

Board Meeting Motions
Thursday, March 26, 2026

1.0 CALL TO ORDER AND REVIEW OF AGENDA:

Diane Insley

READING OF COMMUNITY ACTION MISSION:

“Our mission is to help Central Texans achieve economic self-reliance through a wide range of services and community partnerships”

MEETING BEGAN:

6:03pm

Board Meeting Motions
Thursday, March 26, 2026

2.0 ROLL CALL - Doug Mudd			
MEMBERS PRESENT:			
Public Representatives		Neighborhood Representatives	
X	Juan Mendoza	X	Myra Vassian
	Brett Bray	X	Karen Lovin
	Rusty Horne	X	Jeremy Sutton
	Wayne Thompson		Steven Hernandez
	Alyssa Garza	X	Dominique Holmes
		X	Diane Insley
			David Sergi
			Deborah Villalpando
		X	Alex Mylius
		X	Clarena Larrota
Quorum was present.			
VISITORS:			
STAFF PRESENT:			
X	Doug Mudd	X	Stacey Martinez
X	Keith Herington	X	Nancy Hernandez
X	Francesca Ramirez		
X	Mary Helen Martinez		
X	Ruth Salinas		
X	Megan Campbell		
X	David Gonzalez, Caroline Cortez		
X	Cristal Lopez		

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<p>3.0 Public Comment Period: Diane Insley asked if anyone present would like to make a public comment at this time.</p>	No comments were made.		
	Motion to Pass	Second	Approved
<p>4.0 Minutes - Diane Insley 4.1 Board Minutes January 15, 2026 (for approval)</p>	Jeremy	Karen	Yes
<p>5.0 Correspondence, for Review and Discussion - Doug Mudd</p>			
<p>5.1 TDHCA Onsite Monitoring Review</p>	No Comments		
<p>5.2 OHS Monitoring Review Report</p>	No Comments		
<p>5.3 HHS Licensing Investigation Hemphill Head Start</p>	No Comments		
<p>6.0 Leadership Programmatic Reports - Mudd Written programmatic reports have been emailed to all board members. Bolded items below will be presented verbally. Opportunity for questions for unbolded items.</p>			

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6.1 Executive Director - Doug Mudd	
6.1.1 CAP Plan, Strategic Plan & Analysis of Outcomes [OS 6.5 & 9.3] (for approval)	Juan, Jeremy, Yes
6.2 Human resources- Ruth Salinas	No Comments
6.3 Agency Financial - Keith Herington	
6.3.1 Basic Financials Mr. Herington reviewed the year-to date basic financial statements as of August 31, 2025	No Comments
6.3.2 Grant Financial Report Mr. Herington reviewed the year-to date basic financial statements as of August 31, 2025	No Comments
6.3.3 Head Start Program Budget Reports Mr. Herington reviewed the Head Start Budget report and year-to-date expenditures – as of August 31, 2025	No Comments
6.3.4 Head Start In-Kind Mr. Herington reviewed the report for the period ending in August.	No Comments
6.3.5 Head Start Program CACFP Report Mr. Herington reviewed the report for the period ending in August.	No Comments
6.3.6 Credit Card Report Mr. Herington reviewed the report for the period ending in August.	No Comments
6.3.7 Other Credit Card Purchases	No Comments

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Mr. Herington reviewed the report for the period ending in August.			
6.4 Adult Education – Mary Helen Martinez	No Comments		
6.5 Community Services - Francesca Ramirez	No Comments		
6.6 Health Services - Stacy Martinez	No Comments		
6.7 Head Start – (David Gonzalez & Caroline Cortez)	Motion to Pass	Second	Approved
6.7.1. March Report- David Gonzalez	No Comments		
6.7.2 Head Start Eligibility Training-Caroline Cortez	Alex mentioned in years past, we had added grandparents as eligibility.		
6.7.3 Updated Head Start Eligibility Criteria-Caroline Cortez (for Approval)	Myra	Dominique	Yes
6.7.4 Standard of conduct (for Approval)	Karen	Juan	Yes
6.7.5 Head Start Parent Survey results- David Gonzalez	Survey was very positive.		

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6.8 Home Visiting- Mary Bryant	No comments		
6.9 Youth Services-Cristal Lopez	No Comments		
6.10 Community Development-Megan Campbell	No comments		
7.0 Action Items - Review, Discuss and Take Proper Action	Motion to Pas	Second	Approved
7.1 Grant Budget Approvals (2026) Doug Mudd			
7.1.1 San Marcos Lions Club Grant for GED vouchers & Chromebooks			
For \$5k (for approval)	Jeremy	Juan	Yes
7.1.2 St. Mark's Episcopal Church grant for GED vouchers for \$5k. (for approval)	Jeremy	Juan	Yes
7.2 New Board Members Diane Insley			
7.2.1 Consider appointment of City of Lockhart Council Member Juan Mendoza as elected representative to be on Community Action Board (for Approval)	Jeremy	Karen	Yes
7.2.2 Consider appointment of Alex Mylius, Executive Director of First 3 Years for private representation.	Jeremy	Karen	Yes
7.3 Executive Session to Discuss Personnel Issue			

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8.0 Success Story - David Gonzalez			
9.0 Board Member's Opportunity to Share:	<p>Thursday April 2, The Board will be giving breakfast to the leadership meeting if anyone wants to help. Two-person fundraising team, Diane and Carol asking for "drop in the bucket" donations of \$ 1000.00 and hopefully receiving from at least 10 people a month to raise 10,000 a month. Karen asked if they could do individual fundraisers and Diane said yes.</p>		
10.0 Board President's Report - Diane Insley Next Board of Directors Meeting:	May 21, 2026		
11.0 Adjournment - 7:28pm	Motion to Adjourn	Second	Pass
Diane Insley made the motion to adjourn. Jeremy S. seconded the motion - all were in favor. None opposed. Meeting adjourned at:	Jeremy	Juan	Yes



TEXAS

Health and Human Services

Child-Care Inspection Form

Luling CDC Head Start and Early Head Start
#1361626

Arrival Date and Time 03/30/2026 11:30 AM

Departure Date and Time 03/30/2026 02:09 PM

Part I: OPERATION INFORMATION

Location: 104 W NEWTON ST, LULING, TX 78648

Phone: (830) 875-5682

Permit Type: License

Type: Child Care Program

Capacity: 74

Infant Capacity: 20

Status: Full

Director/Administrator: Leticia Arispe

Designee/Registrant: Danielle Engelke

Director/Administrator:

Type of Inspection: Unannounced Investigation

Investigation Numbers: 3200486

Licensing Staff: MAIGEN HIGGERSON

Phone:

Address: 1901 DUTTON DR STE B , SAN MARCOS, TX 78666

Licensing Supervisor: JESSICA LEATHERS

Phone: (512) 239-8895

Address: 1340 AIRPORT COMMERCE DR BLDG 5, STE 525 , AUSTIN, TX 78741

Part II: NOTIFICATION

The most recent Inspection Form or letter and any supplemental forms or letters must be posted in a prominent place visible to all staff, parents, and others.

- Controlling Persons have been verified.
- Back ground checks have been verified.
- The following items regarding risk to children were evaluated:
- | | |
|--|--|
| The Supervision of Children | Conditions of any Waiver/Variance, if applicable |
| Child/Caregiver Ratio | Director and/or Caregiver Responsibilities |
| Obvious Fire, Safety, and/or Sanitation Deficiencies | Restrictions and/or Conditions of the Permit |

Children in Care: 60

Director Present

Photographs were taken during the inspection

Dir Qual Eval

All or part of the following laws, administrative rules or Minimum Standard rules have been inspected:

- | | | |
|--|--|---|
| <input type="checkbox"/> Standard x Standard | <input type="checkbox"/> J. Pre-K Children | <input type="checkbox"/> R. Health Practices |
| <input type="checkbox"/> A. Administration | <input type="checkbox"/> K. School Age Children | <input type="checkbox"/> S. Safety Practices |
| <input type="checkbox"/> C. Record Keeping | <input type="checkbox"/> L. Discipline | <input type="checkbox"/> T. Physical Facilities |
| <input type="checkbox"/> D. Personnel | <input type="checkbox"/> M. Naptime | <input type="checkbox"/> U. Outdoor Safety |
| <input type="checkbox"/> E. Ratios and Group Sizes | <input type="checkbox"/> N. Field Trips | <input type="checkbox"/> V. Pools |
| <input type="checkbox"/> F. Activities | <input type="checkbox"/> O. Get Well Care (Centers only) | <input type="checkbox"/> W. Fire Safety |
| <input type="checkbox"/> H. Infants | <input type="checkbox"/> P. Nighttime Care | <input type="checkbox"/> X. Transportation |
| <input type="checkbox"/> I. Toddlers | <input type="checkbox"/> Q. Nutrition and Food Services | |



TEXAS

Health and Human Services

Child-Care Inspection Form

Luling CDC Head Start and Early Head Start

#1361626

- Inspection results from another state agency or political subdivision were used in the evaluation of some standards.
- Health and Safety Audit conducted

745.641, 746.2805(3)



TEXAS

Health and Human Services

Child-Care Inspection Form

Luling CDC Head Start and Early Head Start
#1361626

Others:

The purpose of this inspection is to investigate a report received by the Department alleging a deficiency of the Minimum Standard Rules or law. You have been informed regarding the nature of the report.

Failure to maintain compliance on an ongoing basis may result in enforcement actions

In an effort to improve our inspection process, we are soliciting your feedback about this licensing inspection at your operation. Please provide responses to the questions posed in the online survey. The survey will take approximately 5-10 minutes to complete. Go to www.CCLinspectionfeedback.org. Your answers and comments are greatly appreciated.

ACKNOWLEDGEMENT OF RECEIPT

An inspection was conducted at my operation on the date below. Deficiencies and, where applicable, technical assistance were discussed with me during the exit conference. Failure to comply within the specified time limit or repetition of deficiencies may result in remedial action without further opportunity to correct the deficiencies. I understand that if the results of this inspection were not given to me on this date, they will be sent through a supplemental letter within ten days of this inspection.

03/30/2026

03/30/2026

Signature (Person Signing for Operation)

Date

Signature (Licensing Staff)

Date

Signed By: Director



TEXAS
Health and Human Services

Child-Care Inspection Form

Luling CDC Head Start and Early Head Start
#1361626

Part III: INSPECTION INFORMATION

Records Evaluated:

Number of Children's Records:

Number of Children Enrolled:

Number of Staff Records:

Number of Staff Employed:

Inspection Dates:

Fire Inspection: 09/04/2024

Health Inspection: 12/06/2023

Liability Insurance (exp.date) 08/01/2025

Gas Pipe Pressure Test:

Last LP Gas Inspection :

Allegations:

It is alleged a caregiver may have used inappropriate discipline towards a child.

Findings for this inspection are listed below:

Standard/Rule Description	Findings	Comply By	TA Given	Documents/ Photos Obtained
746.2805(3) Prohibited Punishments - Grabbing and Pulling (Weight: High)	Pending		N	
Specifics: This possible standard violation is under further review. Final notification will be sent at a later time.				
745.641 AP Background check results - Must receive notification prior to allowing subject to be present at your operation (Weight: High)	Deficiency	03/30/2026	Y	N
Specifics: One caregiver was present and caring for children in a classroom without an active background check. The caregiver left during the inspection.				

The Technical Assistance provided for these standards described below:

Standard/Rule Description	Technical Assistance Given
745.641 AP Background check results - Must receive notification prior to allowing subject to be present at your operation	HHSC will recommend an administrative penalty as a result of this citation, per HRC Section 42.078. It is important to validate staff lists regularly to ensure all caregivers present have active, eligible background checks.

The findings related to an investigation of allegations may be mailed in a separate letter or form if not included as part of this inspection form.



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Health and Human Services

Child-Care Inspection Form

Luling CDC Head Start and Early Head Start

#1361626

Notification Date: 03/30/2026

If you disagree with the actions or decisions of the licensing staff, you may request an administrative review within 15 days of the receipt of this inspection report by writing Child Care Enforcement at CCFEnforcement.Daycare@hhs.texas.gov or Postal Mail: Child Care Enforcement, MC 182-6, P.O. Box 16017, Houston, TX 77222-6017.

Providers may comment on the findings of the inspection in the space below.



TEXAS
Health and Human Services

Child-Care Inspection Form

Hemphill Head Start
#851933

Arrival Date and Time 04/09/2026 12:25 PM
Departure Date and Time 04/09/2026 02:38 PM

Part I: OPERATION INFORMATION

Location: 3995 E FM 150, KYLE, TX 78640
Permit Type: License
Type: Child Care Program
Status: Full
Director/Administrator: Yvette Rodriguez
Director/Administrator: Monica Silguero
Type of Inspection: Unannounced Monitoring

Phone: (512) 268-5305

Capacity: 175 Infant Capacity: 22

Designee/Registrant: Danielle Engelke

Licensing Staff: MAIGEN HIGGERSON
Address: 1901 DUTTON DR STE B , SAN MARCOS, TX 78666

Phone:

Licensing Supervisor: JESSICA LEATHERS
Address: 1340 AIRPORT COMMERCE DR BLDG 5, STE 525 , AUSTIN, TX 78741

Phone: (512) 239-8895

Part II: NOTIFICATION

The most recent Inspection Form or letter and any supplemental forms or letters must be posted in a prominent place visible to all staff, parents, and others.

- Controlling Persons have been verified.
- Back ground checks have been verified.
- The following items regarding risk to children were evaluated:

The Supervision of Children	Conditions of any Waiver/Variance, if applicable
Child/Caregiver Ratio	Director and/or Caregiver Responsibilities
Obvious Fire, Safety, and/or Sanitation Deficiencies	Restrictions and/or Conditions of the Permit

- Children in Care: 100
- Director Present
- Dir Qual Eval
- Photographs were taken during the inspection

All or part of the following laws, administrative rules or Minimum Standard rules have been inspected:

- | | | |
|---|---|--|
| <input type="checkbox"/> Standard x Standard | <input type="checkbox"/> J. Pre-K Children | <input checked="" type="checkbox"/> R. Health Practices |
| <input type="checkbox"/> A. Administration | <input type="checkbox"/> K. School Age Children | <input checked="" type="checkbox"/> S. Safety Practices |
| <input type="checkbox"/> C. Record Keeping | <input checked="" type="checkbox"/> L. Discipline | <input checked="" type="checkbox"/> T. Physical Facilities |
| <input type="checkbox"/> D. Personnel | <input checked="" type="checkbox"/> M. Naptime | <input checked="" type="checkbox"/> U. Outdoor Safety |
| <input checked="" type="checkbox"/> E. Ratios and Group Sizes | <input checked="" type="checkbox"/> N. Field Trips | <input checked="" type="checkbox"/> V. Pools |
| <input type="checkbox"/> F. Activities | <input checked="" type="checkbox"/> O. Get Well Care (Centers only) | <input checked="" type="checkbox"/> W. Fire Safety |
| <input checked="" type="checkbox"/> H. Infants | <input checked="" type="checkbox"/> P. Nighttime Care | <input checked="" type="checkbox"/> X. Transportation |
| <input type="checkbox"/> I. Toddlers | <input type="checkbox"/> Q. Nutrition and Food Services | |



TEXAS

Health and Human Services

Child-Care Inspection Form

Hemphill Head Start

#851933

- Inspection results from another state agency or political subdivision were used in the evaluation of some standards.
- Health and Safety Audit conducted

745.641



TEXAS

Health and Human Services

Child-Care Inspection Form

Hemphill Head Start
#851933

Others:

Failure to maintain compliance on an ongoing basis may result in enforcement actions

In an effort to improve our inspection process, we are soliciting your feedback about this licensing inspection at your operation. Please provide responses to the questions posed in the online survey. The survey will take approximately 5-10 minutes to complete. Go to www.CCLinspectionfeedback.org. Your answers and comments are greatly appreciated.

ACKNOWLEDGEMENT OF RECEIPT

An inspection was conducted at my operation on the date below. Deficiencies and, where applicable, technical assistance were discussed with me during the exit conference. Failure to comply within the specified time limit or repetition of deficiencies may result in remedial action without further opportunity to correct the deficiencies. I understand that if the results of this inspection were not given to me on this date, they will be sent through a supplemental letter within ten days of this inspection.

04/09/2026

04/09/2026

Signature (Person Signing for Operation)

Date

Signature (Licensing Staff)

Date

Signed By: Director



TEXAS
Health and Human Services

Child-Care Inspection Form

Hemphill Head Start
#851933

Part III: INSPECTION INFORMATION

Records Evaluated:

Number of Children's Records: 10

Number of Staff Records: 10

Number of Children Enrolled: 117

Number of Staff Employed: 18

A sample of children's records were selected at random and evaluated. Deficiencies, if any, are described below in the Findings section. If deficiencies are listed, operation staff must check all other enrollment/health records and make necessary corrections no later than the compliance date indicated.

A sample of staff records were selected at random and evaluated. Deficiencies, if any, are described below in the Findings section. If deficiencies are listed, operation staff must check all other staff records and make necessary corrections no later than the compliance date indicated.

Inspection Dates:

Fire Inspection: 08/13/2025

Gas Pipe Pressure Test:

Health Inspection: 02/20/2026

Last LP Gas Inspection :

Liability Insurance (exp.date) 11/01/2026

Findings for this inspection are listed below:

Standard/Rule Description	Findings	Comply By	TA Given	Documents/ Photos Obtained
745.641 AP Background check results - Must receive notification prior to allowing subject to be present at your operation (Weight: High)	Deficiency	04/09/2026	Y	N
Specifics: One caregiver was present caring for children in a classroom without an active background check. The caregiver left during the inspection.				
746.2907(a) Alternate Activity for Non-sleeping Children (Weight: Medium)	Compliance		Y	N
Specifics:				

The Technical Assistance provided for these standards described below:

Standard/Rule Description	Technical Assistance Given



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Health and Human Services

Child-Care Inspection Form

Hemphill Head Start

#851933

745.641 AP Background check results - Must receive notification prior to allowing subject to be present at your operation	HHSC will recommend an administrative penalty as a result of this citation, per HRC Section 42.078.
746.2907(a) Alternate Activity for Non-sleeping Children	We discussed different quiet activities children can engage in during naptime like completing a puzzle or drawing a picture at a table or reading a book on their mat.

Notification Date: 04/09/2026

If you disagree with the actions or decisions of the licensing staff, you may request an administrative review within 15 days of the receipt of this inspection report by writing Child Care Enforcement at CCFEnforcement.Daycare@hhs.texas.gov or Postal Mail: Child Care Enforcement, MC 182-6, P.O. Box 16017, Houston, TX 77222-6017.

Providers may comment on the findings of the inspection in the space below.



TEXAS

Health and Human Services

April 23, 2026

Danielle Engelke
 PO BOX 748
 SAN MARCOS, TX 78667-0748

Operation #1361626

Luling CDC Head Start and Early Head Start

Investigation # 3200486

Agency Home - null 0

Dear Danielle Engelke:

Your operation, Luling CDC Head Start and Early Head Start located at 104 W NEWTON ST, LULING, TX 78648-1827, was recently investigated because of a report concerning a possible deficiency of the minimum standard rules or another law.

Specifically, the report states the following that led to this investigation:

It **is alleged a caregiver may have used inappropriate discipline towards a child.**

The Child Care Regulation (CCR) department of the Texas Health and Human Services Commission (HHSC) has evaluated applicable administrative rules, minimum standard rules, and other laws and made the following findings:

Standard/Rule Description	Deficient?	Comply By	TA Given	Documents/ Photos Obtained	Notification Date
746.2805(3) Prohibited Punishments - Grabbing and Pulling	N		N	N	

Specifics: **This standard was found to be in compliance.**

The list of findings above is cumulative and includes all findings that CCR has made related to this investigation up to this point. As such, the list may include findings for which you received prior notification. For any finding listed above with an earlier notification date, your 15-day timeframe for requesting an administrative review of that finding began when you first received

Danielle Engelke
April 23, 2026
Page 2

notification of that finding. If the time period to request an administrative review of a finding has expired, you may no longer request an administrative review of that finding.

If CCR conducted an inspection as part of this investigation, you received an inspection report form.

Your operation is responsible for maintaining compliance with relevant minimum standards, administrative rules, and statutes on an ongoing basis. CCR may take an enforcement action for a repetition or pattern of deficiencies or for any other reason listed in 26 Texas Administrative Code §745.8605.

If you have any other questions or need additional information, please contact me.

Sincerely,

MAIGEN HIGGERSON
CCR Representative
(512) 461-4251

Enclosure(s):

cc: Community Action Inc of Central Texas



ADMINISTRATION FOR
CHILDREN & FAMILIES
 Office of Head Start | 330 C Street, S.W., Washington, DC 20201
 www.acf.hhs.gov/ohs

Program Performance Summary Report

To: Authorizing Official/Board Chairperson

Ms. Diane Insley
 Community Action, Inc. of Central Texas
 215 S Reimer Ave
 Ste 130
 San Marcos, TX 78666 - 5490

From: Responsible HHS Official

Date: 05/06/2026

Shawna Pinckney

Acting Deputy Director, Office of Head Start

From February 17, 2026 to February 20, 2026, the Administration for Children and Families (ACF) conducted a **Focus Area 2: Comprehensive Services Review (FA2) monitoring event of Community Action, Inc. of Central Texas.** This report contains information about the grant recipient's performance and compliance with the requirements of the Head Start Program Performance Standards (Performance Standards) or Public Law 110-134, *Improving Head Start for School Readiness Act of 2007*.

The Office of Head Start (OHS) would like to thank your governing body, policy council, parents, and staff for their engagement in the review process. Based on the information gathered during this review, it has been determined that your program has at least one area of noncompliance.

This report provides you with detailed information in each area where program performance did not meet applicable Head Start Program Performance Standards, laws, regulations, and policy requirements.

Please contact your Regional Office for guidance should you have any questions or concerns. Your Regional Office will follow up on the content of this report and can work with you to identify resources to support your program's continuous improvement.

DISTRIBUTION OF THE REPORT




Copies of this report will be distributed to the following:

Ms. Tatia Long, Regional Program Director
 Mr. Douglas Mudd, Chief Executive Officer/Executive Director
 Ms. Danielle Engelke, Head Start Director
 Ms. Danielle Engelke, Early Head Start Director

Grant(s) included as part of this review

Grant Recipient Name	Grant Number(s)
Community Action, Inc. of Central Texas	06CH012370

Glossary of Terms

Term	Definition
Area of Concern (AOC) 	An area in which the agency needs to improve performance. This status is considered additional feedback and should be discussed with the agency's Regional Office for possible technical assistance.
Area of Noncompliance (ANC) 	An area in which the agency is out of compliance with Federal requirements (including but not limited to the Head Start Act or one or more of the regulations) in one or more areas of performance. This status requires a written timeline of correction and possible technical assistance or guidance from the agency's program specialist. If not corrected within the specified timeline, this status becomes a deficiency.
Deficiency 	<p>As defined in the Head Start Act, the term "deficiency" means:</p> <p>(A) a systemic or substantial material failure of an agency in an area of performance that the Secretary determines involves:</p> <ul style="list-style-type: none"> (i) a threat to the health, safety, or civil rights of children or staff; (ii) a denial to parents of the exercise of their full roles and responsibilities related to program operations; (iii) a failure to comply with standards related to early childhood development and health services, family and community partnerships, or program design and management; (iv) the misuse of funds received under this subchapter; (v) loss of legal status (as determined by the Secretary) or financial viability, loss of permits, debarment from receiving Federal grants or contracts, or the improper use of Federal funds; or (vi) failure to meet any other Federal or State requirement that the agency has shown an unwillingness or inability to correct, after notice from the Secretary, within the period specified; <p>(B) systemic or material failure of the governing body of an agency to fully exercise its legal and fiduciary responsibilities; or</p> <p>(C) an unresolved area of noncompliance.</p>

How To Read This Report

The FA2 report includes the following sections:

- **Program Overview** provides a summary describing the grant recipient.
- **Performance Summary** provides a table view of compliance by Performance Area.
- **Review Details** provides details on the grant recipient's performance in each Content Area, Performance Area, and Performance Measure. The following icons may be used in this section to describe the grant recipient's performance:

Icon	Description
✓	Compliant (C)
ⓘ	Area of Concern (AOC)
⚠	Area of Noncompliance (ANC)/ Deficiency (DEF)

Program Overview

Community Action, Inc. of Central Texas has been providing supportive services to residents since 1965. The grant recipient receives Head Start and Early Head Start funding to enroll 448 eligible children. Participants are served through a center-based option at nine facilities in Hays and Caldwell Counties.

Performance Summary

This section contains an overview of the grant recipient's performance determined through this review, by content area. Detailed information can be found in the Review Details section.

Content Area	Content Area Review Outcome	Grant Number(s)	Performance Area with Finding or AOC (if applicable)	Applicable Statute or Regulation	Timeframe for Correction (if applicable)
Program Design, Management, and Improvement	Compliant	06CH012370	Not Applicable	Not Applicable	Not Applicable
Education and Child Development Services	Compliant	06CH012370	Not Applicable	Not Applicable	Not Applicable
Health Services	Area of Concern	06CH012370	Safe and Sanitary Environments	Not Applicable	Follow up with Regional Office for support
Health Services	Area of Noncompliance	06CH012370	Safe and Sanitary Environments	1302.43	120 Days
Family and Community	Compliant	06CH012370	Not Applicable	Not Applicable	Not Applicable

Engagement Services					
Fiscal Infrastructure	Compliant	06CH012370	Not Applicable	Not Applicable	Not Applicable
Eligibility, Recruitment, Selection, Enrollment, and Attendance	Compliant	06CH012370	Not Applicable	Not Applicable	Not Applicable

Review Details

This section of the report provides details on the grant recipient's performance in each Content Area, Performance Area, and Performance Measure.

- Each Content Area begins with a summary table showing the outcome of each Performance Area.
- Beneath the table is a list of the Performance Areas and compliant Performance Measures monitored in this review.
- If there are any findings or Areas of Concern, they will be listed within that Performance Area.



Program Design, Management, and Improvement

Performance Area	Outcome
Program Design and Strategic Planning	Compliant
Staffing and Staff Member Supports	Compliant

Performance Area: Program Design and Strategic Planning

✓ *Compliance Information*

During the review event the OHS monitoring team identified the following Performance Measures as compliant:

- The grant recipient maintains and uses program data to routinely evaluate performance, progress toward goals, and drive continuous improvement.

Performance Area: Staffing and Staff Member Supports

✓ *Compliance Information*

During the review event the OHS monitoring team identified the following Performance Measures as compliant:

- The grant recipient implements a leadership structure and system of regular and ongoing supervision that supports staff members' work performance, continuous improvement, and oversight of program services.
- The grant recipient retains qualified education and family services staff members.
- The grant recipient has a system for developing and supporting staff members to deliver quality education and child development services.



Education and Child Development Services

Performance Area	Outcome
Effective Teaching Strategies	Compliant

Performance Area: Effective Teaching Strategies

✓ *Compliance Information*

During the review event the OHS monitoring team identified the following Performance Measures as compliant:

- The grant recipient uses ongoing child assessment data to support children's progress and individualize for every child.
- The grant recipient provides responsive teaching practices that promote safe and healthy development and are tailored to meet the needs of all children.
- The grant recipient uses home visits and socializations to promote parent engagement and extend children's learning.



Health Services

Performance Area	Outcome
Safe and Sanitary Environments	Area of Noncompliance
Child Health and Oral Health Status	Compliant
Mental Health and Social and Emotional Well-Being	Compliant
Child Nutrition	Compliant
Expectant Families	Compliant

Performance Area: Safe and Sanitary Environments

Finding Information

Area of Noncompliance - 1302.43

Summary

Grant Number(s) Cited: 06CH012370

Timeframe for Correction: 120 Days

Performance Standard

Statute or Regulation Text: 1302.43 Oral health practices. A program must promote effective oral health hygiene by ensuring all children with teeth are assisted by appropriate staff, or volunteers, if available, in brushing their teeth with toothpaste containing fluoride once daily.

Finding Details

- The grant recipient did not promote effective oral health practices in all classrooms by ensuring that all children brushed their teeth with toothpaste containing fluoride once daily.
 - In 1 of 10 classrooms, toothbrushing was not observed.
 - The director stated toothbrushing did not occur in this room because it was a Head Start-district blended classroom.

Area of Concern Information

The monitoring review found the following Area(s) of Concern that reflect areas of performance that are at risk of becoming noncompliant in subsequent reviews. This additional feedback should be addressed to support compliance in this Performance Area.

- The grant recipient should update its standards of conduct to include the prohibition of sexually abusive behavior from staff, contractors, and consultants as required by the Head Start Program Performance Standards 1302.90(c).
 - A review of the grant recipient's policy showed it had not been updated to include all the required language.

Performance Area: Child Health and Oral Health Status

Compliance Information

During the review event the OHS monitoring team identified the following Performance Measures as compliant:

- The grant recipient tracks whether children are up to date on a schedule of age-appropriate preventive and primary medical and oral health care.

Performance Area: Mental Health and Social and Emotional Well-Being

✓ Compliance Information

During the review event the OHS monitoring team identified the following Performance Measures as compliant:

- In partnership with a qualified mental health consultant, the grant recipient develops a positive program environment that promotes the mental health and social and emotional well-being of children.

Performance Area: Child Nutrition

✓ Compliance Information

During the review event the OHS monitoring team identified the following Performance Measures as compliant:

- The grant recipient provides healthy meals and snacks that accommodate children's unique nutritional needs.

Performance Area: Expectant Families

✓ Compliance Information

During the review event the OHS monitoring team identified the following Performance Measures as compliant:

- The grant recipient designs and provides comprehensive services that support the health of enrolled expectant families.



Family and Community Engagement Services

Performance Area	Outcome
Supporting Family Well-Being and Engagement	Compliant

Performance Area: Supporting Family Well-Being and Engagement

✓ *Compliance Information*

During the review event the OHS monitoring team identified the following Performance Measures as compliant:

- The grant recipient designs family services to promote family well-being, engagement, and achievement of family goals.



Fiscal Infrastructure

Performance Area	Outcome
Budget Development, Implementation, and Oversight	Compliant
Comprehensive Financial Management Structure and Systems	Compliant
Facilities and Equipment Management Systems	Compliant

Performance Area: Budget Development, Implementation, and Oversight

✓ *Compliance Information*

During the review event the OHS monitoring team identified the following Performance Measures as compliant:

- The grant recipient engages in a transparent, data-informed, and strategic process to develop and maintain a budget that aligns with program goals and circumstances.

Performance Area: Comprehensive Financial Management Structure and Systems

✓ *Compliance Information*

During the review event the OHS monitoring team identified the following Performance Measures as compliant:

- The grant recipient implements a system for maintaining financial records and generating information needed to manage, safeguard, and report on the use of Federal funds.
- The grant recipient maintains effective control over all funds, property, and assets to avoid theft, fraud, waste, and abuse.
- The grant recipient implements written procedures to ensure only allowable costs are charged to the Head Start award in accordance with Federal statutes, regulations, and the terms and conditions of the Federal award.

Performance Area: Facilities and Equipment Management Systems

✓ *Compliance Information*

During the review event the OHS monitoring team identified the following Performance Measures as compliant:

- The grant recipient implements a system for ensuring compliance with requirements regarding the acquisition, record-keeping, insurance, and disposal of facilities purchased, constructed, or renovated with Head Start funds.
- The grant recipient implements a system to ensure equipment purchased with Head Start funds is acquired, used, and disposed of in accordance with requirements.
- The grant recipient assesses and mitigates risk and maintains property loss, casualty, and liability insurance consistent with the replacement value of property and determined risk of liability.



Eligibility, Recruitment, Selection, Enrollment, and Attendance

Performance Area	Outcome
Eligibility	Compliant
Selection	Compliant
Enrollment	Compliant

Performance Area: Eligibility

✓ *Compliance Information*

During the review event the OHS monitoring team identified the following Performance Measures as compliant:

- The grant recipient establishes policies and procedures and trains staff members to ensure compliance with eligibility requirements.
- The grant recipient implements a process for enrolling eligible families in compliance with eligibility regulations.

Performance Area: Selection

✓ *Compliance Information*

During the review event the OHS monitoring team identified the following Performance Measures as compliant:

- The grant recipient establishes selection criteria based on community needs and prioritizes its waiting list accordingly.

Performance Area: Enrollment

✓ *Compliance Information*

During the review event the OHS monitoring team identified the following Performance Measures as compliant:

- The grant recipient effectively tracks enrollment, including the percentage of enrolled children eligible for services under the Individuals with Disabilities Education Act (IDEA).

----- End of Report -----



TEXAS
Health and Human Services

Child-Care Inspection Form

Henry Bush Child Development Center

#124699

Arrival Date and Time 05/14/2026 09:50 AM

Departure Date and Time 05/14/2026 11:05 AM

Part I: OPERATION INFORMATION

Location: 722 MCKIE ST, SAN MARCOS, TX 78667

Phone: (512) 392-1161

Permit Type: License

Type: Child Care Program

Capacity:83

Infant Capacity:

Status: Full

Director/Administrator: Chelsey Meigs

Designee/Registrant: Danielle Engelke

Director/Administrator:

Type of Inspection: Unannounced Monitoring

Licensing Staff: MAIGEN HIGGERSON

Phone:

Address: 1901 DUTTON DR STE B , SAN MARCOS, TX 78666

Licensing Supervisor: JESSICA LEATHERS

Phone: (512) 239-8895

Address: 1340 AIRPORT COMMERCE DR BLDG 5, STE 525 , AUSTIN, TX 78741

Part II: NOTIFICATION

The most recent Inspection Form or letter and any supplemental forms or letters must be posted in a prominent place visible to all staff, parents, and others.

- Controlling Persons have been verified.
- Back ground checks have been verified.
- The following items regarding risk to children were evaluated:

The Supervision of Children	Conditions of any Waiver/Variance, if applicable
Child/Caregiver Ratio	Director and/or Caregiver Responsibilities
Obvious Fire, Safety, and/or Sanitation Deficiencies	Restrictions and/or Conditions of the Permit

- Children in Care: 45
- Director Present
- Photographs were taken during the inspection
- Dir Qual Eval

All or part of the following laws, administrative rules or Minimum Standard rules have been inspected:

- | | | |
|---|--|--|
| <input type="checkbox"/> Standard x Standard | <input checked="" type="checkbox"/> J. Pre-K Children | <input checked="" type="checkbox"/> R. Health Practices |
| <input type="checkbox"/> A. Administration | <input checked="" type="checkbox"/> K. School Age Children | <input checked="" type="checkbox"/> S. Safety Practices |
| <input type="checkbox"/> C. Record Keeping | <input checked="" type="checkbox"/> L. Discipline | <input checked="" type="checkbox"/> T. Physical Facilities |
| <input type="checkbox"/> D. Personnel | <input type="checkbox"/> M. Naptime | <input checked="" type="checkbox"/> U. Outdoor Safety |
| <input checked="" type="checkbox"/> E. Ratios and Group Sizes | <input type="checkbox"/> N. Field Trips | <input checked="" type="checkbox"/> V. Pools |
| <input checked="" type="checkbox"/> F. Activities | <input type="checkbox"/> O. Get Well Care (Centers only) | <input type="checkbox"/> W. Fire Safety |
| <input checked="" type="checkbox"/> H. Infants | <input type="checkbox"/> P. Nighttime Care | <input type="checkbox"/> X. Transportation |
| <input checked="" type="checkbox"/> I. Toddlers | <input type="checkbox"/> Q. Nutrition and Food Services | |



TEXAS

Health and Human Services

Child-Care Inspection Form

Henry Bush Child Development Center

#124699

- Inspection results from another state agency or political subdivision were used in the evaluation of some standards.
- Health and Safety Audit conducted

746.5205(4)



TEXAS

Health and Human Services

Child-Care Inspection Form

Henry Bush Child Development Center
#124699

Others:

Failure to maintain compliance on an ongoing basis may result in enforcement actions

In an effort to improve our inspection process, we are soliciting your feedback about this licensing inspection at your operation. Please provide responses to the questions posed in the online survey. The survey will take approximately 5-10 minutes to complete. Go to www.CCLinspectionfeedback.org. Your answers and comments are greatly appreciated.

ACKNOWLEDGEMENT OF RECEIPT

An inspection was conducted at my operation on the date below. Deficiencies and, where applicable, technical assistance were discussed with me during the exit conference. Failure to comply within the specified time limit or repetition of deficiencies may result in remedial action without further opportunity to correct the deficiencies. I understand that if the results of this inspection were not given to me on this date, they will be sent through a supplemental letter within ten days of this inspection.

05/14/2026

05/14/2026

Signature (Person Signing for Operation)

Date

Signature (Licensing Staff)

Date

Signed By: Director



TEXAS
Health and Human Services

Child-Care Inspection Form

Henry Bush Child Development Center
#124699

Part III: INSPECTION INFORMATION

Records Evaluated:

Number of Children's Records: 8

Number of Staff Records: 8

Number of Children Enrolled: 67

Number of Staff Employed: 14

A sample of children's records were selected at random and evaluated. Deficiencies, if any, are described below in the Findings section. If deficiencies are listed, operation staff must check all other enrollment/health records and make necessary corrections no later than the compliance date indicated.

A sample of staff records were selected at random and evaluated. Deficiencies, if any, are described below in the Findings section. If deficiencies are listed, operation staff must check all other staff records and make necessary corrections no later than the compliance date indicated.

Inspection Dates:

Fire Inspection: 01/27/2026

Gas Pipe Pressure Test: 11/21/2025

Health Inspection: 09/02/2025

Last LP Gas Inspection :

Liability Insurance (exp.date) 11/01/2026

Findings for this inspection are listed below:

Standard/Rule Description	Findings	Comply By	TA Given	Documents/ Photos Obtained
746.5205(4) Documentation of Drills (Weight: Medium)	Compliance		Y	N
Specifics:				
746.4907(d) Installation and Maintenance of Loose-fill Surfacing - Proper Depth Maintained (Weight: Medium High)	Compliance		Y	N
Specifics:				

The Technical Assistance provided for these standards described below:

Standard/Rule Description	Technical Assistance Given



Child-Care Inspection Form

Henry Bush Child Development Center #124699

746.5205(4) Documentation of Drills	We recommend you practice drills at different times of day to include children and caregivers engaged in different activities, including nap time. Monthly drills help children and caregivers become familiar with the process and expectations of each drill.
746.4907(d) Installation and Maintenance of Loose-fill Surfacing - Proper Depth Maintained	We discussed how the loose fill needs to be fluffed and raked often to ensure the material does not become compact, especially after rainy weather.

Notification Date: 05/14/2026

If you disagree with the actions or decisions of the licensing staff, you may request an administrative review within 15 days of the receipt of this inspection report by writing Child Care Enforcement at CCFEnforcement.Daycare@hhs.texas.gov or Postal Mail: Child Care Enforcement, MC 182-6, P.O. Box 16017, Houston, TX 77222-6017.

Providers may comment on the findings of the inspection in the space below.



TEXAS

Health and Human Services

Child-Care Inspection Form

A. Washington Child Development Center

#504402

Arrival Date and Time 05/18/2026 11:10 AM

Departure Date and Time 05/18/2026 01:42 PM

Part I: OPERATION INFORMATION

Location: 103 HAYS ST, SAN MARCOS, TX 78666

Phone: (512) 353-1507

Permit Type: License

Type: Child Care Program

Capacity: 109

Infant Capacity: 33

Status: Full

Director/Administrator: Parker Berger

Designee/Registrant: Danielle Engelke

Director/Administrator:

Type of Inspection: Unannounced Monitoring

Licensing Staff: MAIGEN HIGGERSON

Phone:

Address: 1901 DUTTON DR STE B , SAN MARCOS, TX 78666

Licensing Supervisor: JESSICA LEATHERS

Phone: (512) 239-8895

Address: 1340 AIRPORT COMMERCE DR BLDG 5, STE 525 , AUSTIN, TX 78741

Part II: NOTIFICATION

The most recent Inspection Form or letter and any supplemental forms or letters must be posted in a prominent place visible to all staff, parents, and others.

- Controlling Persons have been verified.
- Back ground checks have been verified.
- The following items regarding risk to children were evaluated:

The Supervision of Children	Conditions of any Waiver/Variance, if applicable
Child/Caregiver Ratio	Director and/or Caregiver Responsibilities
Obvious Fire, Safety, and/or Sanitation Deficiencies	Restrictions and/or Conditions of the Permit

- Children in Care: 50
- Director Present
- Photographs were taken during the inspection
- Dir Qual Eval

All or part of the following laws, administrative rules or Minimum Standard rules have been inspected:

- | | | |
|---|--|--|
| <input type="checkbox"/> Standard x Standard | <input type="checkbox"/> J. Pre-K Children | <input checked="" type="checkbox"/> R. Health Practices |
| <input type="checkbox"/> A. Administration | <input type="checkbox"/> K. School Age Children | <input checked="" type="checkbox"/> S. Safety Practices |
| <input type="checkbox"/> C. Record Keeping | <input checked="" type="checkbox"/> L. Discipline | <input checked="" type="checkbox"/> T. Physical Facilities |
| <input type="checkbox"/> D. Personnel | <input checked="" type="checkbox"/> M. Naptime | <input checked="" type="checkbox"/> U. Outdoor Safety |
| <input checked="" type="checkbox"/> E. Ratios and Group Sizes | <input type="checkbox"/> N. Field Trips | <input checked="" type="checkbox"/> V. Pools |
| <input type="checkbox"/> F. Activities | <input type="checkbox"/> O. Get Well Care (Centers only) | <input checked="" type="checkbox"/> W. Fire Safety |
| <input checked="" type="checkbox"/> H. Infants | <input type="checkbox"/> P. Nighttime Care | <input checked="" type="checkbox"/> X. Transportation |
| <input type="checkbox"/> I. Toddlers | <input checked="" type="checkbox"/> Q. Nutrition and Food Services | |



TEXAS

Health and Human Services

Child-Care Inspection Form

A. Washington Child Development Center

#504402

- Inspection results from another state agency or political subdivision were used in the evaluation of some standards.
- Health and Safety Audit conducted



TEXAS

Health and Human Services

Child-Care Inspection Form

A. Washington Child Development Center
#504402

Others:

Failure to maintain compliance on an ongoing basis may result in enforcement actions

In an effort to improve our inspection process, we are soliciting your feedback about this licensing inspection at your operation. Please provide responses to the questions posed in the online survey. The survey will take approximately 5-10 minutes to complete. Go to www.CCLinspectionfeedback.org. Your answers and comments are greatly appreciated.

ACKNOWLEDGEMENT OF RECEIPT

An inspection was conducted at my operation on the date below. Deficiencies and, where applicable, technical assistance were discussed with me during the exit conference. Failure to comply within the specified time limit or repetition of deficiencies may result in remedial action without further opportunity to correct the deficiencies. I understand that if the results of this inspection were not given to me on this date, they will be sent through a supplemental letter within ten days of this inspection.

05/18/2026

05/18/2026

Signature (Person Signing for Operation)

Date

Signature (Licensing Staff)

Date

Signed By: Director



TEXAS
Health and Human Services

Child-Care Inspection Form

A. Washington Child Development Center
#504402

Part III: INSPECTION INFORMATION

Records Evaluated:

Number of Children's Records: 10

Number of Staff Records: 10

Number of Children Enrolled: 63

Number of Staff Employed: 18

A sample of children's records were selected at random and evaluated. Deficiencies, if any, are described below in the Findings section. If deficiencies are listed, operation staff must check all other enrollment/health records and make necessary corrections no later than the compliance date indicated.

A sample of staff records were selected at random and evaluated. Deficiencies, if any, are described below in the Findings section. If deficiencies are listed, operation staff must check all other staff records and make necessary corrections no later than the compliance date indicated.

Inspection Dates:

Fire Inspection: 05/20/2025

Gas Pipe Pressure Test: 01/07/2025

Health Inspection: 04/02/2025

Last LP Gas Inspection :

Liability Insurance (exp.date) 11/01/2025

Findings for this inspection are listed below:

Standard/Rule Description	Findings	Comply By	TA Given	Documents/ Photos Obtained
746.3407(8) Garbage Inaccessible to Children; Maintained in Sanitary Manner (Weight: Medium High)	Compliance		Y	N
Specifics:				
746.5205(4) Documentation of Drills (Weight: Medium)	Compliance		Y	N
Specifics:				
746.2421(b) Written Feeding Instructions - Review and Update Every 30 Days (Weight: Medium)	Deficiency	05/22/2026	Y	N
Specifics: The infant feeding instructions for three infants who still required the instructions had not been reviewed and updated by the parent in the 30 day window.				



Child-Care Inspection Form

A. Washington Child Development Center
#504402

746.3819 Food Allergy Emergency Plan Signed by Parents and Health Care Professional (Weight: Medium High)	Compliance		Y	N
---	------------	--	---	---

Specifics:

The Technical Assistance provided for these standards described below:

Standard/Rule Description	Technical Assistance Given
746.3407(8) Garbage Inaccessible to Children; Maintained in Sanitary Manner	We discussed how when children are independently using the restroom, it is important to frequently check the restroom and quickly redirect the children to put their trash in the trash can before another child needs to use the restroom.
746.5205(4) Documentation of Drills	Drills should be conducted at different times of the day, different days of the week, and even different months within the year. This allows both children and caregivers to be prepared for emergency situations at any time of the day, during any activity
746.2421(b) Written Feeding Instructions - Review and Update Every 30 Days	I spoke with the infant caregiver about how it would be helpful to start asking the parents for the feeding instructions a few days before they are actually due. This gives the parents time to provide them without the instructions becoming overdue for the infant.
746.3819 Food Allergy Emergency Plan Signed by Parents and Health Care Professional	We discussed the requirements for food allergy documentation.

