



2020 Annual Report

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Economic Opportunity Agency, Inc (EOA) is a community action agency dedicated to helping low-income households in the region succeed. EOA was established in 1965 and our mission is “empowering children and families to learn, connect, and succeed.”

EOA administers a range of programs designed to address the roots of poverty through a strategic multi-generational approach, connecting low-income families with the tools to achieve financial stability and break the cycle of poverty.

EOA has a vision of Northwest Arkansas as a resilient community where children and families experiencing adverse circumstances have the opportunity to thrive, become self-sufficient, and live an improved quality of life.

EOA is a proud partner agency of:



Letter from the Executive Director

We are pleased to share with you the 2020 EOA Annual Report. We hope that you will take the time to review each page, and see the impact and progress our programs are making in the community. Although 2020 presented challenges in multiple ways for everyone, it also was a year that revealed the resilience, creativity, and commitment among our staff. Despite the closure of our Centers and Offices from March-July 2020, our team implemented ways to continue to serve our children and families through the use of technology, phone calls, home delivery, and re-imagining the use of space to minimize health risks.

As we re-opened Centers and Offices, our team implemented procedures in accordance with health and safety guidelines issued by the CDC and the Arkansas Department of Health. We are so proud of our staff for continuing to serve the community, during the most widespread health crisis of our lifetimes. We appreciate our Board of Directors for recognizing the importance of developing necessary policies to ensure that despite the emergency closures and alternative service delivery system, our staff would continue to be compensated for their work and receive benefits.

We also value our private donors, government funders, and partners for continuing to support our efforts and for providing additional aid that helped EOA serve the community in greater ways. An unprecedented number of families were in crisis, and we are grateful for our donors that recognized the dire circumstances and were moved to provide a lifeline to others in need.

Although 2020 was a challenging year for many of us, we learned lessons that stretched and shaped us in positive ways as well. We learned lessons in flexibility, adaptability, and resilience. We often use the phrase, "Where there's a will, there's a way," but 2020 put it to the test. EOA passed that test with flying colors, and it would not have been possible without you.

Thank you for your interest in our organization that has been faithfully serving Northwest Arkansas since 1965, and thank you for continuing to support our mission and the people we humbly serve.

Sincerely,



Delia Anderson Farmer, CCAP
Executive Director





The EOA Children's Services program is federally funded through Head Start and Early Head Start grant awards and designed to help break the cycle of poverty by providing infants and preschool children of low-income families with a comprehensive program to meet their emotional, social, nutritional, and psychological needs. EOA Children's Services conducts a community assessment of Washington County, Arkansas every five years. The community assessment considers the current deficits and needs within the community to better serve the area. The assessment highlights strengths of the program and the service area, as well as challenges and areas of need. Our most recent community assessment concluded that increased income-inequality and scarcity of resources for children in the area are prevalent issues that should be addressed

thoughtfully and effectively. Investing in the young children of this community enhances their ability to thrive and succeed, which in turn, positively impacts the community at large. Awareness and collaboration are key ingredients in successfully pursuing this mission.

8 Child Care Centers in Washington County

Ellen Smith, Fayetteville

Ivory M. Conley, Fayetteville

North Street, Fayetteville

Old Farmington Road, Fayetteville

Pat Walker Center for Children, Springdale

Oak Avenue, Springdale

Springdale Airport, Springdale

West Washington County, Lincoln



**1,248 Followers on the
EOA Head Start Facebook page,
6% Increase in 2020!**



21,550 In-Kind Hours Dedicated to Family Engagement Initiatives in 2020!

Initiatives Include:

Reading at Home

Volunteering in the Classroom

Family Learning Parties

Attending Policy Council Meetings

**2,982 books were
distributed to start
or enhance home
libraries**

Family Services Approach

Research shows that strong parent/child interactions promote school readiness and life-long learning. Our first goal anchors family engagement work around the fundamental core premise: we must build partnerships with **all families** to enhance parent/child interactions.

Building on program development and research done through a partnership with the Harvard University's Center on the Developing Child's Frontiers of Innovation network, *Shine on, Families* is a researched-based curriculum which utilizes a PEER mantra- Pause, Engage, Encourage, and Reflect- to promote family interactions that build executive function, a foundational skill for school readiness. *Shine on, Families* extends our classroom curriculum into the home and encourages parents as their child's first teacher.

The curriculum guides families through daily learning activities that are fun, interactive, and easily integrated into home routines. This creates a shared language between staff and families, which strengthens child outcomes. *Shine on, Families* strategies are also informed by research on adult learning, with a strong focus on providing multiple venues for modeling, coaching, practice, and reflection.

