

## April Employee of the Month



Congratulations to Ashley Poulsen, Park Head Start Site Director & FSC, our April Employee of the Month!

Ashley's nomination reads, "On several occasions I have visited Park to do Family Coaching. Every time I have entered the building Ashley is

always there to welcome me with her big smile. In the few hours that I am there the phone is constantly ringing, families are coming in and out, staff are needing breaks, there are volunteers in the building, other site admin are present doing various parts of their job and may need Ashley's attention. Its overwhelming just to watch yet Ashley steps up with a positive attitude . Recently like most sites, Park has been very short staffed. Ashley is at times a teacher and or a cook on top of her responsibility as a Site Director and FSC. Ashley navigates these challenges with ease. Her optimism and energy are contagious. Ashley also does an amazing job establishing relationships with staff and community. When I was last there, staff desks were decorated for their birthdays and there were two cakes brought in to celebrate them.

Outstanding staff isn't something that just happens, it involves combined hard work from the team and its leader. Ashley understands that her staff are real people who want and need to be satisfied and connected at work. On top of all of her duties at the site level Ashley has also built great relationships in the community. She will be recognized this Saturday for her partnership with Columbia College baseball team, who volunteer at Park frequently. During the holiday season A women's group called The Rocky Pointers brought hats and gloves to every kiddo at Park. Ashley takes every opportunity that comes her way and uses it in a way to best benefit CMCA Members. Ashley is a step-up employee. Stepping up is not luck, it's good purposeful energy and intention. Stepping up is the best comment, the right action, during the most difficult of times. Stepping up stands by people and community when they need you the most. Stepping up means going that extra inch and mile for the people on both sides of you. Thank you, Ashley, for everything you do!"



Employee  
of the  
Month

## CMCA Member Survey

Each year, CMCA conducts our Member Survey, which provides an opportunity for those we serve to provide anonymous feedback about their experience with the agency. This year, 14% of CMCA members provided feedback through the survey, which is comparable to the participation rate of previous years.

The agency Leadership Team reviews the results and develops quality improvement plans. The Leadership Team identified the following areas for quality improvement:

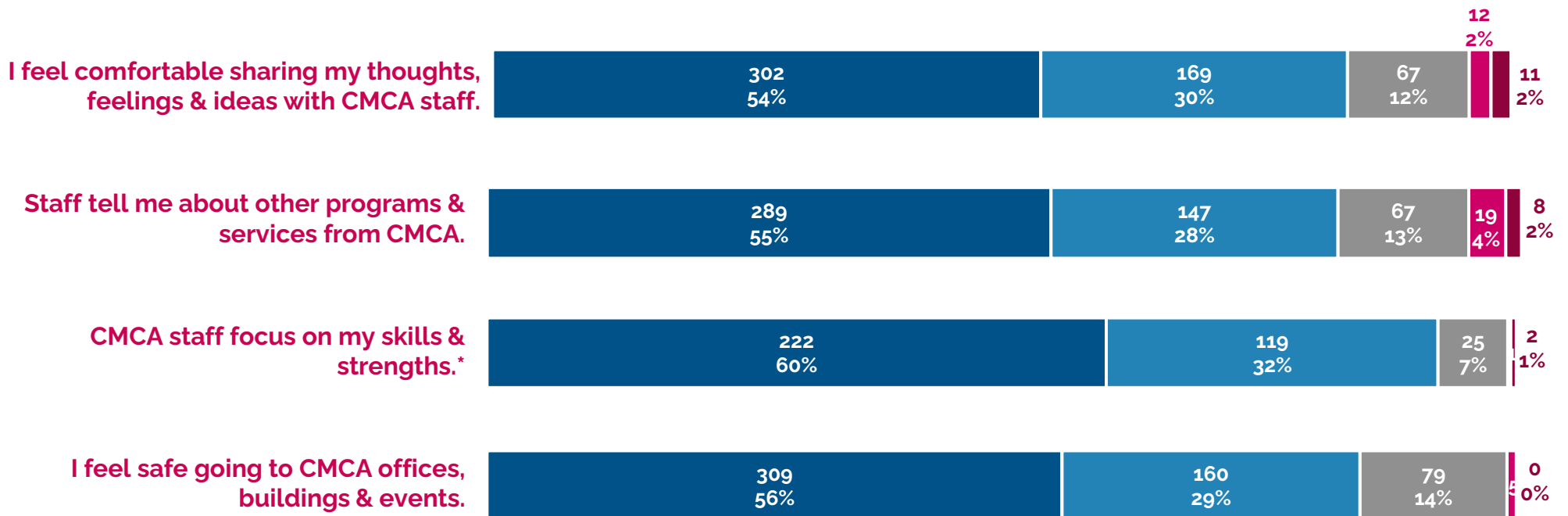
- Update website to make program information more accessible to members
- Continue to share information about other CMCA programs to members (beyond the program in which they are currently enrolled)
- Improve internal communication between staff members to facilitate internal referrals
- Improve participant response rate



# Agency Operations

## CMCA Member Selected Survey Results

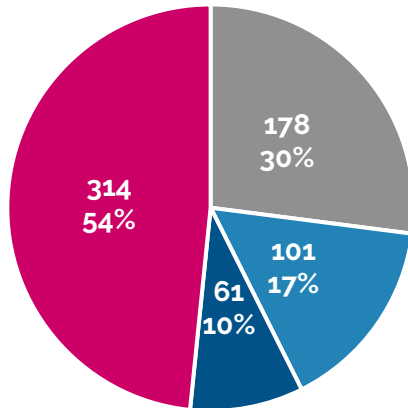
Strongly agree    Agree    Neutral or Not Sure    Disagree    Strongly disagree



\* This question was only asked of those enrolled in coaching programs.