Notification Date: 05/18/2026

If you disagree with the actions or decisions of the licensing staff, you may request an administrative review within 15 days of the receipt of this inspection report by writing Child Care Enforcement at CCFEnforcement.Daycare@hhs.texas.gov or Postal Mail: Child Care Enforcement, MC 182-6, P.O. Box 16017, Houston, TX 77222-6017.

Providers may comment on the findings of the inspection in the space below.



Executive Director Report

Fiscal Sponsorship

In alignment with our intermediary grant-making work supported by St. David's Foundation, Community Action entered into a fiscal sponsorship agreement with Hill Country Women's Health Collective (HCWHC). Based in Wimberley, Texas, HCWHC's mission is to reduce financial, language, and racial barriers to health care, essential services, and education by expanding access to free and discounted physical and mental health services and promoting women's health and wellness through education.

Through this fiscal sponsorship, HCWHC was able to receive a \$250,000 *Healthy Births, Healthy Communities* grant from St. David's Foundation. These funds support services for women in our community, including prenatal and postpartum care, well-woman services, family planning, laboratory testing, home birth services, parenting support, nutritional counseling, childbirth education, and mental health support.

Community Needs Assessment

In May 2026, Community Action, Inc. of Central Texas completed its federally required Community Needs Assessment to better understand priority needs across Hays, Caldwell, and Blanco Counties. The assessment included both online and paper surveys distributed between February and April to community residents, clients, students, partners, board members, and staff, resulting in 346 completed responses. The survey examined a wide range of needs, including housing, utilities, employment, education, health, and family supports, and was supplemented by an initial qualitative question, with additional focus groups and open-ended data collection planned.

Across the three-county service area, the most significant needs consistently identified were housing stability and affordability, utility and basic cost-of-living assistance, food security, child care and youth supports, and employment and income stability. Housing and utility challenges were especially pronounced among households at or below 200% of the federal poverty level. Qualitative responses further highlighted a major cross-cutting barrier: many residents and clients struggle to navigate available resources and need assistance understanding eligibility, applications, and next steps. While some variation exists by county, such as childcare availability in Blanco County or healthcare access in Caldwell County, the overall findings reinforce the continued importance of coordinated service delivery, case management, and partnerships to address foundational needs across the region.

Community Action, Inc. of Central Texas

2026 Community Needs Assessment

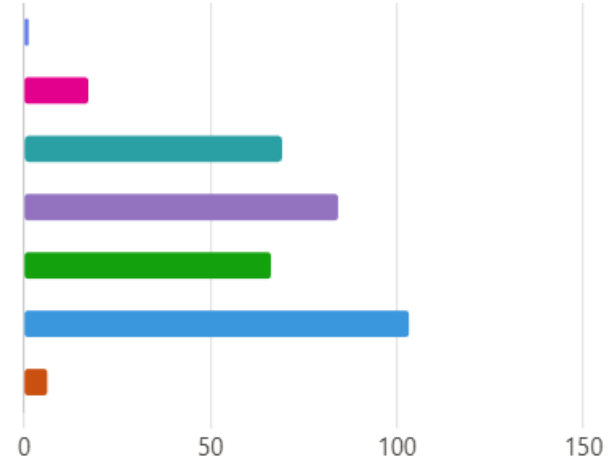
Details of Needs Assessment Survey

- Organizational standard required by TDHCA to be submitted every 3 years due June 1.
- Sent to partners, employees, community residents, board members, public officials and clients/students/parents receiving services from CAI
- Was placed on CAI website between February-April
- Paper and Digital surveys were made available
- 346 people completed the survey
- Phase one data collection is quantitative with one qualitative question
- Phase two included a focus group and open-ended questionnaires
- Interns from Texas State helped with data collection process

Age and Gender of Respondents

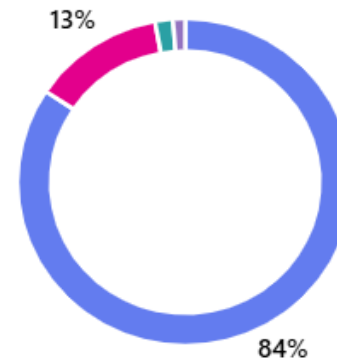
What is your current age category? *¿Cuál es su categoría de edad actual?*

● < 18	1
● 18 - 25	17
● 26 - 35	69
● 36 - 45	84
● 46 - 55	66
● > 55	103
● Prefer not to say	6



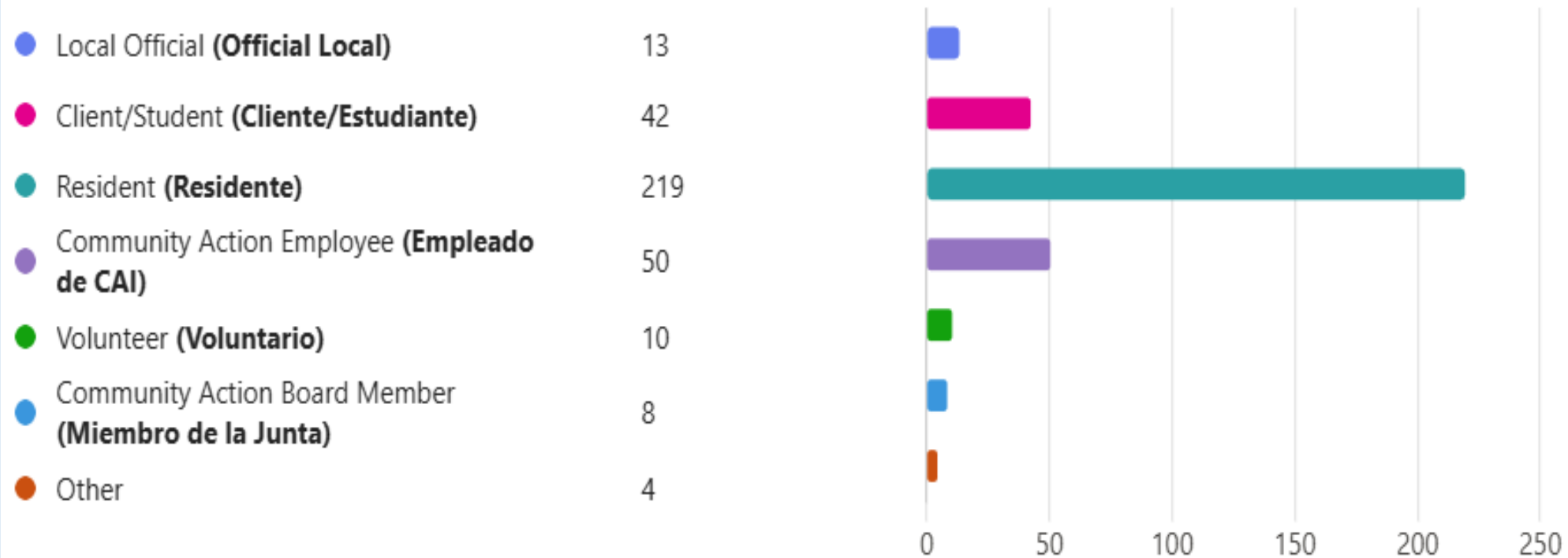
What is your gender? *¿Cuál es su género?*

● Female	292
● Male	44
● Prefer not to indicate	6
● Other	4



Individuals that Completed Survey

Please select the primary role that applies to you: *Por favor, seleccione su funcion principal que le corresponda:*



Annual Income of Residents, Clients, and Students

What is your annual household income? *¿Cuál es el ingreso anual de su hogar?*



Group	% ≤200% FPG
Residents	55%
Clients/Students	81%

Income Status of Clients and Residents at or Below 200% FPG, by County

Summary Table

County	Total Respondents (Residents + Clients)	≤200% FPG	% ≤200% FPG
Hays	170	105	61.8%
Caldwell	14	9	64.3%
Blanco	27	10	37.0%

Top 5 Needs (Overall)

Based on frequency and consistency across respondents, the **top five needs** in the three-county area are:

1. **Housing Stability & Affordability**
 - Includes affordable housing, rental assistance, help paying rent or mortgage, homelessness prevention, and home repairs/modifications.
 - This was the most dominant theme across both checkbox and open-ended responses.
2. **Utilities & Basic Living Expenses**
 - Utility assistance (electric, water), energy costs, and help covering basic household bills were cited extremely frequently, often alongside housing stress.
3. **Food Security & Nutrition**
 - Assistance finding food, affording groceries, meal programs, and nutrition support (including SNAP/WIC-related needs).
4. **Child Care & Youth Support**
 - Affordable childcare, after-school care, Head Start access, summer programs, and youth activities, especially for working families.
5. **Employment, Job Training & Income Stability**
 - Job placement, skills training, GED/college/trade programs, and work that pays a living wage.
 - Many respondents linked employment directly to housing and utility instability.

Notable Secondary Needs (Just Below Top 5)

- **Healthcare & Mental Health Access**
(affordable medical, dental, insurance, counseling)
- **Transportation**
(public transit, access to work, healthcare, seniors' transportation)
- **Financial Education & Benefits Navigation**
(budgeting, SSI/SSDI, Medicaid/Medicare)

Hays County

1. **Housing Stability & Affordability**
 - Rent assistance
 - Affordable housing access
 - Home repair and homelessness prevention
2. **Utilities & Basic Cost of Living**
 - Utility bill assistance (electric, water)
 - Rising household costs (energy, food, medication)
3. **Food Security**
 - Food assistance and access to affordable groceries
 - Nutrition concerns for families and seniors
4. **Child Care & Youth Programs**
 - Affordable childcare
 - After-school and summer programs
 - Head Start proximity and availability
5. **Employment, Job Training & Income**
 - Job skills training
 - GED / certification programs
 - Work that pays a sustainable wage



Caldwell County

1. **Housing & Rent Assistance**
 - Rent support
 - Housing affordability and stability
2. **Utility Assistance**
 - Electric and water bill assistance cited heavily
3. **Food & Basic Necessities**
 - Food assistance
 - Nutrition support
4. **Child Care & Family Support**
 - Childcare access
 - After-school programs
5. **Healthcare Access**
 - Affordable healthcare
 - Dental and prescription assistance



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Blanco County

1. Child Care Availability

- Affordable childcare is the most consistent need

2. Housing & Home Support

- Affordable housing
- Home repair assistance

3. Healthcare & Resource Navigation

- Access to care
- Knowing available services

4. Utilities

- Utility costs, particularly for seniors

5. Food & Nutrition

- Less frequent than other counties but still present



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Top Theme from Open-Ended Responses from Residents/Clients.

What kind of support would be most helpful for you and your family right now?

1. Help Navigating Resources & Getting Connected

Residents, clients, and students frequently said they:

- Don't know *what* resources exist
- Don't know *where* to go
- Need help understanding eligibility, applications, or next steps

Examples of how this showed up conceptually:

- "Help finding resources"
- "Assistance applying for benefits"
- "Guidance on what programs are available"

*This strongly validates case management, intake navigation, and referral coordination as core needs.

Key Take-Aways

- **Housing stability and basic utilities remain critical needs.**
Assistance with rent, affordable housing, and utility costs emerged as high-priority needs, especially among households at or below 200% of the federal poverty level.
- **Accessing and navigating existing resources is a major barrier for many households.**
Both quantitative and qualitative responses highlight the need for case management, intake coordination, and assistance connecting to available community services.
- **While needs vary somewhat by county, core priorities are consistent across the region.**
County-level differences suggest the importance of tailored strategies, yet employment, housing stability, and service navigation remain common themes across Hays, Caldwell, and Blanco Counties.

Survey Limitations

- Participation in the survey was voluntary, and responses reflect the perspectives of those who chose to respond rather than a statistically representative sample of all residents.
- Women were disproportionately represented among respondents, which is common in community and social service surveys and likely reflects who most often engages in household-level planning and service navigation.
- Income and household size were self-reported and collected in ranges, so analyses related to federal poverty guidelines are indicative and based on conservative assumptions, not formal eligibility determinations.
- Response counts varied by county, particularly in smaller counties, which may limit the generalizability of some county-specific findings.

Questions



Introduction

Agency History

Community Action, Inc. of Central Texas (CAICT) is a private, nonprofit corporation established in 1965 as part of the national Community Action movement authorized through the Economic Opportunity Act (EOA) of 1964, a cornerstone of President Lyndon B. Johnson's War on Poverty.

The EOA held particular significance for Hays, Caldwell, and Blanco counties, regions closely tied to President Johnson, where he was raised and educated. Recognizing the opportunity to address local poverty, Johnson personally encouraged his colleague, Dr. James McCrocklin, then president of Southwest Texas State University, to provide leadership in developing key initiatives for the region, including a Job Corps center (now Gary Job Corps), a Community Action Agency, and a Head Start program.

As an initial step, local churches mobilized volunteers to conduct door-to-door outreach in low-income communities to identify pressing household needs. Among these volunteers was Ofelia Vasquez, who would later serve as Executive Director of the agency. Through this grassroots effort, two primary needs emerged: access to healthcare and childcare.

Dr. McCrocklin subsequently convened a steering committee of fifty community leaders and hosted a town hall-style meeting. This effort led to the formal establishment of a Community Action Agency, initially housed and supported by Southwest Texas State University until administrative funding was secured through grant support. The agency's first grant funded a healthcare program, followed by a second grant that established two summer Head Start programs in San Marcos and Kyle.

Originally named Community Action of Hays County, the agency became the third Community Action Agency established in Texas and the second in the state to implement a Head Start program. Today, CAICT continues to build on this legacy as a leader in addressing poverty and improving quality of life in Central Texas.

For more than 58 years, CAICT has secured and administered an increasingly diverse portfolio of programs designed to help low-income individuals and families achieve stability and self-sufficiency. The agency is one of forty Community Action Agencies in Texas and part of a national network of more than 1,000 agencies. CAICT currently employs over 300 full- and part-time staff and operates with an annual budget of approximately \$15 million.

Agency Mission

The mission of Community Action, Inc. of Central Texas is to help Central Texans improve economic self-reliance through a wide range of services and community partnerships.

Agency Overview

Community Action, Inc. of Central Texas (CAICT) works to support low- and moderate-income families across Central Texas by delivering a comprehensive array of services and opportunities. The agency's primary service areas include Early Childhood Education, Community Health Services, Adult Education, Youth Services, and Community Services. Each program area is led by a director responsible for achieving outcomes aligned with the agency's strategic plan.

Early Childhood Education

CAICT's Head Start and Early Head Start programs provide continuous, comprehensive child development and family support services to expectant mothers and families with children from birth to age five. These programs promote school readiness and healthy development through early learning, health and nutrition services, and family well-being supports.

Annually, CAICT serves approximately 448 pregnant women and young children across eight Head Start Child Development Centers located in Hays and Caldwell counties.

In addition, the Texas Home Visiting Program offers intensive, home-based support services for families with young children. This program serves approximately 160 families, reaching an estimated 320 children annually in Hays and Caldwell counties.

Community Health Services

CAICT's Community Health Services program provides a range of essential healthcare services, including reproductive health care, breast and cervical cancer screening, and HIV/AIDS case management.

Reproductive health services for men and women include a variety of birth control options, well-woman exams, pregnancy testing, and testing and treatment for sexually transmitted infections. Services are provided on a sliding fee scale, and the program accepts Medicaid and Healthy Texas Women.

The Breast and Cervical Cancer Program offers screening services and case management for individuals diagnosed with cancer. HIV/AIDS services include case management for individuals living with HIV across the Rural Capital Area, including nine counties surrounding Travis County. These services include transportation to medical appointments and additional support to improve health outcomes.

Adult Education

CAICT's Adult Education Program provides literacy, workforce, and career readiness services across the nine-county Rural Capital Area. The program supports individuals seeking employment, career advancement, or continued education.

Services are designed for adults with limited basic skills, those without a high school diploma, and individuals who need to improve English language proficiency. Core program offerings include High School Equivalency (HSE) preparation (GED®), English as a Second Language (ESL), and Integrated Education and Training (IET) programs that lead to industry-recognized credentials (such as Certified Nursing Assistant, bookkeeping, and HVAC certification).

Additional instruction often includes digital literacy, financial literacy, health literacy, and civic engagement, including preparation for U.S. citizenship. Participants also receive career counseling and college readiness support.

Community Services

The Community Services Program provides a range of supports to help individuals and families achieve stability and self-sufficiency. Key services include energy assistance, comprehensive case management, rental assistance, and senior services.

Energy assistance programs leverage local and state funding to help households with the highest energy needs in Hays, Caldwell, and Blanco counties.

The Comprehensive Case Management program works closely with individuals and families to build self-sufficiency through goal setting, access to resources, and supportive services that promote employment and financial stability.

In response to the 2023 Community Needs Assessment, which identified housing as the most significant need in the region, CAICT launched a Tenant-Based Rental Assistance (TBRA) program in 2025. This two-year rental assistance initiative supports eligible households in securing and maintaining stable housing. The program reflects the agency's commitment to addressing housing instability through both direct financial assistance and coordinated service delivery.

To strengthen service integration and community collaboration, CAICT partners with Southside Community Center, sharing a full-time staff position dedicated to housing services. Additionally, CAICT co-locates office space with BR3T, a local housing provider in San Marcos, to enhance coordination with other housing partners and improve access to services for the community.

The San Marcos Senior Citizen Center offers congregate meals, social activities, and wellness opportunities designed to enhance quality of life, support independence, and foster community engagement among older adults.

Youth Services

Community Action, Inc. of Central Texas (CAICT) administers Youth Services through the Core Four Partnership, a collaborative initiative with the City of San Marcos, Hays County, San Marcos Consolidated Independent School District, and Texas State University. Established through a 2020 city ordinance, the partnership advances the goals of the 2013 Youth Master Plan by aligning community resources and coordinating services to support youth and young adults in San Marcos and Hays County.

The program is grounded in a Positive Youth Development (PYD) framework, which emphasizes youth leadership, strengths, and active engagement in decision-making. Youth Services serves as a convener, bringing together public entities, nonprofit organizations, and youth leaders to strengthen collaboration, reduce service gaps, and ensure community-wide alignment in addressing emerging needs.

Key program components include the Youth Task Force, which promotes leadership development and civic engagement through youth-led activities; the SMTX Mental Health Coalition, which expands access to training, education, and resources related to youth mental health; and the Youth Coalition, which elevates youth voice and uses data to inform planning and priorities. The program also supports mentoring initiatives and provides training and technical assistance to community partners to strengthen PYD practices.

Youth Services is data-driven, using community needs assessments to identify priorities such as mental health, sense of belonging and safety, and college and career readiness. Through its collaborative structure and youth-centered approach, the program works to ensure that youth and young adults are healthy, engaged, and prepared to succeed as contributing members of their community.

Community Profile

Community Action, Inc. of Central Texas (CAICT) provides programs and services across a 13-county region. This Needs Assessment focuses specifically on the Community Services Block Grant (CSBG) service area, which includes Hays, Caldwell, and Blanco Counties. According to the U.S. Census Bureau's American Community Survey (ACS) 2019–2023 5-Year Estimates, Hays County is the largest county in the service area, with a population of 256,429, followed by Caldwell County with 47,184 residents and Blanco County with 12,008 residents. Population growth throughout the region—particularly in Hays and Caldwell Counties—has been influenced by continued expansion within the Austin metropolitan area, rising housing costs in Travis County, and increasing migration into surrounding communities seeking more affordable housing options.

Hays County

The population of Hays County (256,429) is 66.55% Non-Hispanic White, 39.06% Hispanic or Latino, 4.10% Black or African American, 1.93% Asian, 0.72 % Native American/Alaska Native, 0.12% Native Hawaiian/Pacific Islander, 20.38 % Multiple Races, and 6.20% Other Race.

Hays County has been among the top growing counties in Texas in the last few years, with a growth rate of (insert) in the last year, according to the most recent U.S. Census data. The county employs 66.7% of the population. The largest industries in Hays County include Education Services (21.8%), Management and Administrative Services (13.8%), and Accommodation and Food Services (12.2%).

According to the (data hub), Hays County has 29,858 residents living below 100% of the Federal Poverty Level, which is estimated to be 12.02% of the total population of 256,429. Furthermore, there is a gender disparity when comparing the females and males living in poverty in Hays County. Females are more likely to live in poverty: 13.58% (16,873) of females compared to 10.46% (12,985) of males. There is also a disproportionate number of Hispanics living in poverty compared to non-Hispanics. Among Hispanic households in Hays County, 13.77% live in households with income below the federal poverty level, compared to 10.89% among non-Hispanic households. Lastly, when analyzing poverty level by race, more Black and African American residents (19.44%) and “Other Race” residents (16.59%) live in poverty than White Residents (11.18%).

Hays County has a large variety of social service agencies, non-profits (including CAICT), sliding-scale medical facilities, and local houses of worship in the Wimberley, San Marcos, Kyle-Buda, and Dripping Springs area to combat poverty with emergency one-time rent, utility assistance, food distribution assistance, medical assistance, and other services on a limited basis. There are large hospitals in San Marcos and Kyle, and requests for medical services are rapidly expanding across the county from Austin and San Antonio.

As a result of this growth, the counties have experienced new home construction, traffic congestion, and a greater demand for public services. School districts in Hays County include San Marcos Consolidated, Dripping Springs Independent, Wimberley Independent, and Hays Consolidated Independent. Higher education in Hays County includes one four-year institution, Texas State University, in San Marcos. Austin Community College operates three distance learning centers that offer basic and Early College Start classes, as well as testing centers for online classes. Each main urban area has libraries but lacks adequate public transportation for low-income accessibility. Hays County officials are working to address the lack of affordable housing, which is driving a dire need for rental assistance in these communities.

Caldwell County

The population of Caldwell County (47,184) is 57.81% non-Hispanic White, 4.29% Black or African American, 0.68% Asian, 0.54% Native American or Alaska Native, 0.0% Native Hawaiian or Pacific Islander, 27.35% Multiple Race, and 9.34% Other Race. By ethnicity,

Caldwell County has a population of 43.70% non-Hispanic White and 56.30% Hispanic or Latino.

Caldwell County is transitioning from a more rural to a more suburban county due to the influx of people from Austin. There also appears to be a significant economic development in the county, with top industries showing growth over the last 10 years. According to the U.S. Bureau of Labor Statistics, 21,158 are in the labor force, and the unemployment rate is 3.7%, which is below Texas's overall unemployment rate of 4.2%. However, the average annual wage per worker is \$30,497.05, significantly lower than the median household income of \$68,503. This is also lower than the median income in Hays and Blanco counties. It is unclear whether this is due to an education or skills gap or to other local cost-of-living variables. The U.S. Census Bureau reports that 82% of the Caldwell County population has a high school diploma, and 19.3% has a bachelor's degree or higher.

Of the 45,008 for whom poverty status is determined in Caldwell County, 6,238 (13.86%) live below the 100% threshold of the Federal Poverty Level. Of the females living there, 13.54% (3,004) live in poverty: 14.17% (3,234) of males. Unlike Hays County, there is a disproportionate number of Hispanics living in poverty compared to non-Hispanics. Of all Caldwell County residents, 10.5% (1,650) live in households with income below the federal poverty level.

CAICT has several community partners in Caldwell County who provide resources to low-income families in need of assistance. Nonprofits and other human service organizations in the county include WIC, All Saints' Episcopal Church Loaves and Fishes program, Caldwell County Salvation Army, Society of St. Vincent de Paul, Alpha Seventh-Day Adventist program, Seton Healthcare Network of Caldwell County, Caldwell County Christian Clothing Closet, Lockhart Housing Authority, and many others.

Blanco County

The population of Blanco County (12,008) is 80.66% Non-Hispanic White, 18.40% Hispanic or Latino, 0.77% Black or African American, 11.98% Multiple Race, % Asian, 5.73% Other Race, 0.50% Native American/Alaska Native, and 0% Native Hawaiian/Pacific Islander. Blanco County has a population of 12,008, of whom 1,104 are in poverty. Of the females living in Blanco County, 11.70% (705) live in poverty compared to males at 5.58% (326). By ethnicity, 9.78% of Hispanics who live in Blanco County live in poverty compared to 8.44% of non-Hispanics. On race and poverty, 8.56% of Whites live in poverty compared to 2.94% of African Americans, and 13.66% of those of multiple races.

The economy of Blanco County employs 6,605 people, 55% of the total population. The largest industries in Blanco County are Construction (961), Educational Services (54), and Health Care and Social Assistance (287). The highest paying industries are Construction (\$80,585), Government (\$63,204), and Health Care and Social Assistance (\$63,951). The median household income in Blanco County is \$87,564. Males in Blanco County have an average income that is 1.75 times higher than that of females, at \$30,228. The income inequality in Blanco County (*measured using the Gini index*) is 0.4503, which is slightly lower than the national average.

There are a variety of resources in the Blanco County area with which we partner to provide services to low-income residents, including the Good Samaritan Center in the City of Blanco. The Center has relocated to a larger facility to house a Food Pantry, Thrift Store, and an administrative office, where financial assistance (when available) is provided to families in emergency situations to help cover utility and rental bills.

Another CAICT partner in Blanco County is the Community Resource Centers (CRC) of Texas Inc. Their mission is to raise the standard of living in rural communities by helping identify the population's present needs. Types of service connected the CRC can provide include mental health, employment, education, food pantry, transportation, affordable housing, family crisis, health care, services for older adults, and services for children. The Johnson City Christian Food Pantry has moved into the CRC to continue serving the hungry alongside other agencies addressing food needs in the county. CRCTX also operated Older Adult Rural Services (OARS), which helps older adults maintain independence and quality of life through solutions such as transportation and immediate financial assistance. Additionally, organizations such as the Area Agency on Aging and the Alzheimer's Association support the needs of older adults.

Data Collection

Community Action Inc. of Central Texas (CAICT) used both quantitative and qualitative data collection methods to determine the needs of Hays, Caldwell, and Blanco Counties. The quantitative survey questions were taken directly from the Texas Department of Housing and Community Affairs guidance tool "The 6 Steps to Creating a Community Needs Assessment". The data was collected from February to March 2026. We analyzed qualitative survey including questionnaires and focus group responses using inductive coding through AI platform. Coded data were tabulated to create a frequency distribution of prioritized "top needs" for each data source. A comparative analysis was completed to examine variations in frequency among data sources.

[Quantitative Data Collection Method: Needs Assessment Survey](#)

The Community Needs Assessment is based on the 7 CSBG domains outlined in the CSBG report. The categories of needs in the survey include the following:

- Employment Needs (Assistance finding work, assistance gaining job skills, etc.)
- People Needing Assistance (finding food, childcare, income tax prep, etc.)
- Case Management Needs (Assistance finding resources in the community, assistance moving off of public assistance, etc.)
- Education Needs (GED & ESL classes, computer skills, etc.)
- Family Support Needs (financial education, parenting classes, affordable childcare, classes on health, etc.)
- Counseling Services (drug/alcohol, couples counseling, counseling services for adults, etc.)
- Support for Seniors (programs & activities for seniors, meal deliveries, assisted living, etc.)

- Support for people with disabilities (disability evaluation, medical equipment, etc.)
- Housing Needs (access to affordable housing, assistance paying rent, utility assistance, etc.)
- Medical Needs (help signing up for Medicare, help paying for medical/dental bills, etc.)

The Top 5 community needs were identified through analysis of responses from residents, clients, students, CAICT employees, local public officials, board members, volunteers, and community partners who completed the Community Needs Assessment survey across Hays, Caldwell, and Blanco Counties. Respondents rated a range of service needs using a standardized scale, and responses marked as “Needed” or “Very Needed” were combined and aggregated for each category. The total number of responses for each need category was then ranked from highest to lowest, and the five categories with the greatest number of responses were identified as the Top 5 needs. These findings were further validated through alignment with themes from open-ended survey responses, confirming that the results reflect the most pressing concerns within the service area.

Demographic information and other data were also collected in the survey, including age, race, gender, type of respondent (current CAICT low-income client/student, CAICT employee, local official, board member, volunteer, or resident), and the county in which they currently reside. The survey was distributed using Microsoft forms, an online application with easy-to-use reporting functions that allow users to quickly compile data into charts and graphs.

The link to the survey form was emailed to over 200 community partners, including board members, school district staff, community-based organizations, key stakeholders, churches, public officials, and low-income residents and clients [OS 2.2]. Low-income residents were identified and invited through CAICT’s existing client base and outreach to community partners serving low-income residents in our 3-county region [OS 1.2]. The survey link was also posted on social media and put on our CAICT website to encourage anyone who visited our homepage to take the survey.

Qualitative Data Collection Method: Focus Group, Questionnaires

Two types of qualitative data were collected: focus group, and questionnaire data. These data were used in tandem with the survey to provide a more thorough picture of the needs in our 3-county service area. Questionnaire data was gathered from board members, elected officials, community partners, and employees. Open-ended questions addressed the variety of resources each interviewee provides, the population they primarily serve, what challenges they face, and what they believe could improve the outcomes of the people they serve.

A focus group was conducted to further investigate the causes and conditions of poverty in our service area, focusing on the top 5 needs identified in the quantitative survey data. Cheri Hatcher, a doctoral student in the Department of Adult, Professional, and Community Education at Texas State University, facilitated this focus group and assisted with data analysis. Potential focus group participants were identified through a question on the Microsoft Needs Assessment survey. Seventy-four respondents indicated that they would be interested in attending a focus group. In the end, 10 respondents participated in our focus group. The moderator used the

TDHCA Needs Assessment guide for the focus group protocol, including a discussion of the causes and conditions of poverty.

Once the data were collected, the qualitative data were thoroughly reviewed. Participant responses were organized by the topics and questions addressed during the focus groups. Data were then aggregated to identify themes. Secondary data were also utilized to support the qualitative findings and generate recommendations for future CAICT programs.

Secondary Data

Community Action, Inc. of Central Texas collected and analyzed secondary data from national, state, and local sources. We relied on secondary data to craft our community profile and to provide context for the community assessment data we collected. We used US Census data, including the American Community Survey (ACS), Community Action Partnership Data Hub, the County Health Rankings & Roadmaps, the Texas Department of State Health Services, Texas Health Data, Texas Health and Human Services Health Status of Texas Report, and other standard datasets that were provided to us, and we supplemented them with additional information. A complete list of secondary data sources is available in **Appendix X**.

Data Analysis

During the survey period (February 2026-March 2026), there were a total of 346 respondents: 13 (4%) local officials, 42 (12%) client/students, 219 (63%) residents, 50 (14%) community action employees, 10 (3%) volunteers, and 8 (2%) community action board members. Among the overall highest needs, CAICT selected the top 5 community needs. The following table shows the top needs identified by county.

Table 2: Top Needs by County

County	Need	CSBG Domain
Blanco	1. Childcare Availability	People Needing Assistance
	2. Housing & Home Support	Housing Needs
	3. Healthcare & Resource Navigation	Medical Needs
	4. Utilities	Housing Needs
	5. Food & Nutrition	People Needing Assistance
Caldwell	1. Housing & Rent Assistance	Housing Needs
	2. Utility Assistance	Housing Needs
	3. Food & Basic Needs	People Needing Assistance
	4. Childcare & Family Support	People Needing Assistance
	5. Healthcare Access	Medical Needs
Hays	1. Housing Stability & Affordability	Housing Needs
	2. Utilities & Basic Cost of Living	Housing Needs
	3. Food Security	People Needing Assistance
	4. Childcare & Youth Programs	People Needing Assistance
	5. Employment, Job Training & Income	Employment Needs
	6.	

Statistical Analysis of Poverty in our Service Area

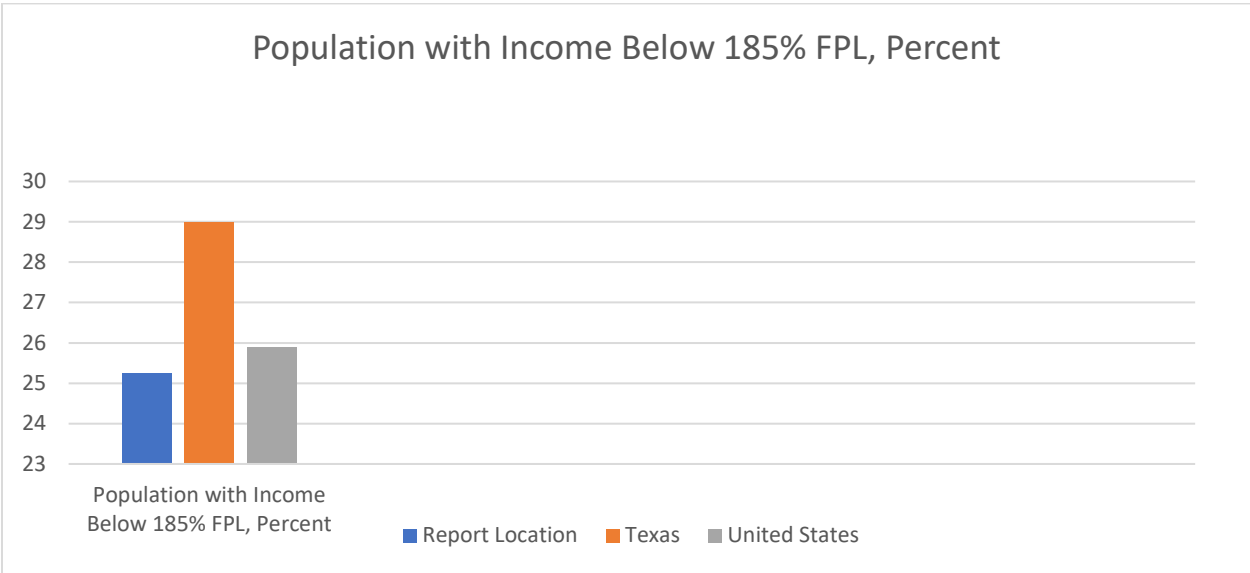
Poverty: Population Below 185% Federal Poverty Level (FPL)

In the report area, 25.25% of the 77,093 individuals for whom poverty status is determined are living in households with income below 185% of the Federal Poverty Level (FPL). This indicator is relevant because poverty creates barriers to access to health services, healthy food, and other necessities that contribute to poor health outcomes.

Table 3: Population Below 185% FPL

	Total Population	Population with Income Below 185% FPL	Population with Income Below 185% FPL, Percent
Report Area	305,332	77,093	25.25%
Blanco County, TX	11,872	2,075	17.48%
Caldwell County, TX	45,008	14,082	31.29%
Hays County, TX	248,452	60,936	24.53%
Texas	29,016,925	8,412,893	28.99%
United States	324,567,147	84,044,244	25.89%

Figure 1: Population Below 185% FPL Comparison



Note: The total population figures for poverty reports are lower because the poverty data collection excludes people in group quarters.

Poverty – Population Below 100% FPL

Within the report area, 12.16% (37,127 individuals for whom poverty status is determined) live in households with incomes below the Federal Poverty Level (FPL). This indicator is relevant because poverty creates barriers to access to health services, healthy food, and other necessities that contribute to poor health status.

Note: The total population figures for poverty reports are lower because the poverty data collection excludes people in group quarters.

Population in Poverty by Gender

This indicator reports the population in poverty in the report area by gender. The percentage values could be interpreted as, for example, “*Of all the male population within the report area, the proportion living in households with income below the federal poverty level is (value).*”

Table 4: Population Below 100% FPL

	Total Population	Population in Poverty	Population in Poverty, Percent
Report Area	305,332	37,127	12.16%
Blanco County, TX	11,872	1,031	8.68%
Caldwell County, TX	45,008	6,238	13.86%
Hays County, TX	248,452	29,858	12.02%
Texas	29,016,925	4,005,417	13.80%
United States	324,567,147	40,390,045	12.44%

Figure 2: Population Below 100% FPL Comparison

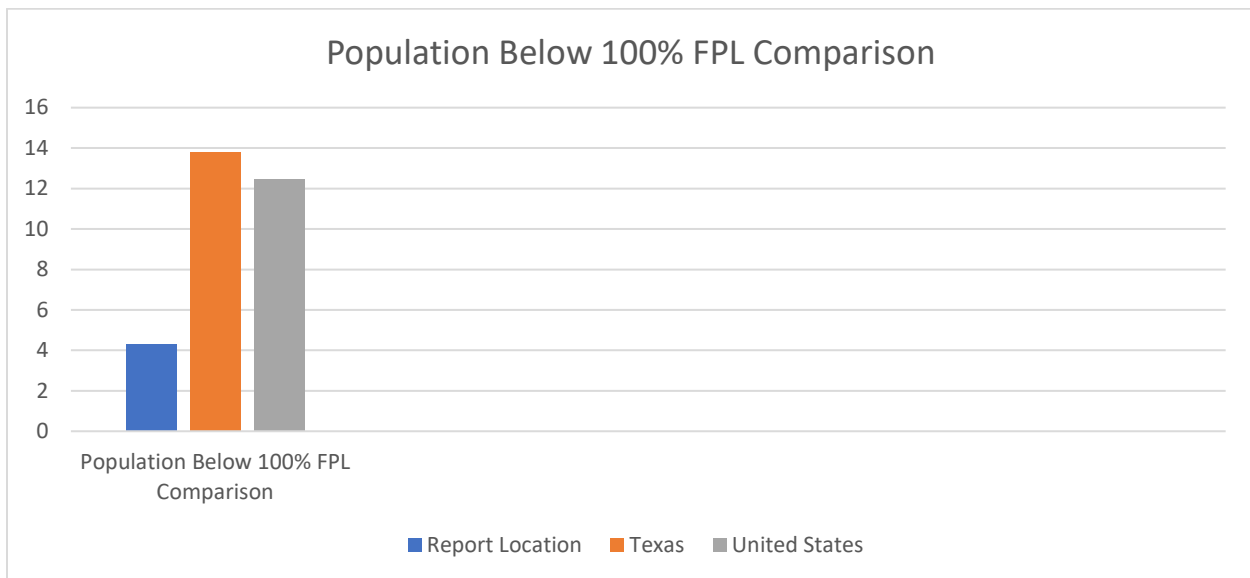


Table 5: Population in Poverty by Gender

	Male	Female	Male Percent	Female Percent
Report Area	16,545	20,582	%	%
Blanco County, TX	326	705	5.58%	11.70%
Caldwell County, TX	3,234	3,004	14.17%	13.54%
Hays County, TX	12,985	16,873	10.46%	13.58%
Texas	1,789,828	2,215,589	12.44%	15.15%
United States	18,016,757	22,373,288	11.26%	13.60%

Population in Poverty by Ethnicity Alone

This indicator reports the population in poverty in the report area by ethnicity alone. The percentage values could be interpreted as, for example, “*Of all the Hispanic population within the report area, the proportion living in households with income below the federal poverty level is (value).*”

Table 6: Population in Poverty by Ethnicity

	Hispanic or Latino	Not Hispanic or Latino	Hispanic or Latino	Not Hispanic or Latino
Report Area	16,545	20,582	%	%
Blanco County, TX	213	818	9.78%	8.44%
Caldwell County, TX	4,035	2,203	15.65%	11.46%
Hays County, TX	13,423	16,435	13.77%	10.89%
Texas	2,145,892	1,859,525	18.66%	10.62%
United States	10,467,411	29,922,634	16.89%	11.39%

Population in Poverty by Race Alone

This indicator reports the percentage of the population in poverty in the report area by race alone. The percentage values could be interpreted as, for example, “*Of all the white population within the report area, the proportion living in households with income below the federal poverty level is (value).*”

Table 7: Population in Poverty by Race

	White	Black/African-American	Native American/Alaska Native	Asian	Native Hawaiian/Pacific Islander	Other Race	Multiple Race
Report Area	%	%	%	%	%	%	%
Blanco County, TX	8.56%	2.94%	0.00%	0.00%	No data	1.92%	13.66%
Caldwell County, TX	12.60%	38.44%	3.56%	0.00%	No data	16.69%	12.82%
Hays County, TX	11.18%	19.44%	2.65%	12.06%	0.00%	16.59%	12.43%
Texas	11.05%	18.91%	15.65%	9.11%	17.94%	19.55%	16.97%
United States	9.85%	21.28%	21.81%	9.93%	17.18%	18.24%	14.70%

Poverty – Children Below 200% FPL

In the report area, % or # children live in households with incomes below 200% of the Federal Poverty Level (FPL). This indicator is relevant because poverty creates barriers to access to health services, healthy food, and other necessities that contribute to poor health outcomes.

Note: The total population figures for poverty reports are lower because poverty data collection excludes people in group quarters.

Table 8: Children Below 200% FPL

	Total Population Under Age 18	Population Under Age 18 Below 200% FPL	Population Under Age 18 Below 200% FPL, Percent
Report Area	70,274	21,412	%
Blanco County, TX	2,117	472	22.30%
Caldwell County, TX	11,012	4,954	44.99%
Hays County, TX	57,145	15,986	27.97%
Texas	7,393,288	3,043,500	41.17%
United States	72,472,636	26,544,399	36.63%

Poverty – Children Below 100% FPL

In the report area, % or # children aged 0-17 are living in households with income below the Federal Poverty Level (FPL). This indicator is relevant because poverty creates barriers to access to health services, healthy food, and other necessities that contribute to poor health outcomes.

Table 9: Children Below 100% FPL

	Total Population	Population < Age 18	Population < Age 18 in Poverty	Population < Age 18 in Poverty, Percent
Report Area	306,851	70,274	7,668	10.9%
Blanco County, TX	11,872	2,117	247	11.67%
Caldwell County, TX	46,527	11,012	1,922	17.45%
Hays County, TX	248,452	57,145	5,499	9.62%
Texas	29,016,925	7,393,288	1,398,542	18.92%
United States	324,567,147	72,472,636	11,829,878	16.32%

Figure 4: Children Below 100% FPL Comparison

Seniors in Poverty

Population and poverty estimates for persons age 65 and up are shown for the report area. According to the American Community Survey (ACS) 5-year data, an average of 10 % of people lived in poverty during the survey calendar year. The poverty rate in the report area is lower than the national average of 10.4%

Table 10: Seniors in Poverty

	Ages 65 and Up Total Population	Ages 65 and Up in Poverty	Ages 65 and Up Poverty Rate
Report Area	39,925	3,976	10 %
Blanco County, TX	3,000	360	12.0%
Caldwell County, TX	6,822	775	11.4%
Hays County, TX	30,103	2,841	9.4%
Texas	3,816,349	445,317	11.7%
United States	54,579,391	5,654,531	10.4%

Figure 5: Seniors in Poverty Comparison

Poverty Status by Age and Gender 18 Years and Up

Table 11: Poverty Status by Age and Gender

	Blanco County	Caldwell County	Hays County
Total	12,301	46,527	282,519
<i>Income in the past 12 months below the poverty level</i>	1,038	6,133	33,994
Male:	432	2,830	13,080
18 to 24 years	15	724	4,497
25 to 34 years	3	206	1,943
35 to 44 years	27	254	2,571
45 to 54 years	80	136	1,083
55 to 64 years	71	295	410
65 to 74 years	44	347	390
75 years and over	113	68	409
Female:	606	3,303	20,914
18 to 24 years	19	589	10,511
25 to 34 years	71	481	2,899
35 to 44 years	20	200	2,542
45 to 54 years	33	161	380
55 to 64 years	110	260	611
65 to 74 years	173	157	678
75 years and over	55	333	730
<i>Months at or above poverty level</i>	11,263	40,394	248,525
Male:	5,580	20,440	127,243
18 to 24 years	277	1,770	12,492
25 to 34 years	683	2,997	18,236
34 to 44 years	618	2,974	20,252
45 to 54 years	677	2,587	17,068
55 to 64 years	1,013	2,549	13,169
64 to 74 years	955	1,767	9,933
75 years and over	431	1,026	5,825
Female:	5,683	19,954	121,282
18 to 24 years	248	1,572	7,623
35 to 34 years	520	2,536	16,827
35 to 44 years	561	2,849	19,361
45 to 54 years	786	2,669	17,053
55 to 64 years	1,106	2,605	13,268
65 to 74 years	873	2,086	11,684
75 years and over	572	1,317	6,919

Findings

The data revealed strong consensus on areas of need (1, 2, 3, 4). Each of these will be discussed in greater detail in this section. During the next three years, we will address these needs at the individual/family and community levels.

The following sections present a comprehensive, community-informed assessment of the social and economic conditions affecting residents of Hays, Blanco, and Caldwell Counties. Findings are drawn directly from the Community Needs Survey (346 respondents as of 4/14/26) and are intended to identify both immediate household challenges and broader systemic conditions influencing community well-being. Together, these narratives highlight the interconnectedness of economic stability, access to essential services, and the overall quality of life across the region.

The purpose of these sections is to translate survey results into a clear, accessible narrative that supports community planning, strategic development, grant applications, funding proposals, program evaluation, and regional collaboration. Rather than presenting data only in terms of percentages or frequencies, the findings contextualize resident responses within broader patterns of financial strain, service gaps, and ongoing regional growth pressures across Central Texas.

Survey findings consistently showed five primary areas of concern across the region:

1. **Housing Stability and Affordability** – including affordable housing, rental assistance, mortgage assistance, homelessness prevention, and home repairs or modifications. This emerged as the most dominant theme throughout both checkbox and open-ended survey responses.
2. **Utilities and Basic Living Expenses** – including utility assistance for electricity and water, rising energy costs, and difficulty covering essential household expenses. These concerns were frequently discussed alongside housing instability and overall financial strain.
3. **Food Security and Nutrition Assistance** – including challenges related to finding affordable groceries, accessing nutritious food, meal programs, and supports connected to SNAP, WIC, and other nutrition-related services.
4. **Child Care and Youth Support** – including affordable childcare, afterschool care, Head Start access, summer programming, and youth activities, particularly for working families balancing employment and caregiving responsibilities.
5. **Employment, Job Training, and Income Stability** – including job placement, workforce development, GED, college and trade programs, and access to employment that provides a sustainable living wage. Many respondents directly connected employment instability to housing insecurity and difficulty affording utilities and other necessities.

