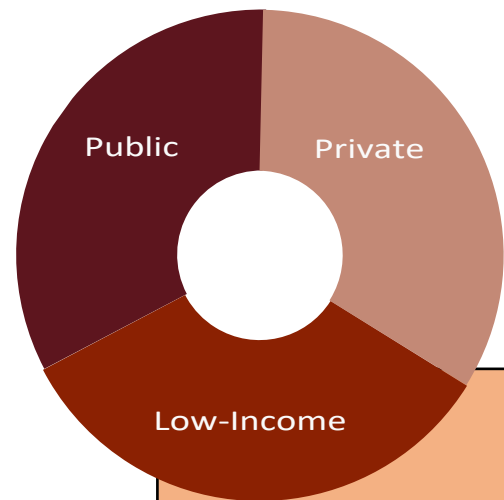
Kenneth Wiggins | Bossier Parish School Board

Pam Glorioso | Bossier City Mayor, Thomas Chandler

Donna O'Neal | State Representative, Dotie Horton

Craton Cochran | Bossier Parish School Board

Adrian Ruffin | Haughton Mayor, Kim Gaspard



Board Structure

Board of Directors is responsible for oversight of all agency affairs. The Board's structure is tripartite, with one third of the members representing the public sector, one third representing the private sector, and one third representing the low-income sector. This structure allows voices in every level of the community to be heard.

EXECUTIVE DIRECTOR



Greetings,

I am pleased to present our 2023 annual report for the Bossier Office of Community Services, Inc. (BOCS). It has been another remarkable year. Each year has come with changes and challenges; however, Bossier OCS remains committed to adapting as needed to deliver programs and services that will help alleviate conditions of poverty and provide opportunities to enable low-income individuals and families to achieve economic stability.

We are fortunate to have a network of support through the development of partnerships with other community Organizations that help to provide must needed services in our community. During the year, we provided services to over 4,500 individuals and families through the programs and services Bossier OCS offers.