462 families received specialized family services in 2020:

Crisis Intervention * Housing Assistance * Mental Health Services * ESL Training * Adult Education Assistance * Job Training * Substance Abuse Prevention
* Substance Abuse Treatment * Child Abuse & Neglect Services
* Health Education * Parenting Education

**102,700 nutritious meals were served in 2020,
reducing food insecurity.**

EOA Head Start/ Early Head Start Revenue		
Federal Grant		3,122,677
USDA		128,857
Local Donations		458
In-Kind		751,579
Total Revenue		4,003,561
EOA Head Start/ Early Head Start Expenditures		
	Budgeted	Actual
Salaries	2,204,856	1,992,104
Benefits	529,904	470,760
Travel	31,000	6,420
Occupancy	213,028	226,147
Supplies	158,377	118,828
Consultants	118,023	85,644
Food Unreimbursed	67,000	29,240
T&TA	69,115	51,238
Other	92,431	114,904
Total Expenditures	3,508,234	3,122,667

EOA Early Head Start Expansion Revenue		
Federal Grant		802,768
USDA		25,771
Local Donations		40,000
In-Kind		258,517
Total Revenue		1,127,056
EOA Early Head Start Expansion Expenditures		
	Budgeted	Actual
Salaries	542,735	503,700
Benefits	175,087	95,524
Travel	5,150	1,613
Occupancy	48,500	82,741
Supplies	34,500	21,818
Consultants	21,500	23,937
Food Unreimbursed	5,405	5,824
T&TA	20,844	21,922
Other	21,557	16,326
Equipment	31,000	29,362
Total Expenditures	906,278	802,768

Preparing Children for Kindergarten:

Our program's curriculum model is built on a foundation of *The Creative Curriculum*. Our classroom teaching teams use Shine Early Learning's Curriculum Plans to implement units around a set of universally meaningful themes. Weekly lesson plans and supplemental materials provide strong support for intentional teaching, meaningful small-group activities, and engaging read-alouds.

In this model, *The Creative Curriculum* continues to serve as the foundation, providing the philosophical orientation to how children learn, and guiding teachers in setting up the learning environment.

The Creative Curriculum approach is developmentally appropriate and supports children's learning in all domains included in the Head Start Early Learning Outcomes Frameworks: Ages Birth to Five, as well as Arkansas Child Development and Early Learning Standards: Birth through 60 months. In addition, curriculum plans are designed and can be modified to support our program's School Readiness Goals, encompassing social-emotional, approaches to learning & play, language & literacy, math & science, social studies, the arts, and physical development.



EOA Early Head Start Expansion CARES - Revenue		
Federal Grant		19,140
Total Revenue		19,140
EOA Early Head Start Expansion CARES - Expenditures		
	Budgeted	Actual
Supplies	20,000	12,641
Equipment	29,213	6,499
Total Expenditures	49,213	19,140

EOA Head Start/ Early Head Start CARES - Revenue		
Federal Grant		197,528
Total Revenue		4,003,561
EOA Head Start/ Early Head Start CARES - Expenditures		
	Budgeted	Actual
Salaries	46,390	59,914
Benefits	7,142	14,929
Occupancy	76,383	12,206
Supplies	21,000	28,110
Consultants	16,000	0
Equipment	70,000	81,020
Other	3,000	2,349
Total Expenditures	239,915	197,528

2020 Head Start/Early Head Start

Total number of children served	185	256
Total number of families served	161	202
Average monthly enrollment	98%	98%
Percentage of categorical/income eligible children served	98%	98%
Percentage of children that received medical exams	88%	94%
Percentage of children that received dental exams	88%	59%



EOA Children's House received 50 referrals from child welfare agencies and Juvenile Court in 2020.

Children who have been abused or neglected typically have delayed development of approximately 18-months, depending on the severity of their trauma.

The goal at EOA Children's House is to work with each child to achieve age-appropriate developmental milestones so that when they enter Kindergarten, they are at the same developmental level as their peers. EOA staff work with community partners to assess for therapy needs, including special education, speech therapy, occupational therapy, and/or physical therapy services.

EOA Children's House was founded in 1978 as a program providing services and care to children under the age of five who have been abused or neglected. EOA Children's House is one of the nation's largest long-term centers for early childhood abuse prevention and treatment and the only center of its kind in Arkansas.

WHO WE SERVED IN 2020:

6 children were in Foster Care and 30 children were homeless.
71 or 17% of children in our care had an identified disability.