Each section focuses on these key themes, which were repeatedly identified by respondents as urgent or high-priority concerns affecting both daily life and long-term household stability. The narratives are intentionally structured to emphasize the relationships between community needs rather than treating them in isolation. Survey responses demonstrate significant overlap among

housing instability, utility burden, food insecurity, transportation barriers, employment challenges, and limited access to supportive services. As a result, the findings highlight how multiple forms of hardship often occur simultaneously and reinforce one another, particularly among lower-income households, working families, older adults, and rural residents.

While the three counties share common concerns about affordability and access to services, the findings also reveal important differences in local conditions. Variations in population growth, economic opportunity, transportation infrastructure, rurality, and service availability shape how these challenges are experienced across Hays, Blanco, and Caldwell Counties. This context helps ensure the assessment reflects the region’s diversity of experiences.

To further support analysis and planning, each section includes a structured “Need Level” framework examining impacts at the Family, Agency, and Community levels:

- **Family level:** Direct impacts on household stability, financial well-being, health, child development, and quality of life.
- **Agency level:** Impacts on service providers, including demand, capacity constraints, staffing pressures, and coordination challenges.
- **Community level:** Broader regional implications such as economic resilience, workforce participation, public health outcomes, educational attainment, and long-term sustainability.

Each section also includes “Agency Considerations,” which outline practical implications for organizations serving the region. These considerations support strategic planning, partnership development, program expansion, funding priorities, and service delivery improvements, including opportunities for collaboration, integration, outreach, accessibility, staffing, and regional coordination.

Together, the narratives, Need Level framework, and Agency Considerations provide both descriptive and actionable insights to guide decision-making and strengthen community response efforts across Hays, Blanco, and Caldwell Counties. Overall, the Findings section centers resident perspectives while providing a structured analysis of the conditions shaping household stability and regional resilience.

Housing Stability & Affordability

The Community Action, Inc. Needs Survey for residents of Hays, Blanco, and Caldwell Counties highlights significant concerns about housing affordability, housing stability, and the financial pressures of maintaining safe, sustainable housing. Survey responses suggest that housing instability is closely connected to broader economic conditions, including low wages, rising housing costs, utility burdens, and limited access to supportive services.

Across the three-county region, respondents consistently identified affordable housing and rent assistance as major unmet needs. The survey findings reflect growing pressures within the rapidly developing Central Texas corridor, where population growth, rising property values, and increased rental costs have outpaced wage growth for many households.

Housing Affordability Conditions

Survey respondents identified affordable housing access as one of the most significant community concerns. Among respondents who answered the housing-related questions:

- Approximately 43% identified affordable housing as either “Needed” or “Very Needed.”
- About 39% reported that assistance paying rent was either “Needed” or “Very Needed.”
- Many respondents also expressed concerns about utility affordability, home repair needs, and energy-efficiency costs.

The survey responses suggest that residents are struggling not only to obtain housing but also to maintain it over time. Households facing rising rent and utility costs may experience ongoing housing insecurity even if they are currently housed.

The strongest responses appeared in the “Very Needed” category, indicating that many residents view housing support as an urgent issue rather than a future concern. In follow-up sections of the survey, affordable housing and rental assistance continued to rank among the highest priority needs.

Causes of Housing Instability

The survey results indicate that housing instability in Hays, Blanco, and Caldwell Counties is driven by several interconnected factors.

Rising Cost of Living

Many respondents reported that their household incomes were insufficient to cover rising housing costs. Economic growth in the Austin–San Antonio corridor has increased housing demand, particularly in Hays County, where rapid population growth and development have driven up rental and homeownership costs. As housing costs increase, lower-income and working-class households experience greater financial strain. Residents may be forced to spend disproportionate shares of their income on rent, utilities, transportation, and food, reducing their ability to build savings or respond to emergencies.

Limited Affordable Housing Supply

The survey findings suggest that the supply of affordable housing units does not meet regional demand. Respondents identified a need for additional affordable rental options and support for maintaining existing housing. In rural portions of Blanco and Caldwell Counties, housing challenges may also include limited housing inventory, aging housing stock, and fewer available support services. These conditions can contribute to overcrowding, deferred maintenance, and increased housing vulnerability.

Utility and Maintenance Burdens

A substantial number of respondents identified assistance with utility bills, home repairs, and energy efficiency improvements as needed services. These responses indicate that housing instability extends beyond rent payments alone. Households struggling to afford utility bills or necessary repairs may face unsafe living conditions, increased risk of displacement, or long-term financial hardship. Older homes, especially in rural areas, may require repairs that exceed household financial capacity.

Employment and Wage Challenges

The survey also revealed broader economic concerns that directly affect housing stability. Respondents identified needs related to:

- Employment assistance
- Better-paying jobs
- Job skills development
- Transportation access

These findings suggest that housing instability is closely tied to workforce instability. Residents who lack stable employment or sufficient wages are more likely to experience difficulty maintaining consistent housing.

Differences Across Counties

Although the survey was analyzed collectively, the responses suggest important regional differences.

Hays County

Hays County respondents represented the largest share of survey participants. Housing affordability concerns appeared especially pronounced due to rapid growth and rising market prices associated with expansion from the Austin metropolitan area. Respondents in Hays County appeared more likely to identify rent assistance and affordable housing as urgent needs.

Caldwell County

Caldwell County respondents expressed concerns about lower-income households and limited economic opportunities. Housing instability in Caldwell County may be more closely connected to wage limitations, transportation barriers, and aging housing stock.

Blanco County

Blanco County respondents reflected challenges common in rural communities, including limited housing inventory, service access barriers, and affordability pressures for fixed-income households.

Relationship Between Housing and Other Community Needs

The survey demonstrates that housing instability is deeply interconnected with other social and economic challenges.

Respondents who identified housing-related needs frequently also reported needs related to:

- Food assistance
- Health care access
- Transportation assistance
- Childcare
- Utility assistance
- Employment support

These overlapping needs suggest that many households are experiencing cumulative financial stress. Housing instability often functions as both a cause and a consequence of broader economic hardship. For example, households paying high housing costs may reduce spending on food, medical care, or transportation. Similarly, transportation barriers can limit employment opportunities, making it more difficult to maintain stable housing.

Implications for Community Planning and Services

The survey findings indicate a need for coordinated regional strategies that address both immediate housing needs and long-term economic stability.

Potential strategies include:

- Expanding affordable rental housing inventory
- Increasing emergency rental assistance programs
- Supporting utility assistance and weatherization programs
- Investing in workforce development and living-wage employment
- Expanding transportation access
- Increasing home repair assistance for aging housing stock
- Strengthening partnerships between housing providers, nonprofit agencies, and local governments

The results also suggest that housing interventions should be integrated with broader social services. Residents experiencing housing instability often require multiple forms of support simultaneously.

Conclusion

The Community Needs Survey reveals that housing affordability and housing stability are major concerns for residents across Hays, Blanco, and Caldwell Counties. Respondents identified affordable housing, rental assistance, utility support, and housing maintenance as urgent needs that affect overall household well-being.

The causes of housing instability appear closely tied to rising living costs, insufficient wages, limited affordable housing inventory, and broader economic pressures across the Central Texas region. The survey further demonstrates that housing instability is interconnected with food insecurity, transportation barriers, employment challenges, and access to health care.

Collectively, the findings indicate that addressing housing instability in the three-county region will require coordinated, multi-sector approaches focused on affordability, economic opportunity, and long-term community resilience.

Need Level

- Family:
- Agency:
- Community:

Agency Considerations:

Utilities & Basic Living Expenses

The Community Needs Survey for residents of Hays, Blanco, and Caldwell Counties identified utility affordability and basic living expenses as major concerns affecting household stability across the region. Respondents frequently reported difficulty paying for essential household costs, including electricity, water, gas, and other utilities. Utility assistance emerged as one of the most consistently found needs throughout the survey.

The findings suggest that many households are experiencing ongoing financial strain amid rising living costs across Central Texas. Utility burdens appear closely tied to housing instability, food insecurity, transportation costs, and income limitations. Many respondents indicated that utility assistance is not an isolated need but part of a broader pattern of financial hardship affecting household well-being.

Conditions Related to Utilities and Household Expenses

Survey responses demonstrated significant concern regarding the affordability of utilities and other essential household expenses. Among survey participants:

- Utility assistance was frequently identified as either “Needed” or “Very Needed.”
- Respondents commonly reported challenges paying electricity, water, and energy-related costs.
- Many residents also identified difficulties covering basic household expenses alongside housing and food costs.

The survey findings indicate that households are struggling to keep pace with rising utility and energy costs while also managing housing and daily living costs. The responses further suggest that utility insecurity may contribute to broader household instability. Families facing high utility costs may delay payments, reduce spending on food or medical care, or risk service interruptions that negatively affect health and safety.

Causes of Utility and Financial Instability

The survey responses point to several interconnected factors contributing to financial strain from utilities and household expenses.

Rising Cost of Living

Respondents frequently described challenges associated with increasing living costs across the region. Rapid population growth and economic expansion in the Austin–San Antonio corridor have driven up prices for housing, utilities, transportation, and consumer goods. As household expenses increase faster than wages for many workers, residents may struggle to maintain financial stability. Utility bills become especially burdensome for households already spending large portions of their income on rent or mortgage payments.

Income and Wage Limitations

The survey findings suggest that many households do not earn sufficient income to consistently meet basic living expenses. Respondents identified employment assistance, higher wages, and job training as important needs connected to financial stability. Households with unstable employment, low wages, part-time work, or fixed incomes may struggle to manage fluctuating utility costs, especially during periods of extreme weather or economic hardship.

High Energy Costs and Aging Housing Stock

Many households in the three-county region may live in older homes with poor insulation, outdated heating and cooling systems, or inefficient appliances. These conditions can increase energy consumption and utility costs. In rural areas of Blanco and Caldwell Counties, older housing stock and limited access to energy-efficiency improvements may contribute to disproportionately high utility burdens. Respondents who identified home repair needs often also identified utility assistance as a priority.

Seasonal and Weather-Related Pressures

Extreme temperatures in Central Texas create additional pressure on household utility budgets. During periods of intense summer heat or winter storms, electricity usage and utility bills may increase substantially. Lower-income households may struggle to absorb seasonal increases in energy costs, particularly when combined with rising food, transportation, and housing expenses.

Relationship Between Utility Costs and Housing Stability

The survey findings demonstrate a strong relationship between utility affordability and housing stability. Respondents who identified needs related to utility assistance frequently also reported:

- Rental assistance needs
- Affordable housing concerns
- Food assistance needs

- Transportation barriers
- Employment instability
- Health care affordability concerns

These overlapping responses suggest that households experiencing housing stress are also vulnerable to utility insecurity. High utility costs may increase the risk of eviction, service disconnection, overcrowding, or unsafe living conditions. For many households, utility expenses function as a secondary housing cost that significantly affects overall affordability. Even households able to secure housing may struggle to remain stably housed if they cannot consistently afford electricity, water, and other essential services.

Differences Across Counties

Although the survey results were analyzed collectively, the findings suggest different patterns of financial stress across the region.

Hays County

In Hays County, rapid population growth and rising housing costs likely contribute to higher overall household expenses. Residents facing elevated rents and property costs may have fewer financial resources available for utilities and other necessities.

Caldwell County

Caldwell County respondents appeared to reflect concerns associated with lower household incomes and economic instability. Utility assistance needs may be more closely connected to wage limitations, employment instability, and aging housing infrastructure.

Blanco County

Blanco County respondents reported challenges common in rural communities, including higher transportation costs, limited access to services, and aging homes that may require costly energy-related repairs or upgrades.

Impact on Household Well-Being

The survey findings indicate that utility insecurity affects multiple dimensions of household well-being. Households struggling with utility costs may experience:

- Increased financial stress
- Reduced food security
- Health and safety risks
- Difficulty maintaining stable housing
- Limited access to communication or technology
- Emotional and mental health strain

Utility disconnections or inability to adequately heat or cool homes may disproportionately affect vulnerable populations, including older adults, children, individuals with disabilities, and households with chronic medical conditions. The survey responses suggest that financial instability related to utilities contributes to cumulative hardship across multiple areas of daily life.

Implications for Community Planning and Services

The survey findings indicate a need for coordinated regional strategies that address utility affordability and broader household financial stability. Potential strategies include:

- Expanding utility assistance programs
- Increasing access to weatherization and energy-efficiency services
- Supporting home repair and rehabilitation programs
- Improving access to emergency financial assistance
- Expanding workforce development and living-wage employment opportunities
- Strengthening financial literacy and budgeting support services
- Coordinating utility support with housing and food assistance programs

The results suggest that utility assistance programs are most effective when integrated with broader economic and housing supports.

Conclusion

The Community Needs Survey demonstrates that utility affordability and basic living expenses are major concerns for residents across Hays, Blanco, and Caldwell Counties. Respondents frequently identified utility assistance, energy costs, and help paying household bills as urgent needs connected to broader financial instability. The causes of utility insecurity appear closely tied to rising living costs, insufficient wages, aging housing infrastructure, and regional economic pressures. The survey further indicates that utility affordability is closely linked to housing stability, food security, employment, and overall household well-being.

Collectively, the findings highlight the need for coordinated strategies that address both immediate utility assistance and the underlying economic conditions contributing to household financial hardship.

Need Level

- Family:
- Agency:
- Community:

Agency Considerations:

Food Security & Nutrition

The Community Needs Survey for residents of Hays, Blanco, and Caldwell Counties identified food insecurity and access to nutrition assistance as major concerns affecting households across the region. Respondents frequently reported difficulty affording groceries, accessing nutritious food, and obtaining assistance through food programs and community meal resources.

The survey findings indicate that food insecurity is closely connected to broader economic challenges, including rising living costs, housing instability, transportation barriers, and insufficient household income. Many respondents identified food assistance needs alongside concerns related to utility costs, employment, childcare, and health care affordability. The responses suggest that many households in the three-county region experience ongoing financial stress that affects their ability to consistently access adequate and nutritious food.

Conditions Related to Food Security

Survey respondents consistently identified food-related assistance as an important community need. Among participants:

- Food assistance and help affording groceries were frequently identified as “Needed” or “Very Needed.”
- Respondents expressed concerns related to meal programs, nutrition support, and access to affordable food.
- Many residents also identified the need for assistance connected to SNAP, WIC, and other nutrition-related services.

The findings suggest that food insecurity affects a broad range of households, including working families, older adults, households with children, and residents living on fixed or limited incomes. Respondents frequently linked food insecurity with other forms of financial hardship, indicating that many households must make difficult trade-offs between food, housing, transportation, utilities, and medical expenses.

Causes of Food Insecurity

The survey findings point to several interconnected causes contributing to food insecurity and difficulty accessing nutritious meals.

Rising Cost of Living and Groceries

Respondents expressed growing concern about the rising cost of groceries and household necessities. Inflation and rising food prices have placed additional strain on families already facing high housing and utility costs. As the cost of living increases across Central Texas, many households may struggle to maintain adequate food budgets. Food insecurity appears especially severe among households with limited disposable income after paying for rent, utilities, transportation, and health care.

Income and Employment Challenges

The survey findings suggest that many households lack sufficient income to consistently afford nutritious food. Respondents frequently identified needs related to:

- Better-paying jobs
- Employment assistance
- Job training and workforce development
- Financial support services

These responses indicate that food insecurity is closely tied to economic instability. Households with low wages, inconsistent work schedules, part-time employment, or fixed incomes may experience chronic difficulty affording groceries.

Transportation Barriers and Food Access

Transportation challenges emerged throughout the survey as a significant issue affecting access to essential services, including food. In rural areas of Blanco and Caldwell Counties, limited transportation options and longer distances to grocery stores or food distribution sites may create additional barriers to obtaining affordable, nutritious food. Residents without reliable transportation may face difficulty:

- Traveling to grocery stores
- Accessing food pantries or meal programs
- Reaching SNAP or WIC offices
- Obtaining fresh produce and healthy foods

Transportation limitations may lead to greater reliance on convenience stores or on more expensive food options.

Housing and Utility Burdens

The survey findings suggest that food insecurity is closely connected to housing affordability and utility costs. Households experiencing high rent, mortgage, or utility expenses may reduce food spending in order to maintain housing stability or avoid service disconnection. Respondents frequently identified food assistance needs alongside requests for rental assistance and utility support. These overlapping needs indicate that many families are experiencing cumulative financial pressure, limiting their ability to consistently meet basic nutritional needs.

Nutrition Assistance and Community Support Needs

The survey responses indicate continued demand for nutrition assistance programs and community food resources. Respondents identified needs related to:

- SNAP enrollment and support
- WIC services

- Food pantry access
- Community meal programs
- Emergency food assistance
- Nutritional support for children and older adults

These findings suggest that public assistance and nonprofit food programs remain critical safety-net resources for many households across the region. The survey also indicates that awareness, accessibility, and transportation may affect residents' ability to fully utilize available food assistance services.

Differences Across Counties

Although the survey findings were reviewed collectively, the responses suggest regional differences in food insecurity patterns.

Hays County

In Hays County, rapid population growth and increasing living costs may contribute to food insecurity among working households facing rising rent and housing expenses. Respondents in Hays County appeared more likely to experience affordability pressures associated with urban and suburban growth.

Caldwell County

Caldwell County respondents reflected concerns associated with lower household incomes and economic limitations. Food insecurity in Caldwell County may be more strongly connected to poverty, wage instability, and transportation barriers.

Blanco County

Blanco County respondents reflected challenges common in rural communities, including limited food access points, transportation challenges, and service accessibility concerns. Rural households may face additional barriers obtaining nutritious and affordable food due to longer travel distances and fewer available resources.

Relationship Between Food Security and Overall Well-Being

The survey findings demonstrate that food insecurity affects multiple dimensions of household and community health. Respondents experiencing food insecurity frequently also identified needs related to:

- Housing assistance
- Utility assistance
- Health care access

- Transportation services
- Employment support
- Childcare assistance

These overlapping responses indicate that food insecurity is part of a broader pattern of economic hardship affecting many households in the region. Limited access to nutritious food may contribute to:

- Poor physical health outcomes
- Increased chronic disease risk
- Stress and mental health challenges
- Educational and developmental difficulties for children
- Reduced household financial stability

The survey responses suggest that food insecurity both contributes to and results from broader financial instability.

Implications for Community Planning and Services

The findings indicate a need for coordinated regional strategies to improve food security and access to nutrition assistance. Potential strategies include:

- Expanding food pantry and meal distribution programs
- Increasing outreach for SNAP and WIC enrollment
- Improving transportation access to food resources
- Supporting mobile food distribution in rural communities
- Expanding partnerships between schools, nonprofits, and food providers
- Increasing workforce development and living-wage employment opportunities
- Integrating food assistance with housing and utility support services

The survey findings suggest that food insecurity is most effectively addressed through comprehensive approaches that also strengthen household financial stability.

Conclusion

The Community Needs Survey demonstrates that food insecurity and access to nutrition assistance are major concerns for residents across Hays, Blanco, and Caldwell Counties. Respondents frequently reported difficulties affording groceries, accessing nutritious food, and obtaining food assistance. The causes of food insecurity appear closely tied to rising living costs, insufficient wages, transportation barriers, housing instability, and broader economic pressures throughout the region. The survey further indicates that food insecurity is closely linked to housing, utilities, employment, transportation, and health care needs. Collectively, the findings highlight the importance of coordinated regional strategies that address both immediate nutritional needs and the broader economic factors that contribute to food insecurity.

Need Level

- Family:
- Agency:
- Community:

Agency Considerations:

Childcare & Youth Support

The Community Needs Survey for residents of Hays, Blanco, and Caldwell Counties identified affordable childcare and youth support services as major concerns affecting families throughout the region. Respondents frequently reported challenges related to the affordability and availability of childcare, afterschool programs, summer activities, and early childhood education services.

The survey findings suggest that working families across the three-county area are experiencing increasing difficulty securing reliable and affordable care for children. Respondents identified childcare support as closely connected to employment stability, financial security, transportation access, and overall family well-being.

The results indicate that many households require additional support services to balance work responsibilities, child supervision, educational enrichment, and household financial obligations.

Conditions Related to Childcare and Youth Support

Survey respondents consistently identified childcare and youth-related services as important community needs. Among participants:

- Affordable childcare was frequently identified as either “Needed” or “Very Needed.”
- Respondents expressed concern regarding access to afterschool care and summer youth programs.
- Many residents also identified the need for expanded youth activities, mentoring opportunities, and educational support programs.
- Early childhood services, including Head Start and school readiness programs, were also identified as important community resources.

The findings suggest that many families struggle to locate affordable, reliable, and accessible care options that align with work schedules and household budgets. Families with young children appear particularly vulnerable to financial strain when childcare costs consume a significant portion of household income.

Causes of Childcare and Youth Support Challenges

The survey responses indicate several interconnected factors contributing to childcare instability and unmet youth service needs.

High Cost of Childcare

Respondents frequently identified affordability as one of the largest barriers to obtaining childcare services. As housing, utility, transportation, and grocery costs continue to rise across the Central Texas region, many families may struggle to absorb the additional financial burden of childcare expenses. Working families with limited incomes often face difficult decisions regarding:

- Paying for childcare
- Reducing work hours
- Leaving the workforce temporarily
- Relying on informal care arrangements

The survey findings suggest that childcare affordability is a major factor affecting family economic stability.

Limited Availability of Childcare Providers

Respondents also indicated concerns regarding the availability of childcare and youth programs, particularly in rural or underserved areas. Families may experience:

- Long waitlists for childcare centers
- Limited afterschool program availability
- Insufficient summer programming
- Lack of care options during nontraditional work hours
- Transportation barriers to accessing programs

In Blanco and Caldwell Counties, limited provider availability and geographic distance may further restrict access to licensed childcare and youth services.

Workforce and Employment Pressures

The survey findings indicate that childcare access is closely tied to workforce participation and employment stability. Respondents frequently identified needs related to:

- Employment assistance
- Better-paying jobs
- Flexible work opportunities
- Transportation support

Families unable to secure reliable childcare may experience disruptions in employment, reduced work hours, or difficulty maintaining stable income.

The lack of affordable childcare may particularly affect single-parent households, lower-income families, and households working multiple jobs or nontraditional schedules.

Limited Access to Youth Enrichment Opportunities

Respondents also emphasized the importance of afterschool programs, summer activities, and structured youth engagement opportunities. Limited access to these programs may create challenges for:

- Working parents needing supervision for children outside school hours
- Youth development and educational enrichment
- Social connection and mental well-being
- Safe recreational opportunities

The survey findings suggest that many families view youth programming as an essential support service rather than an optional recreational activity.

Early Childhood Education and Head Start Needs

The survey responses indicate ongoing demand for early childhood education services and school readiness programs.

Respondents identified needs related to:

- Head Start enrollment
- Affordable preschool access
- Early intervention and developmental support
- School readiness programs
- Family-centered educational services

These findings suggest that many households require additional support during the early childhood years to promote educational stability and long-term child development.

Limited access to affordable early childhood programs may disproportionately affect lower-income households and rural families.

Differences Across Counties

Although the survey was analyzed collectively, the responses suggest different patterns of need across the region.

Hays County

In Hays County, rapid population growth and rising living costs may contribute to increased demand for childcare and youth services. Working families facing high housing expenses may struggle to afford formal childcare while maintaining financial stability.

Caldwell County

Caldwell County respondents expressed concerns about lower household incomes and limited economic opportunities. Childcare challenges in Caldwell County may be more closely linked to affordability, transportation barriers, and limited-service availability.

Blanco County

Blanco County respondents reported challenges common in rural communities, including fewer childcare providers, longer travel distances, and limited access to youth programs. Families in rural areas may face additional barriers to locating affordable, reliable care close to home or work.

Relationship Between Childcare and Overall Family Stability

The survey findings demonstrate that childcare access is closely interconnected with broader household and economic stability. Respondents identifying childcare needs frequently also reported:

- Housing affordability concerns
- Utility assistance needs
- Food insecurity
- Transportation barriers
- Employment instability
- Health care access challenges

These overlapping needs indicate that many families are experiencing cumulative financial and logistical pressures. Inadequate access to affordable childcare may contribute to:

- Reduced workforce participation
- Household income instability
- Increased financial stress
- Reduced educational opportunities for children
- Greater reliance on informal or inconsistent care arrangements

The survey findings suggest that childcare supports both economic and family well-being.

Implications for Community Planning and Services

The survey findings indicate a need for coordinated regional strategies to improve access to childcare and youth support services. Potential strategies include:

- Expanding affordable childcare programs
- Increasing Head Start and preschool enrollment capacity
- Supporting after-school and summer youth programs
- Expanding transportation access for families and youth

- Increasing workforce supports for childcare providers
- Developing partnerships between schools, nonprofits, and community organizations
- Providing financial assistance for working families with childcare expenses

The results suggest that investments in childcare and youth services may also strengthen workforce participation, educational outcomes, and long-term community stability.

Conclusion

The Community Needs Survey demonstrates that affordable childcare and youth support services are major concerns for residents across Hays, Blanco, and Caldwell Counties. Respondents frequently identified needs related to childcare affordability, afterschool care, summer programs, Head Start access, and youth development opportunities.

The causes of these challenges appear closely tied to rising living costs, insufficient household income, limited provider availability, transportation barriers, and broader economic pressures affecting working families throughout the region.

The survey further indicates that childcare access is closely linked to employment stability, housing affordability, transportation, and overall family well-being. Collectively, the findings highlight the importance of coordinated regional strategies that support working families, expand youth programming, and strengthen early childhood education systems.

Need Level

- Family:
- Agency:
- Community:

Agency Considerations:

Employment, Job Training & Income Stability

The Community Needs Survey for residents of Hays, Blanco, and Caldwell Counties identified employment stability, workforce development, and income adequacy as major concerns affecting households throughout the region. Respondents frequently reported the need for job placement assistance, skills training, educational opportunities, and employment that provides a living wage.

The survey findings suggest that many residents are experiencing economic instability connected to low wages, inconsistent employment, limited advancement opportunities, and barriers to workforce participation. Respondents consistently linked employment challenges to broader concerns involving housing affordability, utility insecurity, food access, transportation barriers, and overall financial hardship.

The results indicate that economic instability is a significant underlying factor contributing to many of the social and household challenges identified throughout the survey.

Conditions Related to Employment and Income Stability

Survey respondents consistently identified workforce and income-related services as important community needs. Among participants:

- Employment assistance and job placement services were frequently identified as “Needed” or “Very Needed.”
- Respondents expressed strong interest in job skills development and workforce training opportunities.
- Educational advancement services, including GED completion, college access, vocational education, and trade programs, were also identified as important needs.
- Many respondents emphasized the importance of obtaining work that pays a living wage and provides long-term financial stability.

The findings suggest that many households are struggling not only with unemployment but also with underemployment and insufficient wages that fail to meet rising living costs. Respondents frequently connected employment concerns to the ability to maintain stable housing, pay utility bills, and afford basic necessities.

Causes of Employment and Income Instability

The survey findings indicate several interconnected factors contributing to economic instability across the region.

Insufficient Wages and Rising Living Costs

Respondents frequently identified difficulty maintaining financial stability despite employment. As housing, utility, and transportation costs, and grocery prices increase throughout the Central Texas corridor, many workers may struggle to earn enough income to meet basic household needs. The survey findings suggest that some residents are employed but remain financially vulnerable because wages have not kept pace with regional cost-of-living increases. Households with insufficient income may experience:

- Housing instability
- Utility insecurity
- Food insecurity
- Difficulty accessing health care
- Limited ability to save for emergencies

These responses indicate that employment alone does not necessarily guarantee financial stability when wages are inadequate.

Limited Access to Workforce Training and Education

Respondents frequently identified the need for educational and workforce development opportunities. Survey participants expressed interest in:

- GED programs
- College access and completion support
- Vocational and trade training
- Career advancement services
- Job readiness and employment counseling

These findings suggest that many residents face barriers to obtaining higher-paying employment due to educational limitations, lack of credentials, or limited access to workforce development programs. Residents in rural or underserved areas may face additional challenges accessing educational institutions, training programs, and employment resources.

Transportation Barriers

Transportation concerns emerged repeatedly throughout the survey and appear closely connected to employment stability. Respondents experiencing transportation barriers may face difficulty:

- Traveling to work consistently
- Accessing training or educational programs
- Reaching childcare services
- Maintaining reliable employment schedules

Limited transportation infrastructure in rural portions of Blanco and Caldwell Counties may further reduce access to employment opportunities and workforce programs. Transportation instability may contribute to job loss, reduced work hours, or inability to pursue higher-paying opportunities.

Childcare and Family Responsibilities

The survey findings suggest that childcare availability and affordability significantly affect workforce participation. Respondents frequently identified childcare support as an important need connected to employment stability. Families lacking reliable childcare may experience difficulty:

- Maintaining full-time employment
- Participating in training programs
- Working nontraditional schedules
- Advancing educational goals

The lack of affordable childcare may disproportionately affect single-parent households and lower-income working families.

Relationship Between Employment and Housing Stability

One of the strongest themes emerging from the survey was the direct relationship between employment instability and housing insecurity. Respondents frequently linked employment challenges to:

- Difficulty paying rent or mortgage costs
- Utility payment struggles
- Increased financial stress
- Food insecurity
- Risk of displacement or eviction

The findings suggest that inadequate wages and unstable employment contribute significantly to housing instability across the three-county region. Households experiencing inconsistent income may struggle to maintain long-term financial security, particularly in areas where housing and living costs continue to increase. The survey responses indicate that employment support and housing stability should be addressed through coordinated strategies rather than separate service systems.

Differences Across Counties

Although the survey findings were analyzed collectively, the responses suggest regional differences in employment-related challenges.

Hays County

In Hays County, rapid economic growth and population expansion have created both opportunities and affordability pressures. While employment opportunities may be more available, rising housing and living costs may reduce the financial stability of lower-wage workers. Respondents in Hays County appeared more likely to express concerns regarding affordability despite employment.

Caldwell County

Caldwell County respondents reflected concerns associated with lower household incomes, limited local employment opportunities, and transportation barriers. Residents may face additional challenges accessing higher-paying jobs or workforce training opportunities located outside the county.

Blanco County

Blanco County respondents reflected challenges common in rural communities, including fewer nearby employment options, transportation limitations, and reduced access to educational and

workforce development services. Rural households may experience additional barriers to career advancement and economic mobility.

Relationship Between Employment and Overall Community Well-Being

The survey findings demonstrate that employment stability is interconnected with many other community needs. Respondents identifying employment concerns frequently also reported needs related to:

- Housing affordability
- Utility assistance
- Food security
- Childcare access
- Transportation services
- Health care affordability

These overlapping responses suggest that economic instability affects multiple aspects of household well-being simultaneously. Limited access to living-wage employment may contribute to:

- Chronic financial stress
- Reduced household stability
- Poorer physical and mental health outcomes
- Reduced educational opportunities for children
- Increased reliance on public assistance programs

The survey findings indicate that workforce stability is a foundational factor affecting overall community resilience.

Implications for Community Planning and Services

The survey findings indicate a need for coordinated regional strategies focused on workforce development and economic stability. Potential strategies include:

- Expanding job placement and employment assistance programs
- Increasing access to GED, college, and vocational training opportunities
- Supporting workforce partnerships with local employers
- Expanding transportation services for workers and students
- Increasing access to affordable childcare
- Promoting living-wage employment opportunities
- Providing career advancement and financial literacy services

The results suggest that employment interventions are most effective when integrated with housing, transportation, childcare, and financial assistance services.

Conclusion

The Community Needs Survey demonstrates that employment stability, workforce development, and income adequacy are major concerns for residents across Hays, Blanco, and Caldwell Counties. Respondents frequently identified needs related to job placement, skills training, educational advancement, and access to employment that provides a living wage.

The causes of employment instability appear closely tied to rising living costs, insufficient wages, transportation barriers, limited workforce development access, and broader economic pressures affecting households throughout the region.

The survey further indicates that employment challenges are strongly interconnected with housing instability, utility insecurity, food insecurity, transportation barriers, and overall household well-being. Collectively, the findings highlight the importance of coordinated regional strategies that support workforce participation, educational advancement, and long-term economic stability.

Need Level

- Family:
- Agency:
- Community:

Agency Considerations:

LIMITATIONS AND FUTURE CONSIDERATIONS

- Develop a plan for earlier outreach; CAI stakeholders discussed starting a year before the reporting deadline.
- Reach low-income individuals who are not Community Action Inc. clients by holding table talks or World Cafés in service areas, at high-traffic locations, or at community events.
- Ask school districts to share the survey with all high school students and staff, as well as all Head Start parents and staff.
- Create a cross-partner marketing effort for greater reach
- Seek focus group participants among guests in emergency homeless shelters, including individuals experiencing homelessness.
- Since housing instability is a persistent need, hold a focus group with landlords and property managers to hear from representatives of private-sector and non-profit organizations who can speak to the unique housing challenges in our community.
- Targeted focus group participants specifically toward youth and school personnel. Ask personnel to help recruit low-income students or students who could speak to the specific needs of the low-income community.
- Hold multiple focus groups in diverse locations, across all counties in the CAI service area. Offer multiple Zoom focus groups across a 2–3-week term to include more online participants. Offering incentives for participation.

Community Stakeholders and Partners Survey

Across all survey questions, stakeholders consistently identified a small set of interconnected issues as the most pressing needs facing low-income and vulnerable residents. The strongest themes were affordable housing, transportation, healthcare access, and financial stability. Respondents emphasized the need for more flexible funding to support housing stabilization, prevent homelessness, and expand affordable housing options for high-barrier populations. Transportation was repeatedly described as a major obstacle to stability, particularly in rural areas, with calls to expand CARTS services through smaller vehicles, on-demand models, and improved access to regional medical destinations. Participants also highlighted the importance of bringing services directly to residents through in-person assistance, such as CEAP application support and hot meal delivery programs.

A second major theme was the need for stronger coordination, communication, and system integration across agencies. Many respondents noted that services are fragmented, difficult to navigate, and often underutilized due to limited awareness, complex eligibility requirements, and siloed provider operations. Suggested improvements included centralized service hubs, coordinated entry systems (especially for homelessness services), shared referral networks, and stronger collaboration among community organizations, churches, and government partners. Increased staffing, funding, and case management capacity were also seen as essential to help residents successfully access and maintain services.

Finally, respondents emphasized outreach, education, and infrastructure barriers that compound service gaps. These include limited digital access and literacy, language barriers, and lack of public awareness about available resources. Participants recommended expanded outreach through advertising, enrollment fairs, multilingual communication, and community partnerships, along with investments in internet access and workforce support. Overall, the feedback points to a need for a more coordinated, better funded, and more accessible system that reduces fragmentation and improves residents' ability to connect with essential services.

Limitations and Perspective Gaps Between Resident and Stakeholder Responses

While the stakeholder and partner survey findings aligned strongly with resident survey responses on several major issues — particularly housing affordability, transportation barriers, healthcare access, and financial instability — important differences emerged between the perspectives of service providers and those of residents directly experiencing hardship. These differences should be considered when interpreting the findings and planning future community response efforts.

Stakeholders and organizational partners tended to frame community needs primarily through a systems-level lens, emphasizing service coordination, agency collaboration, funding limitations, staffing capacity, and improvements to referral and navigation systems. Their responses focused heavily on structural barriers such as fragmented services, lack of integrated case management systems, transportation infrastructure limitations, and the need for stronger interagency coordination. These perspectives reflect the operational realities faced by organizations attempting to meet growing demand with limited resources.

In contrast, resident and family responses focused more directly on immediate day-to-day survival challenges and the emotional, financial, and practical burdens associated with navigating those systems. Residents described urgent concerns related to food insecurity, utility shutoffs, rising grocery and fuel costs, medical debt, housing instability, home repairs, childcare affordability, and the inability to consistently meet basic household needs. While stakeholders acknowledged many of these issues, the depth and immediacy of these experiences were more pronounced within resident responses.

Several specific gaps emerged between the two perspectives:

- **Childcare and family support:** Residents placed substantially greater emphasis on childcare affordability, after-school care, summer programming, and support for working families than stakeholders did. For many residents, childcare access was directly tied to workforce participation and economic survival.
- **Workforce development and education:** Residents discussed educational and workforce needs in greater detail, including GED programs, ESL classes, vocational training, scholarships, technology education, job placement assistance, and pathways to higher-paying employment. Stakeholders generally referenced workforce development more broadly and from a programmatic perspective.
- **Quality-of-life concerns:** Residents identified several community connection and quality-of-life needs that were less visible in stakeholder responses. These included senior socialization opportunities, youth recreation and activities, disability accommodations, culturally relevant services, safe public spaces, sidewalks, and community engagement opportunities.
- **Eligibility and accessibility barriers:** Residents frequently described challenges associated with being “in-between” eligibility thresholds for public assistance, where household income exceeds program limits but remains insufficient to meet actual living costs. Residents also more frequently discussed barriers related to disability, caregiving responsibilities, immigration concerns, transportation reliability, and digital access limitations.
- **Mental health and crisis support:** Although both groups identified mental health as a concern, residents framed these needs more personally and urgently, particularly regarding affordable counseling, youth mental health services, family stress, crisis intervention, and emotional burnout associated with ongoing financial instability.

These differences do not represent disagreement between stakeholders and residents; rather, they reflect the distinct vantage points from which each group experiences community conditions. Stakeholders often view needs through service delivery systems, organizational capacity, and policy constraints, while residents experience those same systems through the realities of daily survival, household stress, and unmet basic needs.

Additionally, stakeholder participation was generally stronger and more consistent throughout the assessment process than direct resident participation in certain engagement activities, including focus groups. As a result, systems-level perspectives may be more heavily represented in portions of the qualitative findings. Although resident survey participation provided substantial lived-experience insight, future assessments may benefit from additional targeted

resident engagement strategies designed specifically to elevate underrepresented voices, including rural residents, low-income working families, seniors, individuals with disabilities, immigrants, and households experiencing housing instability.

Together, the resident and stakeholder analyses provide a more comprehensive understanding of community conditions across Hays, Blanco, and Caldwell Counties. The combined findings suggest that future planning efforts should balance long-term systems-level reforms with direct investments in immediate household stabilization, accessible family support services, workforce development opportunities, transportation access, and community-based quality-of-life improvements.

Community Focus Group

A regional focus group was conducted as part of the Community Needs Assessment process to gather qualitative feedback from residents, service providers, nonprofit leaders, healthcare professionals, and local government representatives across Hays, Caldwell, and Blanco counties. Participants discussed major community challenges related to housing, utilities, food security, childcare, youth services, employment, transportation, and access to resources.

Housing affordability emerged as the most urgent concern throughout the discussion. Participants consistently described rising housing costs, limited affordable housing options, and increasing financial strain on working families, seniors, and young adults. Many noted that households are spending the majority of their income on rent and utilities, leaving little for other necessities. One participant summarized the situation by stating, “All of the cash is going just to the rent,” while another noted that many families are “one month before becoming homeless.” Participants also discussed poor housing conditions, rising home repair costs, and limited availability of housing assistance programs.

Transportation was identified as a major barrier affecting nearly every area of need. Participants explained that residents often struggle to access housing, healthcare, childcare, employment, grocery stores, and social services due to limited transportation options, especially in rural areas and among older adults or individuals with disabilities. One participant emphasized simply, “Transportation is a big issue.”

Food insecurity was also discussed extensively. While food banks and grocery stores are available in some areas, participants noted that access to affordable, healthy food remains difficult for many households because of transportation barriers, mobility limitations, and rising food costs. Some rural residents rely heavily on convenience stores and dollar stores for groceries, limiting access to fresh produce and nutritious foods. Healthcare professionals described encounters with homebound individuals who lacked consistent access to food.

Childcare affordability and availability were identified as significant barriers for working families. Participants explained that many parents must choose between paying for childcare and meeting other basic needs. One participant stated that childcare costs consumed “probably half my income.” Participants also discussed limited youth programming and the need for more

structured recreational opportunities, safe gathering spaces, and affordable family activities for adolescents and teenagers.

Employment and workforce concerns included limited local career opportunities, low wages, and difficulty securing stable employment. Participants noted that many residents commute outside the area for work and that competition for professional jobs is high in the local labor market. Workforce development programs, apprenticeship opportunities, and vocational rehabilitation services were viewed positively, particularly when combined with case management and supportive services.

A recurring theme throughout the discussion was the need for expanded case management and resource navigation support. Participants repeatedly emphasized that many residents are unaware of available services or struggle to navigate fragmented systems of assistance. One participant stated, “Case managers are vital,” highlighting the importance of individualized guidance and long-term support for families facing multiple barriers.

Overall, the focus group demonstrated that community challenges are highly interconnected. Housing instability, transportation barriers, food insecurity, childcare access, healthcare access, and employment concerns were consistently described as overlapping issues that require coordinated, holistic solutions. Participants expressed a strong desire for increased collaboration among agencies, expanded support services, and more accessible systems to help residents achieve long-term stability and improved quality of life.

Cross-Cutting Themes and Overall Findings

Throughout the focus group discussion, participants consistently emphasized that community challenges are deeply interconnected. Housing instability, transportation barriers, childcare access, food insecurity, healthcare access, and employment challenges were repeatedly described as overlapping issues rather than isolated concerns.

One participant summarized this interconnectedness by noting:

“It’s not just the mortgage or the rent, right? It’s just the other things too.”

Another participant highlighted the broader context of community well-being:

“It’s not just simply about child development, it’s about family well-being.”

A recurring theme throughout the discussion was the need for stronger service coordination, expanded case management, improved resource navigation, and more accessible information systems. Participants repeatedly emphasized that many residents are unaware of available services or struggle to navigate fragmented support systems.

Overall, the focus group reflected a strong commitment among local organizations and residents to improving community conditions, while also revealing significant ongoing challenges related to affordability, access, service coordination, and long-term economic stability across the region.

Focus Group Limitations

Several limitations should be considered when interpreting the findings from the focus group component of the Community Needs Assessment. While the discussion provided valuable qualitative insight from engaged community stakeholders and service providers, participation and scheduling constraints limited the breadth of perspectives represented.

The focus group was conducted on a single day during the lunch hour, with lunch provided to encourage attendance and reduce participation barriers. Multiple dates and times were initially offered to potential participants; however, as is common with community-based engagement efforts, no single date accommodated all interested individuals. To maximize participation, organizers consolidated responses from those expressing the greatest availability and selected the date and time that accommodated the largest number of respondents.

A total of eleven participants attended the focus group. Participants included community stakeholders, nonprofit partners, healthcare professionals, local government representatives, and service providers working directly within Hays, Blanco, and Caldwell Counties. Although these individuals brought significant professional expertise and frontline experience regarding regional community needs, no general community residents or unaffiliated clients attended the session. As a result, the findings primarily reflect the perspectives of organizations and professionals serving the community rather than direct resident lived experiences.

To address potential scheduling and accessibility barriers, a second focus group session was offered virtually through Zoom on a different evening after normal working hours in an effort to accommodate residents and individuals unable to attend during the daytime session. However, no participants attended the virtual session. This outcome may reflect ongoing challenges associated with community engagement, scheduling limitations, transportation and technology access, competing work and family responsibilities, or general participation fatigue among residents and stakeholders.

Additionally, because focus groups are qualitative in nature, the findings are not intended to be statistically representative of the entire population across the three-county region. Rather, the focus group findings are intended to supplement survey data by providing contextual insight, professional observations, and deeper discussion regarding the conditions affecting households and service systems throughout the region.

Despite these limitations, the focus group provided meaningful information regarding regional trends, service gaps, emerging challenges, and opportunities for collaboration. The consistency between focus group discussions and survey findings strengthens confidence in the broader themes identified throughout the Community Needs Assessment process.

Conclusion

The 2026 Community Needs Assessment conducted by Community Action, Inc. of Central Texas provides a comprehensive, community-informed analysis of the social and economic conditions affecting residents of Hays, Caldwell, and Blanco Counties. Drawing on quantitative survey data, qualitative feedback, and secondary data sources, the findings consistently demonstrate that households across the region are experiencing significant and interconnected challenges related to economic stability, housing affordability, and access to essential services.

Across all data sources, five primary areas of need emerged: housing stability and affordability, utilities and basic living expenses, food security and nutrition, childcare and youth support, and employment, job training, and income stability. These needs are closely linked and often occur simultaneously, reflecting ongoing financial strain for many households. Rising living costs, stagnant wages, and limited access to affordable services continue to create barriers that impact housing stability, workforce participation, health outcomes, and overall quality of life across the three-county service area.

The assessment further highlights that while core needs are consistent across counties, the way these challenges are experienced varies by geography. Hays County reflects pressures associated with rapid population growth and increasing housing costs, Caldwell County demonstrates concentrated economic challenges and lower wage levels, and Blanco County reflects the added barriers often associated with rural communities, including limited service access and transportation constraints. These differences underscore the importance of both regional coordination and locally tailored responses.

A key finding of this assessment is that services alone are not sufficient without coordinated delivery. Residents and stakeholders consistently identified challenges related to navigating available resources, understanding eligibility, and accessing services across fragmented systems. Strengthening case management, improving outreach and communication, and enhancing coordination among community partners will be essential to improving outcomes and reducing gaps in service delivery.

Next Steps

The findings from this Needs Assessment will serve as the foundation for the development of Community Action, Inc. of Central Texas' next three-year strategic priorities. As part of this process, the agency will:

- **Develop Community-Level Goals** focused on addressing systemic barriers, strengthening partnerships, expanding access to services, and improving coordination across the regional service network.
- **Establish Family-Level Goals** that support households in achieving economic stability, housing security, improved health outcomes, and long-term self-sufficiency through integrated, client-centered services.

- **Define Agency-Level Goals** that guide program development, resource allocation, staffing capacity, and performance outcomes aligned with CSBG Organizational Standards and Results-Oriented Management and Accountability (ROMA) principles.

In addition, CAICT will continue to collect and integrate qualitative data through focus groups, questionnaires, and ongoing community engagement efforts to ensure that future planning reflects both lived experience and emerging trends.

Overall, this assessment reaffirms CAICT's critical role in addressing poverty and improving quality of life across Central Texas. By aligning data-driven insights with community voice and strategic planning, the agency is well positioned to implement targeted, coordinated, and sustainable solutions that support individuals, families, and communities in achieving long-term stability and resilience.