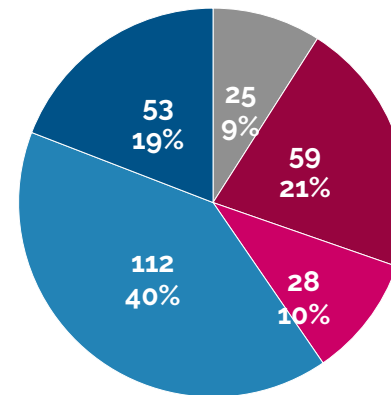
## CMCA Member Selected Survey Results

**In the past 6 months, have you visited CMCA's website for any of these reasons?**  
(Check all that apply.)



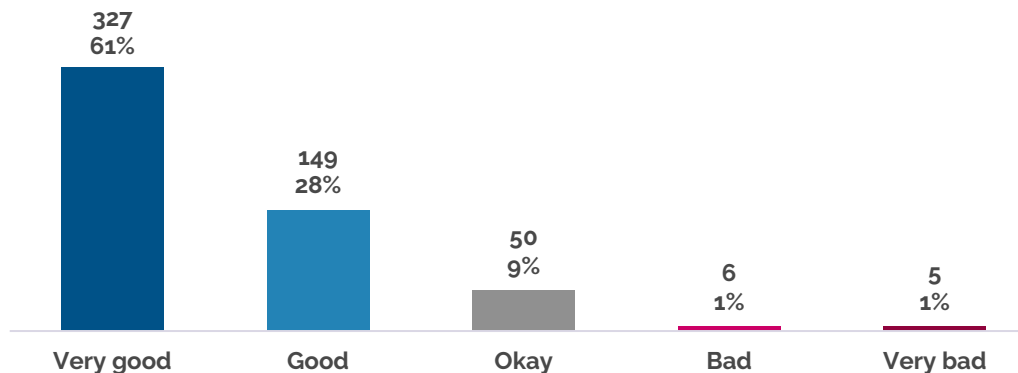
- Yes, to find out information about CMCA programs & services
- Yes, to apply for a program
- Yes, for another reason

**How often do you meet with a CMCA staff member to work on your goals?**  
(Asked of those enrolled in a coaching program)



- Do not meet with anyone about my goals
- As needed
- Every few months
- Monthly
- Weekly

**How is your overall experience with CMCA?**



## May Employee of the Month

Congratulations to Kelly Green Taylor, Central Office Administrative Coordinator, our May Employee of the Month!

Kelley's nomination reads, "She may be only part-time, but her impact on the people that call and walk in is not what I would describe as "part-time". Every day she helps people navigate the LIHEAP process on the phone and in person. She also helps our clients or visitors with advice on where to go to get help for things we don't do, such as emergency housing.

These are people who are in bad situations - they're often extremely stressed, yet she doesn't get flustered. I can tell when they're on the phone and unhappy with their situation, and in those moments she's a very calming force. She doesn't get derailed and doesn't argue - she sticks with the issue and calmly explains either the process to get help or where else to go if we can't help.

At times she'll listen to people vent and she'll allow them to feel heard. When someone has utilities shut off, being heard is an immediate relief to them. Being heard is a real piece of dignity for people in that situation, and I can tell when they leave, they feel a little better. The ability to connect with people and have a positive outcome in that situation is a talent, and she has it.



She's definitely a 'good vibe' person in the office, always smiling and in a good mood, greeting staff and clients as they come in. For these reasons she's a valuable asset for CMCA, for both our staff and our clients, and I submit she's deserving of recognition for it."



## May is Mental Health Awareness Month!



CMCA staff wore green in support of Mental Health Awareness Month in May. The Wellbeing Committee held a photo contest for the most creative green attire and selected individual and group winners (below). Staff also received education on the importance of mental health through our monthly HR newsletter, and CMCA showed our support to the community through social media posts.



## Agency Employment & Financial Coaching Outcomes October 2023-Present



\* Credit scores can be retrieved every 6 months.



## New & Noteworthy

The City of Columbia Employment & Training Initiative (CETI) is now taking referrals. This grant can serve individuals living within the Columbia city limits, who seek employment and training services, and whose income does not exceed 185% of the FPL. It is particularly focused on those who need to enhance their job skills, obtain vocational training, and overcome barriers to employment.

The FOC and WBC have collaborated to introduce a new secured micro-lending program, backed by the National League of Cities. The application period for WBC clients will run from July 1<sup>st</sup>-July 31<sup>st</sup>.

Two Healthcare Advocates have been hired through the grant from the Missouri Foundation for Health. They will assist with new Medicaid applications, Medicaid renewals, and questions regarding Medicaid processes and plans.

Congratulations to the five participants that successfully completed twelve weeks of Building Strong Families, CAREERS, FOC, and Getting Ahead classes. Participants set goals, used effective communication, created resumes, participated in mock interviews, created a budget, and learned about resources in their communities to help better themselves. Multiple programs worked together to provide the comprehensive supports embedded in the twelve-week classes and coaching.