The 6th grade EAST program students at Helen Tyson Middle School designed and developed a Sensory Walk for EOA Children's House. This sensory walk has many different activities for our children with QR codes in each area that provide educational videos. The students made sure that all of the trees, bugs, birds, and animals are native to Arkansas.



**2,570 followers on the Children's House Facebook Page
11% increase in 2020!**



The number of unduplicated families
the EOA LIHEAP Program
assisted in 2020:

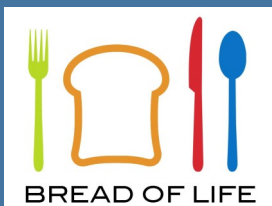
3,160

The Low Income Home Energy Assistance Program (LIHEAP) helps keep families safe and healthy by providing assistance to eligible low-income households for heating and cooling energy costs. In 2020, LIHEAP provided \$1,248,145 in assistance.

305,587

Pounds of food distributed in 2020

The Emergency Food Assistance Program (TEFAP) distributes United States Department of Agriculture donated foods (commodities) to organizations in order to provide nutritious foods to low-income households. Commodities help support healthy, independent living for vulnerable populations. To store and distribute these foods, EOA has had a long-time partnership with the Bread of Life in Springdale and LifeSource in Fayetteville.



In

2020, this program served 12,761 households and distributed 305,587 pounds of food.

The Emergency Food Assistance Program (TEFAP)



EOA Rental Assistance and Housing Partnership Program

EOA partnered with Samaritan Center, 7Hills, and Salvation Army to provide rental assistance using regular CSBG funds through September 15, 2020. The housing partners assisted 27 households, in the amount of \$17,267, by making rent payments to landlords on behalf of their clients. From July 13-August 19, 2020, EOA also offered rental assistance for low-income individuals and families in Washington County, using regular CSBG funding and CSBG CARES Act funding. Through the combined efforts of EOA, our housing partners, and the Community Services Block Grant, **190** families were provided with rental assistance, totaling **\$156,207**.

EOA Water Utilities Assistance Program

Lack of access to water is considered a health and safety risk, especially during a public health crisis. As a result in 2020, EOA directed a portion of Community Services Block Grant CARES Act funds toward water utility assistance for income-eligible households providing services to 160 households, totaling \$15,233.



The Department of Energy's Weatherization Assistance Program is the nation's core program for delivering energy efficiency services to low-income households. Computerized energy audits use advanced diagnostic technology to determine the energy-conservation needs of a house.

EOA partners with Crawford-Sebastian Community Development Council for Weatherization services in Washington County.
539 clients were referred for weatherization services in 2020;
12 homes were weatherized.

#IMPACTNWA

AWARDED
CHILDREN LIVING IN POVERTY
PROGRAM

Marshallese IDA Program as a
Pathway to Family Self-Sufficiency



The Individual Development Account Program (IDA) is designed to help low-income households save toward an eligible purchase that will help increase financial independence and self-sufficiency.

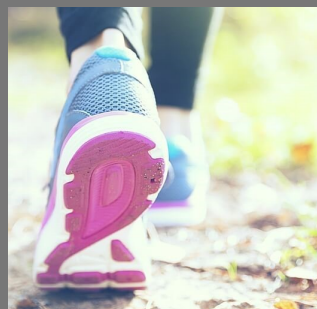
EOA is part of a collaborative initiative with the University of Arkansas, Arkansas Coalition of Marshallese, and United Way of Northwest Arkansas to establish Individual Development Accounts for 25 Marshallese families. The IDA accounts are for families to save for eligible purchases.

Families will receive a 2:1 match for funds saved, up to \$1,500. The IDA Program also has a financial literacy component to help participants learn about budgeting, money management, and other topics designed to increase economic stability.

HEALTH INITIATIVES

EOA promotes health and wellness throughout the year through several health initiatives. By creating a culture of health and wellness among the staff, our employees not only feel better about themselves, but it can also lower agency costs such as insurance, workers' compensation claims, and reduce absenteeism.

In 2020, 88 staff members participated in a friendly "Start Walking Now" competition, completing over 42 million steps during the 3-month event.



SafeCare Arkansas is a weekly home visiting program for families of children ages birth to five. The goal of SafeCare Arkansas is to help parents prevent and identify common childhood illnesses or injuries, determine when a child should go to the doctor, aide parents in keeping their homes safe, and increase positive interactions with their child. This program helps to prevent the removal of children from the home and re-occurrence of child maltreatment.

The EOA SafeCare program serves Benton, Washington, Madison, and Carroll Counties. In 2020, the SafeCare program provided services to 151 adults across 133 families, with 53 adults completing the program.