References

Community Needs Survey for Residents of Hays, Blanco, and Caldwell Counties. (2026). Unpublished community survey dataset.

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Greater Austin–San Antonio Corridor Council. (2021). *Regional growth and infrastructure reports*. <https://www.thecorridor.org>

Robert Wood Johnson Foundation & University of Wisconsin Population Health Institute. (2021). *County health rankings & roadmaps*. <https://www.countyhealthrankings.org>

Texas Department of Transportation. (2021). *Transportation and regional mobility data*. <https://www.txdot.gov>

U.S. Census Bureau. (2021). *American Community Survey 5-year estimates*. <https://www.census.gov/programs-surveys/acs>

Appendix X**Secondary Data Resources**

NATIONAL DATA SOURCES
Feeding America's Map the Meal Gap 2019
Feeding America's The Impact of Coronavirus on Food Insecurity
Robert Wood Johnson Foundation and the University of Wisconsin Population Health Institute County Health Rankings & Roadmaps
U.S. Bureau of Labor Statistics Economy at a Glance
U.S. Census Bureau American Community Survey, 2021
U.S. Health Resources & Services Administration HRSA Data Warehouse
MIT Living Wage Calculator
Community Action Partnership Data Hub
STATE DATA SOURCES
Texas Department of Transportation
Texas Department of State Health Services
Texas Health Data
LOCAL DATA SOURCES
Every Texan
The Greater Austin-San Antonio Corridor Council

APPENDIX X**Community Stakeholders and Partners Survey Summary**

SQ1. From your perspective, what are the most pressing needs currently facing low-income or vulnerable residents in our community?

The most pressing themes centered on improving access to essential services through transportation, housing support, and coordinated community assistance. Respondents repeatedly emphasized the need for more flexible funding to stabilize housing, prevent homelessness, and expand affordable housing partnerships for high-barrier populations. Transportation barriers were also identified as a major concern, with recommendations to expand and redesign services such as CARTS by introducing smaller vans, on-demand transportation models, and more localized options for rural counties like Blanco County. Several comments highlighted the value of bringing services directly to residents, including in-person assistance with CEAP applications and the return of hot meal delivery programs. Respondents also stressed the importance of stronger coordination among organizations, including shared referral systems, centralized service hubs, coordinated entry for homelessness services, and collaborative grant and funding efforts to reduce duplication and improve efficiency.

Secondary but still significant priorities focused on outreach, communication, workforce capacity, and technology access. Many participants noted that agencies often operate in silos and called for stronger partnerships among community-based organizations, churches, and stakeholders. Increased public awareness through advertising, enrollment fairs, multilingual outreach, and culturally appropriate communication was viewed as essential because many services remain underutilized or unknown within the community. Respondents also identified digital access and literacy as growing needs, including improving internet access in underserved areas and helping residents navigate online resources and applications. Additional recommendations included hiring more staff to connect residents with services, improving English language skills for clients, and continuing successful programs such as community paramedicine, which has already reduced barriers to care and improved service access.

SQ2. Where do you see the greatest gaps in services or supports for the populations you serve or interact with? (What needs are not being met, or where do residents tend to fall through the cracks?)

The most pressing themes centered on improving access to essential services through transportation, housing support, and coordinated community assistance. Respondents repeatedly emphasized the need for more flexible funding to stabilize housing, prevent homelessness, and expand affordable housing partnerships for high-barrier populations. Transportation barriers were also identified as a major concern, with recommendations to expand and redesign services such as CARTS by introducing smaller vans, on-demand transportation models, and more localized options for rural counties like Blanco County. Several comments highlighted the value of bringing services directly to residents, including in-person assistance with CEAP applications and the return of hot meal delivery programs. Respondents also stressed the importance of stronger coordination among organizations, including shared referral systems, centralized service

hubs, coordinated entry for homelessness services, and collaborative grant and funding efforts to reduce duplication and improve efficiency.

Secondary but still significant priorities focused on outreach, communication, workforce capacity, and technology access. Many participants noted that agencies often operate in silos and called for stronger partnerships among community-based organizations, churches, and stakeholders. Increased public awareness through advertising, enrollment fairs, multilingual outreach, and culturally appropriate communication was viewed as essential because many services remain underutilized or unknown within the community. Respondents also identified digital access and literacy as growing needs, including improving internet access in underserved areas and helping residents navigate online resources and applications. Additional recommendations included hiring more staff to connect residents with services, improving English language skills for clients, and continuing successful programs such as community paramedicine, which has already reduced barriers to care and improved service access.

SQ3. What do you think are some of the gaps or barriers to services in the community? Please share any suggestions for addressing these challenges.

Respondents identified several major gaps and barriers to services within the community, with affordable housing, transportation, healthcare access, and system coordination emerging as the most significant concerns. Affordable housing shortages were repeatedly described as a critical issue, particularly for low-income residents, individuals with prior evictions or low credit, and those experiencing homelessness. Participants noted long waitlists for low-income housing, restrictive local ordinances limiting housing development, and insufficient emergency shelter options, including a lack of homeless shelters. Transportation barriers were also consistently highlighted, especially in rural communities where limited CARTS schedules and inadequate routes prevent residents from accessing healthcare, employment, food resources, and social services. Many respondents expressed confusion about how transportation services operate and recommended expanding routes, increasing service frequency, offering transportation to specialty clinics, and improving public awareness of available transit options. Gaps in healthcare and behavioral health services, including limited specialty care, mental health treatment, and substance abuse programs for uninsured individuals, were also identified as major barriers to stability.

In addition to service shortages, respondents emphasized broader systemic and informational barriers that prevent residents from accessing support. Fragmented service systems, limited coordination among agencies, and lack of centralized entry points for homelessness services were viewed as major challenges that leave residents struggling to navigate available resources. Participants also cited insufficient funding for housing, food, transportation, and supportive services, particularly in underserved counties such as Caldwell County. Language barriers, immigration-related restrictions, lack of internet access, and limited digital literacy further restricted access for many vulnerable populations. Several respondents stressed the importance of increasing public awareness through advertising, community outreach, and visible informational campaigns about available resources such as transportation, food assistance, and healthcare services. Suggested solutions included expanding affordable housing programs, increasing funding for rental and utility assistance, improving behavioral health and substance

abuse treatment capacity, strengthening case management and benefits navigation services, restoring hot meal delivery programs, and creating stronger partnerships among agencies to coordinate services and reduce duplication of assistance efforts

SQ4. What barriers most commonly prevent residents from accessing services or achieving stability? (For example: eligibility requirements, awareness, transportation, staffing capacity, system complexity.)

The most pressing themes centered on improving access to essential services through transportation, housing support, and coordinated community assistance. Respondents repeatedly emphasized the need for more flexible funding to stabilize housing, prevent homelessness, and expand affordable housing partnerships for high-barrier populations. Transportation barriers were also identified as a major concern, with recommendations to expand and redesign services such as CARTS by introducing smaller vans, on-demand transportation models, and more localized options for rural counties like Blanco County. Several comments highlighted the value of bringing services directly to residents, including in-person assistance with CEAP applications and the return of hot meal delivery programs. Respondents also stressed the importance of stronger coordination among organizations, including shared referral systems, centralized service hubs, coordinated entry for homelessness services, and collaborative grant and funding efforts to reduce duplication and improve efficiency.

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SQ5. How could your agency or the broader community better support your work in addressing these needs? (What role could we play in filling gaps, improving coordination, or leveraging resources more effectively?)

The most pressing themes centered on improving access to essential services through transportation, housing support, and coordinated community assistance. Respondents repeatedly emphasized the need for more flexible funding to stabilize housing, prevent homelessness, and expand affordable housing partnerships for high-barrier populations. Transportation barriers were also identified as a major concern, with recommendations to expand and redesign services such as CARTS by introducing smaller vans, on-demand transportation models, and more localized options for rural counties like Blanco County. Several comments highlighted the value of bringing services directly to residents, including in-person assistance with CEAP applications and the return of hot meal delivery programs. Respondents also stressed the importance of

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APPENDIX X

Focus Group Design and Question Format

Community Needs Assessment Focus Group Guide

Estimated Time: 75–90 minutes

Warm-Up Question

- “Tell us your name and a little about yourself; or maybe what a typical week looks like for you or your household?”

1. Housing Stability & Affordability (15 minutes)

Core Questions

2. “What challenges have you or others you know faced in finding or keeping affordable housing?”
3. “How do housing costs affect other parts of your life?”
4. “Have you or anyone you know ever needed help with rent, mortgage, or home repairs? What was that experience like?”
5. “What kinds of housing support would make the biggest difference for you or others in your community?”

Probes

- Rent increases, eviction risk
- Overcrowding or moving frequently
- Waiting lists or barriers to assistance
- Trade-offs (food, bills, healthcare)

2. Utilities & Basic Living Expenses (10–15 minutes)

Core Question

1. “How manageable are monthly bills, like electricity, water, and other household expenses?”

Follow-Up Questions

2. “What challenges have you or anyone you might know experienced with utility costs?”
3. “Have you or anyone you know ever had to choose between paying bills and other essentials?”
4. “What types of assistance have you used, if any?”
5. “What would make it easier to keep up with basic living expenses?”

Probes

- Seasonal spikes (summer/winter bills)
- Late fees, shutoff risks
- Awareness of assistance programs
- Budgeting vs. income limitations

3. Food Security & Nutrition (10–15 minutes)

Core Question

1. “How easy or difficult is it to access enough food for your household?”

Follow-Up Questions

2. “What challenges do you or others you know face when trying to afford groceries or meals?”
3. “What programs or resources (like food banks, SNAP, WIC) have you used/aware of?”
4. “Are there barriers that make it harder to use these resources?”
5. “What would improve access to food in your community?”

Probes

- Transportation to stores or food sites
- Quality vs. quantity of food
- Cultural or dietary needs
- Stigma or application barriers

4. Child Care & Youth Support (10–15 minutes)

Core Question

1. “What has your experience been with finding and affording childcare or youth programs?”

Follow-Up Questions

2. “What challenges do families face when trying to access childcare?”
3. “How do childcare needs affect yours or other’s ability to work or manage daily responsibilities?”
4. “What types of youth programs or supports are available—and what’s missing?”
5. “What would make childcare or youth services more accessible or helpful?”

Probes

- Cost and availability
- Waitlists
- Hours that don’t match work schedules

- Quality and trust
- Needs for teens vs. younger children

5. Employment, Job Training & Income Stability (15 minutes)

Core Question

1. “What has your experience been with finding stable, well-paying work?”

Follow-Up Questions

2. “What barriers have you or others faced in getting or keeping a job?”
3. “Have you or anyone you know participated in job training, education, or workforce programs? What was helpful or not?”
4. “How does your income affect your ability to meet basic needs like housing and utilities?”
5. “What kinds of job or training support would make the biggest difference for you?”

Probes

- Wages vs. cost of living
- Transportation or scheduling barriers
- Childcare and work conflicts
- Skills mismatch or credential barriers
- Desire for career advancement vs. immediate income

Cross-Cutting Reflection (10 minutes)

1. “Which of these challenges feels most urgent in your life right now?”
2. “How do these issues—housing, bills, food, childcare, and work—connect to each other in your experience?”
3. “If you could change one thing in your community to improve people’s lives, what would it be?”

Human Resources Program Report



Project Name: HR Program Report
Board Meeting: May 21, 2026

Program Name:

Human Resources

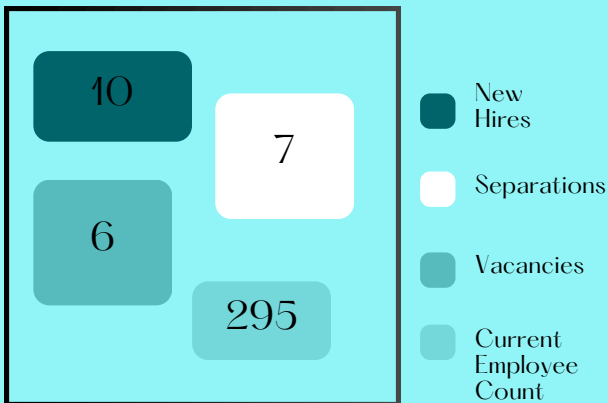
Board Meeting:

May 21, 2026

Reporting Period:

03/21/26 – 05/15/26

Status Update:



Highlights:

Employee Handbook Revisions

- Rehire Eligibility
- Holiday Pay Eligibility
- Outside Employment Activities

Insights:

We recently conducted a Health and Wellness Survey across our organization. This was a great opportunity to check in with our team and get a better sense of how everyone is doing — and where we can do even more to support their well-being.

A summary of the survey findings is included below for your review. We'll be diving deeper into the results, discussing key themes, and exploring next steps during our leadership meeting on June 4th.



Here are the key insights from the survey responses:

- The majority of staff rate their overall health as "Good" (76%), with only 10% reporting "Excellent" and 15% "Fair." Most respondents (51%) are satisfied with their work–life balance, while 22% are very satisfied; only a small minority (7%) are dissatisfied or very dissatisfied.
- Interest in wellness activities is diverse, with Nutrition workshops (30%), Fitness challenges (25%), Yoga or meditation classes (25%), and Mental health seminars (20%) being the most popular. When asked about wellness resources, Physical fitness programs (20%), Yoga or mindfulness sessions (18%), and Stress management workshops (18%) were most requested.
- Common feedback themes include appreciation for activities like HCRA and agency lunches, a desire for more opportunities to connect across the agency, and requests for dedicated time to work on lesson plans and classroom management to improve performance.

Community Action, Inc. of Central Texas

Human Resources Report to the Board of Directors

Employee Handbook Policy Updates – Selected Policies

The following report summarizes key policy updates from the Employee Handbook currently under review for Board of Directors approval. These policies were presented to agency leadership as part of a Leadership Academy training session and are effective upon board approval.

Policy 01 – Rehire Eligibility

This policy establishes a structured process for evaluating former employees who wish to return to Community Action, Inc., ensuring operational stability, fairness, and risk management.

Key Requirements

- Employees who voluntarily resign are not eligible for rehire for a minimum of 6 months from their last day.
- The 6-month waiting period applies to ALL forms of reemployment – temporary, casual, substitute, or regular positions.
- After the waiting period, rehire is not guaranteed; eligibility depends on prior performance, reason for separation, and agency needs.
- Certain separations may be designated as permanently ineligible for rehire.

Why This Policy Matters

Rationale	Details
Operational Continuity	Abrupt departures disrupt teams and programs. A structured waiting period ensures the agency has time to stabilize before reconsidering.
Fairness & Accountability	Consistent standards prevent favoritism and ensure all former employees are evaluated on the same criteria.
Risk Management	Separations involving misconduct or job abandonment carry organizational risk. This policy protects the agency and its clients.
Funding Compliance	Many grant-funded programs require documented staffing practices. Clear rehire guidelines support audit readiness.

Policy 02 – Holiday Pay Eligibility

This policy defines the conditions employees must meet in order to receive paid holiday compensation, ensuring equitable and consistent application across the organization.

Core Requirement

To qualify for holiday pay, employees must work their complete regularly scheduled workday immediately before AND immediately after the holiday.

Approved Exceptions

Employees still qualify for holiday pay if an absence falls into any of the following approved categories:

- Pre-Approved Leave – Absences approved by a supervisor in advance still count toward eligibility.
- Scheduled Break – Planned time off that was pre-scheduled does not disqualify the employee.
- Legally Protected Leave – Absences covered by FMLA, ADA accommodations, workers' compensation, military leave, or jury duty will NOT affect holiday pay eligibility.

Why This Policy Matters

Rationale	Details
Employee Fairness	Clear eligibility criteria ensure all employees are held to the same standard, reducing confusion and disputes around paid holidays.
Operational Reliability	Requiring attendance on days adjacent to holidays helps maintain consistent staffing and service continuity for the communities we serve.
Legal Compliance	Protecting employees on FMLA, military leave, and other legally covered absences ensures the agency remains compliant with federal and state labor law.
Funding Accountability	Grant-funded programs must demonstrate responsible use of paid leave. Documented holiday pay policies support audit readiness and funder reporting.

Policy 03 – Outside Employment & Conflict of Interest

This policy governs employee participation in outside employment or business activities to protect the integrity of Community Action, Inc. and ensure employees’ primary commitment remains to the agency and the clients it serves.

Policy Statement

Outside employment or activities must not interfere with an employee’s job performance, agency responsibilities, or work schedule. Outside employment may not create an actual or perceived conflict of interest or involve duties that overlap with the employee’s responsibilities at the agency.

Employees may not engage in outside employment during scheduled work hours unless approved leave has been taken. Outside employment must not occur using agency time, resources, or equipment.

Employees are responsible for disclosing outside employment or business activities that may present a potential conflict of interest. Failure to disclose such activities may result in disciplinary action.

Why This Policy Matters

Rationale	Details
Mission Integrity	Community Action’s mission depends on employees who are fully engaged and free from competing obligations that could compromise their work or judgment.
Conflict of Interest Prevention	Outside work that overlaps with agency responsibilities can create real or perceived conflicts that undermine trust with clients, funders, and the community.
Resource Protection	Agency time, equipment, and resources are funded by grants and public dollars. This policy ensures those resources are used solely for their intended purpose.
Accountability & Transparency	Requiring disclosure of outside employment creates a culture of openness and allows leadership to address potential conflicts before they become problems.

Note: All policy updates will be incorporated into the Employee Handbook following Board of Directors approval. Employees will be notified electronically and asked to acknowledge receipt.



Community Action, Inc.
of
Central Texas

EMPLOYEE POLICIES
HANDBOOK

As approved by Board of Directors March 2025

WELCOME

Welcome to **Community Action, Inc. of Central Texas (CAI)**. We are delighted that you have chosen to join our agency and hope ~~that you will enjoy a long and successful career with us.~~ your employment with CAI will be both rewarding and successful. As you become familiar with our ~~culture and mission, we hope you will take advantage of opportunities to enhance your career and further CAI's goals.~~ mission, values, and culture, we encourage you to take advantage of opportunities for professional growth while contributing to the agency's goals.

~~You are joining an agency that is committed to providing excellent service~~ CAI is committed to providing high-quality service to every client, student, child and patient we serve. Our employees ~~use their knowledge, talents, and compassion to meet those we serve where they are, respond to ever-changing community needs, and offer a wide range of services to Central Texans.~~ bring knowledge, compassion, and dedication to the evolving needs of the communities of Central Texas. ~~With your active involvement, creativity, and support, CAI will continue to achieve its goals. We sincerely hope you will take pride in being an important part of our staff and our community's success.~~ Through your involvement and commitment, CAI will continue to advance its mission and strengthen our impact.

~~Please take time to review the policies contained in this handbook. If you have questions, feel free to ask your supervisor or to contact the Human Resources (HR) department.~~ This Employee Handbook is designed to provide an overview of CAI's policies, procedures, and expectations. Employees are encouraged to review the handbook carefully and to direct any questions to their supervisor or the Human Resources (HR) Department.

PURPOSE OF THE HANDBOOK

The purpose of this Employee Handbook is to outline personnel policies, procedures, and practices that apply throughout Community Action, Inc. of Central Texas and to ensure compliance with applicable local, state, federal, and funding source requirements.

CAI is governed by a Board of Directors, which establishes agency policy. ~~The Board sets policy, which is administered by an Executive Director, employed by the Board, to conduct the day-to-day activities of the Agency. These activities are within the corporation's jurisdiction as a designated multi-county antipoverty agency pursuant to Community Services Block Grant Act, as amended, with reference to Title II, Subtitle B. In the absence of the Executive Director, the responsibility and authority to administer the Agency are given to a member of the management staff designated by the Executive Director.~~ The Executive Director, or a designated member of the management staff in the Executive Director's absence, is responsible for administering these policies and overseeing the day-to-day operations of the agency.

~~The purpose of this employee handbook is to establish personnel processes and procedures which are uniform throughout the agency and in compliance with mandated local, State, Federal, and funding source regulations, as appropriate.~~

~~As revisions are made, they will be submitted to the Board for approval. In compliance with Head Start Performance Standards, updates are also subject to approval by the Head Start Policy Council.~~

~~Upon Board and Policy Council approval an Employee Receipt of Revision will be drafted. The Receipt of Revision will then be sent out to all employees via email. It is the employee's responsibility to sign the Receipt of Revision in front of a witness and return it to the Human Resources department. A copy of the Receipt of Revision will be kept in the personnel file.~~ Revisions to this handbook are subject to approval by the Board of Directors and, where applicable, the Head Start Policy Council in accordance with Head Start Performance Standards. Following approval, employees will be notified of revisions and may be required to acknowledge receipt in writing.

~~Every effort will be made to keep the employees updated on all revisions in a timely manner, however, the agency maintains its right to change the employee handbook without notice.~~ While CAI makes every effort to communicate updates in a timely manner, the agency reserves the right to interpret, modify, suspend, or change any policy, procedure, or benefit described in this handbook at any time, with or without notice, subject to applicable law.

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OPERATING PRINCIPLES

Community Action, Inc. of Central Texas ~~prides itself on the~~ upholds high standards of excellence and ethical conduct embodied in our operating principles. We expect our Employees to personify these ideals in their dealings with clients and each other. All staff are expected to recognize, value, and exemplify ethical conduct when representing the agency. Although not all-inclusive, the following individual responsibilities are intended to provide guidelines for the professional, ethical, and socially responsible behavior we expect of our employees. Employees are expected to represent the agency professionally and to conduct themselves in a manner that reflects CAI's mission, values, and commitment to the communities we serve.

~~While certain expectations are more fully elaborated, overall guidance should be respect for the dignity of each person.~~ While these principles are not all-inclusive, they are intended to provide guidance for professional, ethical, and socially responsible behavior. Employees are expected to treat all individuals with dignity and respect and to exercise sound judgment in all work-related matters.

INDIVIDUAL RESPONSIBILITIES

- *Lifelong Learning* will be achieved by constantly seeking innovative opportunities to expand knowledge, skills, and experiences.
- *Effective Communication* will be achieved by providing well thought-out, concise, and timely oral and written information, and acting as a resource to others.
- *Teamwork* will be achieved by considering group effort more important than individual effort, sharing information, and staying sensitive to others' needs and opinions.
- Employees will be expected to set *High Personal Standards* by setting challenging goals and continuously seeking feedback and opportunities to improve performance.
- Employees will be expected to remain *Flexible* by accepting other viewpoints, shifting strategies if necessary, and adjusting to changing work priorities.
- A concern for *Accuracy and Effectiveness* will also be expected through considering how your work impacts both short-term and long-term operating efficiencies.
- Employees will *Take Initiative* in their work environment by being proactive rather than reactive.
- Employees will conduct themselves in a *Courteous and Respectful* manner and provide themselves as positive role models. Our principles will be served loyally and faithfully by ensuring that all business dealings and relationships are conducted fairly and honestly.

Community Action Inc.'s ~~provides these guidelines principles mindful of the fact that the good judgment of its staff is essential, and that no list of rules or guidelines can provide direction for all the varied circumstances that may arise. It is expected that the behavior of employees will reflect civility, decency, and respect for oneself and others.~~

~~All employees must certify their intent to continue compliance with these principles, as they are subject to review and amendment periodically.~~ rely on the sound judgment of employees and are not intended to address every situation that may arise. Employees are expected to uphold these principles consistently, recognizing that policies may be reviewed and amended periodically.

EQUAL OPPORTUNITY and NON-DISCRIMINATION

Title VII of the Civil Rights Act of 1964

~~As part of the agency's equal employment opportunity policy, Community Action, Inc. will also take affirmative action as called for by Title VII of the Civil Rights Act of 1964, the Age Discrimination in Employment Act of 1967, the Rehabilitation Act of 1973, and the Vietnam Era Veterans Readjustment Act of 1974 and Executive Orders to ensure that minority group individuals, females, disabled veterans, recently separated veterans, other protected veterans, Armed Forces service medal veterans, and qualified disabled persons are introduced into our workforce and considered for promotional opportunities.~~

~~In support of Executive Order 11246, we pledge to take affirmative action steps designed to ensure non-discrimination and equal employment opportunity for all individuals, regardless of race, color, creed, national origin, sex, or religion. Regarding Sections 503 and 504 of the Rehabilitation Act of 1973 and Title IV of the Viet Nam Veterans Readjustment Assistance Act of 1974, we also make the same affirmative action pledge and support to all disabled individuals, disabled Veterans, and Veterans of the Viet Nam Era.~~ Community Action, Inc. of Central Texas is committed to providing equal employment opportunities to all employees and applicants in compliance with applicable federal, state, and local laws. Employment decisions are made without regard to race, color, creed, religion, sex, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, veteran status, or any other characteristic protected by law.

CAI complies with all applicable equal employment opportunity and affirmative action requirements, including Title VII of the Civil Rights Act of 1964, Title VI of the Civil Rights Act of 1964, the Age Discrimination in Employment Act, the Americans with Disabilities Act (ADA), and other applicable laws and executive orders.

Title VI of the Civil Rights Act of 1964

~~In support of Title VI of the Civil Rights Act of 1964 Community Action Inc. will afford persons with limited English proficiency equal opportunity for employment within the agency and consideration for promotional opportunities. The agency will not deny persons with limited English proficiency equal access to employment that such persons qualify.~~

Americans with Disabilities Act (ADA) and Reasonable Accommodation

~~Community Action, Inc. is committed to the fair and equal employment of individuals with disabilities under the ADA. It is Community Action, Inc.'s policy to provide reasonable accommodation to qualified individuals with disabilities unless the accommodation would impose an undue hardship on the agency. Community Action, Inc. prohibits any harassment of, or discriminatory treatment of, employees or applicants based on a disability or because an employee has requested reasonable accommodation.~~

~~In accordance with the ADA, reasonable accommodations will be provided to qualified individuals with disabilities to enable them to perform the essential functions of their jobs or to enjoy the equal benefits and privileges of employment. An employee or applicant with a disability may request an accommodation from the HR department and should specify what accommodation is needed to perform the job and submit supporting documentation explaining~~

~~the basis for the requested accommodation, to the extent permitted and in accordance with applicable law. The agency then will review and analyze the request, including engaging in an interactive process with the employee or applicant, to identify if such an accommodation can be made, or if any other possible accommodations are appropriate. If requested, the employee is responsible for providing medical documentation regarding the disability and possible accommodations. All information obtained concerning the medical condition or history of an applicant or employee will be treated as confidential information, maintained in separate medical files, and disclosed only as permitted by law.~~

~~It is the policy of Community Action, Inc. to prohibit harassment or discrimination based on disability or because an employee has requested reasonable accommodation. Community Action, Inc. prohibits retaliation against employees for exercising their rights under the ADA or other applicable civil rights laws. Employees should use the procedures described in the Anti-Harassment Policy~~**Error! Bookmark not defined.** ~~to report any harassment, discrimination, or retaliation they have experienced or witnessed.~~ CAI provides reasonable accommodations to qualified individuals with disabilities unless doing so would create an undue hardship on the agency. Employees or applicants requiring accommodation should contact the Human Resources Department and provide appropriate supporting documentation as permitted by law.

CAI prohibits discrimination, harassment, or retaliation against individuals for requesting reasonable accommodation or exercising rights under the ADA or other civil rights laws. All medical information obtained in connection with an accommodation request will be maintained confidentially and in accordance with applicable law.

Employees who believe they have experienced or witnessed discrimination, harassment, or retaliation should report concerns in accordance with the agency's Anti-Harassment Policy.

WHISTLE BLOWER POLICY

~~If any employee reasonably believes that some policy, practice, or activity of the agency is in violation of law, a written complaint may be filed by that employee with the Human Resources Director.~~

~~It is the intent of the agency to adhere to all laws and regulations that apply to the organization, and the underlying purpose of this Policy is to support the organization's goal of legal compliance. The support of all employees is necessary to achieve compliance with various laws and regulations. An employee is protected from retaliation only if the employee brings the alleged unlawful activity, policy, or practice to the attention of the Human Resources Director and provides Human Resources with a reasonable opportunity to investigate and correct the alleged unlawful activity. The protection described below is only available to employees that comply with this requirement.~~

~~The agency will not retaliate against an employee who, in good faith, has made a protest or raised a complaint against some practice of the agency, or of another individual or entity with whom the agency had a business relationship, on the basis of a reasonable belief that the practice is in violation of law or a clear mandate of public policy.~~

~~The agency will not retaliate against an employee who discloses or threatens to disclose to a supervisor or a public body any activity, policy, or practice of the agency that the employee reasonably believes is in violation of a law, or a rule, or regulation mandated pursuant to law or is in violation of a clear mandate or public policy concerning health, safety, welfare, or protection of the environment.~~

Community Action, Inc. of Central Texas is committed to complying with all applicable laws and regulations and to maintaining the highest standards of ethical conduct. Employees are encouraged to report concerns regarding suspected illegal, unethical, or improper conduct.

Any employee who reasonably believes that a policy, practice, or activity of the agency violates the law or a clear mandate of public policy may submit a written complaint to the Human Resources Director. Reports should be made in good faith and with reasonable belief that misconduct has occurred.

CAI will not retaliate against an employee who, in good faith, reports suspected unlawful activity, participates in an investigation, or discloses information to a supervisor or appropriate public body as permitted by law. Retaliation against an employee for making such a report is strictly prohibited.

Employees are expected to cooperate with any investigation and to provide Human Resources with a reasonable opportunity to review and address the reported concern. Complaints will be investigated promptly and confidentially to the extent possible, consistent with the need to conduct a thorough investigation and comply with legal obligations.

EMPLOYMENT RECRUITMENT AND SELECTION

PROVISIONS

Employment with ~~the Agency is dependent upon federal, state and local funding~~ Community Action, Inc. of Central Texas is contingent upon the availability of federal, state, and local funding. ~~Opportunity for employment is open to any person; however, it is the policy of the Agency to fill vacancies by promotion from within whenever present employees are qualified and available. Each vacancy will be posted for internal bid. At the Division/Program Director's discretion, external advertising may be conducted.~~ CAI is an equal opportunity employer and seeks to fill vacant positions with the most qualified candidates.

When possible, vacancies will be filled through promotion from within the agency. All vacancies may be posted internally, and external recruitment may be conducted at the discretion of the appropriate Division or Program Director.

The Executive Director is authorized to hire all personnel. ~~Certain personnel hired for the Head Start Program must also be approved by the Head Start Policy Council as per Head Start Performance Standard 1304.50(d)(1)(xi).~~ Certain positions within the Head Start Program require approval by the Head Start Policy Council in accordance with applicable Head Start Performance Standards

New Hire Orientation is provided within the first 30 days of employment.

SELECTION CRITERIA

~~It is the policy of the Agency to fill vacancies with the best qualified candidates. The Board establishes objective criteria for the selection decisions. These criteria are not rank ordered and may be considered in whole, or in part, in making such decisions. They are as follows:~~

Selection decisions are based on job-related criteria established by the agency, which may include, but are not limited to:

- Academic preparation supported by transcripts, certificates and/or licenses
- Recommendations, relevant experience, evaluations and references
- ~~Evaluations~~—Compliance with agency, licensing, funding source, and legal requirements

~~In addition to the above stated criteria, individuals hired for the Agency must also meet any employment requirements mandated by Agency, State, Federal, licensing or funding source policies and standards, such as minimum age, physical abilities, negative drug screens, legal U.S. residency and work authorization. The requirements listed below are examples:~~

- ~~Certain job duties covered by Child Labor Laws or State Day Care Licensing Standards require that the employee be 17 or 18 years of age. Additional age requirements may be specified for specific positions.~~
- ~~Certain positions within the Agency may require both physical exam and drug screen as a condition of employment.~~

- ~~Individuals hired to work with children must comply with criminal history investigations as described in Appendix A of this Guide.~~
- ~~Individuals hired as drivers of yellow school buses must comply with licensing standards established by the Department of Transportation. These standards include a minimum age requirement of 21.~~

Employment offers are contingent upon meeting all applicable requirements, including age requirements, physical or drug screening (when required), criminal background checks, licensing standards, and legal authorization to work in the United States.

REFERENCES & MISREPRESENTATION

External applicants ~~must furnish~~ may be required to provide employment and personal references. Prior to extending an offer, employment references will be ~~checked~~ verified and documented. ~~In situations where supplemental reference information is needed, character references will also be checked and documented.~~

~~Any willful misrepresentation of facts or failure to report pertinent data on the application form or any official employment record shall be just cause for disqualification. In situations where the misrepresentation is discovered after the individual is hired, the misrepresentation shall be just cause for dismissal.~~ Any intentional misrepresentation, omission, or falsification of information on an application or other employment-related document may result in disqualification from employment or, if discovered after hire, disciplinary action up to and including termination.

PROPOSALS/GRANTS

The Agency at various times seeks additional or new funding by way of proposal/grant submission. In many cases, the proposal/grant requires naming a specific, qualified individual for the administration of requested funding. In such cases, the individual will be selected by the director of the program affected, with the approval of the Executive Director. If the proposal/grant is funded, the individual named in the proposal/grant will be offered the proposed position. If the individual declines the offer of employment, the position will be filled following the Agency's selection policies.

CONDITIONS OF EMPLOYMENT

EMPLOYMENT AT WILL

Employment at Community Action, Inc. is on an at-will basis. This means that either the employee or the agency may terminate the employment relationship at any time, for any reason, with or without notice.

Nothing in this employee handbook creates or is intended to create an employment agreement, expressed or implied. Nothing contained in this or any other document provided to the employee is intended to be, nor should it be, construed as a contract that employment or any benefit will be continued for any period of time. In addition, no agency representative is authorized to modify this policy for any employee or to enter into any agreement, oral or written, that changes the at-will relationship.

Any salary figures provided to an employee in annual or monthly terms are stated for the sake of convenience or to facilitate comparisons and are not intended to and do not create an employment contract for any specific period of time.

NEPOTISM

No person will be employed by the agency while they or any member of their immediate family (as defined in Chart N) serves on the Board of Directors, or on the Head Start Policy Council. Persons serving on the Head Start Policy Council may be employed by the agency on a casual basis only, as authorized by Head Start Performance Standard 1304.50(b)(6). Former agency employees must wait for a period of 12 months after their employment termination date for appointment consideration to the Board of Directors or Head Start Policy Council. Further, no Board of Directors member may be employed by the Agency until a period of twelve months has elapsed since the member's board service. No person shall be appointed to the Board of Directors or to the Head Start Policy Council if they have an immediate family member who is employed by the agency. The immediate family for this purpose is defined as: spouse, father, father-in-law, mother, mother-in-law, brother, brother-in-law, sister, sister in law, son, son in law, daughter, or daughter in law.

~~No person will be hired into a position which, through the agency's chain of command, reports directly to a staff member who is related to that person within the second degree by affinity or third degree by consanguinity (see Chart N).~~

~~Furthermore, the Executive Director relinquishes the right to terminate or promote any employee who is also a family member by blood or by marriage in the event that the employee has been with the agency for 5 or more years. In such a case, the authorization to terminate or promote will be given over to the agency leadership team for a unanimous vote to decide the termination or promotion status of the employee.~~

No person will be hired into a position which, through the agency's chain of command, reports directly or indirectly to a staff member who is related to that person within the second degree by affinity or third degree by consanguinity (see Chart N).

Employment Decisions Involving Immediate Family Members

To avoid actual or perceived conflicts of interest, no employee may participate in or influence employment decisions involving an immediate family member. This includes, but is not limited to, hiring, promotion, demotion, compensation, performance evaluation, discipline, or termination decisions.

When an employment decision involves an immediate family member of a member of agency leadership, the individual with the conflict must recuse themselves entirely from the decision-making process.

Such decisions will be reviewed and approved by an independent authority designated by the agency, which may include the Board of Directors, a Board committee, or a senior leadership panel, to ensure fairness, objectivity, and compliance with agency policy.

All decisions involving immediate family members must be documented and maintained by the Human Resources Department.

CONFLICT of INTEREST

Community Action, Inc. expects all employees to conduct themselves and agency business in a manner that reflects the highest standards of ethical conduct and ~~in accordance with all federal, state, and local laws and regulations.~~ complies with all applicable laws and regulations. ~~This includes avoiding real and potential conflicts of interests.~~

~~Exactly what constitutes a conflict of interest, or an unethical business practice is both a moral and a legal question. Community Action, Inc. recognizes and respects the individual employee's right to engage in activities outside of employment that are private in nature and do not in any way conflict with or reflect poorly on the agency.~~

~~It is not possible to define all the circumstances and relationships that might create a conflict of interest. If a situation arises in which there is a potential conflict of interest, the employee should discuss this with a supervisor for advice and guidance on how to proceed.~~

Because it is not possible to identify every circumstance that may present a conflict of interest, employees are responsible for disclosing any actual or potential conflicts to their supervisor or the Human Resources Department as soon as they arise.

Outside activities that do not interfere with an employee's job performance and do not conflict with agency interests are generally permitted. When a potential conflict exists, the agency will review the situation and provide guidance on appropriate steps to mitigate or eliminate the conflict.

GIFTS AND GRATUITIES

Employees of the agency are prohibited from accepting gifts, money or gratuities from any ~~person receiving services from the agency~~ clients, program participants, vendors, contractors, or others doing business with the agency. ~~It is also prohibited for any employee to accept gifts, money or gratuities from vendors or other persons performing services under contract to the agency. Exceptions to this include items such as a basket of fruit or candy which can be shared with other employees or business lunches/dinners during which business is conducted.~~

Nominal items of minimal value, such as food items intended to be shared among staff or business meals where agency business is conducted, may be accepted with supervisory approval.

Any questions regarding gifts or gratuities should be directed to the employee's supervisor or the Human Resources Department prior to acceptance.

OUTSIDE EMPLOYMENT ACTIVITIES

~~Outside employment and activities of agency employees must meet the following criteria to be considered permissible:~~

- ~~1. Such employment or activity shall not interfere with the efficient performance of the employee's duties with the agency.~~
- ~~2. Such employment activity shall not involve, directly or indirectly, any conflict of interest with the employee's duties and responsibilities with the agency or any aspect of the agency's funding source contracts.~~
- ~~3. Such employment shall not involve the performance of duties which the employee should perform as part of their employment with the agency.~~
- ~~4. Such employment shall not occur during the employee's regular or assigned working hours with the agency unless the employee during the entire day on which such employment occurs is on annual leave or leave without pay from the agency.~~
- ~~5. Such employment or activity shall not be considered a discredit to the agency or its employees or be able to be viewed negatively in regards to favoritism, discrimination, or any other non-bias viewpoints.~~

Outside employment or activities must not interfere with an employee's job performance, agency responsibilities, or work schedule. Outside employment may not create an actual or perceived conflict of interest or involve duties that overlap with the employee's responsibilities at the agency.

Employees may not engage in outside employment during scheduled work hours unless approved leave has been taken. Outside employment must not occur using agency time, resources, or equipment.

Employees are responsible for disclosing outside employment or business activities that may present a potential conflict of interest. Failure to disclose such activities may result in disciplinary action.

POLITICAL & SECTARIAN ACTIVITIES

POLITICAL

- ~~1. Employment with the agency will not be offered as a reward for political activity or the active support of a political party or a political candidate.~~
- ~~2. Employees may engage in municipal or partisan political activities during their off-duty hours. Employees are prohibited from becoming a candidate for or accepting a partisan political office.~~
- ~~3. Employees may not use their official agency authority or influence for the purpose of interfering with or affecting the result of an election or nomination of office.~~
- ~~4. Employees may not, directly, or indirectly, use their official agency authority or influence to coerce, attempt to coerce, command, or advise another agency employee to~~

pay, lend, or contribute anything of value to a political party, committee, organization, agency, or person for a political purpose.

5. Federal, state, or any other agency funds restricted by the Hatch Act may not be used for lobbying purposes, nor may employees lobby during working hours.
6. Voter registration activities (including making available voter registration cards) and/or any activity to provide voters or prospective voters with transportation to the polls, encourage their voting in any election, or similar assistance in connection with elections is strictly prohibited by employees while they are on duty as employees of the agency.

SECTARIAN

~~Sectarian activity, worship or instruction will not be allowed during working hours.~~

Employees may engage in political activities on their own time, provided such activities do not interfere with their job duties or create a conflict of interest. Employees may not use agency resources, authority, or influence to support or oppose political candidates, parties, or ballot initiatives.

In compliance with the Hatch Act and other applicable laws, agency funds and work time may not be used for lobbying or political purposes.

Sectarian activities, worship, or religious instruction are not permitted during working hours or in the course of agency business.

CONFIDENTIALITY

~~The confidential relationship between Community Action, Inc.'s programs and each of its clients/staff is a fundamental civil right and legal principle which has long been recognized in practice. Services will be provided in a manner that respects the privacy and dignity of the individual. It is essential that each staff member, consultant, and volunteer respect and maintain the confidential aspects of the services of all Community Action, Inc. programs. Transactions, services, correspondence, conversations (both of a social and business nature) and negotiations involving our clients/staff may not be made public or discussed with any person other than appropriate Community Action, Inc. staff, consultants, and volunteers.~~

~~All personal facts and circumstances about clients or staff obtained by Community Action, Inc. employees, consultants, and volunteers will be treated as Personally Identifiable Information (PII). All PII shall be strictly confidential and will not be divulged without the individual's written consent, except as may be necessary to provide emergency services to the individuals or as legally required. Information may be disclosed in summary, statistical, or other forms which does not identify particular individuals.~~

~~No information concerning any client/staff is to be given to anyone over the telephone or by any other means without that client's/staff's written knowledge and consent.~~

~~Clients/staff who desire their confidential information sent to another person, agency or health provider must sign a release of information form to that effect. If the client/staff wishes to hand carry that information, they may do so after giving proper identification. Records of these transactions must be documented and the signed consents placed in the client's file or the personnel file, whichever is applicable.~~

Community Action, Inc. of Central Texas is committed to protecting the confidentiality and privacy of its clients, employees, volunteers, and program participants. Confidential information must be handled with care and disclosed only as permitted or required by law and agency policy.

Employees, consultants, and volunteers may have access to confidential information in the course of their duties. This includes, but is not limited to, personal, medical, financial, employment, and program-related information. Such information must not be disclosed to any unauthorized person, whether inside or outside the agency.

Confidential information may be disclosed only when necessary to perform job duties, to provide services, in emergency situations, or when required by law, regulation, court order, or funding source requirements.

Employees may not release confidential information by telephone, email, text, or other means without proper authorization. Requests for information from third parties must be referred to the Human Resources Department or appropriate program leadership.

Employees who violate confidentiality requirements may be subject to disciplinary action, up to and including termination of employment.

PERSONAL IDENTIFIABLE INFORMATION (PII)

Based on the Office of Management and Budget (OMB) and U.S. Department of Labor Employment and Training Administration (DOLETA) and Texas Workforce Commission (TWC) definitions, Community Action, Inc. defines PII and other sensitive information as follows:

~~PII—information that can be used to distinguish or trace an individual’s identity, either alone or when combined with other personal or identifying information that is linked or linkable to a specific individual. PII includes, but is not limited to, first and last names, e-mail addresses, gender, race, Social Security numbers (SSNs), credit card numbers, bank account numbers, home address, home/cell telephone numbers, ages, birth dates, marital status, spouse names, educational history, business addresses, business telephone numbers, biometric identifiers (fingerprints, voiceprints, iris scans, etc.), medical history, financial information, or computer passwords.~~

~~To ensure the safety of client, employee, and volunteer PII, all employees must follow the following basic guidelines:~~

Community Action, Inc. of Central Texas defines Personally Identifiable Information (PII) as information that can be used to identify or trace an individual’s identity, either alone or when combined with other identifying data. PII includes, but is not limited to, names, addresses, phone numbers, Social Security numbers, dates of birth, financial information, medical information, biometric data, and login credentials.

To protect PII, all employees are required to follow agency security procedures and exercise reasonable care when handling sensitive information.

PHYSICAL SECURITY

1. Limit access to ~~sensitive printed materials~~ documents containing PII
2. ~~Use proper lockable storage for materials that include personal identity data—this includes stationary items as well as items being transported.~~ Store sensitive materials in secure, lockable locations
3. ~~When possible, shred documents that include personal identity data after use~~ containing PII when no longer needed.
4. Secure laptop, ~~computers when not in use.~~ computers, and mobile devices at all times
5. Do not leave documents ~~that include personal identity data~~ containing PII unattended or in plain view.