# Economic Stability

## April Sales

**\$2,591 in gross sales**

**105 transactions**

**176 items sold**



### Top 3 Participants:

**Black Tea Bookshop**

**Raw Roots Turmeric**

**Designs by Neisha**

## Women's Business Center

The newest Fast Trac Business Academy cohort kicked off in April. The 16 participants will meet for 12 weeks to develop their business ideas into tangible business plans. Thanks to a grant from the National League of Cities, we will be able to host a pitch competition for graduates of this class with cash prizes. We are also able to provide resources such as chrome books to those who need them.

The grant also allowed the WBC to offer two additional pitch competitions to Boone County residents. One pitch competition will focus on childcare providers who are interested in starting or expanding an existing business. The other is a retail pitch competition and will focus on those who have retail businesses in Boone County.

A group of twenty WBC staff and clients traveled to Jefferson City for the Women in Business Advocacy Day. We heard from the Regional Engagement division of the Dept. of Economic Development and visited with many representatives. We also met with Lt. Governor Mike Kehoe to learn about the Buy Missouri program. It was a very successful day!

May was a slower month for sales at the Shops at Sharp End, and the Shops switched to new summer hours after Memorial Day. The Shops are now open Wednesday through Saturday, noon to 5pm. We are excited that our new Program Manager over at The Shops starts on June 24th.

## May Sales

**\$641 in gross sales**

**48 transactions**

**23 items sold**



### Top 3 Participants:

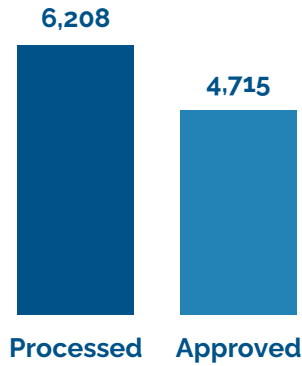
**Raw Roots Turmeric**

**Fudge Brand**

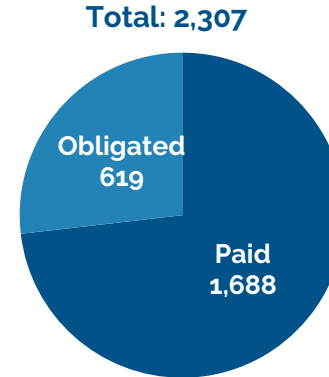
**Renz Blendz**

# Economic Stability

## Total Energy Assistance Applications Processed (EA) October 2023 - Present



## Households Receiving Crisis Energy Assistance (ECIP) October 2023 - Present

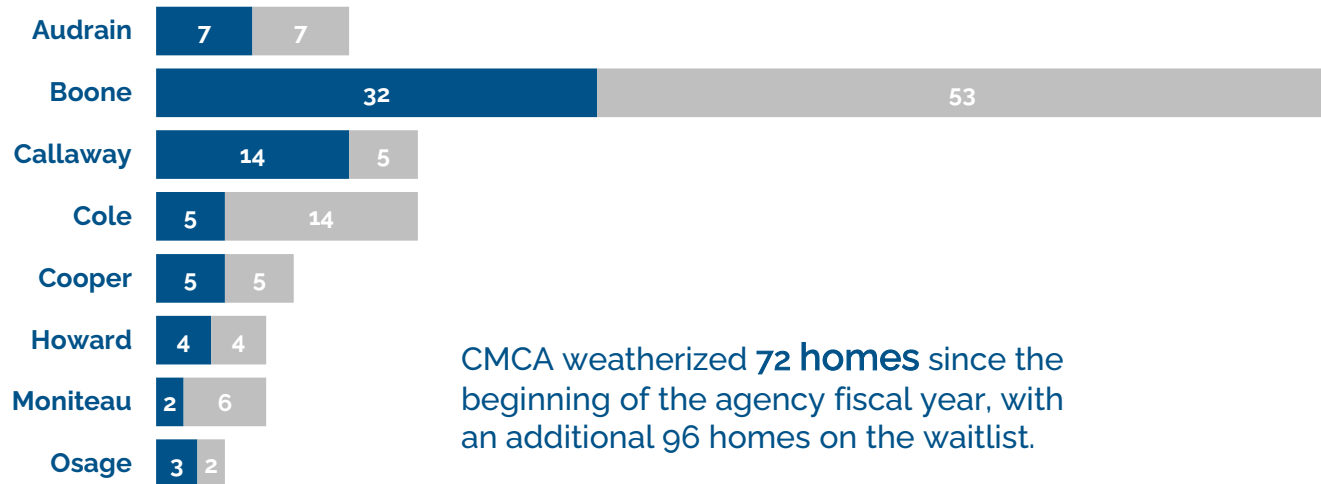


**\$9,726**

Average invested in each  
**Weatherized Home**  
October 2023 - Present

## Weatherized Homes

■ Homes Completed ■ Waitlist



CMCA weatherized **72 homes** since the beginning of the agency fiscal year, with an additional 96 homes on the waitlist.