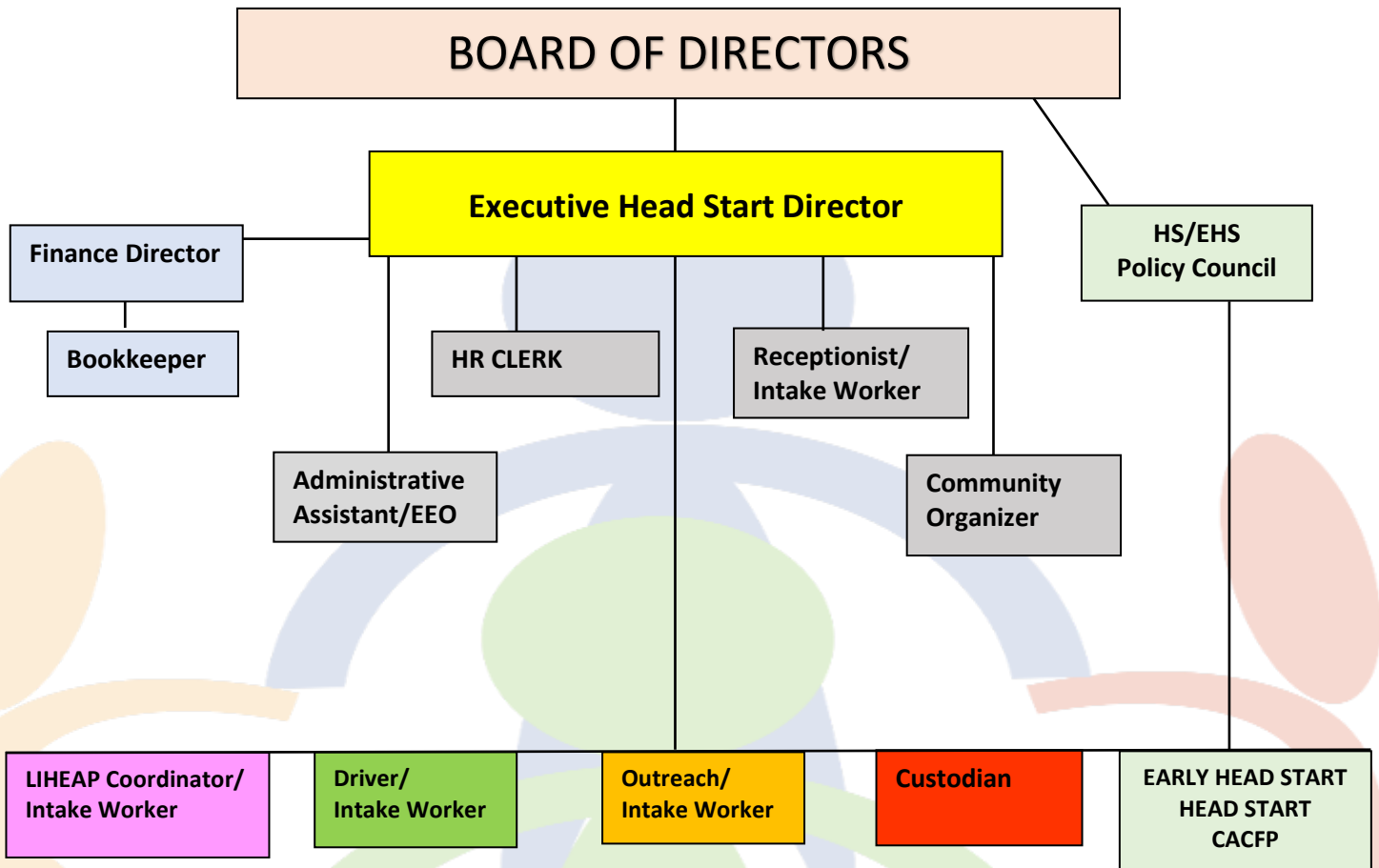
Bossier OCS would not be able to fulfill our mission without the hard work and support of Bossier OCS Board of Directors, Head Start/Early Head Start Policy Council, staff, volunteers, and community partners. Please accept my sincere appreciation and gratitude for your contribution to help alleviate the conditions of poverty in Bossier Parish. The dedication and resourcefulness of our staff and community help fulfill our mission of making the entire community a better place to live.

Debra Hamilton



Our purpose and our promise remain “Helping people help themselves”

**BOSSIER OFFICE OF COMMUNITY SERVICES, INC.
ORGANIZATION
CHART**





Officers

Ms. Bailey McGee, President

Ms. Holli Mayfield, Secretary

Ms. Dakota Washington, Assistant Secretary

Ms. Diana Roberison, Parliamentarian

Benton

Ms. Mariah Collins

Ms. Dakota Washington

Wesley

Ms. Jaroshalyn Loud

Ms. Bailey McGee

Booker

Ms. Bridget Bachman

Hooter Park

Ms. Chloe Barne

Ms. Courtney Bordelon

Early Head Start

Ms. Bioncia Williams

Ms. She'Brelle Brown

Ms. Keara Moore

Community Representative

Ms. Diana Roberison

Ms. Brenda Ealy

MANAGEMENT TEAM

Debra Hamilton
Executive Head Start Director

Tyra Kinsey
Finance Director

Dolita Robinson
Administrative Assistant/EOC

Virginia Hudson
Head Start / Early Head Start Education Director

Antoinette Hampton
Takisha Dickerson
Bookkeepers

Susie Shuler
Donna Brooks
Family & Community Engagement

Mabel Slaughter
Angie Sims
Health & Safety Specialists

Catherine Wright
Kimberly Sledge
FSW / Parent Involvement

Marion Markray
Community Organizer

Rebecca Moore
Disability/Transition Specialist

Cynthia Stephens
LIHEAP Coordinator

Latasha Williams
Nutrition Specialist

Carolyn Manley
Transit Driver

Rebecca Aucoin
Receptionist

Sherry Douglas
Human Resource Clerk

Debbie Green
Jamel Sneed
Outreach In-take Workers

Michele Hopson
Practice-Based Coach

Raymond Randall
Transportation Manager

BOCS Head Start & Early Head Start

Mission

It is the mission of the Bossier Office of Community Services to provide beneficial and essential program services to the low-income and other qualified residents of Bossier Parish. It is our goal that through providing these services, our clients will have a level of self-sufficiency and quality of life, improving their lives substantially.