ELECTRONIC SECURITY

1. Do not share passwords, ~~personal identification numbers, security tokens (e.g., smartcards), or any data or equipment used for authentication and identification purposes.~~ or access credentials
2. Log off computers when ~~leaving them~~ unattended, ~~no matter how short of a time.~~
3. ~~Passwords should never be stored online.~~ Do not store passwords electronically
4. ~~Do not send any personal identity data in the subject or body of an e-mail; instead, save the data to a secure document using the password protection option and send the document as an attachment in a separate e-mail.~~ Do not send PII in email subject lines or message bodies

5. ~~Use password protection when saving personal identity data in a document that will be transported on a laptop computer or removable media device. Use password protection and encryption when transmitting or storing PII electronically~~

EMPLOYMENT STATUS/RECORDS/COMPENSATION/EVALUATIONS

EMPLOYEE CLASSIFICATIONS

~~To determine eligibility for benefits and overtime status and to ensure compliance with federal and state laws and regulations, Community Action, Inc. classifies its employees as shown below. Community Action, Inc. may review or change employee classifications at any time.~~

- ~~● **EXEMPT.** Exempt employees are typically paid on a salary basis and are not eligible to receive overtime pay.~~
- ~~● **NONEXEMPT.** Nonexempt employees are paid on an hourly basis and are eligible to receive overtime pay for overtime hours worked.~~
- ~~● **REGULAR, FULL TIME (RFT).** Employees who are not in a temporary status and work a minimum of 30 hours weekly and maintain continuous employment status.~~

~~*Benefit Plan Participation.* RFT employees are eligible to participate in all benefit plans the agency offers once eligibility requirements have been met.~~

- ~~● **REGULAR, PART TIME (RPT).** Employees who are not in a temporary status and who are regularly scheduled to work less than 30 hours weekly but at least 20 hours weekly and who maintain continuous employment status.~~

~~*Benefit Plan Participation.* RPT employees are eligible to participate in the agency's defined contribution plan once eligibility requirements have been met. RPT employees will receive holiday, personal, and birthday holiday pay prorated according to their scheduled hours for the workweek in question.~~

- ~~● **TEMPORARY, FULL TIME¹ (TFT).** Employees who are hired as interim replacements to temporarily supplement the workforce or to assist in the completion of a specific project and who are temporarily scheduled to work the agency's full time schedule for a limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status.~~
- ~~● **TEMPORARY, PART TIME¹ (TPT).** Employees who are hired as interim replacements to temporarily supplement the workforce or to assist in the completion of a specific project and who are temporarily scheduled to work less than 30 hours weekly for a limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status.~~

~~*Benefit Plan Participation*—TFT and TPT employees are not eligible for any agency benefit plans or leave accruals.~~

¹ *If the employee is scheduled for a long-term assignment, or if the employee's work schedule becomes regular and predictable, a review of the classification will be conducted.*

- ~~• **CASUAL/SUBSTITUTE**¹. Employed on an “as-needed” basis for a non-specified period. A casual employee shall be terminated if they have not worked a minimum of three (3) shifts within a 6-month period, providing at least three (3) shifts were made available.~~
- ~~• **Benefit Plan Participation**—Casual employees shall not be entitled to benefits provided to other classes of employees.~~

Community Action, Inc. classifies employees for purposes of compensation, overtime eligibility, and benefits administration in accordance with federal and state law. Employee classifications may be reviewed or modified at the discretion of the agency.

- **Exempt Employees**
Exempt employees are paid on a salary basis and are not eligible for overtime pay.
- **Non-Exempt Employees**
Non-exempt employees are paid on an hourly basis and are eligible for overtime pay in accordance with the Fair Labor Standards Act (FLSA).
- **Regular Full-Time (RFT)**
Employees regularly scheduled to work at least 30 hours per week and who maintain continuous employment status. RFT employees are eligible for agency-sponsored benefits, subject to plan requirements.
- **Regular Part-Time (RPT)**
Employees who are regularly scheduled to work between **20 and 29 hours per week**. Regular part-time employees are **not eligible for agency-provided benefits**, including holiday pay, paid leave, or other discretionary benefits, unless otherwise required by applicable federal or state law.
- **Temporary and Casual Employees**
Temporary and casual employees are hired for limited durations or on an as-needed basis and are not eligible for agency benefits or leave accruals unless otherwise required by law.

PROMOTIONS, DEMOTIONS, AND CHANGES IN STATUS

A promotion of any employee, or change in his or her job title or position which results in a salary increase, will be submitted by the appropriate Division/Program Director for approval by the Executive Director. Community Action, Inc. is committed to investing in our employees and rewarding lifelong learning, high personal standards, accuracy and effectiveness, and taking initiative to encourage overall organizational excellence. For this reason, promotion from within is a highly regarded practice of Community Action as a way of giving each of our employees the opportunity for career advancement. Therefore, promotion from within the agency will always be the preferred means of filling vacant positions.

A demotion will be any change in status, including a reduction in responsibilities, which involves a reduction in pay rate.

A change-in-status is a restructuring of the employee’s responsibilities. The resulting change may or may not include a salary change and/or a change in working hours.

SALARIES

The Agency will establish, maintain, and monitor job qualifications, responsibilities, and salary standards for its employees. All personnel actions will require consultation and approval by the Executive Director.

Employees will be paid at a rate no lower than the Federal Minimum Wage. Compensation will be based on analysis of job requirements, comparisons with similar positions in the local market, and periodic reviews of pay scales and benefits of similar organizations.

Each employee will be advised as to whether the position he or she occupies is subject to or exempt from the provisions of the Fair Labor Standards Act (FLSA). Overtime (work hours in excess of 40 in a work week) to be worked by non-exempt employees must be approved in advance by the immediate supervisor.

Flexible work schedules may be made available at the discretion of the Division/Program Director. Decisions will be based on the needs of the program. Paydays are bi-weekly and happen every other Friday. Deductions from an employee's wages will be made only with the employee's written authorization, by order of a court of law, or as authorized by State or Federal law.

EMPLOYEE FILES

The agency will maintain, at a central location, a personnel file for each employee. Each file will contain the complete available history of the individual's employment with the agency, beginning with the employment application and including any subsequent actions. Specifically, the personnel file will include the following documents: Employment Application, Notice of Employment, W-4 Form, Evaluation Forms, Change of Status/Wage Authorization Forms, reference information, signed Job Description, Beneficiary Statement, INS Form I-9 and related supporting documents, Motor Vehicle Reports, and educational documents (transcript, certificates, etc.). Other data or documents, such as funding source requirements, etc. will be included if deemed applicable to the individual's employment with the agency.

ACCESS TO PERSONNEL FILES

Employee files are maintained by the HR department and are considered confidential. Managers and supervisors may only have access to personnel file information on a need-to-know basis. Employees may inspect their own personnel files and may copy them but may not remove documents from their file. Inspections by employees must be requested in writing to the HR department and will be scheduled at a mutually convenient time or as required under state law. Personnel files are to be reviewed in the HR department. Representatives of government or law enforcement agencies, in the course of their duties, may be allowed access to file information.

EMPLOYMENT VERIFICATIONS

Outside requests for verification of employment will be provided by the Human Resources Director. Only job title and employment dates will be released without the employee's written authorization. Salary information will be released only when the employee has submitted a signed document indicating to whom the salary information should be released. The Human Resources department will require a minimum of **twenty-four hours** to provide written verifications of employment.

PERFORMANCE REVIEWS

Performance evaluations will be conducted to encourage communication between the immediate supervisor and the employee, to provide feedback to the employee regarding performance strengths and weaknesses, to help identify staff training needs, and to provide a means for professional growth.

Formal written evaluations will be conducted at least annually based on the employee's job description using a standardized agency format.

Following the evaluation discussion, the immediate supervisor will provide the employee with the written form for their signature and comments if the employee wishes to make any. The form will then be submitted to the appropriate Program Director for signature. The Program Director will forward the original to the Human Resources Director to be placed in the employee's personnel file.

90-DAY PERFORMANCE APPRAISAL PERIOD

All new regular and temporary employees will be hired on a 90-calendar day performance appraisal period. During that period, communication between the immediate supervisor and the new employee should be emphasized to help ensure that appropriate guidance is provided to the new employee in learning to carry out his or her duties; so that the new employee has opportunity to ask questions; and so that the new employee's performance strengths and

weaknesses can be identified and discussed. This communication process will include ongoing oral evaluation and feedback. A written evaluation will occur on approximately the 90th day of employment.

During the performance appraisal period, the Agency or the new employee may terminate the employment relationship without the customary two-week advance notice.

The employee is ineligible for paid absence allowance during the Performance Appraisal Period, except for Agency-recognized holidays which occur during the period. Personal Holiday and Birthday Holiday may not be taken until after the completion of the Performance Appraisal Period. Annual leave and sick leave accrual are retroactive to the date of employment. Successful completion of the Performance Appraisal period does not guarantee continued employment or otherwise alter an employee's at-will status.

SEPARATION FROM EMPLOYMENT

~~All employees of the agency are "employees at will" and may be terminated from their employment with the agency at the discretion of the Executive Director, in the best interest of the agency. Those processes or procedures which are required by laws, rules, or regulations found outside of this manual, which govern the activities of the agency, will be followed as required. No provision of this manual shall be considered, for any purpose, a contract of employment.~~

Employment with Community Action, Inc. of Central Texas is at will. Either the employee or the agency may terminate the employment relationship at any time, with or without cause or notice, subject to applicable law. Nothing in this policy alters the at-will nature of employment.

VOLUNTARY RESIGNATION

~~In all cases of voluntary resignation (one initiated by the employee) employees are asked to provide a written notice to their supervisors at least **10 WORKING DAYS** in advance of the last day of work. The 10 days must be actual working days. Holidays, annual leave, and sick time will not be counted toward the 10-day notice. Employees who provide the requested amount of notice will be considered to have resigned in good standing and generally will be eligible for rehire.~~

~~In most cases, the direct supervisor will conduct an exit meeting on or before the last day of employment to collect all agency property. The employee's final paycheck will be prepared with the next regularly scheduled payroll processing and issued in accordance with Texas Payday Law.~~

~~If applicable, information regarding benefits continuation through the Consolidated Omnibus Budget Reconciliation Act (COBRA)² will be sent to the employee's home address.~~

Employees who voluntarily resign are expected to provide **at least ten (10) working days' written notice** prior to their last day of work. Working days do not include holidays or paid or unpaid leave.

Employees who provide the required notice and return all agency property may be considered to have resigned in good standing; however, resignation in good standing does **not** guarantee eligibility for rehire.

AGENCY TERMINATIONS

The authority ~~for termination of any employee~~ to terminate employment has been delegated by the Board of Directors to the Executive Director in accordance with applicable laws and funding source requirements. In cases of termination for unsatisfactory performance, the agency may provide pay in lieu of notice at its discretion. In cases involving misconduct or policy violations, employment may be terminated immediately without notice or pay in lieu of notice.

Final pay will be issued in accordance with Texas Payday Law.

~~Terminations from the Head Start program must also be approved by the Head Start Policy Council as per Head Start Performance Standard 1304.50 (d)(1)(xi). Employees affected by said standard will be placed on suspension (with or without pay, at the Executive Director's discretion) pending Policy Council approval to terminate.~~

Head Start Program Terminations

In accordance with Head Start Performance Standards, termination of employees assigned to the Head Start program requires approval by the Head Start Policy Council.

Employees subject to this requirement may be placed on administrative suspension, with or without pay, at the discretion of the Executive Director, pending Policy Council review and approval of the termination.

Suspension during this review period is an administrative measure and does not alter the at-will employment relationship or predetermine the outcome of the review.

REDUCTIONS IN FORCE

Temporary ~~and/or regular reductions in the workforce may occur within the agency~~ or permanent reductions in the workforce may occur due to funding changes, programmatic needs, organizational restructuring, or other business reasons.

~~If a reduction in force (RIF) becomes necessary, a committee composed of the Executive Director, Human Resources Director, Fiscal Officer, and appropriate Program Director will convene to determine RIF decisions.~~

When a reduction in force becomes necessary, a review committee consisting of the Executive Director, Human Resources Director, Fiscal Officer, and the appropriate Program Director will evaluate positions and make recommendations.

Decisions related to reductions in force will be based on legitimate business considerations, which may include program needs, funding requirements, job functions, and operational impact.

Nothing in this section alters the at-will employment relationship.

Recall Following Reduction in Force

In the event following a reduction in force, Community Action, Inc. is not obligated to recall or rehire previously separated employees.

Decisions regarding recall or reemployment following a reduction in force will be made at the discretion of the appropriate Program Director, in consultation with Human Resources, based on program needs, funding requirements, and operational considerations.

Recall or reemployment is not guaranteed and will be limited to individuals deemed qualified and suitable for the needs of the program at the time funding is restored.

DISMISSALS

~~In situations where an employee is terminated for unsatisfactory performance, the employee will be released immediately and will be provided with two weeks' pay in lieu of notice.~~

~~In situations where an employee is terminated for a violation of an agency policy, the employee may be released immediately with no advance notice or pay in lieu of notice.~~

~~The employee's final paycheck will be prepared within six days of the date of termination issued in accordance with Texas Payday Law.~~

Community Action, Inc. of Central Texas reserves the right to dismiss employees when performance, conduct, or behavior does not meet agency standards or when continued employment is not in the best interest of the agency. Dismissal decisions are made in accordance with applicable laws, funding source requirements, and agency policies.

Nothing in this section alters the at-will employment relationship.

CAUSES FOR DISMISSAL

~~To effectively conduct its business and provide a high level of service to its clients, the agency depends on a satisfactory standard of performance from its employees. When, according to the determination of the agency, an employee fails to perform to the expected standard and causes the agency's level of service to suffer, the agency reserves the right to dismiss the employee. In some instances, when a standard of performance is below expectations, the agency will counsel with the employee, providing appropriate encouragement and feedback and allowing the employee the opportunity to raise their performance level to an acceptable standard (Progressive Discipline³). In other instances, however, an act of misconduct or breaking of agency policy is so serious that immediate dismissal is warranted. Listed below are representative examples of poor performance or misconduct which can result in dismissal but causes for dismissals are not limited to these lists.~~

Dismissal for Performance

When an employee's job performance does not meet established expectations, the agency may address concerns through coaching, corrective action, or progressive discipline. However, the agency reserves the right to bypass progressive discipline and proceed directly to dismissal when circumstances warrant.

In cases of dismissal for unsatisfactory performance, the agency **may**, at its discretion, provide pay in lieu of notice. Provision of pay in lieu of notice is not guaranteed and does not establish a precedent.

~~POOR PERFORMANCE—WARRANTING COUNSELING/DISCIPLINE INCLUDING DISCHARGE~~

- ~~1. Excessive absence or tardiness.~~
- ~~2. Failure to work harmoniously with clients and/or co-workers.~~
- ~~3. Insubordination—failure or refusal to follow instructions.~~
- ~~4. Tardiness in notifying the supervisor when intending to be absent.~~
- ~~5. Sexual or other prohibited harassment of a co-worker, client, vendor, or business partner.~~
- ~~6. Possession or under the influence of alcohol and/or illegal drugs while on the job or Agency premises.~~
- ~~7. Unintentional misuse or loss of agency funds, property, or privileges.~~
- ~~8. Violations of any Conditions of Employment⁴.~~

~~MISCONDUCT OR BREACH OF AGENCY POLICY—WARRANTING IMMEDIATE DISMISSAL~~

- ~~1. Any extreme or repeated occurrence of any of the above identified poor performance examples.~~
- ~~2. Intentional misappropriation, misuse or loss of Agency funds, property, or privileges.~~
- ~~3. Falsifying agency personnel documents including employment applications, time reports, travel reports and receipts.~~
- ~~4. Falsifying any document associated with agency activities.~~
- ~~5. Failure to notify supervisor when intending to be absent.~~
- ~~6. Violations of any Conditions of Employment.~~

Dismissal for Misconduct

Employees may be dismissed immediately, without notice or pay in lieu of notice, for misconduct, policy violations, or behavior that jeopardizes the safety, integrity, or operations of the agency.

Examples of misconduct that may result in immediate dismissal include, but are not limited to:

- Insubordination or refusal to follow reasonable directives
- Violation of agency policies or procedures
- Falsification of records, time sheets, or agency documents
- Misuse of agency funds, property, or resources
- Harassment, discrimination, or workplace violence
- Possession or use of illegal substances on agency premises
- Failure to comply with confidentiality or PII requirements

This list is not exhaustive.

Adherence to the agency's Operating Principles ~~will be expected~~ is expected of all employees. Employees are also subject to ~~disciplinary action or dismissal for violations of standards, procedures, and/or regulations set forth by our funding sources, grantors, and governing/licensing entities.~~ corrective action, up to and including dismissal, for violations of agency policies, procedures, or applicable standards and requirements established by funding sources, grantors, or governing and licensing entities.

EXIT PROCESSING

~~In all terminations, whether due to employee resignation or agency termination or dismissal, the supervisor will conduct an exit process on the last day the employee is at work. The supervisor will retrieve agency keys and other agency property. The employee will submit any agency reports or receipts which are due. The employee will also submit properly completed and signed final time sheets and travel vouchers at that time. An Agency Termination Check List has been developed for exit processing and should be used in all such cases.~~

Exit Processing

In all separations from employment, whether due to voluntary resignation, agency-initiated termination, dismissal, or reduction in force, **Human Resources (HR)** will coordinate and oversee the exit process.

HR will ensure the return of all agency property, including keys, identification badges, equipment, documents, and records. Supervisors are responsible for assisting HR as needed to identify program-specific property and access.

The separating employee is responsible for submitting all required reports, receipts, and properly completed final time records in accordance with agency procedures. HR will review final documentation, provide information regarding final pay and benefits continuation when applicable, and ensure compliance with all applicable laws and agency policies.

An Agency Termination Checklist will be used for all separations to ensure consistency and proper documentation.

Rehire Eligibility

Rehire Eligibility Following Separation

Employees who voluntarily resign with Community Action, Inc. are not eligible for rehire or reinstatement into any position for a minimum period of **six (6) months** from their last day of employment.

This waiting period applies to all forms of reemployment, including temporary, casual, substitute, or regular positions.

Eligibility for rehire after the waiting period is not guaranteed and will be determined based on the employee's prior performance, reason for separation, and the needs of the agency.

The agency reserves the right to designate certain separations as **not eligible for rehire**, including but not limited to resignations without notice, job abandonment, or separations involving misconduct.

WORKPLACE SAFETY

DRUG AND ALCOHOL-FREE WORKPLACE

Community Action, Inc. is committed to providing a drug and alcohol-free workplace which will help to ensure a safe and productive workplace for its employees.

POLICY: Community Action, Inc. will provide a drug-free workplace in compliance with Public Law 100-690, Title V, Subtitle D of the Drug Free Workplace Act of 1988.

The unlawful manufacture, distribution, dispensing, possession, sale, purchase, use, or being under the influence of illegal drugs, as well as alcoholic beverages or inhalants, is prohibited on Community Action, Inc. agency premises, property, or any of its facilities.

In commitment to the spirit and intent of the policy, the agency will not provide alcoholic beverages at agency sponsored social events for its employees.

VIOLATIONS: Any regular, part-time, temporary or contract employee who violates the agency's Drug and Alcohol-Free Policy will be subject to disciplinary action up to and including termination.

Any employee convicted of any violation of a drug statute will be subject to agency personnel action. The personnel action may include required participation in an alcohol/drug abuse treatment rehabilitation program or disciplinary action up to and including termination.

AWARENESS PROGRAM: The agency will provide employees with information concerning the dangers of drug abuse in the workplace, the agency's commitment to provide a drug free workplace, drug abuse counseling and prevention services available for employees, and penalties that may be imposed for violations of this policy.

EMPLOYEE RESPONSIBILITIES: As a condition of initial and continued employment, all employees will agree to abide by the agency's Drug and Alcohol-Free Workplace Policy.

Any employee convicted of a violation of a drug statute occurring at the workplace must notify their supervisor within five days after the conviction.

Any employee taking medication prescribed by a physician must notify their immediate supervisor if the medication is likely to produce any side effects which the employee believes can cause safety issues or will impair his or her performance on the job. The notification must be in writing and must include the name of the medication, the attending physician's name and the expected side effects. All prescription medication must be kept in its original container.

SEARCHES/TESTING: Search procedures of agency property or premises can be conducted any time there is reasonable cause for such a search. The agency retains the right to test employees upon reasonable suspicion of a violation of this policy, as determined by the Executive Director or Human Resources Director. This test may include blood, urine, hair, or other specimen testing. An individual's refusal to test may be cause for discipline or dismissal.

Any employee who sustains a work-related injury needing medical attention will be required to submit to a drug test. Refusal to comply with the drug test or testing positive can result in denial of claims and/or immediate dismissal.

EMPLOYEE ASSISTANCE: The agency is in business to help people help themselves. That statement of purpose also applies to its employees. Therefore, the agency encourages any employee who suffers from drug and/or alcohol dependency and/or suffers from associated personal and/or emotional problems to contact the Human Resources Director for assistance in identifying available resources for dealing with such problems. Seeking such assistance before the dependency causes job performance to suffer can help prevent any disciplinary actions, up to and including immediate discharge, associated with poor performance.

When deemed appropriate, participation in an assistance program, such as a drug abuse or rehabilitation program, can be a requirement of employment continuation, particularly if the employee has been convicted of a drug or alcohol related offense. The agency's approval, recommendation, or requirement of a specified program does not constitute any financial commitment from the agency.

Employee assistance is not limited to drug or alcohol related problems. From time to time all employees are faced with personal problems – problems serious enough to affect their lives at home and at work – serious enough that they can't be handled alone. In such situations, employees are encouraged to call the Human Resources Director for help in identifying professional, low cost, resources which can help solve individual, marriage, family, child, or other personal and emotional problems.

Any request for assistance in resolving personal problems will be treated as a confidential matter.

TOBACCO FREE WORKPLACE POLICY

Smoking is not allowed in agency buildings or work areas at any time. "Smoking" includes the use of any tobacco products (including chewing tobacco), electronic smoking devices, and e-cigarettes.

Smoking is only permitted during break times in designated outdoor areas. Employees using these areas are expected to dispose of any smoking debris safely and properly.

WORKPLACE VIOLENCE

The agency does not tolerate violence in the workplace. "Workplace violence" is defined to include the following:

1. Physically aggressive, violent, or threatening behavior (such as attempts to instill fear in others), or intimidation.
2. Causing physical damage to any agency facility or defacing the agency's property.
3. Bringing firearms or weapons of any type or kind where agency business is conducted.

WEAPONS

Community Action, Inc. prohibits the possession of weapons on its property at all times, including our parking lots or agency vehicles. Additionally, while on duty, employees may not carry a weapon of any type. Weapons include, but are not limited to, handguns, rifles, automatic weapons, knives that can be used as weapons (excluding pocketknives, utility knives, and other instruments that are used to open packages or cut string and for other miscellaneous tasks), martial arts paraphernalia, and stun guns. Any employee violating this policy is subject to discipline up to and including dismissal for the first offense.

If any employee becomes aware of or observes any of the above-referenced behaviors or actions by a co-worker, consultant, client, vendor, visitor, or anyone else, the immediate supervisor and/or the Human Resources Director should be notified immediately. Employees should also notify the Human Resources Director if they are aware of any restraining orders that are in effect, or of the existence of any other non-work-related situation with the potential to erupt into workplace violence.

All reports of violence will be taken seriously and will be investigated thoroughly and promptly. To the extent possible, the identity of the reporting employee will be kept confidential. However, under certain circumstances, the agency may need to disclose the reporting employee's identity to protect that individual's and/or other employees' safety. Retaliation in any form against an employee who makes a report of violence will not be tolerated.

If, after a thorough investigation, it is determined that workplace violence has occurred, appropriate corrective action up to and including termination will be taken to ensure that such behavior is not repeated. Additionally, the incident may also result in reporting and/or filing of formal charges with local authorities. If a non-employee is responsible for violent activities, the agency will take action that could include reporting and/or filing of formal charges with local authorities.

ANTI-HARASSMENT POLICY

Community Action, Inc. strives to maintain a work environment in which people are treated with dignity and respect. The environment of the agency should be characterized by mutual trust and the absence of intimidation, oppression and exploitation. Community Action, Inc. will not tolerate unlawful discrimination or harassment of any kind. Through enforcement of this policy and by education of employees. Community Action, Inc. will seek to prevent, correct and discipline behavior that violates this policy.

All employees, regardless of their positions, are covered by and expected to comply with this policy and to take appropriate measures to ensure prohibited conduct does not occur. Appropriate disciplinary action will be taken against any employee who violates this policy. Based on the seriousness of the offense, disciplinary action may include verbal or written reprimand, suspension, or termination of employment.

Managers and supervisors who knowingly allow or tolerate discrimination, harassment or retaliation, including failure to immediately report such misconduct to human resources (HR) are in violation of this policy and are subject to disciplinary action.

Community Action, Inc. in compliance with all applicable federal, state and local anti-discrimination and harassment laws and regulations, enforces this policy in accordance with the following definitions and guidelines:

DISCRIMINATION

It is a violation of Community Action, Inc.'s policy to discriminate in the provision of employment opportunities, benefits or privileges; to create discriminatory work conditions, or to use discriminatory evaluative standards in employment if the basis of that discriminatory treatment is, in whole or in part, the person's race, or color, natural origin, age, religion, disability status, sex, sexual orientation, gender identity or expression, genetic information or marital status.

Discrimination of any kind may also be strictly prohibited by a variety of federal, state and local laws, including Title VII of the Civil Rights Act of 1964, the Age Discrimination Act of 1967, and the American with Disabilities Act of 1990. This policy is intended to comply with the prohibitions stated in these anti-discrimination laws.

Discrimination in violation of this policy will be subjected to disciplinary measures up to and including termination.

HARASSMENT

Community Action, Inc. prohibits harassment of any kind, including sexual harassment, and will take appropriate and immediate action in response to complaints or knowledge of violations of this policy. For purposes of this policy, harassment is any verbal or physical conduct designed to threaten, intimidate or coerce an employee, co-worker, or any person working on behalf of Community Action, Inc.

The following examples of harassment are intended to be guidelines and are not exclusive when determining whether there has been a violation of policy:

VERBAL HARASSMENT includes comments that are offensive or unwelcome regarding a person's national origin, race, color, religion, age, sex, sexual orientation, pregnancy, appearance, disability, gender identity or expression, marital status or other protected status, including epithets, slurs, and negative stereotyping.

NONVERBAL HARASSMENT includes distribution, display or discussion of any written or graphic material that ridicules, insults, belittles or shows hostility, aversion or disrespect toward an individual or group because of national origin, race, color, religion, age, sex, sexual orientation, pregnancy, appearance, disability, gender identity or expression, marital status or other protected status, including epithets, slurs, and negative stereotyping.

SEXUAL HARASSMENT is a form of sex discrimination that violates Title VII of the Civil Rights Act of 1964 and is prohibited under Community Action, Inc. anti-harassment policy. According to the Equal Employment Opportunity Commission (EEOC), sexual harassment is defined as "unwelcome sexual advances, request for sexual favors, and other verbal or physical conduct of a sexual nature, when, submission to or rejection of such conduct is used as the basis for employment decisions, or such conduct has the purpose or effect of creating an intimidating, hostile or offensive working environment."

Sexual harassment occurs when unsolicited and unwelcome sexual advances, request for sexual favors, or verbal or physical conduct of a sexual nature:

1. Is made explicitly or implicitly a term or condition of employment.
2. It is used as a basis for an employment decision.
3. Unreasonably interferes with an employee's work performance or creates an intimidating, hostile or otherwise offensive environment.

Sexual harassment may take different forms. The following are examples of sexual harassment, these examples are intended to be guidelines and are not inclusive when determining whether there has been a violation of this policy.

VERBAL SEXUAL HARASSMENT includes innuendoes, suggestive comments, jokes of a sexual nature, sexual propositions, lewd remarks and threats, request for any type of sexual favor, this includes repeated, unwelcome request for dates.

NONVERBAL SEXUAL HARASSMENT includes the distribution, display or discussion of any written or graphic material, including calendars, posters and cartoons that are sexually suggestive or show hostility toward an individual group because of sex; suggestive or insulting sounds, leering, staring, whistling; obscene gestures, content in letters, notes, e-mails, photos, text messages, tweets and internet postings.

PHYSICAL SEXUAL HARASSMENT includes unwelcome, unwanted physical contact, including touching, tickling, pinching, patting, brushing up against, cornering, kissing, hugging, fondling, and forced sexual intercourse or assault.

RETALIATION

No hardship, loss, may be imposed on an employee in response to:

1. Filing or responding to a bona fide complaint of discrimination or harassment.
2. Appearing as a witness in the investigation of a complaint.

Lodging a complaint will in no way be used against the employee or have an adverse impact on the individual's employment status, however filing groundless, or malicious complaints is an abuse of this policy and will be treated as a violation.

Any person who is found to have violated this aspect of the policy will be subject to discipline up to and including termination of employment.

CONFIDENTIALITY

All complaints and investigations are treated confidentially to the extent possible, and information is disclosed strictly on a need-to-know basis. The identity of the complainant is usually revealed to the parties during the investigation, and the Human Resources Director will take adequate steps to ensure that the complainant is protected from retaliation during the investigation.

COMPLAINT PROCEDURE

Community Action, Inc. has established the following procedure for lodging a complaint of discrimination, harassment, or sexual harassment. The agency will treat all aspects of the procedure confidentially to the extent possible.

1. Complaints should be submitted as soon as possible after the incident has occurred, preferably in writing. The Human Resources director may assist the complainant in completing a written statement, or in the event the employee refuses to provide information in writing, the Human Resources Director will dictate the verbal complaint.
2. Upon receiving a complaint or being advised by a supervisor or manager that a violation of this policy may be occurring, the Human Resources Director will notify the Executive Director.
3. The Human Resources Director will initiate an investigation to determine whether there is reasonable basis for believing that the alleged violation of this policy has occurred.
4. If necessary, the complainant and the respondent will be separated during the course of the investigation.
5. During the investigation the Human Resources director will interview the complainant, the respondent, and any witnesses to determine whether the alleged conduct occurred.
6. Upon conclusion of the investigation, the Human Resources Director will submit a written report to the Executive Director.
7. The Executive Director will review the investigative report and any statements submitted by the complainant and the respondent, discuss results of the investigation with the Human Resources Director and other management staff as appropriate, and decide what action, if any will be taken.
8. If it is determined that a violation of policy has occurred, the Human Resources Director will recommend appropriate disciplinary action. The appropriate action will depend on the following factors.
 - a. The severity, frequency, and pervasiveness of the conduct
 - b. Prior complaints made by the complainant.
 - c. Prior complaints made against the respondent.
 - d. The quality of the evidence, firsthand knowledge, credible corroboration

If the investigation is inconclusive or if it determined that there has been no violation of policy, but problematic conduct may have occurred the Human Resources Director may recommend appropriate preventive action.

9. Once the final decision has been made, the Human Resources Director will meet with the complainant and the respondent separately and notify them of the findings of the investigation. If disciplinary action is to be taken, the respondent will be informed of the nature of the discipline and how it will be implemented.

GRIEVANCE

It is the agency's purpose to provide an effective way for employees to bring problems concerning their well-being at work to the management's attention. When an employee believes a work condition or treatment is unjust, inequitable, a hindrance to effective operation, or creates a problem, they are encouraged to discuss the condition or treatment with management.

Misunderstandings or conflicts can arise in any organization and should be resolved before serious problems develop. Most incidents resolve themselves naturally; however, should a situation persist that the employee believes is detrimental to himself/herself or the agency, the following procedures will be used until all levels of authority have been exhausted:

PROCEDURES

The employee will submit the grievance in writing to their immediate supervisor within five working days of the occurrence of, or the awareness of, the event(s) in question. The employee will receive a written response within ten working days from the date the grievance was received by the immediate supervisor.

If the immediate supervisor is the subject of the grievance, the employee may consult with the Human Resources Director within the specified time frame. The Human Resources Director will determine whether the employee should proceed to the next level.

If the Human Resources Director is the subject of the grievance, the employee may consult with a Program Director or the Fiscal Officer within the specified time frame. The Program Director or Fiscal Officer will determine whether the employee should proceed to the next level.

If the Executive Director is the subject of the grievance, the Board of Directors will be notified through the Board President or the Board Personnel Committee by a Program Director, the Fiscal Officer, or the Human Resources Director.

If the matter is not resolved to the employee's satisfaction, or if the employee was advised to proceed to the next level, they will submit the written grievance to the next level of supervision for review. It must be submitted within ten working days after receiving the initial response and must include all documents associated with the grievance. The employee will receive a written response to the review within ten working days. If 1.c. above applies, the written summary including all evidence will be submitted to the Board of Directors by a Program Director, the Fiscal Officer, or the Human Resources Director. In such a case, steps 3 and 4 of this procedure will be by-passed and a response will be provided as outlined in step 5.

If all levels of authority have been exhausted and the employee is not satisfied with the previous review response(s), they may take the grievance to the Executive Director for review. The request for the Executive Director's review must be made within ten working days of

receiving the last grievance response. The Executive Director will decide upon review and issue a written response within fifteen working days. This response will contain all the particulars of the decision, including the rights of the employee to request an appeal to the Board of Directors and the right to submit evidence in support of the request.

Any request for an appeal in the Executive Director's decision must be sent to the Executive Director within ten working days after the decision has been received by the employee. The request must include all evidence which the employee feels is relevant to the case and/or what the employee feels the Board of Directors should consider. The Executive Director will submit the request to the Board of Directors for review after consultation with the presiding officer of the Board of Directors who will determine the date for submission to the entire Board.

The employee will receive written notification of action taken on the appeal within ten working days from the date the Board of Directors makes its decision on the issue. The decision of the Board of Directors is final.

GRIEVANCES BY TERMINATED EMPLOYEES

An employee who is terminated, including by resignation in lieu of termination, may file a grievance only if the employee is claiming wrongful termination based on:

1. retaliation for reporting in good faith a violation of law, or
2. violation of civil rights laws administered by the Equal Employment Opportunity Commission (EEOC) or Texas Workforce Commission (TWC).

A grievance must be filed in writing with the agency's Human Resources Director within 14 calendar days of the termination. The Human Resource's Director will conduct an appropriate investigation and notify the terminated employee in writing of the agency's determination. There is no hearing as part of the grievance process and no right to appeal.

DRIVER AND TRANSPORT POLICY

CLIENT TRANSPORT

Employees may not, at any time, including emergency situations, transport clients in their personal vehicles.

CELL PHONE SAFETY AND DRIVING

Safe driving is the first priority when operating a vehicle while driving on Community Action, Inc. business. Your first responsibility is to pay attention to your driving. Never allow a cell phone or other mobile device to distract you from concentrating on driving.

Under no circumstances should you feel that you need to place yourself or others at risk while driving to fulfill business needs. You should follow these procedures to avoid distracted driving:

1. Follow all applicable state and local laws that address the use of cell phones and other mobile devices while driving.
2. Avoid using your cell phone while driving, and do not use it as a hand-held device. Find a safe place to pull over to make or receive phone calls, send, or receive text messages, or manipulate navigation apps.
3. Program your destination into navigation apps or GPS devices before you start driving.
4. Do not read or respond to text messages or e-mail or browse social media or the Internet while driving.
5. Be aware of distractions from in-car “infotainment” systems. Just because they are built into the vehicle does not mean they do not create a hazardous distraction.

Employees who fail to follow safety guidelines are subject to disciplinary action.

EMPLOYER AND EMPLOYEE RESPONSIBILITY FOR SAFETY

COMMITMENT TO SAFETY

Protecting the safety of our employees and visitors is the most important aspect of running our agency.

All employees have the opportunity and responsibility to contribute to a safe work environment by using commonsense rules and safe practices and by notifying management when any health or safety issues are present. All employees are encouraged to partner with management to ensure maximum safety for all.

In the event of an emergency, notify the appropriate emergency personnel by dialing 911 to activate the medical emergency services.

Any workplace injury, accident, or illness must be reported to the employee's supervisor as soon as possible, regardless of the severity of the injury or accident.

WORKERS' COMPENSATION

Workers' compensation is a "no-fault" system that provides compensation for medical expenses and wage losses to employees who are injured or who become ill because of employment.

Community Action, Inc. pays the entire cost of workers' compensation insurance. The insurance provides coverage for related medical and rehabilitation expenses and a *portion* of lost wages to employees who sustain an injury on the job.

The agency abides by all applicable state workers' compensation laws and regulations.

REPORTING

Any time an employee is involved in an accident on the job, they should report the accident to the immediate supervisor, regardless of whether the accident results in lost time or the need for medical attention. The employee must advise the supervisor immediately. Immediate reporting is necessary to protect both parties: the employee and the agency.

The immediate supervisor will provide the employee with an "Employee's Notice of Injury Form" immediately, or at least within twenty-four hours of the accident. If the employee is unable to complete the form, the supervisor or a co-worker will complete the form for the employee. The Employee's Notice Form must be forwarded to the Human Resources Director within 36 hours of the accident.

The Human Resources Director will complete the "Employer's First Report of Injury or Illness" Form and file it with the Texas Worker's Compensation Commission no later than the eighth day following the verbal report from the injured employee to the supervisor.

INVESTIGATION

Following each accident, the supervisor will investigate the cause of the accident and complete the "Supervisor's Investigation Report." The purpose of the investigation is to help the supervisor identify precautions that can be taken to prevent similar accidents from occurring in the future. The "Supervisor's Investigation Report" will be forwarded to the appropriate program Director, who in turn will forward it to the Human Resources Director.

MEDICAL TREATMENT

Employees injured on the job, who live in the network service area, must choose a treating doctor from the Network provider list. Employees who choose not to see a doctor must sign a disclaimer, acknowledging that they were offered the opportunity to see a doctor, but chose not to. Signing the disclaimer does not preclude them from seeing a doctor later.

Any employee who sustains a work-related injury needing medical attention will be required to submit to a drug test. Refusal to comply with the drug test or testing positive can result in denial of claims and/or immediate dismissal.

When an employee sees a doctor:

- They must bring a doctor's statement when returning to work. The employee will not be allowed to return to work without it.
- The statement must reflect:
 1. The date the employee is allowed to return to work - full or light duty.
 2. If restrictions are placed on the employee (such as for heavy lifting), the restrictions must be quantified. For example, "no lifting more than ten pounds."
 3. If the employee is not allowed to return to work, the statement must reflect that fact.

MEDICAL EXPENSES

If a doctor is willing to submit a bill directly to the insurance carrier (without the employee paying first), the doctor should contact the Human Resources Director for information. If the employee pays for services (doctors' visits, prescription drugs, etc.) receipts should be forwarded to the Human Resources Director for submission to the Workers' Compensation Insurance Carrier.

Prescription drugs and/or non-prescription drugs or equipment not authorized by the attending physician are subject to approval by the Worker's Compensation Insurance carrier as allowable expenses.

EMPLOYEE WAGES

When an employee must be absent from work due to a work-related illness or injury, the absence will be charged to the Sick Leave/Worker's Compensation Allowance and the employee will be compensated at their regular rate of pay during the absence. This allowance may be granted up to seven days.

Compensation after the seventh day will be through the agency's Worker's Compensation Insurance Carrier. Compensation through Worker's Compensation Insurance is at two thirds (2/3rds) the employee's regular pay, based on the employee's weekly earnings. Dual compensation by the agency and the Worker's Compensation Insurance Carrier for any time period of absence will **not** be allowed. If an employee does receive dual payment, the employee is obligated to pay the money back to the agency or carrier (whichever is appropriate).

ABSENCES/LIGHT DUTY

Any absence resulting from a work-related illness or injury must be supported by an attending physician's statement.

Light duty accommodation will be made at the discretion of the supervisor and/or Division/Program Director, based on the needs of the Program.

Workers' compensation benefits (paid or unpaid) will run concurrently with FMLA leave, if applicable, where permitted by state and federal law. In addition, employees will not be paid vacation or sick leave for approved absences covered by the agency's workers' compensation program, except to supplement the workers' compensation benefits such as when the plan only covers a portion of the employees' salary as allowed by state law.

INFECTION CONTROL POLICY

The agency makes every effort to provide a work environment that protects the health and well-being of all its employees. The agency ensures that its employees receive appropriate infection control training, and that its health-related policies, operating procedures, housekeeping standards, record keeping requirements, and communication processes discourage practices which may cause or increase the spread of infections. In so doing, the agency ensures compliance with OSHA prescribed mandates, particularly as they regard the transmission of blood borne pathogens and communicating the hazards of various chemicals in which some employees come in contact in the performance of their duties. As part of the agency's on-going commitment to protect its employees, each program provides appropriate special training, on a recurring basis, to employees who provide services which put them at greater risk of specific types of infections. Furthermore, each program develops its own tailored infection control policies and procedures, depending on the services provided by the particular program, and the inherent risks associated with the services. At a minimum, each policy contains information pertaining to: (1) Precautions, (2) Housekeeping, (3) Record Keeping, (4) Training, (5) Regulation Compliance, i.e., OSHA, etc., (5) Post Exposure Procedures, and (6) Personal Protective Equipment (PPE).

WORKPLACE GUIDELINES

ATTENDANCE AND PUNCTUALITY POLICY

~~The agency expects all employees to conduct themselves in a professional manner during their employment. This includes good attendance habits⁵. All employees should consider coming to work on time, working their shift as scheduled, and leaving at the scheduled time as essential functions of their jobs. In other words, good attendance habits form an integral part of every employee's job description. However, we recognize that staff occasionally become ill, need to miss work or are unavoidably late. The purpose of this policy is to ensure employees provide notice of such absences.~~

Community Action, Inc. of Central Texas expects employees to maintain regular and reliable attendance. Reporting to work as scheduled, arriving on time, working the assigned schedule, and remaining at work for the full shift are essential functions of all positions.

The agency recognizes that absences and lateness may occasionally occur due to illness, emergencies, or other circumstances. This policy establishes expectations and procedures to ensure appropriate notice and consistent application.

~~POLICY~~ Attendance Expectations

- ~~1. Employees are expected to report to work as scheduled, on time, and ready to start working.~~ Report to work as scheduled and on time
- ~~2. In the event a staff member will be tardy or late the immediate supervisor should be notified at the earliest convenience, to ensure proper coverage for all work locations.~~ Notify their supervisor promptly when they will be late or absent
- ~~3. In the event a staff member will be absent the immediate supervisor should be notified at the earliest convenience to ensure proper coverage for all work locations.~~
- ~~4. Supervisors may be notified by phone, text, or email. If the staff member has not received confirmation from their direct supervisor in a timely manner the staff member should reach out to the corresponding Program Director.~~ Follow established call-in procedures

Failure to meet attendance expectations may result in corrective action.

Notification Requirements

Employees who will be absent, tardy, or late must notify their **immediate supervisor** as soon as possible and **prior to the start of their scheduled shift**, unless circumstances prevent timely notice.

Notification may be made by phone, text, or email, as directed by the supervisor. If the employee does not receive confirmation from their supervisor within a reasonable time, the employee must contact the Program Director.

DEFINITIONS

Absence – the failure of an employee to report for work when they are scheduled to work.

Tardy – ~~arriving~~ Arrival up to 15 minutes after the scheduled ~~starting~~ start time.

Late – ~~arriving~~ Arrival ~~between~~ more than fifteen (15) minutes and up to two (2) hours ~~15 minutes and two hours after the scheduled starting time.~~

Arrivals beyond two (2) hours may be treated as an absence unless otherwise approved.

~~DISCIPLINARY ACTION~~–Excessive Absenteeism and Tardiness

~~Employees will be subject to progressive disciplinary action (see XII-2 of the handbook for specific details) when absences, tardiness and lateness become excessive. Excessive is defined as:~~ Attendance issues may be considered excessive when patterns develop, including but not limited to:

- ~~1. Two or more absences in a 30-day period.~~
- ~~2. Four or more tardies or late arrivals in a 30-day period.~~

- Two (2) or more unapproved absences within a thirty (30) day period
- Four (4) or more tardies or late arrivals within a thirty (30) day period

Patterns of absenteeism or tardiness may result in corrective action, up to and including dismissal.

INTERACTION WITH LEAVE LAWS

~~Employees taking leave under the Family and Medical Leave Act (FMLA), the Americans with Disabilities Act (ADA) or other state or federal protected leave are expected to provide notice of absences in accordance with agency policy. Failure to provide notice, absent extenuating circumstances, may result in disciplinary action as described above.~~

Nothing in this policy is intended to interfere with or discourage the use of legally protected leave. Absences covered under the Family and Medical Leave Act (FMLA), Americans with Disabilities Act (ADA) accommodations, workers' compensation, military leave, jury duty, or other protected leave will be handled in accordance with applicable law.

Employees are still required to comply with agency notification procedures unless circumstances prevent doing so.

Corrective Action

Failure to comply with attendance and punctuality expectations, including failure to follow notification procedures, may result in corrective action, up to and including dismissal. Progressive discipline may be applied; however, the agency reserves the right to bypass progressive discipline when warranted.

Nothing in this section alters the at-will employment relationship.

JOB ABANDONMENT POLICY

~~Community Action, Inc. of Central Texas expects employees to report for work on time for every scheduled shift. An employee who is unable to report to work at the designated time is required to notify the department supervisor no later than **two hours** ahead of designated employee's scheduled start time.~~

~~Employees who fail to report to work for **three consecutive days** without notifying the company of the absence will be considered as having voluntarily resigned as a result of job abandonment.~~

Job abandonment occurs when an employee fails to report to work or fails to notify their supervisor of their absence for **two (2) consecutive scheduled workdays**.

An employee who is absent for two (2) consecutive scheduled workdays without proper notification will be considered to have **voluntarily resigned** their position due to job abandonment.

In cases of job abandonment:

- Employment will be terminated effective the last day worked
- The employee may be designated as **not eligible for rehire**
- Final pay will be issued in accordance with Texas Payday Law

Employees on approved leave or absences protected by law are not considered to have abandoned their job, provided required notification procedures are followed unless circumstances prevent timely notice.

Nothing in this section alters the at-will employment relationship.

TIMEKEEPING AND PAYROLL ACCURACY

Community Action, Inc. of Central Texas requires accurate and timely recording of all hours worked in accordance with applicable wage and hour laws, funding source requirements, and agency policy. Accurate timekeeping is a shared responsibility and is essential to ensure proper compensation, compliance, and program integrity.

Employee Responsibilities

Employees are responsible for:

- Accurately recording all time worked
- Recording time on a daily basis
- Ensuring time records are complete and submitted by established deadlines
- Reporting only time actually worked

Employees may not record time not worked, alter time records, or permit another individual to record time on their behalf.

Supervisor Responsibilities

Supervisors are responsible for:

- Reviewing time records for accuracy and completeness
- Ensuring time records reflect actual hours worked
- Approving time records only after verifying accuracy

Supervisor approval does not relieve employees of responsibility for the accuracy of their time records.

Overtime and Breaks

All non-exempt employees must receive prior supervisory approval before working overtime. Unauthorized overtime must still be recorded and will be paid in accordance with the Fair Labor Standards Act (FLSA); however, working unauthorized overtime may result in corrective action.

Employees must accurately record all meal periods and breaks in accordance with agency policy and funding requirements. Employees may not combine, skip, or alter break times without approval.