# Economic Stability



**11** Tenants Paying Full Rent

Will graduate HCV after six months of paying full rent



**276**

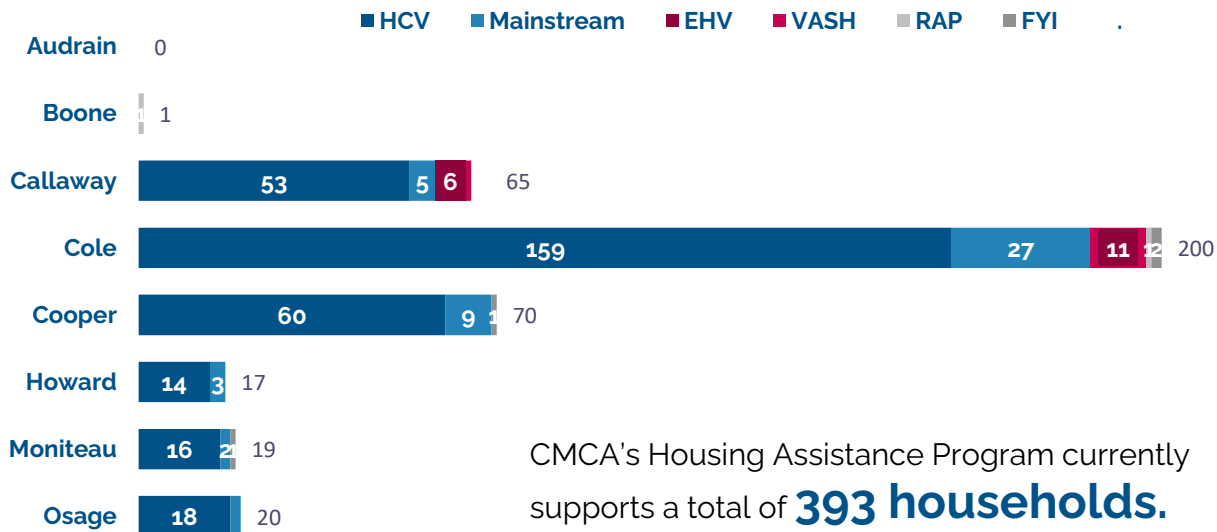
Households on HCV Waitlist  
Housing Choice Voucher



**41**

Outstanding Housing Vouchers  
Includes 17 households who are unhoused and 24 who are presently housed

## Households Receiving Housing Assistance Payments



CMCA's Housing Assistance Program currently supports a total of **393 households.**

## Strengthening Communities



### Audrain County

CMCA participated in the Audrain County Senior Expo hosted by the Mexico Area Family YMCA with the Audrain County Health Leadership Team. Approximately 50 vendors and 300 community members attended the event.

CMCA supported seniors at Mexico High School's Decision Day and held a booth at the Audrain County Child Advocacy Day.

Long-time CMCA employee Tad Dobyns, Community Organizer for Audrain County, will be leaving CMCA in June. We thank Tad for his many years of service in his community and wish him well in his new endeavors!



### Boone County

We'd like to welcome our new Community Organizer, Daniel Crasnow! Daniel has hit the ground running, meeting with multiple program managers as well as attending community meetings, networking with our partners, and attending several outreach events.



### Callaway County

The Callaway County HiSET/AL program has welcomed additional participants from the DOC Female Reentry Unit, and five participants have registered for their HiSET exam.

The early childhood students at Westminster College participated in a poverty simulation facilitated by CMCA staff, and North Callaway High School students participated in a REALL simulation.

CMCA remains heavily involved with the Show Me Strong Communities Housing & Child Care workgroups in Callaway County. Both groups are preparing to move from the planning stage to implementation of the plan.



## Strengthening Communities



### Cole County

We celebrated our first Getting Ahead graduates from the Algoa Prison partnership! We had 5 wonderful graduates who have great futures ahead of them. A new class started in May and is fully enrolled with 12 residents.

Cole County started a Transitional Housing Committee and an Unhoused Regional Summit Committee.



### Cooper & Howard Counties

CMCA participated in the Home Works! Family Dinner with Boonville Public Schools, Head Start, and BRIDGE. This was their first time hosting a group dinner and resource fair together, and we connected with several community members and other resource providers in Cooper County.

CMCA and the Cooper County Health Department applied for a mini-grant from Compass Health on behalf of the Cooper County Human Services CAT. We received a \$1,000 award to purchase and distribute deTerra bags for the safe disposal of unused drugs. CMCA and the Public Health office will distribute these bags in our offices and at outreach events.



### Moniteau & Osage Counties

Planning is underway for the Moniteau Back to School Fair, which will take place at the end of July. School supplies and hygiene bags will be provided to 500 children at the event.

Osage County held their first resource meeting in May. This meeting stemmed from Show Me Strong Communities and brought service providers together to share resources and to begin discussing how to bring more food resources to Osage County.

CMCA participated in another free produce and protein box distribution in Chamois, giving away 100 boxes filled with ground pork, eggs, corn meal, and fresh vegetables.





## Early Childhood Program Updates

Head Start sites continued to host 100 Man Lunches, encouraging fathers, families, and community heroes to spend time with children and enjoy a good meal. The events were well attended and we look forward to doing it again next year!

Just Between Friends, a local resale shop, hosted a Wish Tree at a recent event to benefit the Women and Infant Relief Fund (WIRF). WIRF provides emergency clothing, shoes, diapers, and baby care items for families in critical need and also provides educational baby showers and supplies for pregnant women. We also hosted Bingo for Babies, raising approximately \$17,000 for WIRF. The very successful event featured plinko, a silent auction, a bounce house, bubble entertainment, face painting, a reptile petting zoo, and of course, bingo!

We had a handful of graduations from our school district partners and HS sites that close for the summer. Park Head Start's graduation had a HUGE turnout! We have a large number of children going to kindergarten this year, so staff are busy recruiting to fill those slots.

We received exciting news that Amber Snyder won the Region VII Family Advocate of the Year! We celebrated Amber's award in the annual Region VII Conference in Kansas City. Amber will move to the national selection committee and is eligible to win the National Family Advocate award!

May concluded our very thorough Self Assessment process. This process supports the development of the program's Quality Improvement plans for the upcoming year. Summer is busy with updates and training development.