Vision

We recognize, respect, and respond to the diverse needs of our community. We intend to remain innovative, flexible, and practical, thus providing services that emphasize education, nutrition, community services, homeless prevention, advocacy, as well as the development of problem-solving skills for people and communities.

Head Start/ Early Head Start

The Bossier Office of Community Services Head Start/Early Head Start Program's mission is to promote and provide high quality services to 439 (Head Start-403/Early Head Start-36) children and their families, thus reducing their potential for family and school failure.



HEAD START & EARLY HEAD START

Family Engagement

Family Engagement is a collaborative, strengths-based process through which BCS Head Start & Early Head Start professions, families and children build positive and goal-oriented relationships. It is a shared commitment to creating and sustaining ongoing partnerships that support the parent-child relationships that are crucial to a child's healthy development, school readiness, and well-being.

Teacher and Family Advocates plan monthly family engagement activities that provide an opportunity for families to learn more about effectively supporting children's growth and development across Head Start & Early Head Start domains.



**During the 2022-2023 program year,
359 children demonstrated skills
For School Readiness**



School Readiness

The BOCS Head Start & Early Head Start program provides a comprehensive curriculum designed to prepare children for kindergarten. The curriculum aligns with the Head Start Early Learning Outcome Framework for ages birth to five, Louisiana's Birth to Five Early Learning & Development Standards, and the requirements and expectations of the public school system.

BOCS Head Start & Early Head Start gather data from teacher's observations, the Classroom Assessment Scoring System (CLASS), Teaching Strategies GOLD (TS GOLD), and parent input to provide outcomes for school readiness goals. Using this data, teaching staff are able to tailor specific goals and objectives for each individual child enrolled in the program.

Facility Locations

Bossier Office of Community Services provides quality facilities for all of its social services programs. We place great value in the knowledge that we provide the residents of our communities with strategically placed facilities that ensure easy accessibility.

The Agency operates five (5) Head Start/Early Head Start Centers that are located throughout Bossier Parish. The program affects the following areas: Bossier City, Plain Dealing, Benton, Princeton, and Haughton. The Administrative Office is centrally located in Bossier City.

Benton Head Start Center

224 Pine St.
Benton, La. 71006
(318) 965-5250

Hooter Park Head Start Center

1519 Hooter Park Dr.
Bossier City, La. 71112
Hooter A (318)747-4704
Hooter B (318) 746-0904
Hooter C (318) 752-217

Booker Memorial Head Start Center

250 New Bethel Booker Road
Benton, La. 71006.
(318) 326-5786

Early Head Start

4817 Shed Road
Bossier City, La. 71111
(318) 741-1592 (Building A)
(318) 742-9856 (Building)

Wesley Chapel Head Start Center

6020 Highway 80 East
Princeton, La. 71067
(318) 949-8815

Agency Central Office

700 Benton Rd.
Bossier City, la. 71111
(318) 747-1045



Programs and Services

Information & Referrals

BOCS referred **153** individuals/families that received assistance and/or services to available resources in the community during the 2022-2023 fiscal year. These services included employment, skill training, education, food, clothing, and housing to have economic stability.

Emergency Assistance Program

38 individuals/families received Emergency Rent/Mortgage & Water Assistance to minimize the conditions of poverty, eviction, foreclosure of homes, and disconnection for eligible families/individuals throughout Bossier Parish. The Federal Emergency Management Agency (FEMA), Community Service Block Grant (CSBG), and FEMA and CSBG CARES Act funds support the program headed by **Marion Markray, Community Organizer**.

Fingerprinting (Criminal Background Check)

406 individuals obtained electronic fingerprinting for employment throughout Bossier City, Shreveport, and the surrounding area with the assistance of **Sherry Douglas, Human Resource Clerk**.