Prohibited Timekeeping Practices

The following practices are strictly prohibited:

- Recording time not worked
- Failing to record all time worked
- Altering or falsifying time records
- Allowing another employee to record time on one's behalf
- Working "off the clock"
- Recording a full workday when time was not worked in full

Payroll Corrections

Employees must promptly notify their supervisor or Human Resources of any payroll errors. Corrections will be made as soon as practicable in accordance with agency procedures.

Timecard Submission and Accuracy

Employees are required to complete and submit time records accurately and in accordance with established payroll deadlines.

Failure to submit time records on time, submission of incomplete or inaccurate time records, or repeated corrections due to employee error may result in corrective action, up to and including dismissal.

Corrective Action

Failure to comply with timekeeping and payroll accuracy requirements may result in corrective action, up to and including dismissal. Falsification of time records may result in immediate dismissal.

Nothing in this section alters the at-will employment relationship.

DRESS AND GROOMING

Community Action, Inc. provides a casual yet professional work environment for its employees. Even though the dress code is casual, it is important to project a professional image to our customers, visitors, and coworkers. All employees are expected to dress in a manner consistent with good hygiene, safety, and good taste. Please use common sense.

Individual programs dress and grooming policies vary depending on the requirements of each program, please contact your direct supervisor for specific dress and grooming details.

SOCIAL MEDIA ACCEPTABLE USE

Community Action, Inc. encourages employees to share information with coworkers and with those outside the agency for the purposes of gathering information, generating new ideas, and learning from the work of others. Social media provides inexpensive, informal, and timely ways to participate in an exchange of ideas and information. However, information posted on a website is available to the public, and therefore, the agency has established the following guidelines for employee participation in social media.

NOTE: As used in this policy, “social media” refers to blogs, forums, and social networking sites, such as Twitter, Facebook, LinkedIn, YouTube, Instagram, and Snapchat, among others.

OFF-DUTY USE OF SOCIAL MEDIA. Employees may maintain personal websites or weblogs on their own time using their own facilities. Employees must ensure that social media activity does not interfere with their work. In general, the agency considers social media activities to be personal endeavors, and employees may use them to express their thoughts or promote their ideas. In addition, employees may not post on a personal blog or webpage or participate on a social networking platform for personal purposes during work time or at any time with Community Action, Inc. equipment or property.

ON-DUTY USE OF SOCIAL MEDIA. Employees may engage in social media activity during work time provided it is directly related to their work and approved by their supervisor and does not identify or reference agency clients, customers, or vendors without express permission. The agency monitors employee use of agency computers and the Internet, including employee blogging and social networking activity.

RESPECT. Demonstrate respect for the dignity of the agency, its owners, its customers, its vendors, and its employees. A social media site is a public place, and employees should avoid inappropriate comments. For example, employees should not divulge Community Action, Inc. confidential information such as client lists, or information restricted from disclosure by law on social media sites. Similarly, employees should not engage in harassing or discriminatory behavior that targets other employees or individuals because of their protected class status or make defamatory comments or engage in other behavior that violates the agency’s policies.

POST DISCLAIMERS. Employees who identify themselves as agency employees or discuss matters related to the agency on a social media site must include a disclaimer on the front page stating that it does not express the views of the agency and that the employees are expressing only personal views—for example: “The views expressed on this website/Weblog are mine alone and do not necessarily reflect the views of my employer.” Place the disclaimer in a prominent position and repeat it for each posting expressing an opinion related to the agency or the agency’s business. Employees must keep in mind that if they post information on a social media site that is in violation of

agency policy and/or federal, state, or local law, the disclaimer will not shield them from disciplinary action.

CONFIDENTIALITY. Do not identify or reference agency clients, customers, or vendors without express permission. Employees may write about their jobs in general but may not disclose any confidential or proprietary information. For examples of confidential information, please refer to the confidentiality policy. If in doubt, ask before publishing.

NEW IDEAS. Please remember that new ideas related to work, or the agency's business belong to the agency. Do not post them on a social media site without the agency's permission.

TRADEMARKS AND COPYRIGHTS. Do not use the agencies or others' trademarks on a social media site or reproduce the agency's or others' material without first obtaining permission.

LEGAL. Employees are expected to comply with all applicable laws, including, but not limited to, Federal Trade Commission (FTC) guidelines and copyright, trademark, and harassment laws.

DISCIPLINE. Violations of this policy may result in discipline up to and including immediate termination of employment.

INTERNET, E-MAIL, AND COMPUTER USE

The use of Community Action, Inc. electronic systems, including computers, fax machines, and all forms of Internet/intranet access, is for agency business and for authorized purposes only. Brief and occasional personal use of the electronic mail system or the Internet is acceptable as long as it is not excessive or inappropriate, occurs during personal time (lunch or other breaks), and does not result in expense or harm to the agency or otherwise violate this policy.

OWNERSHIP AND ACCESS OF ELECTRONIC MAIL, INTERNET ACCESS, AND COMPUTER FILES; NO EXPECTATION OF PRIVACY

The agency owns the rights to all data and files in any computer, network, or other information system used in the agency and to all data and files sent or received using any agency system or using the agency's access to any computer network, to the extent that such rights are not superseded by applicable laws relating to intellectual property. The agency also reserves the right to monitor electronic mail messages (including personal/private/instant messaging systems) and their content, as well as any and all use by employees of the Internet and of computer equipment used to create, view, or access e-mail and Internet content. Employees must be aware that the electronic mail messages sent and received using agency equipment or agency -provided Internet access, including web-based messaging systems used with such systems or access, are not private and are subject to viewing, downloading, inspection, release, and archiving by agency officials at all times. The agency has the right to inspect any and all files stored in private areas of the network or on individual computers or storage media in order to ensure compliance with agency policies and state and federal laws. No employee may access another employee's computer, computer files, or electronic mail messages without prior authorization from either the employee or an appropriate agency official.

The agency uses software in its electronic information systems that allows monitoring by authorized personnel and that creates and stores copies of any messages, files, or other

information that is entered into, received by, sent, or viewed on such systems. There is no expectation of privacy in any information or activity conducted, sent, performed, or viewed on or with agency equipment or Internet access. Accordingly, employees should assume that whatever they do, type, enter, send, receive, and view on agency electronic information systems is electronically stored and subject to inspection, monitoring, evaluation, and Agency use at any time. Further, employees who use agency systems and Internet access to send or receive files or other data that would otherwise be subject to any kind of confidentiality or disclosure privilege thereby waive whatever right they may have to assert such confidentiality or privilege from disclosure. Employees who wish to maintain their right to confidentiality or a disclosure privilege must send or receive such information using some means other than agency systems or the agency-provided Internet access.

The agency has licensed the use of certain commercial software application programs for business purposes. Third parties retain the ownership and distribution rights to such software. No employee may create, use, or distribute copies of such software that are not in compliance with the license agreements for the software. Violation of this policy can lead to disciplinary action, up to and including dismissal.

POLICY STATEMENT FOR INTERNET/INTRANET BROWSER(S)

The Internet is to be used to further the agency 's mission, to provide effective service of the highest quality to the agency 's clients and staff, and to support other direct job-related purposes. Supervisors should work with employees to determine the appropriateness of using the Internet for professional activities and career development. The various modes of Internet/Intranet access are agency resources and are provided as business tools to employees who may use them for research, professional development, and work-related communications. Limited personal use of Internet resources is a special exception to the general prohibition against the personal use of computer equipment and software.

Employees are individually liable for any and all damages incurred as a result of violating agency security policy, copyright, and licensing agreements.

All agency policies and procedures apply to employees' conduct on the Internet, especially, but not exclusively, relating to: intellectual property, confidentiality, agency information dissemination, standards of conduct, misuse of agency resources, anti-harassment, and information and data security.

SEARCH POLICY

The agency reserves the right to conduct searches to monitor compliance with rules concerning safety of employees, security of agency and individual property, drugs and alcohol, and possession of other prohibited items. "Prohibited items" includes illegal drugs, alcoholic beverages, prescription drugs or medications not used or possessed in compliance with a current valid prescription, weapons, any items of an obscene, harassing, demeaning, or violent nature, and any property in the possession or control of an employee who does not have authorization from the owner of such property to possess or control the property. "Control" means knowing where a particular item is, having placed an item where it is currently located, or having any influence over its continued placement. In addition to agency premises, the agency may search employees, their work areas, lockers, personal vehicles if driven or parked

on agency property, and other personal items such as bags, purses, briefcases, backpacks, lunch boxes, and other containers. In requesting a search, the agency is by no means accusing anyone of theft, some other crime, or any other variety of improper conduct.

There is no general or specific expectation of privacy in the workplace of Community Action, Inc., either on the premises of the agency or while on duty. In general, employees should assume that what they do while on duty or on the agency premises is not private. All employees and all of the areas listed above are subject to search at any time; if an employee uses a locker or other storage area at work, including a locking desk drawer or locking cabinet, the agency will either furnish the lock and keep a copy of the key or combination, or else allow the employee to furnish a personal lock, but the employee must give the agency a copy of the key or combination. The areas in question may be searched at any time, with or without the employee being present. Generally, with the exception of items relating to personal hygiene or health, no employee should ever bring anything to work or store anything at work that he or she would not be prepared to show and possibly turn over to agency officials and/or law enforcement authorities.

All employees of Community Action, Inc. are subject to this policy. However, any given search may be restricted to one or more specific individuals, depending upon the situation. Searches may be done on a random basis or based upon reasonable suspicion. "Reasonable suspicion" means circumstances suggesting to a reasonable person that there is a possibility that one or more individuals may be in possession of a prohibited item as defined above. Any search under this policy will be done in a manner protecting employees' privacy, confidentiality, and personal dignity to the greatest extent possible. The agency will respond severely to any unauthorized release of information concerning individual employees.

No employee will ever be physically forced to submit to a search. However, an employee who refuses to submit to a search request from the agency will face disciplinary action, up to and possibly including immediate termination of employment.

PROGRESSIVE DISCIPLINE

Community Action, Inc. expects employees to comply with the agency's standards of behavior and performance and to correct any noncompliance with these standards.

Under normal circumstances, Community Action, Inc. endorses a policy of progressive discipline in which it attempts to provide employees with notice of deficiencies and an opportunity to improve. However, the Agency, in its discretion, may bypass any or all of the steps below, as it deems appropriate. In situations where an act of misconduct or breaking of Agency policy is so serious that immediate dismissal is warranted, the progressive discipline process is not required. The following steps are *suggested* in the discipline procedure. All steps should be documented in the employee's personnel file.

STEP 1: INFORMAL DISCUSSION. When a performance problem is first identified, the nature of the problem and the action necessary to correct it should be thoroughly discussed with the employee.

STEP 2: COUNSELING. If a private informal discussion with the employee has not resulted in corrective action, following a thorough investigation, the supervisor should meet with the employee and (a) review the problem, (b) permit the employee to present

information regarding the problem, (c) advise the employee that the problem must be corrected, (d) inform the employee that failure to correct the problem will result in further disciplinary action that may include discharge, and (e) issue a counseling notice to the employee.

STEP 3: REPRIMAND. If satisfactory performance and corrective action are not achieved under Steps 1 and 2, the supervisor and a representative from the Human Resources department should meet with the employee in private and proceed via (a) through (d) above and issue a reprimand notice to the employee.

STEP 4: SUSPENSION. The supervisor will counsel the employee on the conditions for continued employment. The employee will be granted up to 3 days of administrative leave to decide on accepting conditional continued employment or submitting their resignation. Upon completion of the administrative leave, the employee will meet with the supervisor to discuss their decision. If the employee opts for conditional continued employment, an agreement will be signed, stating that another violation will result in termination. If the employee opts for resignation, the supervisor will follow procedures as outlined in Exit Processing page 29. This session will be witnessed by the Human Resources Director and/or a member of senior staff.

An exempt employee generally may not be suspended without pay for less than a full day, and the suspension must be related to written workplace conduct rules applicable to all employees, such as a written policy prohibiting sexual harassment or workplace violence.

STEP 5: FAILURE TO IMPROVE/TERMINATION. Failure to improve performance or behavior after the written warning or suspension can result in termination. For Head Start employees, refer to section on agency terminations page xx.

The progressive disciplinary procedures described above also may be applied to an employee who is experiencing a series of unrelated problems involving job performance or behavior.

In cases involving serious misconduct, or any time the supervisor determines it is necessary, such as a major breach of policy or violation of law, the procedures contained above may be disregarded. Typically, the supervisor should notify Human Resources immediately to discuss immediate suspension (with or without pay) of the employee, and an investigation of the incidents leading up to the suspension should be conducted to determine if any further action, such as termination, should be taken.

MEDIA INQUIRIES

All inquiries from the media must be referred to the Executive Director or representative.

TRAVEL/REIMBURSEMENTS

GENERAL TRAVEL

Travel for agency business must be approved by the immediate supervisor and will be supported by an agency travel voucher for travel expenses to be paid to an employee.

Employees whose jobs require them to drive for agency business must carry auto liability insurance on the vehicle being used for agency business and must meet underwriting requirements for coverage by the agency auto liability insurance. Failure to meet these requirements can result in termination from employment and/or denial of travel reimbursement. Employee driving records are reviewed on a yearly basis.

Drivers must have a valid Texas driver's license.

Proof of current liability insurance will be provided by the employee with the travel log submitted for reimbursement.

Employees who use their personal vehicles for agency business will be reimbursed for mileage incurred for approved travel. The reimbursement rate will be established by the agency.

Each trip will be evaluated to determine the least costly method of travel, i.e., agency vehicle, personal vehicle, carpool, etc. The appropriate Program Director has the authority for making and/or approving the determination.

Drivers will report citations to their immediate supervisor within 72 hours.

Failure to report to one's immediate supervisor will result in disciplinary action.

All violations will be paid by the driver. The driver is responsible for payment of violations if they are at fault.

OUT OF AREA TRAVEL

The agency will use the following guidelines for out-of-areas travel requiring per diem. Per diem rates include a maximum amount for lodging expenses and a fixed amount for meals and incidental expenses. These rates are listed in tables updated regularly by the General Services Administration (GSA). No other rate can be reimbursed unless actual subsistence is requested. Out of area travel will be authorized in advance, approved by the program director, and supported by the Request and Authorization for Travel Advance form.

MAXIMUM LODGING EXPENSE ALLOWANCE - The employee will be reimbursed for actual lodging costs incurred up to the maximum allowable rate as per the Federal Travel Regulations (FTR).

MEALS AND INCIDENTAL EXPENSES (M&IE) ALLOWANCE - The M&IE fixed allowance, or fraction thereof, is payable to the traveler without itemization of expenses for receipts. It covers meals, including fees and tips; laundry; transportation between

lodging and restaurants; and any communication charges required to reserve accommodations.

Meals during conferences and/or training are subject to a maximum of \$18 per diem with prior supervisory approval. Eligible travel would take the employee away from their regular worksite for 6 consecutive hours or longer and not be for the purpose of normal job tasks. Travel for tasks such as working from a regularly assigned alternate location, monitoring and/or file audits, as well as Annual/In Service Training days would not be eligible for meal reimbursement.

ACTUAL AND NECESSARY SUBSISTENCE – Reimbursements for expenses are allowed when such expenses are unusually high due to special or unusual circumstances. The maximum reimbursement is not to exceed 150 percent of those amounts for the applicable geographical area as per the FTR. Requests for actual subsistence must be approved by the Executive Director.

TRAVEL REQUESTS – Each Program is responsible for making necessary airline, rental car, and motel reservations, obtaining travel advances and airline tickets after prior approval is obtained from the Program Director. Tickets are issued from the point of departure directly to the point of destination and return. Additional charges due to such changes are unallowable expenses and must be incurred by the traveler.

TRAVEL ADVANCES/AGENCY CREDIT CARD – In order to minimize financial hardship, the agency can provide a travel advance to each traveler. Travel advance check requests must be submitted by the traveler no later than Monday afternoon a week prior to the scheduled business trip. The agency credit card may be used for airline, rental car, and motel reservations with prior approval from the Executive Director.

TRAVEL EXPENSE REPORTS – Upon completion of the business trip, each traveler will be required to complete the Agency's Travel Expense Report form. The form must be turned in to the Program's bookkeeper within 3 days of the return of the trip. After examination and approval by the program director, appropriate reimbursements will be made. If the traveler owes the agency, a check for the full amount must be submitted to the bookkeeper within 10 days of the trip. If the agency owes the traveler, a check will be issued within 10 working days of receipt of the Travel Expense Report.

EMPLOYEE REIMBURSEMENTS

Reimbursements for expenses (excluding sales and use taxes) incurred by employees for the agency must be supported by specific receipts. Request for reimbursement must be made no later than the 10th day of the month following the month in which the expenditure was made.

All agency checks must be cashed within 90 days of issuance or they will become null and void.

TIME OFF AND LEAVES OF ABSENCE

HOLIDAYS

- All regular and temporary employees⁶ are eligible for agency-recognized paid holidays:

• New Year’s Day	• Independence Day
• Martin Luther King Day	• Labor Day
• Good Friday	• Indigenous People’s Day/Columbus Day
• Memorial Day	• Thanksgiving Day and the day after
• Juneteenth	• Christmas Eve and Christmas Day

The scheduling and duration of the holiday periods will be consistent with national and state holidays and may be granted at the discretion of the Executive Director so as not to hinder the effective on-going operation of the agency.

The Human Resources Director will provide an advance schedule of the annual holiday calendar in late December of each year.

When a holiday falls on a Saturday or Sunday, the preceding Friday or following Monday will be designated as the holiday.

When an employee works on a designated agency holiday due to Program needs, that employee will be entitled to take the holiday on another date, as approved by the immediate supervisor. Accrued holiday time must be used by the end of the calendar year in which it was earned.

Holiday pay is prorated according to part time/full time status. (See Chart HL).

Holiday hours must be entered during the applicable pay period or the holiday is forfeited. Holidays are not eligible for retroactive pay.

RELIGIOUS OBSERVANCES. Employees who need time off to observe religious practices or holidays not already scheduled by the agency should speak with their supervisor. Depending upon business needs, the employee may be able to work on a day that is normally observed as a holiday and then take time off for another religious day. Employees may also be able to switch a scheduled day with another employee, take vacation time, or take off unpaid days. The agency will seek to reasonably accommodate individuals’ religious observances.

Holiday Pay Eligibility

To be eligible for holiday pay, an employee must be regularly scheduled to work within the month the holiday falls.

Employees who call in absent, are tardy, or leave early without prior approval on the scheduled workday immediately before or after a holiday will not be eligible to receive holiday pay for that holiday. For Head Start staff, the day proceeding and the day following a scheduled holiday will be considered black out days. Requests for leave on these days require approval from the Head Start Program Director.

Absences covered under approved leave, including but not limited to Family and Medical Leave Act (FMLA), Americans with Disabilities Act (ADA) accommodations, workers’ compensation, military leave, or jury duty, will not affect holiday pay eligibility.

ANNUAL LEAVE

Regular full-time employees⁶ are eligible for annual leave accrual. Accrual rates will be based on the employee's number of years of continuous employment with the agency and will be prorated according to the number of hours that the employee is paid for during the applicable pay period. Hours paid more than 80 per pay period will not be used for prorating purposes.

- Employment of less than 5 years will accrue up to 4 hours per pay period.
- Employment of 5 years but less than 10 years will accrue up to 5 hours per pay period.
- Employment of 10 years, but less than 15 years will accrue up to 6 hours per pay period.
- Employment of 15 years or more will accrue up to 8 hours per pay period.

See Annual Leave Chart for detailed schedule, including proration.

Annual leave is accrued at the end of the pay period and may not be used in advance of being accrued.

An employee hired on a temporary basis, who moves into a regular position without a break in service, will be given credit for the time period in which they worked on a temporary basis when calculating accrual of annual leave. The accrual will be calculated according to the Annual Leave chart.

Eligible employees will accrue, but may not use, annual leave during their 90-day performance appraisal period. After successful completion of the performance appraisal period, the employee will be eligible to use accrued annual leave.

Annual leave may be accrued up to a total of 160 hours. Accrual restarts on the date the leave balance drops below 160 hours. Employees who work year-round (12 months) may carry forward their leave balance annually. Employees temporarily laid off during the summer (10-month employees) will be required to use any vacation hours over 40 prior to applying for unemployment.

Employees leaving the agency voluntarily who provide two weeks (10 working days/non-agency Holidays) notice, employees impacted by a layoff, or employees resigning for medical reasons will be paid accrued untaken annual leave up to a total of 80 hours, according to the employee's rate of pay at termination.

Employees leaving the agency voluntarily who do not provide two-week notification (10 business days) or employees who leave involuntarily (termination) are not eligible for any untaken annual leave payment.

PROGRAM BLACKOUT DATES

Scheduling of annual leave will be approved by the immediate supervisor. Except for extreme circumstances, leave will not be approved during agency or Program Blackout Dates without prior approval from both the Program and Executive Director.

Blackout Dates include but are not limited to: First and Last 10 days of school year (Head Start Staff), Annual In-Service (Adult Education Staff), Annual & Winter Training (Head Start Staff), Recruitment (Head Start Staff), and the day preceding and the day following a scheduled holiday (Head Start Staff).

Once annual leave has commenced, it must be used as annual leave, except in emergencies, which must be approved by the Program Director and the Executive Director.

SICK LEAVE

Regular full-time employees⁶ will accrue sick leave, on a prorated basis, up to four hours per pay period. The proration will be based on the number of hours that the employee is paid for during the applicable pay period. (See Sick Leave Chart for detailed schedule.) Hours paid more than 80 per pay period will not be used for prorating purposes.

An employee hired on a temporary basis, who moves into a regular position without a break in service, will be given credit for the time period in which they worked on a temporary basis when calculating accrual of sick leave. The accrual will be calculated according to the Sick Leave chart.

Eligible employees will accrue but may not use sick leave during their 90- day performance appraisal period. After successful completion of the performance appraisal period, the employee will be eligible to use accrued sick leave.

Sick leave is accrued at the end of the pay period and may not be used in advance of being accrued.

A health care provider's written excuse will be required by the immediate supervisor after an employee has missed 3 consecutive work days, or at any time employee has engaged in potential abuse of sick leave.

Following an illness or injury, the immediate supervisor may require the employee to obtain a letter from the employee's attending physician stating the employee's physical ability to return to usual duties and state limits of activities, if any.

Sick leave may be used for illness and/or medical/dental appointments for the employee.

Employees may use sick leave for illness, medical/dental appointments or funeral leave when needed for family members. The definition of "family member" will be left to the discretion of the employee.

Sick leave may be accrued up to a total of 320 hours. Accrual restarts on the date the leave balance drops below 320 hours.

No payment will be made for unused accrued sick leave at termination of employment.

Bereavement Leave

Community Action, Inc. recognizes the need for employees to address matters related to the death of an immediate family member. Employees may use up to **one (1) workday of accrued sick leave** for bereavement purposes.

Additional time off related to bereavement may be requested and, if approved, must be covered by available sick leave, annual leave, or leave without pay (LWOP).

For purposes of this policy, immediate family includes: spouse, parent, child, sibling, grandparent, grandchild, parent-in-law, or any individual residing in the employee's household.

Supervisors may request reasonable documentation to support the use of bereavement leave.

PERSONAL LEAVE DAY

All regular full-time employees will be entitled to one personal leave day per calendar year.

The personal leave day may not be used during the 90-Day Performance Appraisal Period and must be used by the end of each calendar year. Terminating employees will not be paid for an untaken personal leave day.

Personal leave day pay is prorated paid according to part time/full time status. (See Chart Holiday Leave).

BIRTHDAY HOLIDAY

All regular full-time employees⁶ will be entitled to one Birthday Holiday per calendar year.

The Birthday Holiday may not be used during the 90-Day Performance Appraisal Period and must be used within the employee's birthday month. Terminating employees will not be paid for an untaken birthday leave day.

Birthday Holiday pay is prorated and paid according to part time/full time status. (See Chart-Holiday Leave).

JURY DUTY/COURT APPEARANCE

The agency supports employees in their civic duty to serve on a jury. Employees must present any summons to jury duty to their supervisor as soon as possible after receiving the notice to allow advance planning for an employee's absence.

Nonexempt employees will be paid for up to 2 weeks of jury duty service at their regular rate of pay minus any compensation received from the court for the period of service. Exempt employees are subject to the same 2-week limitation except that they will also receive pay for any days they serve as a juror or witness in a workweek in which they perform work. All employees may use any accrued time off if required to serve more than 2 weeks on a jury.

If an employee is released from jury duty after 4 hours or less of service, the employee must report to work for the remainder of that workday.

Time for appearance in court for agency business will be recorded as normal working hours. If an employee is mandated to appear in court for agency business, they will notify their immediate supervisor and the Human Resources Director immediately. Witness preparation and additional support will be provided to all employees that must appear in court for agency business.

Time for appearance in court for personal business will be the individual employee's responsibility. Normally, vacation days will be used for this purpose.

Proof of service must be submitted in order to be paid for the time.

MILITARY LEAVE

Any regular employee⁶ who is a member of a Reserve Unit of the U.S. Armed Forces required to serve annual active duty for training will be granted leave without pay, not to exceed 15 days per year, unless there is a state or national emergency. Documentary evidence of such duty must be furnished to the Executive Director. In the event a longer period is required for military leave, absence will be granted to an employee by the Executive Director.

TIME OFF FOR VOTING

Community Action, Inc. recognizes that voting is a right and privilege of being a citizen of the United States and encourages employees to exercise their right to vote. In almost all cases, you will have sufficient time *outside* working hours to vote. If for any reason you think this won't be the case, contact your supervisor to discuss scheduling accommodation.

ADMINISTRATIVE LEAVE

Administrative Leave is a leave of absence with pay and is designated and authorized in writing by the Executive Director.

Administrative Leave cannot be accrued.

LEAVE WITHOUT PAY (LWOP)

Occasionally an employee will request an unpaid leave of absence for personal or family reasons. Approval for such leave will be at the discretion of the Program Director and Executive Director. All paid leave must be exhausted prior to qualifying for Leave without pay.

Additional factors in considering approval will include the reason for the request, the length of time requested; the impact the absence will have on the work situation, the employee's performance appraisals and length of service with the agency.

FAMILY AND MEDICAL LEAVE

Community Action, Inc. complies with the federal Family and Medical Leave Act (FMLA), which requires employers to grant **UNPAID** leaves of absence to qualified workers for certain medical and family-related reasons. The agency also abides by any state and local leave laws. The more generous of the laws will apply to the employee if the employee is eligible under both federal and state laws.

Please note there are many requirements, qualifications, and exceptions under these laws, and each employee's situation is different. Contact the Human Resources department to discuss options for leave.

The FMLA requires private employers with 50 or more employees and all public agencies, including state, local, and federal employers, and local education agencies (schools) to provide eligible employees up to 12 weeks of unpaid, job-protected leave in any 12-month period for certain family and medical reasons. The 12-month period is a rolling period measured backward from the date an employee uses any FMLA leave, except for leaves to care for a covered service member with a serious illness or injury. For those leaves, the leave entitlement is 26 weeks in a single 12-month period measured forward from the date an employee first takes that type of leave.

BASIC LEAVE ENTITLEMENT. The FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons:

(1) for incapacity due to pregnancy, prenatal medical care, or childbirth; (2) to care for the employee's child after birth or placement for adoption or foster care; (3) to care for the employee's spouse, child, or parent who has a serious health condition; or (4) for a serious health condition that makes the employee unable to work.

MILITARY FAMILY LEAVE ENTITLEMENTS. Eligible employees with a spouse, child, or parent on active duty or called to active-duty status in the National Guard or Reserves in support of a contingency operation may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include addressing issues that arise from (1) short notice of deployment (limited to up to 7 days of leave); (2) attending certain military events and related activity; (3) arranging child care and school activities; (4) addressing certain financial and legal arrangements; (5) attending certain counseling sessions; (6) spending time with covered military family members on short-term temporary rest and recuperation leave (limited to up to 5 days of leave); (7) attending post deployment reintegration briefings; (8) arranging care for or providing care to a parent who is incapable of self-care; and (9) any additional activities agreed upon by the employer and employee that arise out of the military member's active duty or call to active duty.

The FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered servicemember during a single 12-month period. A covered servicemember is a current member of the armed forces, including a member of the National Guard or reserves, who has a serious injury or illness incurred in the line of duty on active duty that may render the servicemember medically unfit to perform the duties of the servicemember's office, grade, rank, or rating and for which the servicemember is undergoing medical treatment, recuperation, or therapy; is in outpatient status; or is on the temporary disability retired list.

BENEFITS AND PROTECTIONS DURING FMLA LEAVE. During FMLA leave, the agency will maintain the employee's health coverage under any "group health plan" on the same terms as if the employee had continued to work. Upon return from FMLA leave, most employees will be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms. However, an employee on FMLA leave does not have any greater right to reinstatement or to other benefits and conditions of employment than if the employee had been continuously employed during the FMLA leave period.

Certain highly compensated key employees also may be denied reinstatement when necessary to prevent "substantial and grievous economic injury" to the agency's operations. A "key" employee is an eligible salaried employee who is among the highest-paid 10 percent of the agency's employees within 75 miles of the worksite. Employees will be notified of their status as key employees, when applicable, after they request FMLA leave.

Use of FMLA leave cannot result in the loss of any employment benefit that accrued before the start of an employee's leave.

EMPLOYEE ELIGIBILITY. The FMLA defines eligible employees as employees who (1) have worked for the agency for at least 12 months; (2) have worked for the agency for at least 1,250 hours in the previous 12 months; and (3) work at or report to a worksite that has 50 or more employees or is within 75 miles of agency worksites that, taken together, have a total of 50 or more employees.

DEFINITION OF “SERIOUS HEALTH CONDITION.” A serious health condition is an illness, an injury, an impairment, or a physical or mental condition that involves either an overnight stay in a medical care facility or continuing treatment by a healthcare provider for a condition that either prevents the employee from performing the functions of the employee’s job or prevents the qualified family member from participating in school, work, or other daily activities.

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than 3 consecutive calendar days combined with at least 2 visits to a healthcare provider or 1 visit and a regimen of continuing treatment, incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of “continuing treatment.”

USE OF LEAVE. An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced work schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the employer’s operations. Leave due to qualifying exigencies also may be taken on an intermittent or a reduced work schedule basis.

SUBSTITUTION OF PAID LEAVE FOR UNPAID LEAVE. Employees may choose or employers may require the use of accrued paid leave while taking FMLA leave. Accordingly, the agency requires employees to use any accrued paid vacation, personal, and sick days during an unpaid FMLA leave taken because of the employees’ own serious health condition or the serious health condition of a family member or to care for a seriously ill or injured family member in the military. In addition, employees must use any accrued paid vacation or personal days (but not sick days) during FMLA leave taken to care for a newborn or newly placed child or for a qualifying exigency arising out of a family member’s active duty or call to active-duty status in support of a contingency operation. To use paid leave for FMLA leave, employees must comply with the agency’s normal paid leave procedures found in its Vacation and Sick Leave policies.

EMPLOYEE RESPONSIBILITIES. Employees must provide 30 days’ advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days’ notice is not possible, employees must provide notice as soon as practicable and generally must comply with the agency’s normal call-in procedures. The agency may delay leave to employees who do not provide proper advance notice of the foreseeable need for leave, absent unusual circumstances preventing the notice.

Employees must provide sufficient information for the agency to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions, the family member is unable to perform daily activities, the need for hospitalization or

continuing treatment by a healthcare provider, or circumstances supporting the need for military family leave. Employees also must inform the agency if the requested leave is for a reason for which FMLA leave was previously taken or certified. Employees are also required to provide a certification and periodic recertification supporting the need for leave. The agency also may require a second and, if necessary, a third opinion (at the agency's expense) and, when the leave is a result of the employee's own serious health condition, a fitness-for-duty report to return to work. The agency also may delay or deny approval of leave for lack of proper medical certification.

AGENCY RESPONSIBILITIES. The agency will inform employees requesting leave whether they are eligible under the FMLA. If they are, the notice will specify any additional information required, as well as the employees' rights and responsibilities. If employees are not eligible, the agency will provide a reason for the ineligibility.

The agency will inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employees' FMLA leave entitlement. If the agency determines that the leave is not FMLA-protected, the agency will notify the employees.

OTHER PROVISIONS. Under an exception to the FLSA in the FMLA regulations, hourly amounts may be deducted for unpaid leave from the salary of executive, administrative, and professional employees; outside sales representatives; certain highly skilled computer professionals; and certain highly compensated employees who are exempt from the minimum wage and overtime requirements of the FLSA, without affecting the employees' exempt status. This special exception to the "salary basis" requirements for the FLSA's exemptions extends only to eligible employees' use of FMLA leave.

Employees may not perform work for self-employment or for any other employer during an approved leave of absence, except when the leave is for military or public service or when the agency has approved the employment under its Outside Employment policy and the employees' reason for FMLA leave does not preclude the outside employment.

UNLAWFUL ACTS BY EMPLOYERS. The FMLA makes it unlawful for any employer (1) to interfere with, restrain, or deny the exercise of any right provided under the FMLA or (2) to discharge or discriminate against any person for opposing any practice made unlawful by the FMLA or for involvement in any proceeding under or relating to the FMLA.

ENFORCEMENT. An employee may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against an employer.

The FMLA does not affect any federal or state law prohibiting discrimination or supersede any state or local law or collective bargaining agreement that provides greater family or medical leave rights.

LIMITATIONS ON LEAVES OF ABSENCE

Except for leaves of absence for military duty, no leave of absence, by itself or in combination with other periods of leave, may last longer than six months. Any employee who for any reason or combination of reasons misses a total of six months of

work in a twelve-month period, or a total of nine months of work in an eighteen-month period, will be separated from employment due to unavailability for work, subject to any reasonable accommodation duties the agency may have under the ADA or similar law. Any employee so separated will be eligible for rehire and will be able to apply for any vacancies that may exist at any given time, depending upon qualifications and availability of job openings.

EMPLOYEE BENEFITS

Community Action, Inc. recognizes the value of benefits to employees and their families. The agency supports employees by offering a comprehensive and competitive benefits program. For more information regarding benefit programs, please refer to the agency Summary Plan Descriptions (SPDs), which are found on the agency intranet, or contact the HR department. To the extent the information provided here conflicts with the SPD or full plan document, the full plan document will control.

Eligibility for employee benefits is determined by employment classification. Only Regular Full-Time employees are eligible for agency-provided benefits unless otherwise required by law.

INSURANCE PLANS

Full-time employees⁶ working 30 hours or more per week are eligible for insurance on the first of the month following 30 days of service. Enrolment must take place prior to the 61st day of regular full-time employment. New employees who do not enroll within the 61-day period must wait until the next available “Open Enrollment” before being allowed another opportunity to enroll. Open enrollment is held at least 30 days prior to the beginning of each plan year, which is January.

To keep coverage in force, every insured employee must work a minimum of 30 hours per week.

MEDICAL PREMIUMS

The agency contributes no less than 81% toward the cost of the monthly premium for the employee’s group health insurance. The agency’s contribution is applied only toward the premium for the employee. The agency makes no contribution toward the premium for the employee’s family members.

When an employee is on leave of absence without pay due to personal illness, the agency will continue the no less than 81% monthly contribution toward the employee’s health insurance coverage for a period not to exceed six months. Continuation of dependent coverage is the sole responsibility of the employee.

When an employee is on an employee requested informal leave of absence without pay for less than 31 days, the agency continues to make no less than 81% contribution toward the employee’s health insurance coverage.

When an employee is on agency stipulated leave of absence, with an expected return date, the agency continues to make no less than 81% contribution toward the employee’s health insurance coverage.

SECTION 125

Employees who enroll in an agency-sponsored health and/or dependent care plan may elect to have the amount of money that they pay in monthly premiums for the plan(s) deducted from their gross wages, prior to their income, social security, and Medicare taxes being calculated. When an employee makes this election, they enjoy a reduced tax withholding, which results in additional take-home pay for the employee.

An employee who enrolls in the Section 125 plan makes a commitment that he/she and each dependent enrolled in the plan(s) will remain enrolled in the applicable plan(s) until the next plan year. The plan year begins each January 1.

CHANGES IN COVERAGE CANNOT BE MADE DURING THE PLAN YEAR UNLESS THE EMPLOYEE QUALIFIES FOR AN IRS “CHANGE IN STATUS”:

- Change in employee's legal marital status (marriage, divorce, legal separation, annulment).
- Change in employee's number of tax dependents (birth, adoption, placement for adoption, death).
- Change in employee's, spouse's, or dependent's employment status.
- Dependent satisfies, or ceases to satisfy, dependent eligibility requirements due to age, student status, marriage, or similar circumstances.
- Change of residence affecting coverage eligibility of employee, spouse, or dependent.
- Commencement or termination of adoption proceeding.

To change coverage under the “Change in Status” provision, the employee must notify the Human Resources Director within thirty days of the qualifying event.

DENTAL AND VISION INSURANCE PLANS

Dental and Vision insurance are offered to full-time employees working a minimum of 30 hours per week. Employees are eligible for this benefit on the first of the month following 30 days of service.

Dental and Vision are voluntary benefits and are funded solely by the employee.

BASIC LIFE AND ACCIDENTAL DEATH & DISMEMBERMENT (AD&D)

Community Action, Inc. provides life insurance for full-time employees who work a minimum of 30 hours per week. Employees are eligible for this benefit on the first of the month following 30 days of service. The life benefit is \$20,000 term life insurance.

The cost of this coverage is paid for in full by the agency.

VOLUNTARY LIFE AND ACCIDENTAL DEATH & DISMEMBERMENT (AD&D)

Voluntary Life and AD&D is offered to full-time employees working a minimum of 30 hours per week. Employees are eligible for this benefit on the first of the month following 30 days of service.

This is a voluntary benefit and is funded solely by the employee.

SHORT-TERM DISABILITY

Short-term disability is offered to full-time employees working a minimum of 30 hours per week. Employees are eligible for this benefit on the first of the month following 30 days of service. Short-term disability is meant to bridge the 90-day period until long-term disability can cover an employee. If an employee becomes disabled and cannot work for a short period of time, this coverage pays 60 percent of the employee's salary, up to the policy limits. In addition, employees will not be paid vacation or sick leave for approved absences covered by the agency's program, except to supplement the short-term disability benefits.

Short-term disability benefits may run concurrently with FMLA leave and/or any other leave were permitted by state and federal law.

This is a voluntary benefit and is funded solely by the employee.

OTHER VOLUNTARY SUPPLEMENTAL PLANS

Other voluntary supplemental plans include Critical Illness Insurance and Accident Insurance. These voluntary benefits are offered to full-time employees working a minimum of 30 hours per week. Employees are eligible for this benefit on the first of the month following 30 days of service.

For more information, please consult the Human Resources Department.

These are voluntary benefits and are funded solely by the employee.

COBRA

COBRA, The Consolidated Omnibus Budget Reconciliation Act of 1985, provides for the election of continued health/dental/vision care coverage for employees and/or eligible dependents following a "qualifying event" as defined below. The employee or dependent must notify the Human Resources Director when any of the following events occur:

- Death of the enrolled employee
- Termination of the enrolled employee (other than for gross misconduct)
- Reduction in the employee's work hours to a number insufficient for group plan eligibility (30 hours per week).
- Divorce or legal separation from the enrolled employee
- A dependent cease to satisfy dependent eligibility under the terms of the plan.
- The covered employee becomes eligible for Medicare benefits.

The period of continuation will begin on the day the applicable group coverage would otherwise have ended and will continue for a period of 18 months if the employee became ineligible for the group coverage due to termination of employment or a reduction in work hours. The period of continuation is 36 months for any other qualifying event. Either of these periods of continuation will be stopped if or when:

- The agency discontinues providing the applicable group coverage for its employees.
- The employee (or dependent) does not pay the required premium.
- The employee (or dependent) becomes employed by another organization and is covered by another group plan.
- The employee becomes eligible for Medicare.

- The employee or spouse divorces, remarries, and becomes covered by a new spouse's group plan.

The employee or eligible dependent has 60 days from the date the group coverage would have ended, or from the date they receive the election notice (whichever is later), to make the election for continued coverage.

The employee or eligible dependent will assume the full cost of the monthly premiums, not to exceed 102%. An additional 2% covers administrative expenses.

Under certain conditions, an employee or eligible dependent who remains on COBRA continuation until it expires (18 or 36 months) may convert to an individual policy through the group carrier's Individual Policy Department

The agency's COBRA administrator will provide written notice of upcoming expiration, along with application instructions and deadlines for policy conversion.

COBRA benefits do not provide for the continuation of group life insurance. Individuals interested in converting their life insurance policy to an individual policy may apply directly to the group carrier.

401(K) RETIREMENT PLAN

Community Action, Inc. recognizes the importance of saving for retirement and offers all employees a 401(k) plan. All employees may immediately participate in the 401(k) plan and participate in deferrals, however, **ONLY ELIGIBLE EMPLOYEES, AS DEFINED BELOW, MAY TAKE ADVANTAGE OF THE AGENCY MATCH.**

DEFERRALS: A deferral reduces the employees' gross pay for federal income tax purposes. It does not reduce the employee's gross pay for FICA and Social Security/Medicare purposes. Employees may defer up to the maximum allowable per IRS Code. Information on current maximums can be found at irs.gov/retirement-plans.

EFFECTIVE DATE OF DEFERRALS: Deferrals become effective on the following dates after the completion of 401(k)- retirement enrollment:

- **November 1 if submitted between May 1 and October 31 or**
- **May 1 if submitted between November 1 and June 30.**

Employee changes to their deferral amounts will take effect following the same schedule above. (November 1 and May 1) of each year.

Employees may revoke their deferral at any time.

AGENCY CONTRIBUTIONS

Employees are eligible for Agency contributions after they have completed 12 months of service and 500 hours during the applicable plan year.

Agency contributions begin on the next entry date (November 1 or May 1) following the service eligibility requirement.

The agency's contribution will match the employee's elective deferral up to up to five percent of salary based on the years of service schedule listed below:

- 1-10 Years of Service Agency matches up to 3%
- 11-15 Years of Service Agency matches up to 4%
- 16+ Years of Service Agency matches up to 5%

NOTE: Employees must change their deferral amount to trigger an increase in the agency's contribution match. (Example: if a 10-year employee wishes to have an agency match of 4% then at the employee's 11th year of service they would need to increase their deferral to 4%. The change would begin on the next entry date following the service eligibility; November 1 or May 1).

The agency contribution will begin on the next entry date following the service eligibility requirement.

REQUIREMENTS FOR 401(K) RETIREMENT VESTING (OWNERSHIP)

Employees are always 100% vested in their *elective* deferral amounts. Employees are vested in the *agency's contributions* according to the following schedule:

- 1 Year of Service 0%
- 2 Years of Service 25%
- 3 Years of Service 50%
- 4 Years of Service 75%
- 5 Years of Service 100%

A year of service for vesting purposes is defined as a plan year (11/1-10/31) during which an employee completes at least 500 hours of employment.

An employee is considered 100% vested upon normal retirement age, death, or disability.

The employee's elective deferrals and the vested portion of the agency's contributions will be available for distribution at any time after the employee's termination of employment with the agency.

For further information on retirement please see the Community Action Retirement Packet on the Staff Pages main menu under Community Action Retirement Plan Packet or contact the 401(k)-retirement plan administrator.

APPENDIX

APPENDIX B-COMMUNITY ACTION PARTNERSHIP ETHICAL STANDARDS

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

REMAIN FOCUSED ON MISSION

Recognize the chief function of the Community Action movement at all times is to serve the best interests of people with lower incomes which, in turn, serves the best interests of the entire community. Seek to empower people and revitalize communities. Engage in activities that move us closer to mission achievement and further our positive outcomes.

BE OUTSPOKEN ADVOCATES AND EDUCATORS

Actively inform the community and decision-makers about issues affecting those with lower-incomes. Courageously confront and dismantle myths about social and economic inequality. Participate in promoting policies that support social and economic mobility, which reinforce the values of an equitable society.

INSPIRE CONFIDENCE AND TRUST IN THE COMMUNITY ACTION MOVEMENT

Lead and serve with professional competence and be up to date on emerging issues in our field. Practice the highest standards of personal integrity, confidentiality, respect, honesty, and fortitude in all we say and do. Bravely confront any behavior or practice that could erode public trust in Community Action or disregard the struggle of people living with low incomes.

PRACTICE SERVICE ABOVE SELF

Acknowledge service to the mission, vision and collective values of Community Action is beyond service to oneself. Avoid real and perceived conflicts of interest and ensure undue personal gain is not realized from the performance of professional duties.

BE LEADERS, SUPPORT LEADERS, AND CREATE LEADERS

Actively engage people with low incomes in realizing and developing their own leadership skills. Respect and support other leaders, particularly the Community Action board of directors, by providing facts and advice as a basis for policy decisions and upholding and dutifully implementing policies adopted by the board. Personally practice open-mindedness, effective communication, inclusiveness, and self-care. Encourage and facilitate the professional and personal development of associates.

STRIVE FOR PERFORMANCE EXCELLENCE

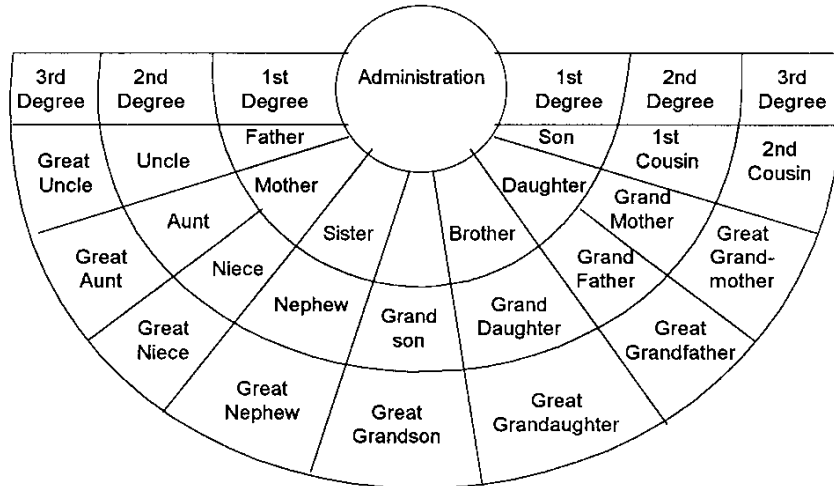
Habitually opt for moving beyond mere compliance. Exercise our influence to inspire excellence through implementation of best practices, maximizing efficiencies, practicing innovation, providing outstanding, trauma-informed customer service, and honestly and robustly evaluating the outcomes of our work.