*Below : Amber Snyder, Prenatal Home Visitor, accepts her award for the Region VII Family Advocate of the Year.*









## Head Start Enrollment & Attendance April 2024



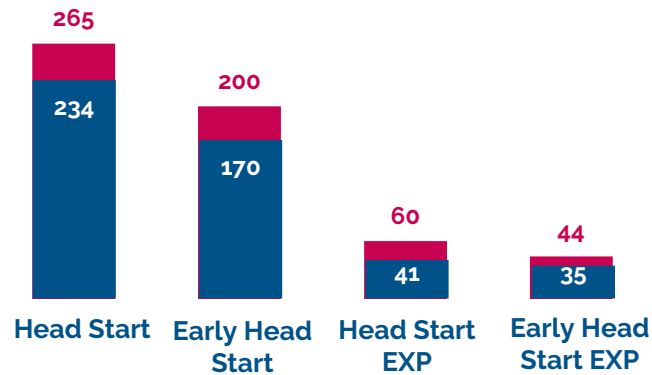
**9** classroom closures

### Children Affected by Site Closures

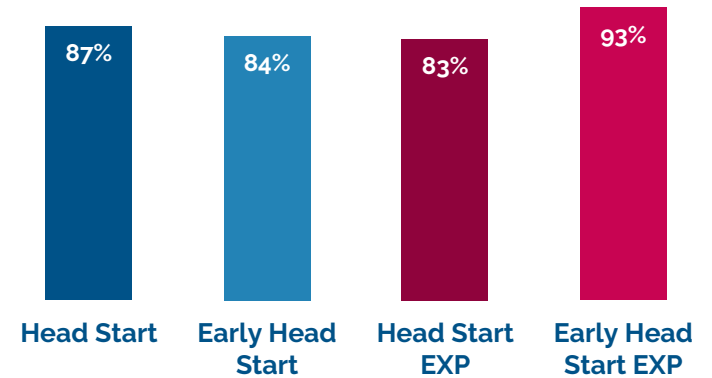


### Actual Enrollment

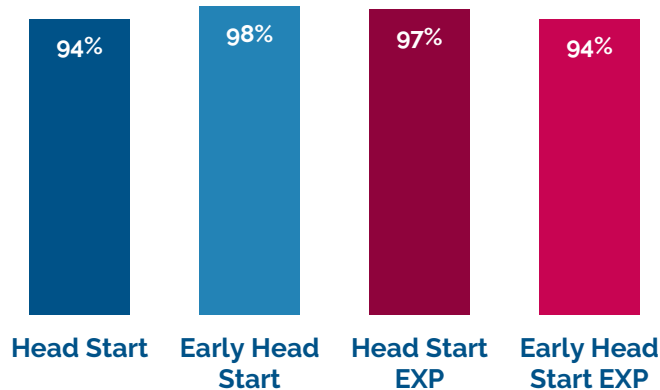
■ April ■ Target



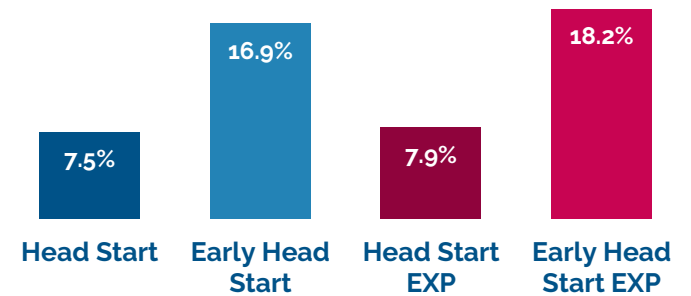
### Average Daily Attendance



### Income Eligible Enrollment



### Disabilities Enrollment



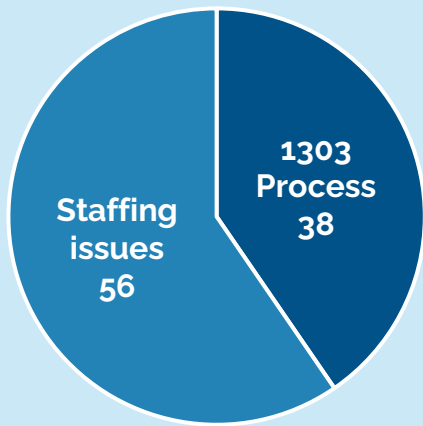
# Family Well-Being

## Head Start Enrollment & Attendance May 2024



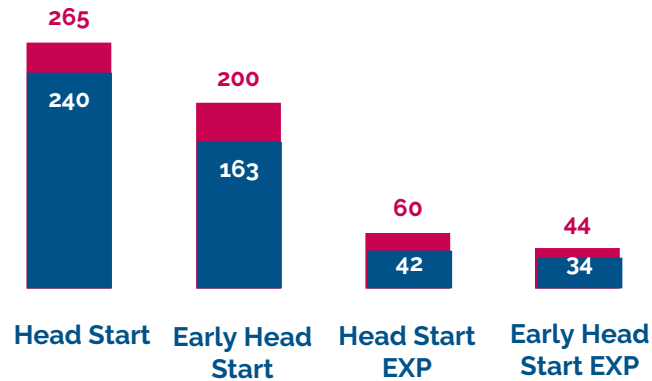
**8** classroom closures

### Children Affected by Site Closures

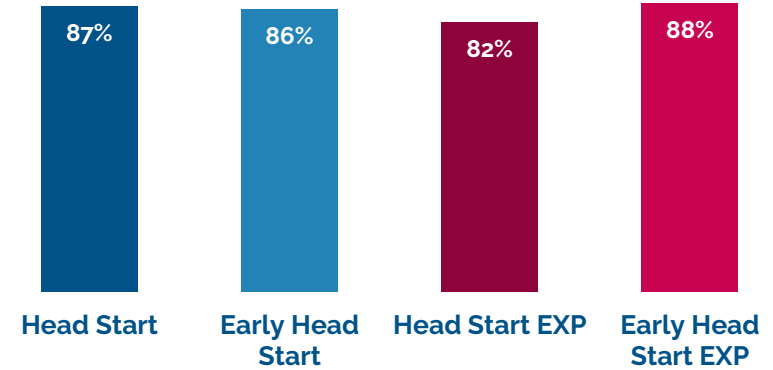