Supplemental Nutrition Assistance Program (SNAP)

80 families/individuals received assistance in filling out an online SNAP application. BOCS collaborates with the Department of Children and Family Services to assist eligible and low-income households. Clients receive SNAP assistance through **Debbie Green, Outreach Intake Worker**.

Transportation

201 eligible individuals/families received curbside transportation for social services and non-emergency medical needs with **625** rides provided by **Carolyn Manley, Transportation Driver**.

Low-Income Home Energy Assistance Program (LIHEAP)

1791 households (**3562** persons) obtained LIHEAP assistance that provided benefits to low-income households throughout Bossier Parish particularly, households in which elderly, disabled, and/or young children reside with the assistance of **Cynthia Stephens, LIHEAP Coordinator**.





Beginning in 1965, as part of the War on Poverty, the Federal Government asked a panel of child development experts to draw up a program to help communities meet the needs of disadvantaged children and thus, Project Head Start began as an eight-week summer program. It is the belief of some that education was the solution to the problem of poverty. Therefore, Head Start was designed

to help break the “cycle of poverty” by providing preschool children ages three to five years of low-income families with a comprehensive program that meets their emotional, social, health, nutritional, and psychological needs, ensuring them to compete effectively with the middle-income school mates. As a continuation of this war on poverty, the Bossier Office of Community Services applied and received Head Start funds to help meet the needs of disadvantaged children and families.

At Bossier Office of Community Services, Head Start means a chance for the low-income families to get many of their needs met. Head Start provides Training and Technical Assistance to staff and parents to enhance their knowledge in achieving program goals and objectives.

The Program promotes school readiness of children ages 3-5 years by implementation of school readiness goals in the areas of physical development & health, approaches to learning, social & emotional development, language & literacy, and cognition.

2022-2023 Enrollment (Under Enrollment Statistics in PIR)

Funded enrollment	403
Children & families served	359
Average monthly enrollment	100%
Total Cumulative Enrollment	359

Percentage of eligible children served:

Income below 100% of the federal poverty line	79%
Receipt of Public assistance	16%
Status as a foster child	2%
Status as homeless	1%
Over income	0%
Income between 100% and 130% of the federal poverty line	2%

All children receive a nutritional breakfast, lunch and snack free of charge each day of operation. The program receives funding on a reimbursement basis from the Department of Education Child & Adult Care Food Program (CACFP).

2022-2023 Head Start/Early Head Start Meals Served

Breakfast	40,400
Lunch	40,455
Snack	36,132
Total Meals Served	116,977

Percentage of enrolled children that received medical and dental exams

Medical exams:100%	Dental exams:100%
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Parent Involvement Activities

Parents are active participants on Head Start/Early Head Start Policy Council, where they review and approve budgets, policies, plans, and hiring of staff. A Board of Directors governs Bossier Office of Community Services with at least one Head Start Policy Council parent seated as a liaison from the

Council to the Board. Parents are active participants in the development and implementation of our school readiness goals and other educational activities. The Fatherhood initiative “Men in Action” supports fathers and other males in becoming actively involved in their children’s early childhood development.

Partnerships

Parents have an opportunity to enter into a family partnership agreement with Bossier Head Start that supports the achievement of their goals such as obtaining their GED or Higher Education, Housing or better Housing and Job Placement/Career Development

They have access to training opportunities that promote self-sufficiency and stability. The Agency developed a partnership agreement with Bossier Parish School Board that supports the transition of children from Head Start to Kindergarten.

Head Start/Early Head Start established a large number of formal and informal partnerships with other community agencies/organizations to assist in meeting the needs of the children and their families. There is a partnership with Lion Cubs and David Raines Community Center to provide vision and dental screening, Dr. Christine Pastilong provide vision follow-up services, and Mary Anne Candley, LMSW provide nutrition services to staff and parents. Other partnerships include Daycare Providers, Early Step, North Louisiana Area Health Education Center, and more.