SOURCE: [HTTPS://COMMUNITYACTIONPARTNERSHIP.COM/CODE-OF-ETHICS-2/](https://communityactionpartnership.com/code-of-ethics-2/)

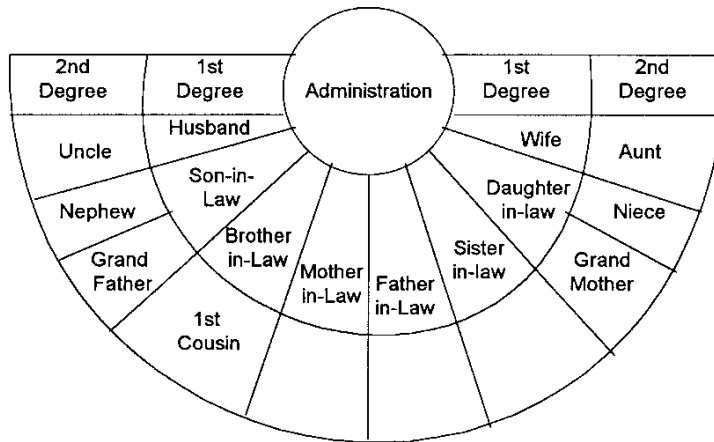
CHARTS

NEPOTISM CHART

Consanguinity (Related by Blood)



Affinity (Related by Marriage)



ANNUAL LEAVE CHART

Eligible employees accrue annual leave according to the number of weekly hours paid and years of Agency employment as indicated below:

YEARS OF SERVICE

WEEKLY HOURS PAID	YEARS OF SERVICE			
	1 - 4	5 - 9	10 - 14	15+
	Accrual Rate / Pay Period			
40	4.0	5.0	6.0	8.0
39	3.9	4.9	5.9	7.8
38	3.8	4.8	5.7	7.6
37	3.7	4.6	5.6	7.4
36	3.6	4.5	5.4	7.2
35	3.5	4.4	5.3	7.0
34	3.4	4.3	5.1	6.8
33	3.3	4.1	5.0	6.6
32	3.2	4.0	4.8	6.4
31	3.1	3.9	4.7	6.2
30	3.0	3.8	4.5	6.0

SICK LEAVE CHART

Eligible employees accrue sick leave according to the number of weekly hours paid as indicated below:

<u>WEEKLY HOURS PAID</u>	<u>ACCRUAL RATE/PAY PERIOD</u>
40	4.0
39	3.9
38	3.8
37	3.7
36	3.6
35	3.5
34	3.4
33	3.3
32	3.2
31	3.1
30	3.0

HOLIDAY, PERSONAL & BIRTHDAY LEAVE CHART**HOLIDAY PAY SCHEDULE**

<u>HOURS SCHEDULED TO WORK/WEEK</u>	<u>HOLIDAY HOURS EARNED</u>
PART TIME (1-29)	4
<hr/>	
FULL TIME (30 - 40)	8

AMENDMENT DATES

Guidelines for Personnel Management, Policies and Practices as amended by the Board of Directors - Community Action, Inc. of Central Texas

- March 27, 2025
- January 18, 2024
- March 24, 2022 (Pages III-1, V-10, VII-2-3, VIII-1, VIII-6 (title change only), VIII-8, VIII-9 (title change only))
- March 11, 2021 (Pages V-3)
- September 21, 2017 (Pages I-1; III-1; III-2; IV-1; V-2; V-3; V-6; V-10; V-11; VII-1; VII-2; VIII-1; VIII-6; VIII-8; VIII-9; IX-1; IX-3; X-1; XI-1; XII-1; XII-2)
- September 15, 2016 (Pages VIII-9; XV-5)
- July 21, 2016 (Pages V-16, V-1, V-12, IX-1, XII-2) January 21, 2016 (Page VIII-7; VIII-8)
- January 15, 2015 (Page VIII-9; XV-5)
- September 18, 2014 (Page VIII-7)
- March 20, 2014 (Pages VIII-7; VIII-10) July 19, 2012 (Pages V-9, VIII-6, X-2)
- November 17, 2011 (Name updated to CAI of Central Texas)
- March 24, 2011 (Pages IV-1, V-2, V-11 – V-14, VII-4, VIII-2, VIII-6, VIII-7, IX-2, X-2, XII-2)
- July 17, 2008 (Pages IV-1, V-2, V-13, VIII-11)
- March 23, 2006 (Page XIV-3)
- July 01, 2005 (Page VIII-9)
- July 22, 2004 (Pages VII-1, VII-3, VII-4)

Archived Amendment Dates

- May 30, 2002, March 25, 1999, November 20, 1997, May 19, 1994, May 20, 1993, September, 1991, January 17, 1991, July, 1990, July 28, 1988, June 21, 1984, May 24, 1983, January 21, 1982, January 31, 1977

 **Community Action, Inc. of Central Texas**
Human Resources Department

EMPLOYEE HANDBOOK ACKNOWLEDGMENT

I hereby acknowledge receipt of the employee handbook of Community Action, Inc. I understand and agree that it is my responsibility to read and comply with the policies in the handbook.

I understand that the handbook and all other written and oral materials provided to me are intended for informational purposes only. The handbook, agency practices, and other communications do not create an employment contract or term. I understand that the policies and benefits, both in the handbook and those communicated to me in any other fashion, are subject to interpretation, review, removal, and change by and through the Community Action, Inc. Executive Director at any time without notice.

I further understand that I am an at-will employee and that neither this document nor any other communication shall bind the agency to employ me now or hereafter and that my employment may be terminated by me or the agency without reason at any time. I understand that no representative of the agency has any authority to enter into any agreement for employment for any specified period or to assure any other personnel action or to assure any benefits or terms or conditions of employment or make any agreement contrary to the foregoing.

I also understand and agree that Community Action, Inc. strives for consistency in all personnel and employment matters and that the contents of this manual serve only as guidelines. I also understand that due to varied services provided by employees, and the variations of specific situations, certain conditions may not apply to every employee. But all employees are expected to comply and adhere to the agency's policies and all applicable rules.

Employee's Signature:

Date:

Printed Name:

Representative's Signature:

Date:

TO BE PLACED IN EMPLOYEE'S PERSONNEL FILE

Community Action, Inc of Central Texas
Statement of Financial Position
April 30, 2026

Item 6.3.1

ASSETS

Current Assets

Cash	\$	2,185,299
Grant Receivable		779,050
Inventory		9,816
Prepaid Expenses		2,950
Total Current Assets		<u>2,977,115</u>

Fixed Assets

Buildings & Equipment		4,324,608
less Accumulated Depreciation		<u>(3,874,046)</u>
Net Fixed Assets		450,561

TOTAL ASSETS

\$ 3,427,677

LIABILITIES & NET ASSETS

Current Liabilities

Accounts Payable & Accrued Liabilities	\$	2,475,804
Total Current Liabilities		<u>2,475,804</u>

Total Liabilities

2,475,804

Net Assets

Unrestricted		501,311
Permanently Restricted		<u>450,561</u>
Total Net Assets		<u>951,872</u>

TOTAL LIABILITIES & NET ASSETS

\$ 3,427,677

Community Action, Inc of Central Texas
Statement of Revenues
6 Months Ended April 30, 2026

Item 6.3.1

Federal & State Grant Revenue	\$ 7,859,107
Other Grant Revenue	17,029
Fee for Service Revenue	9,172
Fundraising/Donations	146,303
Interest Income	5,179
Program Income	<u>83,977</u>
 TOTAL REVENUES	 \$ <u>8,916,377</u>

Community Action, Inc of Central Texas
Statement of Functional Expenses
6 Months Ended April 30, 2026

Item 6.3.1

Salaries	4,570,754
Fringe Benefits	983,908
Supplies	294,613
Contractual	607,067
Rent	680,312
Telephone/Internet	56,031
Utilities	51,258
Miscellaneous	17,256
Insurance	131,043
Travel	73,984
Maintenance	49,592
Other Office Expense	96,666
Auto Expense	11,791
Employee Development	87,435
Interest & Bank Fees	1,522
Direct Assistance	903,213
Grant Awards	74,000
Depreciation	38,400
TOTAL EXPENDITURES	<u><u>8,735,357</u></u>

Community Action, Inc. of Central Texas
 Grant Financial Report
 As of April 30, 2026

Item 6.3.2

Community Services

Program	Current Budget	Cumulative Expenditures To Date	Budget Balance	% of Budget Expended	% of Grant Period Completed	Grant FYE
1 CEAP (Energy Assistance) 2026	\$1,151,094	\$629,522	\$521,572	54.69%	33%	12/31/2026
2 CEAP (Energy Assistance) 2026 SUPP	\$71,200	\$0	\$71,200	0.00%	33%	12/31/2026
4 CSBG 2026 Allocation	\$341,788	\$30,654	\$311,134	8.97%	33%	12/31/2026
5 Senior Citizens - CAPCO	\$69,700	\$41,702	\$27,998	59.83%	58%	9/30/2026
6 Senior Citizens - COSM	\$24,000	\$0	\$24,000	0.00%	33%	12/31/2026
7 Sr Citizens - B Johnson Foundation	\$15,000	\$3,430	\$11,570	22.87%	33%	12/31/2026
8 SM Youth Services	\$139,166	\$27,987	\$111,179	20.11%	24%	1/31/2027
9 TX Youth Action Network 24-25	\$80,000	\$49,091	\$30,909	61.36%	75%	10/31/2026
10 TBRA City of SM/Southside	\$40,000	\$10,928	\$29,072	27.32%	30%	12/31/2026
11 First Presbyterian Church Relief	<u>\$2,994</u>	<u>\$0</u>	<u>\$2,994</u>	0.00%	39%	10/31/2026
Total Community Services	<u>\$1,934,942</u>	<u>\$793,314</u>	<u>\$1,141,628</u>			

- 1 CEAP Supp 2026 - Will not expend until CEAP 2026 fully expended
- 4 CSBG - Had to complete 2025 funding before starting 2026
- 11 First Presbyterian Church - Funds roll over to new year if unspent.

Child & Family Services						
Program	Current Budget	Cumulative Expenditures To Date	Budget Balance	% of Budget Expended	% of Grant Period Completed	Grant FYE
1 ST Davids - Home Visiting	\$189,995	\$24,011	\$165,984	12.64%	33%	12/31/2026
2 Head Start Program Federal Portion	\$7,629,068	\$3,419,564	\$4,209,504	44.82%	49%	10/31/2026
3 Child Care Food Program	\$499,905	\$290,891	\$209,014	58.19%	58%	9/30/2026
4 Texas Home Visiting	\$948,211	\$613,680	\$334,531	64.72%	66%	8/31/2026
5 Texas Home Visiting ECSB	\$936,500	\$832,148	\$104,352	88.86%	88%	9/30/2026
6 St Davids HB	\$495,000	\$0	\$495,000	0.00%	8%	3/31/2027
7 Texas School Ready	\$94,689	\$55,410	\$39,279	58.52%	75%	7/31/2026
8 Texas Home Visiting - Training	\$40,000	\$0	\$40,000	0.00%	24%	8/31/2026
9 Hygiene Closet - HS	\$4,902	\$1,644	\$3,258	33.54%	33%	12/31/2026
Total Child & Family Services	<u>\$10,793,368</u>	<u>\$110,928</u>	<u>\$5,557,664</u>			

5 Texas Home Visiting ECSB - Funds will continue until fully expended which is expected in September 2026.

7 Texas School Ready - Was without the one staff member for the month of August for this grant

Literacy & Workforce Development

Program	Current Budget	Cumulative Expenditures To Date	Budget Balance	% of Budget Expended	% of Grant Period Completed	Grant FYE
1 Adult Basic Ed. (Fed Share) 25-26	\$2,005,362	\$1,258,074	\$747,288	62.74%	83%	6/30/2026
2 Adult Basic Ed. (EL Civics) 25-26	\$954,938	\$564,006	\$390,932	59.06%	83%	6/30/2026
3 Adult Basic Ed. - Bastrop Bldg	\$25,000	\$23,086	\$1,914	92.34%	93%	5/31/2026
Total Adult Education	<u>\$2,985,300</u>	<u>\$1,845,166</u>	<u>\$1,140,134</u>			

- 1 Adult Basic Ed. (Fed Share) 25-26 Were awarded the funds the first of August so started 2 months late
- 2 Adult Basic Ed. (EL Civics) 25-26 Were just awarded the funds the first of August so started 2 months late

Community Health Services

Program	Current Budget	Cumulative Expenditures To Date	Budget Balance	% of Budget Expended	% of Grant Period Completed	Grant FYE
1 Family Planning - Title X	\$155,072	\$14,542	\$140,530	9.38%	8%	3/31/2027
2 Healthy Texas Women - Fee	\$60,000	\$39,647	\$20,353	66.08%	66%	8/31/2026
3 HHSC Family Planning - Fee	\$241,377	\$171,407	\$69,970	71.01%	66%	8/31/2026
4 HHSC Family Planning - Cat	\$60,344	\$40,118	\$20,226	66.48%	66%	8/31/2026
5 Expanded Services	\$12,000	\$985	\$11,015	8.21%	49%	10/31/2026
6 Ryan White Part - B	\$79,000	\$8,162	\$70,838	10.33%	8%	3/31/2027
7 HIV HSS	\$429,371	\$234,230	\$195,141	54.55%	66%	8/31/2026
8 HOPWA	\$383,000	\$223,224	\$159,776	58.28%	66%	8/31/2026
9 Ryan White Part - A	\$66,671	\$11,032	\$55,639	16.55%	16%	2/28/2027
10 BCCS - Communicare	\$100,000	\$1,568	\$98,432	1.57%	33%	12/31/2026
11 BCCS - Community Health Centers	\$29,956	\$4,340	\$25,616	14.49%	66%	8/31/2026
12 St Davids - We all Benefit	\$1,000,000	\$433,078	\$566,922	43.31%	79%	9/30/2026
13 St Davids - Intermediary	\$375,000	\$207,651	\$167,349	55.37%	66%	12/31/2026
Community Health Total	\$3,171,791	\$1,463,680	\$1,601,807			
AGENCY TOTAL	\$18,885,401	\$4,213,088	\$9,441,233			
Administrative Cost	\$1,206,521	\$541,716	\$664,805	44.90%	49%	10/31/2026

10 BCCS- Communicare - Currently waiting on bills from Providers.

11 BCCS- Community Health Centers - Currently waiting on bills from Providers

12 St Davids - We all Benefit - Additional staff were added in year 2 and have planned expenditures in year 2 and expect grant extension

Community Action, Inc. of Central Texas
 Non-Federal Funds
 As of April 30, 2026

Item 6.3.2

Program	Beginning 4/1/2026	Revenues	Expenditures	Balance 4/30/2026
HIV Non -Federal/Donor	56,899.89	118.00	4,191.00	52,826.89
Community Services - Donor	139.86	0.00	0.00	139.86
Agency Non Federal	63,459.57	10,058.49	155.36	73,362.70
Breast Cancer Donor	0.00	24,814.20	10,496.95	14,317.25
AE Non Federal/Donor	12,969.08	560.00	1,389.46	12,139.62
Heath Services Donor	2,015.24	52.00	0.00	2,067.24
Head Start Donor	4,319.85	0.00	0.00	4,319.85
Head Start Policy Council	3,706.03	0.00	219.77	3,486.26
Season for Caring - Daugherty	2,256.51	0.00	114.11	2,142.40
Season for Caring - Reyna/Fa	118,107.41	0.00	3,449.27	114,658.14
Youth Services Donor Fund	43.03	0.00	0.00	43.03
Sr Citizen Donor	20,633.85	0.00	0.00	20,633.85
	<u>284,550.32</u>	<u>35,602.69</u>	<u>20,015.92</u>	<u>300,137.09</u>

General Ledger System

COMMUNITY ACTION, INC.

For User: Kherington

Category Statement of Operations for: 270 - HEAD START PROG 25-26

Report year: 11/1/2025 thru 10/31/2026

Period ending: April 2026

Page: Page 1 of 4

Date: 5/15/2026

Time: 11:44:47 AM

Account	-----Monthly-----			-----To Date-----			Annual budget	Unexpended
	Budget	Expenditures	Pct	Budget	Expenditures	Pct		
Expenditures								
SALARIES								
5000 SALARIES	\$389,474.00	\$351,485.63	90.25%	\$2,336,844.00	\$2,077,339.05	88.90%	\$4,673,713.00	\$2,596,373.95
Total SALARIES	\$389,474.00	\$351,485.63	90.25%	\$2,336,844.00	\$2,077,339.05	88.90%	\$4,673,713.00	\$2,596,373.95
FRINGE BENEFITS								
5150 FICA	\$25,981.00	\$25,631.06	98.65%	\$155,886.00	\$152,157.90	97.61%	\$311,788.00	\$159,630.10
5151 HEALTH/LIFE INSURANCE	\$50,461.00	\$39,859.65	78.99%	\$302,766.00	\$255,106.88	84.26%	\$605,563.00	\$350,456.12
5152 TWC	\$7,631.00	\$9,173.85	120.22%	\$45,786.00	\$48,903.27	106.81%	\$91,603.00	\$42,699.73
5153 WORKMENS COMPENSATION	\$3,348.00	\$0.00	0.00%	\$20,088.00	\$0.00	0.00%	\$40,194.00	\$40,194.00
5154 RETIREMENT PLAN	\$3,661.00	\$3,282.42	89.66%	\$21,966.00	\$19,559.89	89.05%	\$43,966.00	\$24,406.11
Total FRINGE BENEFITS	\$91,082.00	\$77,946.98	85.58%	\$546,492.00	\$475,727.94	87.05%	\$1,093,114.00	\$617,386.06
TRAVEL								
5232 OUT-OF-AREA TRAVEL	\$925.00	\$5,046.70	545.59%	\$5,550.00	\$28,749.84	518.02%	\$11,108.00	(\$17,641.84)
Total TRAVEL	\$925.00	\$5,046.70	545.59%	\$5,550.00	\$28,749.84	518.02%	\$11,108.00	(\$17,641.84)
SUPPLIES								
5401 OFFICE SUPPLIES	\$1,258.00	\$1,795.70	142.74%	\$7,548.00	\$5,775.64	76.52%	\$15,124.00	\$9,348.36
5402 PROGRAM SUPPLIES	\$2,428.00	\$2,832.59	116.66%	\$14,568.00	\$11,578.14	79.48%	\$29,145.00	\$17,566.86
5407 ERISA SUPPLIES	\$32.00	\$0.00	0.00%	\$192.00	\$384.51	200.27%	\$400.00	\$15.49
5408 KITCHEN SUPPLIES	\$2,166.00	\$1,592.56	73.53%	\$12,996.00	\$8,962.76	68.97%	\$26,000.00	\$17,037.24
5410 STAFF RECOGNITION SUPPLIE	\$0.00	\$45.33	0.00%	\$0.00	\$45.33	0.00%	\$0.00	(\$45.33)
5411 PARENT CENTER SUPPLIES	\$783.00	\$1,329.55	169.80%	\$4,698.00	\$6,710.56	142.84%	\$9,400.00	\$2,689.44
5412 STAFF TRAINING SUPPLIES	\$656.00	\$640.10	97.58%	\$3,936.00	\$2,468.01	62.70%	\$7,903.00	\$5,434.99
5413 JANITORIAL SUPPLIES	\$2,937.00	\$3,877.82	132.03%	\$17,622.00	\$13,591.52	77.13%	\$35,250.00	\$21,658.48
5415 VEHICLE SUPPLIES	\$24.00	\$0.00	0.00%	\$144.00	\$0.00	0.00%	\$300.00	\$300.00
5417 DENTAL SUPPLIES	\$41.00	\$0.00	0.00%	\$246.00	\$0.00	0.00%	\$500.00	\$500.00
5418 CHILD EDU.SUPPL./LIBRARY	\$1,349.00	\$6,444.46	477.72%	\$8,094.00	\$10,024.70	123.85%	\$16,200.00	\$6,175.30
5421 HYGIENIC/1ST AIDE SUPPLIE	\$166.00	\$17.11	10.31%	\$996.00	\$1,434.88	144.06%	\$2,000.00	\$565.12
5422 MAINTENANCE MATERIALS	\$658.00	\$1,749.86	265.94%	\$3,948.00	\$6,414.56	162.48%	\$7,900.00	\$1,485.44

General Ledger System

COMMUNITY ACTION, INC.

For User: Kherington

Category Statement of Operations for: 270 - HEAD START PROG 25-26

Report year: 11/1/2025 thru 10/31/2026

Period ending: April 2026

Page: Page 2 of 4

Date: 5/15/2026

Time: 11:44:49 AM

Account	-----Monthly-----			-----To Date-----			Annual budget	Unexpended
	Budget	Expenditures	Pct	Budget	Expenditures	Pct		
5423 GLOVES	\$0.00	\$264.00	0.00%	\$0.00	\$1,954.26	0.00%	\$0.00	(\$1,954.26)
5424 POSTAGE & FREIGHT CHARGES	\$107.00	\$0.00	0.00%	\$642.00	\$262.17	40.84%	\$1,300.00	\$1,037.83
5425 TECHNOLOGY SUPPLIES	\$416.00	\$50.00	12.02%	\$2,496.00	\$476.51	19.09%	\$5,000.00	\$4,523.49
5426 MENTAL HEALTH SUPPLIES	\$33.00	\$0.00	0.00%	\$198.00	\$316.61	159.90%	\$400.00	\$83.39
5427 ADULT ED TEST SUPPLIES	\$206.00	\$0.00	0.00%	\$1,236.00	\$0.00	0.00%	\$2,477.00	\$2,477.00
5428 TEXTBOOKS/SUPPLIES	\$0.00	\$772.80	0.00%	\$0.00	\$823.35	0.00%	\$0.00	(\$823.35)
5429 DIAPERS	\$1,849.00	\$2,558.14	138.35%	\$11,094.00	\$11,964.14	107.84%	\$22,200.00	\$10,235.86
5451 EQUIPMENT <\$5000	\$0.00	\$2,176.39	0.00%	\$0.00	\$22,282.18	0.00%	\$0.00	(\$22,282.18)
Total SUPPLIES	\$15,109.00	\$26,146.41	173.05%	\$90,654.00	\$105,469.83	116.34%	\$181,499.00	\$76,029.17
CONTRACTUAL								
5507 CONTRACTUAL-BONHAM	\$19,597.00	\$0.00	0.00%	\$117,582.00	\$44,004.48	37.42%	\$235,169.00	\$191,164.52
5510 CONTRACTUAL	\$16,051.00	\$15,311.17	95.39%	\$96,306.00	\$86,761.64	90.09%	\$192,645.00	\$105,883.36
5550 LITERACY SERVICES	\$583.00	\$0.00	0.00%	\$3,498.00	\$0.00	0.00%	\$7,000.00	\$7,000.00
5557 CONTRACTUAL/MENTAL HEALTH	\$208.00	\$0.00	0.00%	\$1,248.00	\$0.00	0.00%	\$2,500.00	\$2,500.00
Total CONTRACTUAL	\$36,439.00	\$15,311.17	42.02%	\$218,634.00	\$130,766.12	59.81%	\$437,314.00	\$306,547.88
OTHER								
5601 RENT/BUILDING LEASE	\$2,557.00	\$1,042.81	40.78%	\$15,342.00	\$10,792.77	70.35%	\$30,703.00	\$19,910.23
5602 TELEPHONE	\$2,506.00	\$4,577.86	182.68%	\$15,036.00	\$16,063.79	106.84%	\$30,100.00	\$14,036.21
5603 UTILITIES	\$5,788.00	\$6,654.65	114.97%	\$34,728.00	\$36,827.54	106.05%	\$69,489.00	\$32,661.46
5604 PEST CONTROL SERVICES	\$541.00	\$640.00	118.30%	\$3,246.00	\$4,680.00	144.18%	\$6,500.00	\$1,820.00
5606 ALARM FEE	\$241.00	\$496.95	206.20%	\$1,446.00	\$2,291.70	158.49%	\$2,900.00	\$608.30
5608 REPAIRS/MINOR BLDG.	\$4,249.00	\$2,342.07	55.12%	\$25,494.00	\$25,424.22	99.73%	\$51,000.00	\$25,575.78
5609 INTERNET CONNECTION	\$1,245.00	\$949.53	76.27%	\$7,470.00	\$6,115.11	81.86%	\$14,950.00	\$8,834.89
5613 INSURANCE/GENL LIABILITY	\$2,822.00	\$0.00	0.00%	\$16,932.00	\$38,318.85	226.31%	\$33,868.00	(\$4,450.85)
5614 INSURANCE/VEHICLE	\$1,533.00	\$0.00	0.00%	\$9,198.00	\$32,774.00	356.32%	\$18,400.00	(\$14,374.00)
5619 ANNUAL GAS INSPECTION	\$274.00	\$0.00	0.00%	\$1,644.00	\$1,119.26	68.08%	\$3,300.00	\$2,180.74
5621 FUEL & OIL	\$491.00	\$1,131.91	230.53%	\$2,946.00	\$2,111.70	71.68%	\$5,900.00	\$3,788.30
5622 VEHICLE LICENSE & REGIST.	\$66.00	\$222.00	336.36%	\$396.00	\$222.00	56.06%	\$800.00	\$578.00

General Ledger System

COMMUNITY ACTION, INC.

For User: Kherington

Category Statement of Operations for: 270 - HEAD START PROG 25-26

Report year: 11/1/2025 thru 10/31/2026

Period ending: April 2026

Page: Page 3 of 4

Date: 5/15/2026

Time: 11:44:50 AM

Account	-----Monthly-----			-----To Date-----			Annual budget	Unexpended
	Budget	Expenditures	Pct	Budget	Expenditures	Pct		
5623 VEHICLE MAINTENANCE	\$581.00	\$812.31	139.81%	\$3,486.00	\$4,798.03	137.64%	\$6,982.00	\$2,183.97
5624 VEHICLE INSURANCE	\$0.00	\$433.28	0.00%	\$0.00	\$433.28	0.00%	\$0.00	(\$433.28)
5631 PARENT LOCAL TRAVEL	\$0.00	\$106.00	0.00%	\$0.00	\$214.00	0.00%	\$0.00	(\$214.00)
5632 STAFF LOCAL TRAVEL	\$1,623.00	\$855.90	52.74%	\$9,738.00	\$5,541.56	56.91%	\$19,500.00	\$13,958.44
5633 FOOD/CHILDREN	\$8,145.00	\$46.69	0.57%	\$48,870.00	\$33,589.84	68.73%	\$97,745.00	\$64,155.16
5634 FOOD/STAFF TRAINING/MTG.	\$491.00	\$1,836.72	374.08%	\$2,946.00	\$4,053.16	137.58%	\$5,900.00	\$1,846.84
5635 PC FOOD/SUPPLIES EXPENSES	\$124.00	\$250.91	202.35%	\$744.00	\$1,086.24	146.00%	\$1,500.00	\$413.76
5640 DATA PROCESSING	\$474.00	\$65.97	13.92%	\$2,844.00	\$3,245.82	114.13%	\$5,700.00	\$2,454.18
5643 INDOOR EQUIP.MAINT,	\$216.00	\$0.00	0.00%	\$1,296.00	\$106.08	8.19%	\$2,600.00	\$2,493.92
5644 KITCHEN EQUIP. MAINT.	\$1,816.00	\$0.00	0.00%	\$10,896.00	\$11,371.59	104.36%	\$21,800.00	\$10,428.41
5645 PLAYGROUND MAINT.	\$1,666.00	(\$3,140.00)	-188.48%	\$9,996.00	(\$3,110.01)	-31.11%	\$20,000.00	\$23,110.01
5647 POSTAGE & FREIGHT	\$16.00	\$0.00	0.00%	\$96.00	\$0.00	0.00%	\$200.00	\$200.00
5651 ADVERTISING/EMPLOYMENT	\$29.00	\$0.00	0.00%	\$174.00	\$287.97	165.50%	\$350.00	\$62.03
5652 STAFF LICENSURE	\$191.00	\$0.00	0.00%	\$1,146.00	\$720.00	62.83%	\$2,300.00	\$1,580.00
5653 MEMBERSHIP DUES	\$466.00	\$0.00	0.00%	\$2,796.00	\$0.00	0.00%	\$5,600.00	\$5,600.00
5655 CONFE. REGIST./FEES/STAFF	\$4,533.00	\$5,364.88	118.35%	\$27,198.00	\$10,156.56	37.34%	\$54,408.00	\$44,251.44
5656 LICENSING OF SITES	\$74.00	\$147.50	199.32%	\$444.00	\$715.91	161.24%	\$900.00	\$184.09
5664 PROFESSIONAL DUES/FEES	\$0.00	\$7,819.95	0.00%	\$0.00	\$32,429.95	0.00%	\$0.00	(\$32,429.95)
5667 EMPLOYEE DEVELOPMENT	\$0.00	\$0.00	0.00%	\$0.00	\$2,274.00	0.00%	\$0.00	(\$2,274.00)
5670 BACKGROUND CHECKS	\$183.00	\$0.00	0.00%	\$1,098.00	\$86.42	7.87%	\$2,200.00	\$2,113.58
5675 MOVING EXPENSES	\$32.00	\$0.00	0.00%	\$192.00	\$0.00	0.00%	\$400.00	\$400.00
5685 TUITION FEES	\$333.00	\$0.00	0.00%	\$1,998.00	\$0.00	0.00%	\$4,000.00	\$4,000.00
5686 Health & Safety Inspectio	\$314.00	\$255.00	81.21%	\$1,884.00	\$2,149.35	114.08%	\$3,779.00	\$1,629.65
5689 MISC SHARED EXPENSES	\$57,217.00	\$48,014.16	83.92%	\$343,302.00	\$308,188.53	89.77%	\$686,615.00	\$378,426.47
5694 CHILDPLUS/PAT/BBT	\$1,037.00	\$0.00	0.00%	\$6,222.00	\$5,900.00	94.82%	\$12,453.00	\$6,553.00
5701 MEDICAL SERVICES	\$16.00	\$91.97	574.81%	\$96.00	\$357.95	372.86%	\$200.00	(\$157.95)
5704 DENTAL SERV.FOLLOW UP	\$41.00	\$0.00	0.00%	\$246.00	\$0.00	0.00%	\$500.00	\$500.00
5710 EMPLOYEE MEDICAL EXAMS	\$158.00	\$35.00	22.15%	\$948.00	\$174.00	18.35%	\$1,900.00	\$1,726.00

General Ledger System

COMMUNITY ACTION, INC.

For User: Kherington

Category Statement of Operations for: 270 - HEAD START PROG 25-26

Report year: 11/1/2025 thru 10/31/2026

Period ending: April 2026

Page: Page 4 of 4

Date: 5/15/2026

Time: 11:44:51 AM

Account	-----Monthly-----			-----To Date-----			Annual budget	Unexpended
	Budget	Expenditures	Pct	Budget	Expenditures	Pct		
5713 STIPENDS/FAM INCENTIVES	\$638.00	\$0.00	0.00%	\$3,828.00	\$0.00	0.00%	\$7,672.00	\$7,672.00
Total OTHER	\$102,727.00	\$81,054.02	78.90%	\$616,362.00	\$601,511.17	97.59%	\$1,233,114.00	\$631,602.83
EQUIPMENT								
Total EQUIPMENT	\$0.00	\$0.00	0.00%	\$0.00	\$0.00	0.00%	\$0.00	\$0.00
Total Expenditures	\$635,756.00	\$556,990.91	87.61%	\$3,814,536.00	\$3,419,563.95	89.65%	\$7,629,862.00	\$4,210,298.05
Excess (Deficit)	(\$635,756.00)	(\$556,990.91)		(\$3,814,536.00)	(\$3,419,563.95)		(\$7,629,862.00)	(\$4,210,298.05)

General Ledger System

COMMUNITY ACTION, INC.

For User: Kherington

Fund Expenditure report for: 270 - HEAD START PROG 25-26 (Fund status: Active)

Report year: 11/1/2025 thru 10/31/2026

Period ending: April 2026

Page: Page 1 of 1

Date: 5/15/2026

Time: 11:40:46 AM

Account	----- <i>Monthly</i> -----			----- <i>To Date</i> -----			Annual budget	Unexpended
	Budget	Expenditures	Pct	Budget	Expenditures	Pct		
Department: 120 IN-KIND								
5000 SALARIES	\$32,014.00	\$32,014.00	100.00%	\$192,084.00	\$192,084.00	100.00%	\$384,171.00	\$192,087.00
5402 PROGRAM SUPPLIES	\$17,940.00	\$17,940.00	100.00%	\$107,640.00	\$107,640.00	100.00%	\$215,280.00	\$107,640.00
5510 CONTRACTUAL	\$30,609.00	\$30,609.00	100.00%	\$183,654.00	\$183,654.00	100.00%	\$367,311.00	\$183,657.00
5601 RENT/BUILDING LEASE	\$77,309.00	\$77,309.00	100.00%	\$463,854.00	\$463,854.00	100.00%	\$927,714.00	\$463,860.00
5603 UTILITIES	\$1,250.00	\$1,250.00	100.00%	\$7,500.00	\$7,500.00	100.00%	\$15,000.00	\$7,500.00
Total for sub program ----->	\$159,122.00	\$159,122.00	100.00%	\$954,732.00	\$954,732.00	100.00%	\$1,909,476.00	\$954,744.00
Total for program ----->	\$159,122.00	\$159,122.00	100.00%	\$954,732.00	\$954,732.00	100.00%	\$1,909,476.00	\$954,744.00
Total for department 120 ----->	\$159,122.00	\$159,122.00	100.00%	\$954,732.00	\$954,732.00	100.00%	\$1,909,476.00	\$954,744.00
Fund Totals	\$159,122.00	\$159,122.00	100.00%	\$954,732.00	\$954,732.00	100.00%	\$1,909,476.00	\$954,744.00

**Child & Adult Care Food Program
Claim For Reimbursement Summary for April 2026**

02113 Status: Active
COMMUNITY ACTION, INC OF CENTRAL TEXAS
 DBA:
 215 S Reimer Ave Suite 130
 SAN MARCOS, TX 78666-0748
 County District Code: 105
 ESC: 13 TDA Region: 4

Month/Year Claimed	Adjustment Number	Date Received	Date Accepted	Date Processed	Reason Code
Apr 2026	0	05/11/2026	05/11/2026		Original

Head Start

Contracting Entity Totals	Meals/Snacks	Federal Rate	Reimbursement Amount
Breakfast			
Free	5,793	2.4600	14,250.78
Reduced	0	2.1600	0.00
Paid	0	0.4000	0.00
Total	5,793		14,250.78
Lunch			
Free	6,063	4.6000	27,889.80
Reduced	0	4.2000	0.00
Paid	0	0.4400	0.00
CIL	6,063	0.3050	1,849.22
Total	6,063		29,739.02
PM Snack			
Free	5,678	1.2600	7,154.28
Reduced	0	0.6300	0.00
Paid	0	0.1100	0.00
Total	5,678		7,154.28
Claim Reimbursement Total			51,144.08

Contracting Entity Claim Reimbursement Totals	Meal Reimbursement	CIL Reimbursement	Totals
Current Claim Reimbursement Total	49,294.86	1,849.22	51,144.08
Previous Claim Reimbursement Total	0.00	0.00	0.00
Net Claim Reimbursement Total	49,294.86	1,849.22	51,144.08

[Show Site Meal Details](#)

Created By: KHERINGTON10 on: 5/11/2026 4:30:47 PM Modified By: KHERINGTON10 on: 5/11/2026 4:33:30 PM

Payment Information	
Payment Due Date May 20, 2026	For online and phone payments, the deadline is 12 midnight ET, except on the statement closing date when the deadline is 8 p.m. ET. Upcoming statement closing date: May 26, 2026
New Balance \$33,808.18	Minimum Payment Due \$20,308.18
<p>LATE PAYMENT WARNING: You are required to pay your minimum payment. If we do not receive your minimum payment by your due date, you may have to pay a late fee of 2.99% of the unpaid portion of your Minimum Payment. You may be subject to additional late fees and your charging privileges may be suspended.</p> <p>MINIMUM PAYMENT WARNING: If you make only the minimum payment each period or pay any amount less than your full statement balance, you will be charged interest.</p> <p>If you would like information about credit counseling services, call 888-326-8055.</p>	

Account Summary	
Previous Balance	\$24,815.19
Payments	-\$24,815.19
Other Credits	-\$462.73
Transactions	+\$34,270.91
Cash Advances	+\$0.00
Fees Charged	+\$0.00
Interest Charged	+\$0.00
New Balance	= \$33,808.18
Pay Over Time Limit	\$15,000.00
Eligible Carry-Over Amount (as of Apr 25)	\$13,500.00
Cash Advance Credit Limit	\$1,500.00
Available Credit for Cash Advances	\$1,500.00

Rewards Summary	Rewards as of: 04/25/2026	
Rewards Balance \$1,686.89	Track and redeem your rewards with our mobile app or on capitalone.com	
Previous Balance \$1,052.76	Earned This Period \$634.13	Redeemed this period \$0.00

Account Notifications

i Please visit capitalone.com for your most current Rewards Program Terms and Conditions. You can also find changes to your Rewards by logging into your account and navigating to the Rewards FAQ section.

Pay or manage your account at capitalone.com

Customer Service: 800-867-0904

See reverse for Important Information



DOUGLAS D MUDD
COMMUNITY ACTION, INC. OF CENTRAL TX
PO BOX 748
SAN MARCOS, TX 78667-0748



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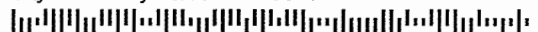
Payment Due Date: **May 20, 2026**

Account ending in 7115

New Balance	Minimum Payment Due	Amount Enclosed
\$33,808.18	\$20,308.18	\$ _____

Capital One
P.O. Box 60519
City of Industry CA 91716-0519

Please send us this portion of your statement and only one check (or one money order) payable to Capital One to ensure your payment is processed promptly. Allow at least seven business days for delivery.



1 5589588446927115 25 000000000000000000

How can I Avoid Paying Interest Charges? If you pay your New Balance in full by the due date each month, we will not charge interest on any purchase amounts or portions of purchase amounts that are allocated to your Pay Over Time balance. If you have been paying your statement balance in full without Interest Charges, but fail to pay your next New Balance in full, we will charge interest on the unpaid Pay Over Time balance. Promotional offers may allow you to pay less than the total New Balance and avoid paying interest on new transactions that post to your purchase balance. See the front of your statement for additional information.

How is the Interest Charge Determined on my Pay Over Time Balance? Interest Charges accrue from the first day of the billing period. Interest accrues daily on the unpaid Pay Over Time balance until it is paid in full. Interest accrued during a billing period posts to your account at the end of the billing period and appears on your next statement. You may owe Interest Charges even if you pay the entire New Balance one month, but did not do so the previous month. Once you start accruing Interest Charges, you generally must pay your New Balance in full two consecutive Billing Cycles before Interest Charges stop being posted to your Statement. Interest Charges are added to the Pay Over Time balance.

Can My Pay Over Time Balance Exceed My Pay Over Time Limit? While eligible purchase amounts or portions of purchase amounts will not cause your Pay Over Time balance to exceed your Pay Over Time Limit, Interest Charges and fees (other than cash advance fees, if any) will be allocated to your Pay Over Time balance and may cause your Pay Over Time balance to exceed your Pay Over Time Limit. Additionally, any portion of a payment that was originally allocated to your Pay Over Time balance and later returned may be re-allocated to your Pay Over Time balance and could cause your Pay Over Time balance to exceed your Pay Over Time Limit. If your Pay Over Time balance exceeds your Pay Over Time limit, the amount above your Pay Over Time limit may also be subject to interest charges and must be paid in full by the applicable due date.

Do you assess a Minimum Interest Charge? We may assess a minimum Interest Charge of \$0.00 for each billing period if your account is subject to an Interest Charge.

How do you Calculate the Interest Charge? We use a method called Average Daily Balance (excluding new purchases).

1. First, we take the beginning Pay Over Time balance each day and add the periodic Interest Charge on the previous day's Pay Over Time balance. Then we subtract any payments and credits applied to the Pay Over Time balance as of that day. The result is the daily balance. However, new purchase amounts are not added to the daily balance.
2. Next, we add the daily Pay Over Time balances together and divide the sum by the number of days in the Billing Cycle.
3. At the end of each Billing Cycle, we multiply your Average Daily Balance by the Pay Over Time Purchase daily periodic rate (Pay Over Time Purchase APR divided by 365), and then we multiply the result by the number of days in the billing period. The result is your total Interest Charge for the Billing Cycle.

The Average Daily Balance is referred to as the Balance Subject to Interest Rate in the Interest Charge Calculation section of this Statement.

NOTE: Due to rounding or a minimum Interest Charge, this calculation may vary slightly from the Interest Charge actually assessed.

How can I Avoid Membership Fees? If a Renewal Notice is printed on this statement, you may avoid paying an annual membership Fee by contacting Customer Service fewer than 40 days after the annual membership Fee was assessed to request that we close your account. To avoid paying a monthly membership Fee, close your account and we will stop assessing your monthly membership Fee.

How can I Close My Account? You can contact Customer Service anytime to request that we close your account.



Pay online at capitalone.com



Pay using the Capital One mobile app



Customer Service 800-867-0904

Changing your mailing address?

You can change your address by signing into your account online or by calling Customer Service.

Any written request on this form will not be honored.

How do you Process Payments? When you make a payment, you authorize us to initiate an ACH or electronic payment that will be debited from your bank account or other related account. When you provide a check or check information to make a payment, you authorize us to use information from the check to make a one-time ACH or other electronic transfer from your bank account. We may also process it as a check transaction. Funds may be withdrawn from your bank account as soon as the same day we process your payment.

How do you Apply My Payment? We will apply payments up to your Minimum Payment first to the Pay In Full balance, then to the Pay Over Time balance with the lowest APR (including 0% APR), and then to Pay Over Time balances with higher APRs. We apply any part of your payment exceeding your Minimum Payment to the Pay Over Time balance with the highest APR, and then to any Pay Over Time balances with lower APRs. We apply payments to billed balances before applying them to new transactions posted after the statement closing date.

Billing Rights Summary (Does not Apply to Small Business Accounts)

What To Do if You Think You Find A Mistake On Your Statement: If you think there is an error on your statement, write to us at:

P.O. Box 30285 Salt Lake City, UT 84130-0285.

In your letter, give us the following information:

- Account information: Your name and account number.
- Dollar amount: The dollar amount of the suspected error.
- Description of Problem: If you think there is an error on your bill, describe what you believe is wrong and why you believe it is a mistake. You must contact us within 60 days after the error appeared on your statement. You must notify us of any potential errors in writing. You may call us or notify us electronically, but if you do we are not required to investigate any potential errors and you may have to pay the amount in question. We will notify you in writing within 30 days of our receipt of your letter. While we investigate whether or not there has been an error, the following are true:
 - We cannot try to collect the amount in question, or report you as delinquent on that amount. The charge in question may remain on your statement, and we may continue to charge you interest on that amount. But, if we determine that we made a mistake, you will not have to pay the amount in question or any interest or other fees related to that amount.
 - While you do not have to pay the amount in question until we send you a notice about the outcome of our investigation, you are responsible for the remainder of your balance.
 - We can apply any unpaid amount against your credit limit. Within 90 days of our receipt of your letter, we will send you a written notice explaining either that we corrected the error (to appear on your next statement) or the reasons we believe the bill is correct.

Your Rights if You Are Dissatisfied With Your Purchase: If you are dissatisfied with the goods or services that you have purchased with your credit card, and you have tried in good faith to correct the problem with the merchant, you may have the right not to pay the remaining amount due on the purchase. To use this right, the following must be true:

- 1) You must have used your credit card for the purchase. Purchases made with cash advances from an ATM or with a check that accesses your credit card account do not qualify; and
- 2) You must not yet have fully paid for the purchase.

If all of the criteria above are met and you are still dissatisfied with the purchase, contact us in writing at: P.O. Box 30285, Salt Lake City, UT 84130-0285. While we investigate, the same rules apply to the disputed amount as discussed above. After we finish our investigation, we will tell you our decision. At that point, if we think you owe an amount and you do not pay we may report you as delinquent.

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ETC-40 08/29/2025

How do I Make Payments? You may make your payment in several ways:

1. Online Banking by logging into your account;
2. Capital One Mobile Banking app for approved electronic devices;
3. Calling the telephone number listed on the front of this statement and providing the required payment information;
4. Sending mail payments to the address on the front of this statement with the payment coupon or your account information.

What is the cutoff time to make a same day payment?

- ◆ For online and phone payments, payments submitted by 12 midnight ET will typically post on the same day. However, if you pay your bill on your statement closing date, payments made after 8 p.m. ET will post on the following day. Keep in mind, it may take another business day or longer for credit to be available.
- ◆ For mail, as of the business day we receive it, as long as it is received by 5 p.m. local time at our processing center. You must send the bottom portion of this statement and your check to the payment address on the front of this statement. Please allow at least seven (7) business days for mail delivery. Mailed payments received by us at any other location or payments in any other form may not be credited as of the day we receive them.

Transactions

Visit capitalone.com to see detailed transactions.