### Actual Enrollment

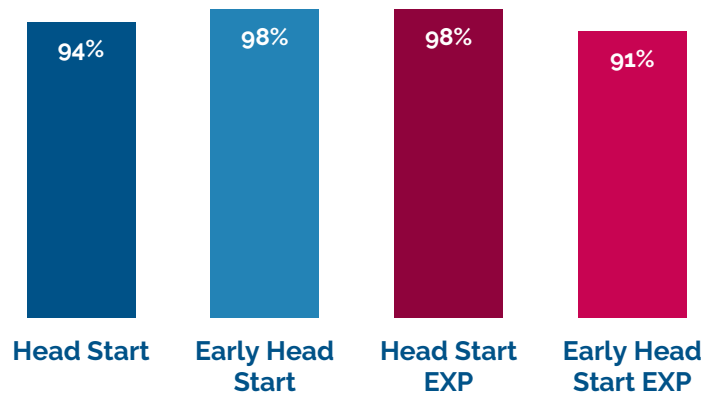
■ May ■ Target



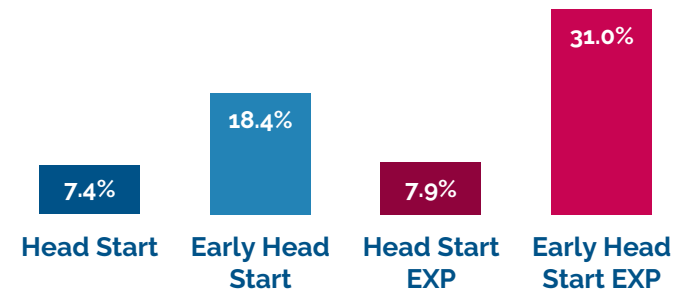
### Average Daily Attendance



### Income Eligible Enrollment



### Disabilities Enrollment





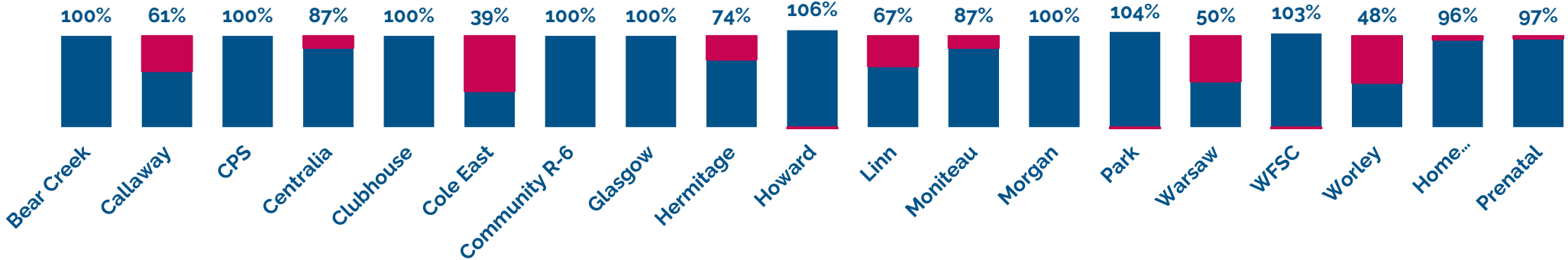
# Family Well-Being

## Head Start Enrollment & Attendance by Site April 2024

### End of Month Enrollment by Site

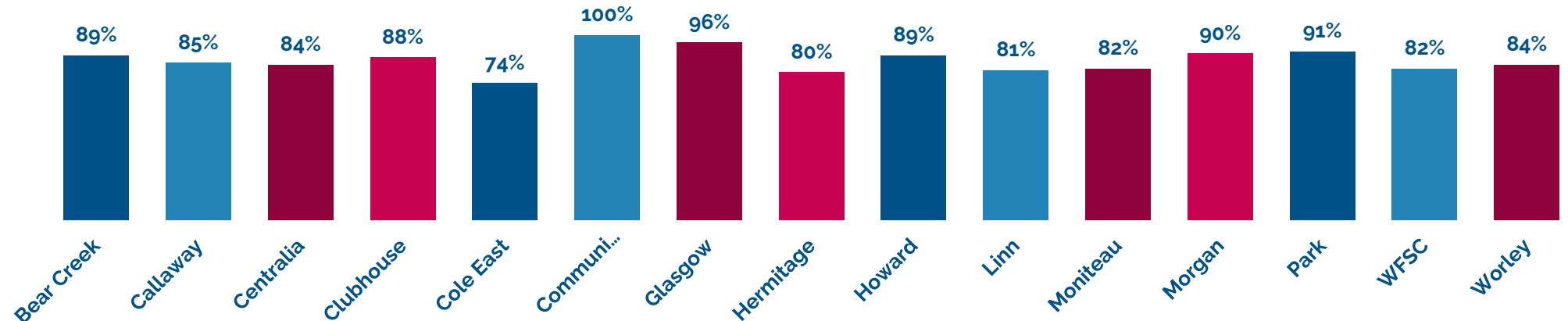
as a Percentage of Funded Enrollment

■ % of Funded enrollment ■ % Vacant



### Average Daily Attendance by Site

as a Percentage of Actual Enrollment



**Note:** Attendance for children enrolled in Columbia Public Schools is tracked by the school district.

Head Start Report requiring Board & Policy Council approval



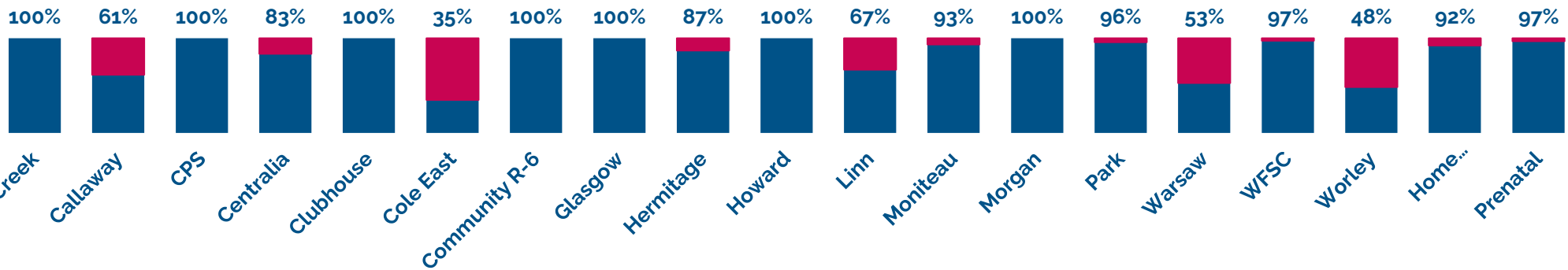