2020 Financial Report

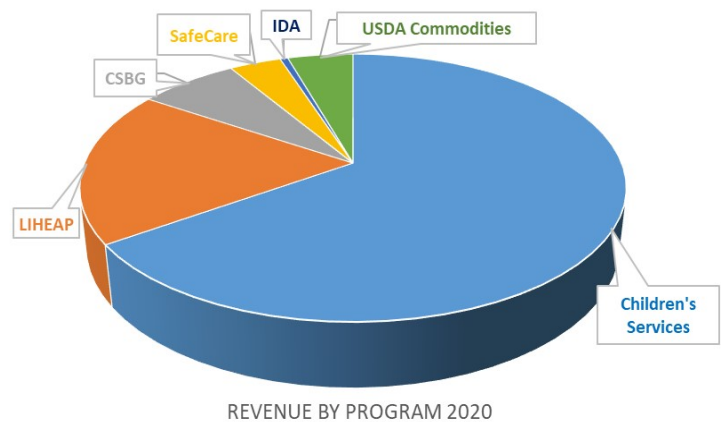
Economic Opportunity Agency Revenue	
Head Start/Early Head Start	4,142,104
USDA School Nutrition	171,809
USDA Commodities	356,750
Child Care Development Fund	42,000
Extended Day Child Care	27,737
CSBG	386,311
CSBG CARES	129,847
Local Donations	212,443
SafeCare	283,133
VOCA	419,197
Prosperity Now	26,000
LIHEAP	1,292,685
LIHEAP CARES	156,303
IDA	42,554
In-Kind	1,064,170
United Way	41,227
Corporate Fund	160,417
Total Revenue	\$8,954,687

Economic Opportunity Agency Expenses	
Salaries	4,099,253
Benefits/Taxes	791,553
Travel	62,023
Occupancy	738,511
Supplies	630,594
Consultants	185,777
T&TA	92,188
Program Costs	1,879,335
Equipment	147,465
Other	119,055
Total Expenses	\$8,745,754

EOA relies on public and private funding sources to administer its programs. All programs aim to address the roots of poverty and empower low-income families to succeed in Northwest Arkansas.

EOA Economic Impact

With 125 full-time employees in 2020, EOA not only provided services to improve the community, but also contributed to the local economy by providing quality employment for local residents. Approximately 83% of EOA's annual funds stay in the NWA community,



Annual Independent Financial Audit Results

According to an independent audit report dated February 26, 2021 from Saunders & Associates, PLLC, EOA of Washington County, Inc. had no findings or deficiencies noted for the fiscal year ending October 31, 2020.

Thank you to our 2020 major donors

Individuals:

Alan Bearden	Lenny & Susan Johnson	Larry Perkin
David & Kathy Carlock	Ron Johnson	Reid & Sara Phillips
Rick & Belinda Carpenter	David Jolliffe	Scott & Allison Pope
Teresa Carter	Brian & Faye Jones	Kathleen Randall
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Jane Hunt Meade	Susan Parks-Spencer	Mike & Gracie Ziegler
Holly Johnson	Donald & Kathryn Pederson	Stacey Zimmerman

Thank you to our 2020 major donors

Corporations & Foundations:

AAA Business Systems	Garlinghouse Foundation
Arkansas Community Foundation	Impressions Online Boutique
Arkansas Department of Finance & Administrations/IGS	Hight-Jackson & Associates
Black Hills Energy	JH Computer Group
Blue & You Foundation	PepsiCo
Bradberry Family Foundation	Riviana Foods
The Carpenter Foundation	Synchrony Financial
Central States Manufacturing	The Starr Foundation
Chambers Bank	U.S. Department of Agriculture
Fred J. Brunner Foundation	U.S. Department of Health & Human Services
First United Presbyterian Church	United Way of Northwest Arkansas
Willard & Pat Walker Charitable Foundation	

In-Kind Support:

3W Magazine	Fayetteville Public Schools
Celebrate Arkansas Magazine	JH Computer Group
CitiScapes Magazine	MCQ Enterprises Corp
City of Fayetteville	Springdale Public Schools
Washington County	



Economic Opportunity Agency

*"Empowering children and families to
learn, connect, and succeed."*

CONTACT US

Economic Opportunity Agency

614 E. Emma, M401

Springdale, AR 72764

(479) 872-7479

www.eoawc.org

EOA Executive Team:

Delia Anderson Farmer, EOA Executive Director

Megan Cuddy, Director of Advancement

Lance Johnson, Director of Children's Services

Casey Parker, Director of Operations

Julie Parker, Director of Finance

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