The program provides training for parents, field trips to public schools and a transition activity booklet for parents to reinforce learning in the home. A systematic approach implemented to ensure that our Head Start/Early Head Start children are prepared and ready for kindergarten.



Bossier Office of Community Services' effort to prepare children for kindergarten

The Head Start program provides high-quality education services through the support of 42 qualified Teachers and Assistants, 2 Center Directors, a Head Start/EHS Education Director, and Practice-Based Coach. Plans are in place for on-going staff professional development to ensure that the children served are ready for the public school

Bossier Parish Head Start utilized the Creative Curriculum for Pre-K that is aligned with TS GOLD (Teaching Strategy Gold), Louisiana's Birth to Five Early Learning and Development Standards, and Head Start Early Learning Outcomes Framework. Child outcomes were measured three times a year using the five essential domains that are inclusive of Approaches to Learning, Social and Emotional Development, Language and Literacy, Cognition, Perceptual, Motor, and Physical Development. School readiness goals are adopted and aligned with the Head Start Early Learning Outcomes Framework. Furthermore, the classroom Assessment Scoring System (CLASS) is used to measure effective teacher-child interaction in the classroom.

The Class scoring range is as follows: Low range: 1-2 Middle range: 3-5 High range: 6-7

CLASS Scores for the Head Start Program

Social-Emotional Support	6.37
Classroom Organization	4.19
Instructional Support	3.12

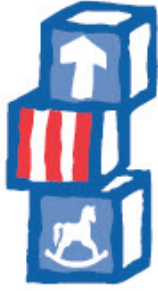


CHILDREN ASSESSMENT

The program utilized the TS GOLD tool to assess and measure a child’s development and learning. The following table summarizes the progress of children enrolled in Head Start at the end of the school session.

PERCENTAGE AVERAGE RATING OF CHILD’S PROGRESS AND OUTCOMES ON HEAD START CHILDREN 2022- 2023 School Session

Social-Emotional	Below		Meeting		Exceeding	
	Count	%	Count	%	Count	%
	34	12%	167	58%	89	31%
Physical	Below		Meeting		Exceeding	
	Count	%	Count	%	Count	%
	46	16%	167	58%	77	27%
Language	Below		Meeting		Exceeding	
	Count	%	Count	%	Count	%
	39	13%	196	68%	55	19%
Cognitive	Below		Meeting		Exceeding	
	Count	%	Count	%	Count	%
	40	14%	213	73%	37	13%
Literacy	Below		Meeting		Exceeding	
	Count	%	Count	%	Count	%
	31	11%	204	70%	55	19%
Mathematics	Below		Meeting		Exceeding	
	Count	%	Count	%	Count	%
	52	18%	177	63%	53	190%



EARLY HEAD START

Learning Begins at Birth

Bossier Early Head Start Program has a funded enrollment of 36 children, center based, and 4 pregnant mothers. The program provided services on the comprehensive level of education, health, nutrition, and social-service needs.

2022-2023 Enrollment

Funded enrollment:	36
Children and families served including pregnant moms:	51
Average monthly enrollment:	100%
Total Cumulative Enrollment	51

Percentage of eligible children served:

Income below 100% of the federal poverty line	86%
Receipt of Public assistance	10%
Status as a foster child	4%
Status as homeless	0%
Over income	0%

Percentage of enrolled children who received medical & dental exams 2022-23 school year

Medical exams:	100%
Dental exams: (Percentage is based on age-eligible children)	100%

The facilitation of a year-round program provides the Early Head Start parents with the opportunity to set and obtain new goals while their children are receiving hi-quality care in a nurturing and responsive environment.

Early Head Start employs eight (8) qualified Teachers/Caregivers to coordinate and oversee the growth and development of infants and toddlers throughout their day-to-day routines. All Caregivers have background experience in Early Childhood Education and possess a CDA (Child Development Associate) in Infant and Toddlers, Associate Degree or Bachelor Degree in Early Childhood Education and Ancillary Certificate.