# Family Well-Being

## Head Start Enrollment & Attendance by Site May 2024

### End of Month Enrollment by Site

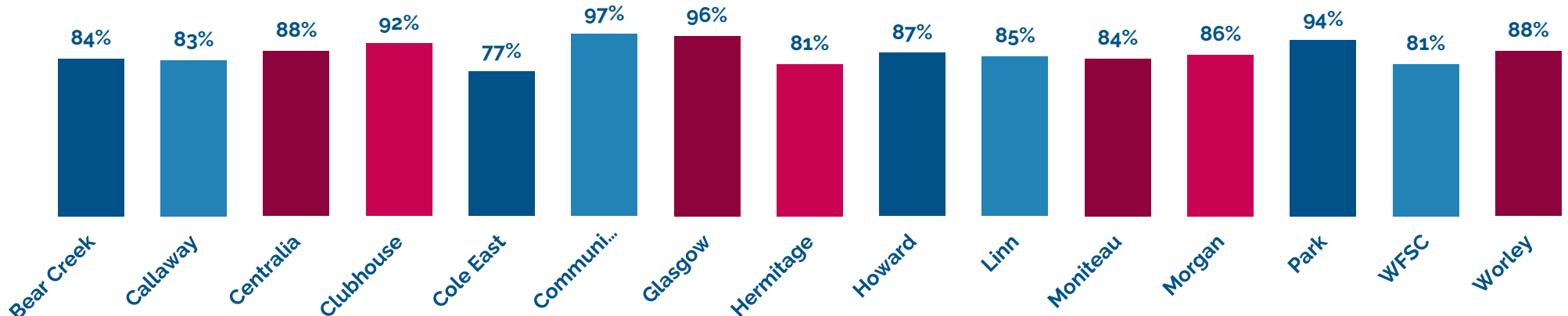
as a Percentage of Funded Enrollment

■ % of Funded enrollment ■ % Vacant



### Average Daily Attendance by Site

as a Percentage of Actual Enrollment



**Note:** Attendance for children enrolled in Columbia Public Schools is tracked by the school district.

Head Start Report requiring Board & Policy Council approval

# Family Well-Being

## Head Start Classroom Snapshot

April 2024



**29**

**Behavior Reports**  
for Classroom Behaviors



**32**

**Active Head Start  
Staff Vacancies**  
All HS Positions



**6**

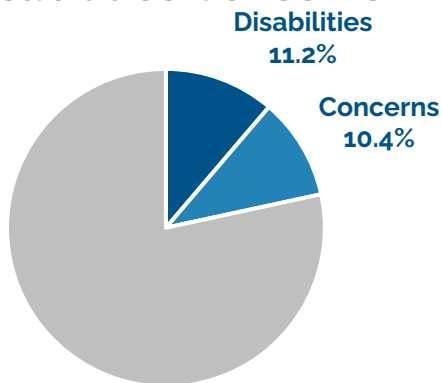
**Staff Receiving  
Intensive Coaching**  
on Education &  
Mental Health Topics



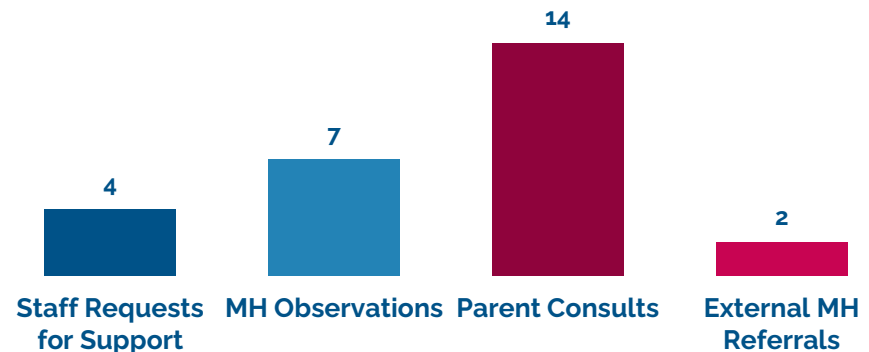
**26**

Families participating in  
**Parenting Curriculum**

### Classroom Children with Disabilities & Disabilities Concerns



### Classroom Mental Health Supports





# Family Well-Being

## Head Start Classroom Snapshot

May 2024



**47**

**Behavior Reports**  
for Classroom Behaviors



**22**

**Active Head Start  
Staff Vacancies**  
All HS Positions



**4**

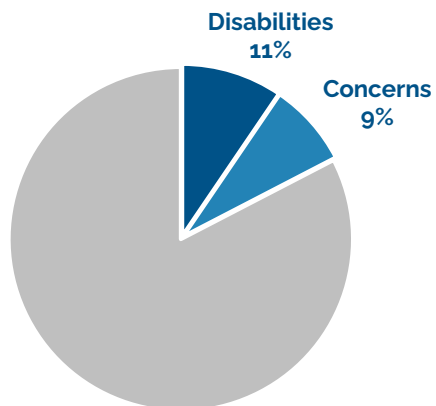
**Staff Receiving  
Intensive Coaching**  
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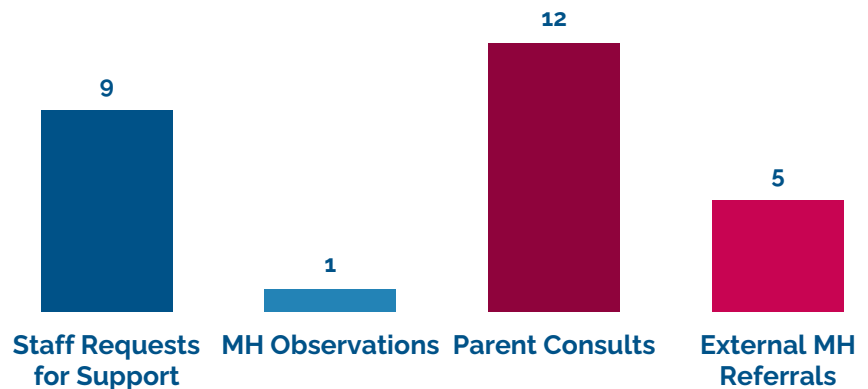
**26**

Families participating in  
**Parenting Curriculum**

### Classroom Children with Disabilities & Disabilities Concerns



### Classroom Mental Health Supports



## Health & Wellness



**595**

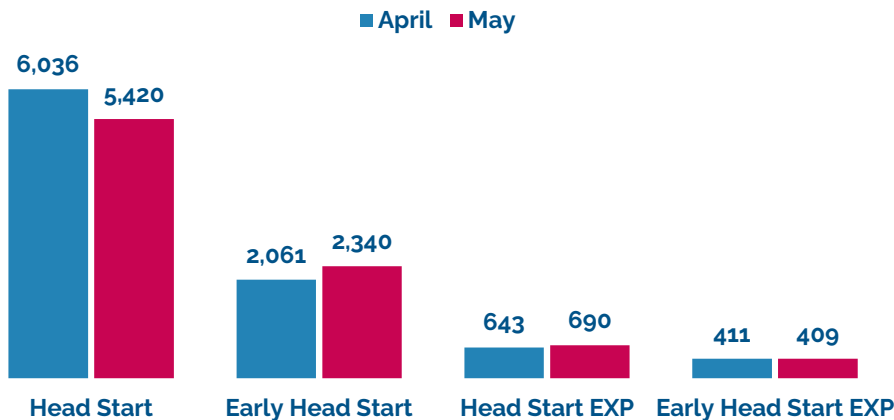
Children received  
**Health Screenings**  
September 2023 - Present



**44**

Children received  
**Follow-Up Medical  
or Dental Care**  
September 2023 - Present

### Head Start Meals Served (Determines CACFP Reimbursement)









## Foster Grandparents

Foster Grandparents Volunteer Pat Tatum was honored with a speech from the principal of Fairview Elementary School, Dr. Tyler Simmons, for her volunteer efforts at the school. She was awarded a certificate of appreciation.

Volunteer Fred Leuper was recognized as the CMCA Volunteer of the Year. He volunteers at David Barton Elementary School in Boonville and was nominated for his selfless acts of service.

*Top right: Pat Tatum is honored by Dr. Tyler Simmons.*

*Bottom left: Fred Leuper receives the CMCA Volunteer of the Year Award.*



## ShowMe Healthy Relationships

SMHR presented at the May Callaway Resource Network Meeting, with an article highlighting the program appearing in the Fulton Sun. Both day and evening classes continue, and staff are actively recruiting to fill new classes. While the program is grateful to serve a large number of individuals, the caseloads of both the program coaches and the program manager have become quite large. The SMHR Program Manager consulted with MU and will transition one staff position along with a percentage of enrollment and funding to the COC Program. This will even out the workload and allow staff to remain focused on the quality of the coaching and training services that they provide.





*Bingo  
for  
Babies*

*WIRF  
Fundraiser*