Early Head Start utilized the researched based Creative Curriculum for Infants/Toddlers that is aligned with TS GOLD (Teaching Strategy Gold), Louisiana's Birth to Five Early Learning & Development Standards and the Early Learning Outcomes Framework. In addition, School Readiness Goals are developed and aligned with the Creative Curriculum.

The Curriculum features:

1. A foundation in Child-Development
2. Individual Goals and Objectives for children
3. Goals for working with families
4. Comprehensive Planning Routines and Activities

CHILDREN'S ASSESSMENT

The program utilized the TS GOLD tool to assess and measure a child's development and learning. The following table summarizes the progress of children enrolled in Early Head Start at the end of the school session.

PERCENTAGE AVERAGE RATING OF CHILD'S PROGRESS AND OUTCOMES ON EARLY HEAD START CHILDREN 2022-2023 School Session

Social-Emotional	Below		Meeting		Exceeding	
	Count	%	Count	%	Count	%
	1	3%	19	59%	12	38%

Physical - Gross Motor	Below		Meeting		Exceeding	
	Count	%	Count	%	Count	%
	4	13%	18	56%	10	31%

Language	Below		Meeting		Exceeding	
	Count	%	Count	%	Count	%
	6	19%	22	69%	4	13%

Cognitive	Below		Meeting		Exceeding	
	Count	%	Count	%	Count	%
	5	16%	21	66%	6	19%

Literacy	Below		Meeting		Exceeding	
	Count	%	Count	%	Count	%
	5	16%	19	59%	8	25%

Mathematics	Below		Meeting		Exceeding	
	Count	%	Count	%	Count	%
	4	13%	19	59%	9	28%

Partnerships

Bossier Parish Early Head Start has established formal and informal partnerships with other Community Agencies and/or Organizations. The program is in collaborative efforts with Community Day Care Providers, Early Steps, Lions Club, and North Louisiana Area Health Education Center to assist in providing quality services for the Early Head Start children and families. These community relationships have enabled our parents and children to receive the benefits of after school care, prenatal/parenting training and hearing and vision screenings.



Most Recent Federal and State Reviews

The Office of Workforce Development conducted a performance evaluation and organizational standard assessment of the Agency’s CSBG (Community Service Block Grant) activities for the period Agency’s FY2023. The “Target” performance established by IM-138 is 100% of each standard for each community action agency. BOCS met 100% of the FY23 Organizational Standard.

From August 21, 2023, to August 25, 2023, the Administration for Children & Families conducted a monitoring review of the Head Start/Early Head Program to determine whether the previously identified findings had been corrected. Based on the information gathered from the Review, the Administration of Children and Families closed the previously identified findings.

Most Recent Financial Audit

Bossier Office of Community Services accepted an Audit Proposal from Kolder, Slaven & Company, LLC to have Nicholas Fowlkes, CPA conduct BOCS 2023 Financial Audit.

2022-2023 Budgetary Expenditures

	HS	EHS
Salaries and Wages.....	\$1,858,154	\$322,246
Fringe Benefit.....	600,278	100,610
Travel.....	0	0
Equipment.....	0	0
Supplies.....	114,473	50,374
Contractual.....	41,000	9,300
Facilities/Construction.....	0	0
Other.....	426,183	61,819
T/TA.....	36,580	11,491
Total Direct costs.....	3,076,668	555,840
Indirect costs.....	0	0
Total	\$3,076,668	555,840
Non-Federal Share.....	769,167	138,960

Fiscal Year Ending December 31, 2023

<u>Program Funding</u>	<u>Source Funding</u>	<u>Period</u>	<u>Total Grant</u>
Head Start	Dept. of HHS	2/1/2022 to 1/31/2023	3,076,668
Early Head Start	Dept. of HHS	2/1/2022 to 1/31/2023	555,840
CACFP-Food Service	LA Dept. of Ed.	10/1/2022 to 9/30/2023	505,529
CSBG	Dept. of Labor	10/1/2022 to 9/30/2023	394,039
LIHEAP	LA Housing Finance	10/1/2022 to 9/30/2023	832,374
Transit	CDBG	7/1/2022 to 6/30/2021	314,647
Total			5,379,097