DOUGLAS D MUDD #7115: Payments, Credits and Adjustments

Trans Date	Post Date	Description	Amount
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DOUGLAS D MUDD #7115: Transactions

Trans Date	Post Date	Description	Amount
Mar 26	Mar 27	SAN MARCOS - TEXPTSSAN MARCOSTX	\$75.00
Mar 26	Mar 27	CHIPOTLE ONLINENEWPORT BEACHCA	\$313.93
Mar 27	Mar 28	2026 TACAA Conference1512462255TX	\$400.00
Mar 28	Mar 28	RES* HAMPTONINNWEST PALM BEAFL	\$743.90
Mar 28	Mar 30	ZOOM.COM 888-799-9666SAN JOSECA	\$835.62
Mar 29	Mar 30	DIGITALSPACE8887400502NV	\$12.43
Mar 31	Apr 1	USPS PO 4880750466SAN MARCOSTX	\$780.00
Mar 31	Apr 2	HOBBY-LOBBY #0130SAN MARCOSTX	\$61.61
Apr 1	Apr 2	PY *SM GATEWAY STORAGE SAN MARCOSTX	\$542.81
Apr 2	Apr 3	GOOGLE*SVCS COMMUNITY AC WILMINGTON DE	\$111.10
Apr 2	Apr 4	STARBUCKS STORE 08634 SAN MARCOSTX	\$21.00
Apr 14	Apr 15	SAN MARCOS - TEXPTSSAN MARCOSTX	\$125.00
Apr 17	Apr 18	SAMS CLUB #4958 SAN MARCOSTX	\$95.83
Apr 17	Apr 20	ROSS STORES #1070 SAN MARCOSTX	\$13.99
Apr 23	Apr 24	TACO CABANA #20151 SAN MARCOSTX	\$535.92
DOUGLAS D MUDD #7115: Total Transactions			\$4,668.14

STACEY MARTINEZ #2274: Payments, Credits and Adjustments

Trans Date	Post Date	Description	Amount
Apr 15	Apr 22	OMNI DALLAS CONVENTN CDALLASTX	-\$344.10

STACEY MARTINEZ #2274: Transactions

Trans Date	Post Date	Description	Amount
Mar 26	Mar 27	LYFT *CANCEL FEESAN FRANCISCOCA	\$5.00
Mar 26	Mar 27	LYFT *RIDE THU 12PMSAN FRANCISCOCA	\$10.94
Mar 26	Mar 27	LYFT *RIDE THU 3PMSAN FRANCISCOCA	\$10.97
Mar 27	Mar 28	SP THE HAPPY PLANNERCYPRESSCA	\$64.46
Mar 30	Mar 31	American Professional Kansas City MO	\$129.78
Apr 1	Apr 2	LYFT *RIDE WED 11AMSAN FRANCISCOCA	\$28.98
Apr 1	Apr 2	LYFT *RIDE WED 12PMSAN FRANCISCOCA	\$41.92
Apr 1	Apr 2	LYFT *RIDE WED 9AMSAN FRANCISCOCA	\$60.96
Apr 1	Apr 2	LYFT *RIDE WED 9AMSAN FRANCISCOCA	\$41.96
Apr 1	Apr 2	ESIPLANOTX	\$45.58

Additional Information on the next page

Transactions (Continued)			
Trans Date	Post Date	Description	Amount
Apr 2	Apr 3	LYFT *RIDE THU 10AMSAN FRANCISCOCA	\$35.98
Apr 2	Apr 3	LYFT *RIDE THU 8AMSAN FRANCISCOCA	\$86.47
Apr 3	Apr 4	YSI*ONLINE PROPERTY PAPFLUGERVILLETX	\$1,655.19
Apr 7	Apr 8	WAL-MART #0404SAN MARCOSTX	\$300.00
Apr 7	Apr 8	KDS Southwest 00 OF 00IrvingTX	\$29.14
Apr 8	Apr 9	LYFT *RIDE WED 12PMSAN FRANCISCOCA	\$37.98
Apr 8	Apr 9	LYFT *RIDE WED 8AMSAN FRANCISCOCA	\$46.96
Apr 8	Apr 9	CITY OF SAN MARCOS5123938383TX	\$114.11
Apr 13	Apr 14	LYFT *RIDE MON 11AMSAN FRANCISCOCA	\$19.97
Apr 13	Apr 14	LYFT *RIDE MON 2PMSAN FRANCISCOCA	\$27.91
Apr 15	Apr 16	LYFT *CANCEL FEESAN FRANCISCOCA	\$5.00
Apr 16	Apr 17	SpectrumSAINT LOUISMO	\$50.26
Apr 16	Apr 17	QDI*QUEST DIAGNOSTICS NORRISTOWNPA	\$39.19
Apr 16	Apr 17	LYFT *RIDE THU 10AMSAN FRANCISCOCA	\$48.92
Apr 16	Apr 17	LYFT *RIDE THU 8AMSAN FRANCISCOCA	\$69.95
Apr 16	Apr 17	LABCORP8008456167MCLEANSVILLENC	\$92.93
Apr 16	Apr 17	HARBOR HEALTHAUSTINTX	\$40.00
Apr 20	Apr 21	LYFT *RIDE MON 10AMSAN FRANCISCOCA	\$46.92
Apr 20	Apr 21	LYFT *RIDE MON 8AMSAN FRANCISCOCA	\$60.91
Apr 20	Apr 21	BLUEBONNET ELECTRIC COBASTROPTX	\$224.56
Apr 20	Apr 21	OMNI DALLAS ONLINE SRVDALLASTX	\$600.00
Apr 23	Apr 24	LYFT *RIDE THU 8AMSAN FRANCISCOCA	\$35.98
Apr 23	Apr 24	LYFT *RIDE THU 9AMSAN FRANCISCOCA	\$44.97
Apr 23	Apr 24	OMNI DALLAS CONVENTN CDALLASTX	\$388.20
STACEY MARTINEZ #2274: Total Transactions			\$4,542.05
KEITH HERINGTON #0229: Payments, Credits and Adjustments			
Trans Date	Post Date	Description	Amount
Apr 16	Apr 16	CAPITAL ONE ONLINE PYMT	-\$24,815.19
Apr 20	Apr 22	TST* SAN MARCOS BBQSAN MARCOSTX	-\$116.91
KEITH HERINGTON #0229: Transactions			
Trans Date	Post Date	Description	Amount
Apr 1	Apr 2	HILL COUNTRY SPRINGSAUSITNTX	\$163.98
Apr 6	Apr 7	AdobeSan JoseCA	\$16.23
Apr 9	Apr 10	CCSI CONSENSUSLOS ANGELESCA	\$209.79
Apr 11	Apr 13	CENTERPOINT ENERGY ENTHOUSTONTX	\$114.57
Apr 11	Apr 13	CENTERPOINT ENERGY ENTHOUSTONTX	\$92.02

Additional Information on the next page

Transactions (Continued)

Trans Date	Post Date	Description	Amount
Apr 15	Apr 16	PAPA JOHN'S #0897SAN MARCOSTX	\$73.87
Apr 16	Apr 16	TST* SAN MARCOS BBQSAN MARCOSTX	\$697.14
Apr 16	Apr 17	TX *LULING UTILITYLULINGTX	\$377.74
Apr 16	Apr 17	TYL*LULING FEEPLANOTX	\$13.98
Apr 21	Apr 22	I3P*TEXAS GAS SERVICETULSAOK	\$169.92
Apr 21	Apr 22	BLUEBONNET ELECTRIC COBASTROPTX	\$403.75
KEITH HERINGTON #0229: Total Transactions			\$2,332.99

MARY HELEN MARTINEZ #7930: Payments, Credits and Adjustments

Trans Date	Post Date	Description	Amount
Mar 31	Apr 1	ZAZZLE INC8888929953CA	-\$1.72

MARY HELEN MARTINEZ #7930: Transactions

Trans Date	Post Date	Description	Amount
Apr 1	Apr 2	NCS*GED EXAMBLOOMINGTONMN	\$1,812.50
Apr 1	Apr 2	OFFICE DEPOT #1079GRAND PRAIRIETX	\$119.30
Apr 10	Apr 10	AWL*PEARSON EDUCATIONUPPER SADDLENJ	\$325.00
Apr 16	Apr 17	WWW.BANNERBUZZ.COMSUWANEEGA	\$317.56
Apr 17	Apr 18	OFFICE DEPOT #1079GRAND PRAIRIETX	\$234.95
Apr 17	Apr 18	OFFICE DEPOT #1079GRAND PRAIRIETX	\$140.97
Apr 23	Apr 24	4IMPRINT, INCOSHKOSHWI	\$545.39
Apr 24	Apr 25	FSP*COUNCIL FOR PROFESWASHINGTONDC	\$772.80
MARY HELEN MARTINEZ #7930: Total Transactions			\$4,268.47

DANIELLE ENGELKE #4209: Payments, Credits and Adjustments

Trans Date	Post Date	Description	Amount
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DANIELLE ENGELKE #4209: Transactions

Trans Date	Post Date	Description	Amount
Mar 25	Mar 27	SAMS CLUB.COMBENTONVILLEAR	\$56.50
Mar 28	Mar 30	CHUY'S 0236073SAN MARCOSTX	\$257.80
Mar 30	Mar 31	TX HHSC CCL FEEAUSTINTX	\$147.50
Mar 31	Apr 1	NATIONAL HEAD START ASALEXANDRIAVA	\$2,900.00
Mar 31	Apr 2	SAMS CLUB.COMBENTONVILLEAR	\$163.30
Apr 1	Apr 2	TLF*FLOWERLANDSAN MARCOSTX	\$157.00
Apr 1	Apr 3	SOUTHWES 5262146808469DALLASTX	\$475.81
Apr 1	Apr 3	SOUTHWES 5262146808470DALLASTX	\$475.81
Apr 1	Apr 3	SOUTHWES 5262146808471DALLASTX	\$475.81

Additional Information on the next page

Transactions (Continued)

Trans Date	Post Date	Description	Amount
Apr 1	Apr 3	SOUTHWES 5262146808472DALLASTX	\$475.81
Apr 4	Apr 6	WLV ADV DEPOSITLAS VEGASNV	\$506.82
Apr 4	Apr 6	WLV ADV DEPOSITLAS VEGASNV	\$506.82
Apr 4	Apr 6	WLV ADV DEPOSITLAS VEGASNV	\$506.82
Apr 6	Apr 7	PROCARE* PROCARE SOLUTDENVERCO	\$5,364.88
Apr 6	Apr 7	HILL COUNTRY SPRINGSAUSITNTX	\$88.99
Apr 8	Apr 9	SAMS CLUB.COMBENTONVILLEAR	\$52.68
Apr 13	Apr 14	LOWES #00159*SAN MARCOSTX	\$49.96
Apr 13	Apr 14	LOWES #00159*SAN MARCOSTX	\$138.80
Apr 13	Apr 14	USPS PO 4880750466SAN MARCOSTX	\$427.00
Apr 15	Apr 17	OLIVE GARDEN 0024495SAN MARCOSTX	\$225.40
Apr 16	Apr 17	CANVA* I04853-32131918AUSTINTX	\$64.95
Apr 16	Apr 17	FSP*COUNCIL FOR PROFESWASHINGTONDC	\$1,825.00
Apr 16	Apr 17	CLEARWATER BUTTERFLYCHULUOTAFI	\$730.15
Apr 16	Apr 18	CHICK-FIL-A #02389SAN MARCOSTX	\$2.80
Apr 16	Apr 18	CHICK-FIL-A #02389SAN MARCOSTX	\$135.31
Apr 16	Apr 20	SAMS CLUB.COMBENTONVILLEAR	\$81.65
Apr 17	Apr 20	WERNERSHINERTX	\$1,405.00
Apr 23	Apr 24	LOWES #00159*SAN MARCOSTX	\$175.24
DANIELLE ENGELKE #4209: Total Transactions			\$17,873.61

MEGAN CAMPBELL #6230: Payments, Credits and Adjustments

Trans Date	Post Date	Description	Amount
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MEGAN CAMPBELL #6230: Transactions

Trans Date	Post Date	Description	Amount
Mar 26	Mar 27	VISTAPRINT8662074955MA	\$135.20
Mar 27	Mar 28	TACO CABANA 20151 OLOSAN MARCOSTX	\$71.36
Mar 30	Mar 31	McKenna Health ManagemNew BraunfelsTX	\$60.00
Mar 31	Apr 1	VISTAPRINT8662074955MA	\$121.12
Apr 1	Apr 2	EVENTBRITE PRO SUBSAN FRANCISCOCA \$21.00 CAD 1.387054161 Exchange Rate	\$15.14
Apr 24	Apr 25	SQ *SQUARE WEEBLYOaklandCA	\$29.95
Apr 24	Apr 25	DOMINO'S 9269SAN MARCOSTX	\$81.52
Apr 24	Apr 25	TACO CABANA 20151 OLOSAN MARCOSTX	\$71.36
MEGAN CAMPBELL #6230: Total Transactions			\$585.65

Additional Information on the next page

Transactions (Continued)			
Total Transactions for This Period			\$34,270.91
Fees			
Trans Date	Post Date	Description	Amount
Total Fees for This Period			\$0.00
Interest Charged			
Interest Charge on Purchases			\$0.00
Interest Charge on Cash Advances			\$0.00
Interest Charge on Other Balances			\$0.00
Total Interest for This Period			\$0.00
Totals Year-to-Date			
Total Fees charged			\$0.00
Total Interest charged			\$0.00

Additional Information on the next page

Interest Charge Calculation

Your Annual Percentage Rate (APR) is the annual interest rate on your account.


Type of Balance	Annual Percentage Rate (APR)	Balance Subject to Interest Rate	Interest Charged
Cash Advances	0.00%	\$0.00	\$0.00
Pay Over Time Purchases	25.74% P	\$0.00	\$0.00

Variable APRs: If you have a letter code displayed next to any of the above APRs, this means they are variable APRs. They may increase or decrease based on one of the following indices (reported in The Wall Street Journal) as described below.

Code next to your APR(s)	How do we calculate your APR(s)?	When your APR(s) will change
P	Prime Rate + margin	The first day of the Billing Cycles that end in Jan., April, July and Oct.
L	3 month LIBOR + margin	
D	Prime Rate + margin	The first day of each Billing Cycle
F	1 month LIBOR + margin	

How Minimum Payment is Calculated

If balance is less than your pay over time limit	If balance is greater than your pay over time limit
If your balance is less than \$15, your minimum payment will be equal to your balance. Otherwise, your minimum payment will be the greater of \$15 or 10% of your balance plus new cash advance transactions, new interest, and new fees. We also add any past due amounts to your minimum payment.	100% of your purchase balance in excess of your Pay Over Time Limit, plus 10% of your balance up to the Pay Over Time limit plus new cash advance transactions, new interest, and new fees. We also add any past due amounts to your minimum payment.



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530485-EN

Posted Date	Card No.	Description	Category	Debit	
4/1/2026	7115	USPS PO 4880750466	Other Servi	780	053-114-5647
4/2/2026	7115	HOBBY-LOBBY #0130	Merchandi:	61.61	053-117-5401
4/2/2026	229	HILL COUNTRY SPRINGS	Other Servi	163.98	053-117-5401
4/4/2026	7115	STARBUCKS STORE 08634	Dining	21	053-117-5401
4/7/2026	229	Adobe	Internet	16.23	053-117-5640
4/16/2026	229	TST* SAN MARCOS BBQ	Dining	697.14	053-117-5667
4/18/2026	7115	SAMS CLUB #4958	Merchandi:	95.83	053-117-5667
4/22/2026	229	TST* SAN MARCOS BBQ	Dining	-116.91	053-117-5667
4/24/2026	7115	TACO CABANA #20151	Dining	535.92	053-117-5667
3/27/2026	7115	CHIPOTLE ONLINE	Dining	313.93	053-117-5695
				2568.73	
3/27/2026	7115	SAN MARCOS - TEXPTS	Health Care	75	060-010-5600
4/15/2026	7115	SAN MARCOS - TEXPTS	Health Care	125	060-010-5600
4/9/2026	2274	CITY OF SAN MARCOS	Utilities	114.11	069-010-5603
3/28/2026	7115	2026 TACAA Conference	Other Servi	400	080-114-5230
3/28/2026	7115	RES* HAMPTONINN	Lodging	743.9	080-114-5230
3/30/2026	7115	DIGITALSPACE	Internet	12.43	120-010-5602
4/20/2026	7115	ROSS STORES #1070	Merchandi:	13.99	194-010-5402
				1484.43	
3/27/2026	4209	SAMS CLUB.COM	Merchandi:	56.5	183-010-5402
4/16/2026	229	PAPA JOHN'S #0897	Dining	73.87	183-010-5634
				130.37	
3/27/2026	6230	VISTAPRINT	Other Servi	135.2	230-010-5402
4/1/2026	6230	VISTAPRINT	Other Servi	121.12	230-010-5402
4/25/2026	6230	TACO CABANA 20151 OLO	Dining	71.36	230-010-5655
4/2/2026	6230	EVENTBRITE PRO SUB	Merchandi:	15.14	230-010-5666
4/2/2026	4209	SAMS CLUB.COM	Merchandi:	163.3	270-010-25-5401
4/20/2026	4209	SAMS CLUB.COM	Merchandi:	81.65	270-010-25-5401
4/2/2026	4209	TLF*FLOWERLAND	Merchandi:	157	270-010-25-5411
4/17/2026	4209	OLIVE GARDEN 0024495	Dining	225.4	270-010-25-5411
4/9/2026	4209	SAMS CLUB.COM	Merchandi:	52.68	270-010-25-5412
4/14/2026	4209	LOWES #00159*	Merchandi:	138.8	270-010-25-5422
4/2/2026	7115	PY *SM GATEWAY STORAGE	Other Trav	542.81	270-010-25-5601
4/10/2026	229	CCSI CONSENSUS	Other Servi	69.93	270-010-25-5602
4/13/2026	229	CENTERPOINT ENERGY ENT	Utilities	22.08	270-010-25-5603
4/13/2026	229	CENTERPOINT ENERGY ENT	Utilities	75.62	270-010-25-5603
4/22/2026	229	BLUEBONNET ELECTRIC CO	Utilities	274.55	270-010-25-5603
4/22/2026	229	I3P*TEXAS GAS SERVICE	Utilities	115.55	270-010-25-5603
4/7/2026	4209	HILL COUNTRY SPRINGS	Other Servi	88.99	270-010-25-5634
4/20/2026	4209	WERNERS	Dining	1405	270-010-25-5634
4/18/2026	4209	CHICK-FIL-A #02389	Dining	135.31	270-010-25-5635
4/18/2026	4209	CHICK-FIL-A #02389	Dining	2.8	270-010-25-5635
3/30/2026	7115	ZOOM.COM 888-799-9666	Phone/Cab	44.86	270-010-25-5640

3/31/2026	4209 TX HHSC CCL FEE	Other Servi	147.5	270-010-25-5656
4/17/2026	4209 CANVA* I04853-32131918	Other Servi	64.95	270-010-26-5401
4/17/2026	4209 CLEARWATER BUTTERFLY	Merchandi	730.15	270-010-26-5418
4/14/2026	4209 LOWES #00159*	Merchandi	49.96	270-010-26-5422
4/24/2026	4209 LOWES #00159*	Merchandi	175.24	270-010-26-5422
4/10/2026	229 CCSI CONSENSUS	Other Servi	34.96	270-010-26-5602
4/13/2026	229 CENTERPOINT ENERGY ENT	Utilities	69.94	270-010-26-5603
4/13/2026	229 CENTERPOINT ENERGY ENT	Utilities	38.95	270-010-26-5603
4/17/2026	229 TYL*LULING FEE	Other Servi	13.98	270-010-26-5603
4/17/2026	229 TX *LULING UTILITY	Utilities	377.74	270-010-26-5603
4/22/2026	229 BLUEBONNET ELECTRIC CO	Utilities	129.2	270-010-26-5603
4/22/2026	229 I3P*TEXAS GAS SERVICE	Utilities	54.37	270-010-26-5603
4/14/2026	4209 USPS PO 4880750466	Other Servi	427	270-010-26-5624
3/30/2026	4209 CHUY'S 0236073	Dining	257.8	270-010-26-5634
3/30/2026	7115 ZOOM.COM 888-799-9666	Phone/Cab	21.11	270-010-26-5640
4/17/2026	7930 WWW.BANNERBUZZ.COM	Other Servi	317.56	270-010-27-5402
4/24/2026	7930 4IMPRINT, INC	Other	365.59	270-010-27-5402
4/25/2026	7930 FSP*COUNCIL FOR PROFES	Other	772.8	270-010-27-5428
4/3/2026	4209 SOUTHWES 5262146808472	Airfare	475.81	270-114-26-5232
4/3/2026	4209 SOUTHWES 5262146808471	Airfare	475.81	270-114-26-5232
4/3/2026	4209 SOUTHWES 5262146808470	Airfare	475.81	270-114-26-5232
4/3/2026	4209 SOUTHWES 5262146808469	Airfare	475.81	270-114-26-5232
4/6/2026	4209 WLW ADV DEPOSIT	Lodging	506.82	270-114-26-5232
4/6/2026	4209 WLW ADV DEPOSIT	Lodging	506.82	270-114-26-5232
4/6/2026	4209 WLW ADV DEPOSIT	Lodging	506.82	270-114-26-5232
4/7/2026	4209 PROCARE* PROCARE SOLUT	Merchandi	5364.88	270-114-26-5655
4/1/2026	4209 NATIONAL HEAD START AS	Other Servi	2900	270-114-26-5664
4/17/2026	4209 FSP*COUNCIL FOR PROFES	Other	1825	270-114-26-5664
3/28/2026	6230 TACO CABANA 20151 OLO	Dining	71.36	288-010-5634
4/25/2026	6230 DOMINO'S 9269	Dining	81.52	288-010-5634
4/25/2026	6230 SQ *SQUARE WEEBLY	Other Servi	29.95	288-010-5634
			21684.36	
3/31/2026	6230 McKenna Health Managem	Other Servi	60	555-010-5655
4/22/2026	2274 OMNI DALLAS CONVENTN C	Lodging	-344.1	627-010-5232
4/21/2026	2274 OMNI DALLAS ONLINE SRV	Other Servi	600	627-010-5232
4/24/2026	2274 OMNI DALLAS CONVENTN C	Lodging	388.2	627-010-5232
4/8/2026	2274 KDS Southwest 00 OF 00	Merchandi	29.14	627-010-5510
4/2/2026	2274 ESI	Merchandi	45.58	627-010-5602
4/10/2026	229 CCSI CONSENSUS	Other Servi	104.9	627-010-5602
4/17/2026	2274 HARBOR HEALTH	Health Care	40	637-010-20-5532
4/17/2026	2274 LABCORP8008456167	Health Care	92.93	637-010-20-5539
4/17/2026	2274 QDI*QUEST DIAGNOSTICS	Health Care	39.19	637-010-20-5539
3/27/2026	2274 LYFT *RIDE THU 3PM	Other Travi	10.97	647-031-5627
3/27/2026	2274 LYFT *RIDE THU 12PM	Other Travi	10.94	647-031-5627
3/27/2026	2274 LYFT *CANCEL FEE	Other Travi	5	647-031-5627
4/2/2026	2274 LYFT *RIDE WED 9AM	Other Travi	41.96	647-031-5627

4/2/2026	2274 LYFT *RIDE WED 9AM	Other Travel	60.96	647-031-5627
4/2/2026	2274 LYFT *RIDE WED 12PM	Other Travel	41.92	647-031-5627
4/2/2026	2274 LYFT *RIDE WED 11AM	Other Travel	28.98	647-031-5627
4/3/2026	2274 LYFT *RIDE THU 8AM	Other Travel	86.47	647-031-5627
4/3/2026	2274 LYFT *RIDE THU 10AM	Other Travel	35.98	647-031-5627
4/9/2026	2274 LYFT *RIDE WED 8AM	Other Travel	46.96	647-031-5627
4/9/2026	2274 LYFT *RIDE WED 12PM	Other Travel	37.98	647-031-5627
4/14/2026	2274 LYFT *RIDE MON 2PM	Other Travel	27.91	647-031-5627
4/14/2026	2274 LYFT *RIDE MON 11AM	Other Travel	19.97	647-031-5627
4/16/2026	2274 LYFT *CANCEL FEE	Other Travel	5	647-031-5627
4/17/2026	2274 LYFT *RIDE THU 8AM	Other Travel	69.95	647-031-5627
4/17/2026	2274 LYFT *RIDE THU 10AM	Other Travel	48.92	647-031-5627
4/21/2026	2274 LYFT *RIDE MON 8AM	Other Travel	60.91	647-031-5627
4/21/2026	2274 LYFT *RIDE MON 10AM	Other Travel	46.92	647-031-5627
4/24/2026	2274 LYFT *RIDE THU 9AM	Other Travel	44.97	647-031-5627
4/24/2026	2274 LYFT *RIDE THU 8AM	Other Travel	35.98	647-031-5627
3/28/2026	2274 SP THE HAPPY PLANNER	Merchandise	64.46	651-010-5401
4/4/2026	2274 YSI*ONLINE PROPERTY PA	Other Services	61.82	651-010-5601
4/17/2026	2274 Spectrum	Phone/Cab	50.26	651-010-5603
4/21/2026	2274 BLUEBONNET ELECTRIC CO	Utilities	224.56	651-010-5603
4/8/2026	2274 WAL-MART #0404	Merchandise	300	651-010-5636
3/31/2026	2274 American Professional	Insurance	129.78	651-010-5663
4/4/2026	2274 YSI*ONLINE PROPERTY PA	Other Services	40.37	663-010-5698
4/4/2026	2274 YSI*ONLINE PROPERTY PA	Other Services	1553	663-113-5601
			4248.74	
4/18/2026	7930 OFFICE DEPOT #1079	Merchandise	140.97	910-010-5402
4/18/2026	7930 OFFICE DEPOT #1079	Merchandise	234.95	910-010-5402
4/24/2026	7930 4IMPRINT, INC	Other	179.8	910-010-5402
4/3/2026	7115 GOOGLE*SVCSCOMMUNITYAC	Phone/Cab	41.65	910-010-5602
3/30/2026	7115 ZOOM.COM 888-799-9666	Phone/Cab	461.79	910-010-5640
4/2/2026	7930 NCS*GED EXAM	Other	906.25	941-010-5427
4/1/2026	7930 ZAZZLE INC	Merchandise	-1.72	951-010-5401
4/2/2026	7930 OFFICE DEPOT #1079	Merchandise	119.3	951-010-5402
4/3/2026	7115 GOOGLE*SVCSCOMMUNITYAC	Phone/Cab	69.45	951-010-5602
3/30/2026	7115 ZOOM.COM 888-799-9666	Phone/Cab	307.86	951-010-5640
4/10/2026	7930 AWL*PEARSON EDUCATION	Other	325	951-111-5510
4/2/2026	7930 NCS*GED EXAM	Other	906.25	981-010-5427
			3691.55	
			33808.18	

Sum of Amount VendorName	TransactionDate	ObjectName	Total
HEB Credit Receivables	4/1/2026	FOOD/CHILDREN	123.91
		PARENT CENTER SUPPLIES	90.80
	4/2/2026	FOOD/CHILDREN	153.93
	4/6/2026	FOOD/CHILDREN	307.69
		KITCHEN SUPPLIES	37.20
	4/7/2026	FOOD/CHILDREN	273.11
		KITCHEN SUPPLIES	53.85
	4/8/2026	FOOD/CHILDREN	216.06
		KITCHEN SUPPLIES	156.86
	4/9/2026	FOOD/CHILDREN	133.43
		KITCHEN SUPPLIES	343.13
		PROGRAM SUPPLIES	70.98
	4/10/2026	KITCHEN SUPPLIES	9.95
	4/13/2026	FOOD/CHILDREN	347.09
	4/14/2026	FOOD/CHILDREN	124.94
		KITCHEN SUPPLIES	31.92
	4/15/2026	FOOD/CHILDREN	158.66
		PARENT CENTER SUPPLIES	8.14
	4/16/2026	FOOD/CHILDREN	14.07
		KITCHEN SUPPLIES	4.16
	4/17/2026	DIAPERS	24.97
	4/20/2026	FOOD/CHILDREN	642.32
		KITCHEN SUPPLIES	101.40
	4/21/2026	FOOD/CHILDREN	359.41
		KITCHEN SUPPLIES	33.12
	4/22/2026	FOOD/CHILDREN	3.47
		KITCHEN SUPPLIES	41.44
	4/27/2026	PARENT CENTER SUPPLIES	58.01
HEB Credit Receivables Total			3924.02
Lowe's Bus.Acct./SYNCB	4/1/2026	KITCHEN SUPPLIES	315.96
		MAINTENANCE MATERIALS	93.37
PROGRAM SUPPLIES		13.28	
	4/7/2026	KITCHEN SUPPLIES	57.35
		MAINTENANCE MATERIALS	50.39
	4/8/2026	PROGRAM SUPPLIES	157.24
	4/9/2026	MAINTENANCE MATERIALS	26.96
Lowe's Bus.Acct./SYNCB Total			714.55
SAM'S CLUB DIRECT	4/1/2026	DIAPERS	1173.42
		JANITORIAL SUPPLIES	1394.70
PROGRAM SUPPLIES		129.98	
	4/7/2026	FOOD/STAFF TRAINING/MTG.	19.93
		PROGRAM SUPPLIES	153.86
	4/8/2026	FOOD/CHILDREN	35.92

SAM'S CLUB DIRECT	46120	KITCHEN SUPPLIES	118.48
	4/9/2026	DIAPERS	86.96
		JANITORIAL SUPPLIES	161.76
	4/14/2026	PARENT CENTER SUPPLIES	168.10
	4/15/2026	DIAPERS	1115.20
		JANITORIAL SUPPLIES	1616.28
	4/20/2026	FOOD/CHILDREN	48.90
SAM'S CLUB DIRECT Total			6223.49
TREVIPAY-WALMART	4/1/2026	DIAPERS	39.77
		JANITORIAL SUPPLIES	31.76
		KITCHEN SUPPLIES	139.95
		MAINTENANCE MATERIALS	99.83
		PARENT CENTER SUPPLIES	131.91
		PROGRAM SUPPLIES	253.24
	4/3/2026	KITCHEN SUPPLIES	132.81
	4/6/2026	FOOD/CHILDREN	487.70
	4/7/2026	MAINTENANCE MATERIALS	79.14
		STAFF TRAINING SUPPLIES	203.97
		VEHICLE MAINTENANCE	11.54
	4/8/2026	DIAPERS	66.91
		MAINTENANCE MATERIALS	32.64
		PROGRAM SUPPLIES	129.00
	4/9/2026	PROGRAM SUPPLIES	34.30
		STAFF TRAINING SUPPLIES	122.93
	4/13/2026	PROGRAM SUPPLIES	126.99
	4/14/2026	DIAPERS	50.91
		MAINTENANCE MATERIALS	74.86
	4/15/2026	MAINTENANCE MATERIALS	89.29
	4/16/2026	MAINTENANCE MATERIALS	29.64
		PARENT CENTER SUPPLIES	49.94
	4/17/2026	MAINTENANCE MATERIALS	7.74
	4/20/2026	KITCHEN SUPPLIES	14.98
	4/22/2026	HYGIENIC/1ST AIDE SUPPLIE	7.62
	4/23/2026	MAINTENANCE MATERIALS	12.96
	4/27/2026	MAINTENANCE MATERIALS	287.80
	4/28/2026	MAINTENANCE MATERIALS	25.76
		PROGRAM SUPPLIES	39.96
	4/29/2026	MAINTENANCE MATERIALS	79.52
	4/30/2026	MAINTENANCE MATERIALS	43.36
TREVIPAY-WALMART Total			2938.73
Wex Fleet Universal	4/1/2026	FUEL & OIL	365.83
	4/30/2026	FUEL & OIL	879.91
Wex Fleet Universal Total			1245.74
Grand Total			15046.53

Updates:

- Texas Workforce Commission Updates: current funding will run through June 30, 2026
 - Funding will continue for another fiscal year June 30, 2026 – June 30, 2027
- Collaboratively facilitated a virtual professional development Session with Texas State University Adult, Professional, and Community Education Graduate Program: Teaching Adults – Principles and Practice (53 attendees): April 11
- Participated in providing information to Head Start Parents during the Head Start Recruitment Event: April 30
- Participated in Workforce Solutions of Hays County Job Fair in Kyle: April 29
- Featured in Hays County’s Health Department Community Spotlight for Career Pathways
 - <https://mailchi.mp/co.hays.tx.us/vov49bbtrm>
- Continued to provide Integrated Education Training in Bookkeeping/Quick Books, Phlebotomy, Paraeducator, HVAC, CAN, and Entrepreneurship & Small Businesses
- HVAC Graduation Ceremony for 10 students: May 2
- Wrapping up classes and beginning summer programming
- GED Graduation ceremonies scheduled for June: Hays County (June 12) and Bastrop County (June 27).

Quality Indicator	Community Action, Inc. Adult Education Program Progress Report 4-28-2026			
Participant Enrollment		Current	Target	% of Target
	Reg AEL	1,194	1,359	88%
Participant Enrollment		Current	Target	% of Target
	EL Civics	498	634	79%
Intensive Enrollment		Current	Target	% of Target
	Reg AEL	73	64	114%
IET (Training)		Current	Target	% of Target
	Reg AEL	148	103	144%
IET (Training)		Current	Target	% of Target
	EL Civics	48	21	229%



Workforce Job Fair - Kyle



San Marcos Public Library Year End Class Celebration



Kyle Learning Center Year End Class Celebration



Head Start Recruitment/Registration Fair



HVAC Graduation Celebration



YOU ARE INVITED TO
COMMUNITY ACTION, INC.
37TH ANNUAL GED GRADUATION

Class of 2026



THE LBJ STUDENT CENTER
AT TEXAS STATE UNIVERSITY

FREE PARKING AT MATTHEWS ST.
GARAGE - 206 STUDENT CENTER DR.

FRIDAY, JUNE 12TH

6:30 PM

KINDLY REPLY BY FRIDAY, JUNE 8TH, 2026
ANGI MUDD · AMUDD@COMMUNITYACTION.COM
220





Community Services May 2026 report

HIGHLIGHTS

Compiled by: Francesca Ramirez

- **CEAP:** Since January 26th, 585 applications have been received for Hays and Blanco Counties and 363 for Caldwell County for a total of 948.
- 239 applications are still pending to be processed for Hays/Blanco Counties and 85 for Caldwell County. Current processing times are taking between 9-10 weeks.
- As of April 30th, the Hays and Caldwell CEAP team have expended \$531,535.98 assisting 551 households pay their electric, gas, and propane bills.



TOP Program (Transition Out of Poverty)

- One family of 2 is expected to transition at the end of May. One family transitioned in March.

TBRA (Tenant Based Rental Assistance) Program

- 11 clients receiving assistance
- 1 pending to sign lease
- 4 clients in progress
- 1 client was recertified
- 3 recertifications in progress
- 12 active landlords



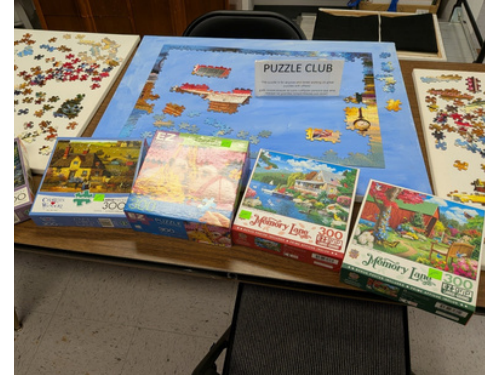


COMMUNITY SERVICES MAY 2026 REPORT

HIGHLIGHTS

Compiled by: Francesca Ramirez

- The **San Marcos Senior Citizen Center** has a total enrollment of 95 clients as of April 30th.
- Average daily attendance can vary between 21 up to 57 clients on Food Bank Tuesdays.
- Center Director, April Huggard assisted 5 seniors with submitting their rental assistance apps to BR3T.
- Sponsored events included: a meditation workshop, grief support group by Christus Hospice, Easter Celebration by the Garcia family, 2 art workshop by Tx State students, a hosted BBQ by the Villas del San Xavier, and 14 sponsored Bingo days.
- Upcoming activities include: 2nd grief support group, Mother's Day celebration, and the first ever Senior Prom!





MARCH & APRIL 2026

REPRODUCTIVE SERVICES

6.6

Compiled by Ely Nieto

OUR SERVICES

The Family Planning Clinic provides reproductive health care for men and women. These services include well women exams, pregnancy testing, testing and treatment of STIs, routine labs.

TITLE X CONTRACT GOALS

- Goal: 1329 unduplicated clients
- 04/01/2026 -03/31/27
- to date we have served 162 UDC
- 12% of goal has been met in 1st month
- 180 client visits provided



FAMILY PLANNING ACTIVITIES

- April 30 - Outreach at 7 Minor Emergency Clinic
- Provided information on family planning services



BREAST AND CERVICAL CANCER

Compiled by Lydia Perez

DIRECT SERVICES

- 35 screenings mammograms
- 25 diagnostic procedures
- 13 women diagnosed with breast cancer enrolled in Medicaid for Breast & Cervical Cancer



PROGRAM UPDATES

- Continuing partnership with Community Health Centers of South Central Texas (CHCSCT)
- Allows Breast Cancer Program to continue providing screening mammograms, diagnostic mammograms, ultrasounds and Medicaid for Breast and Cervical Cancer enrollment to low income and uninsured women



ACHIEVEMENTS

- Provided navigation and support to all eligible clients, ensuring access to culturally competent care and resources



RURAL AIDS SERVICES PROGRAM

Compiled by Stacey Martinez

DIRECT SERVICES

- 110 unduplicated clients active in case management services
- 470 Case management units
- Waitlist for case management services due to 2 staff vacancies
- Client enrollments:
 - Health Insurance: 10 clients - 20 insurance premium payments processed
 - Transportation: 16 UDC clients provided with 57 trips
 - Housing: 22 households assisted w/44 payments processed for assistance
 - Eligibility: 23 cliets screened for eligibility

ACHIEVEMENTS/EVENTS

- Client Viral Suppression Rate: **94%** (Standards of Care Goal is 85%)
- Actively participating in quality management activities to increasing viral suppression rates
- Staff participated in the Hill Country Ride

PENDING OUTCOMES

- 2026 Hill Country Ride for AIDS check distribution be held in June.
- Two case manager vacancies - Elgin and Georgetown
- BVCOG Monitoring to be held in June



ACCESSING HEALTHCARE PROJECT

Compiled by Shunlee Alvarado.

PROGRAM INFORMATION

- 2 YR \$1 Million grant from St. David's Foundation
- Focus: To identify and enroll/re-enroll Medicaid eligible clients

ACTIVITIES

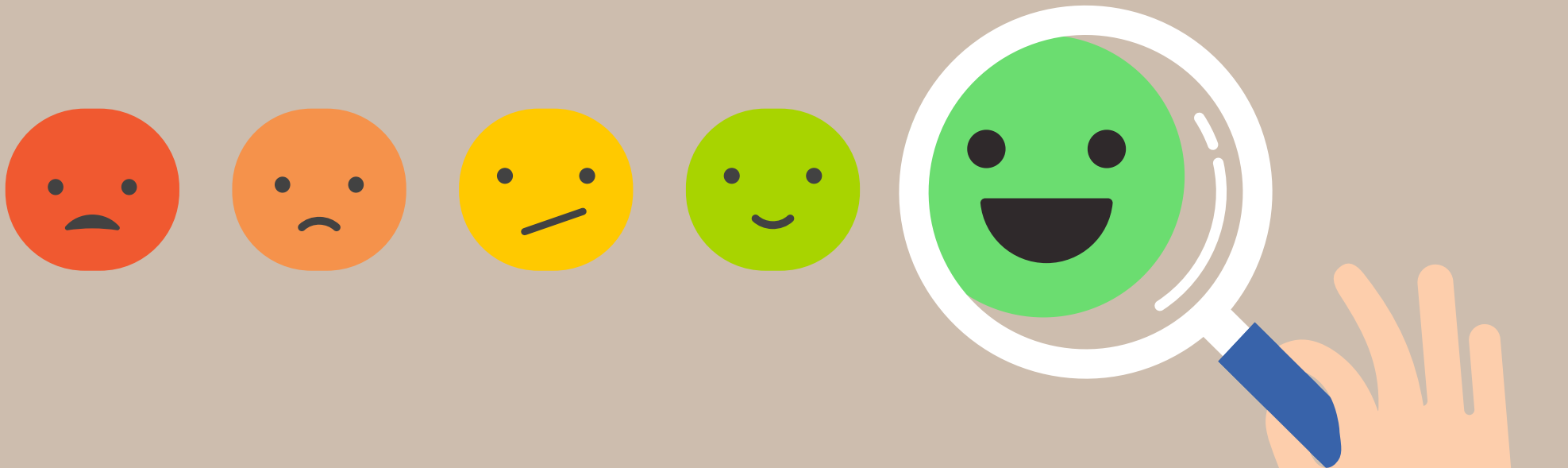
- Attended 6 community outreach events
- Attended 4 community collaboration meetings
- Signed new MOU with ALLSUP National Social Security Disability Partnership
- Application Data:
 - 29 clients completed inquiry form
 - 158 clients completed Medicaid applications (CommuniCare & CAI Navigators combined)
 - 2 clients referred to other agencies/organizations
 - 7 client enrollment applications pending
 - 7 SNAP applications completed

KEY UPCOMING ACTIVITIES/GOALS

- Transportation assistance for clients
- Promote the program
- Case Management data tracking
- 70% appointment retention



CLIENT SATISFACTION SURVEY RESULTS



RURAL AIDS SERVICES PROGRAM



Survey Information

Surveys mailed to clients in January for services provided in 2025

4 categories screened: services, access & availability of services, staff skills, confidentiality

118
Surveys
Distributed

30
Surveys
Returned

25%
Return Rate

All surveys contained an enclosed self-addressed return stamped envelope for confidentiality.

30 day period to return surveys.

Demographics

Length of Services

Less than 1 year = 6%
1-5 years = 24%
6-10 years = 13%
More than 10 years = 57%

County of Residence

Bastrop = 13%
Caldwell = 20%
Hays = 44%
Travis = 17%
Williamson = 6%

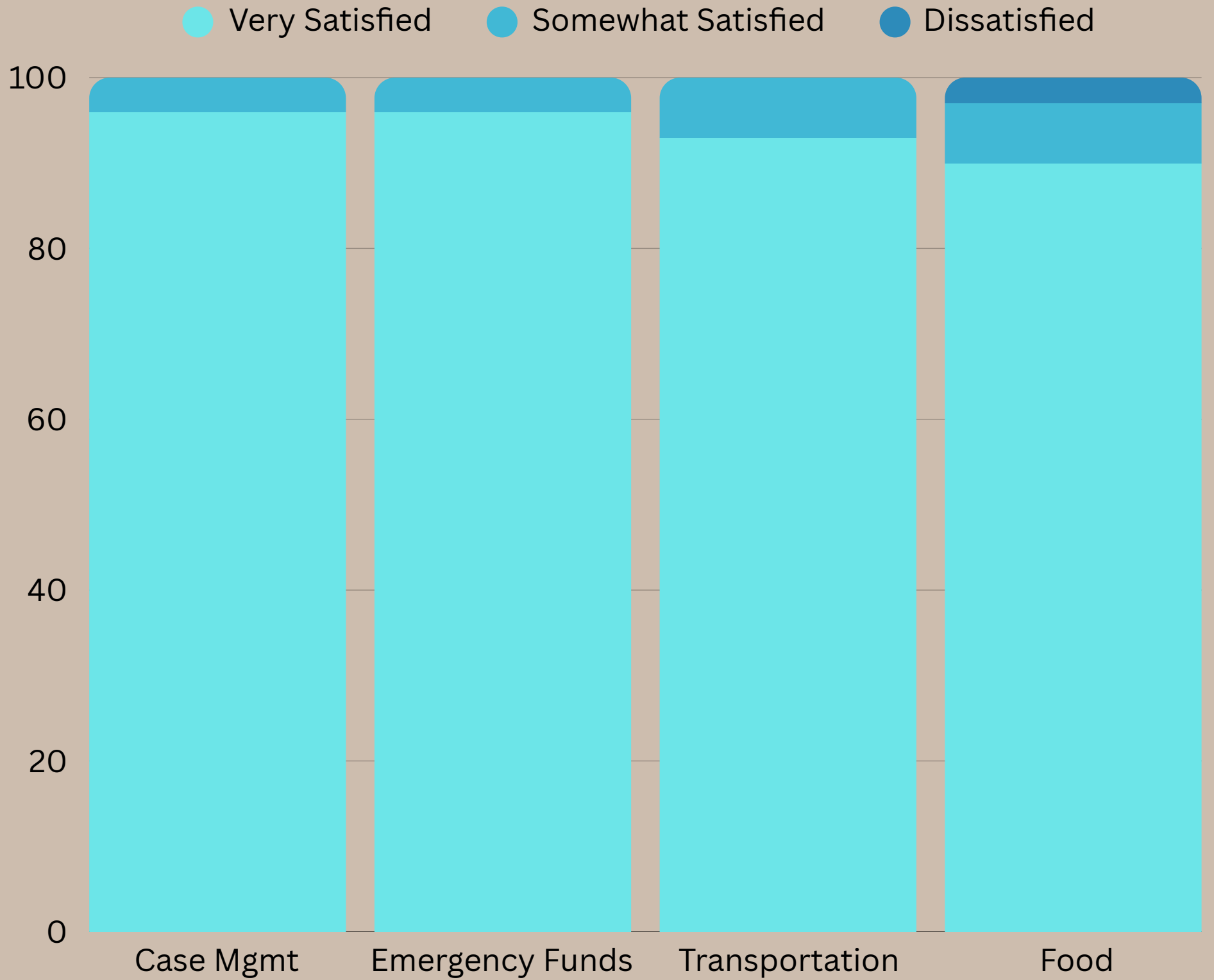
Race/Ethnicity

White = 37%
Hispanic/Latino = 30%
Black/African American = 13%
Other/Not Listed = 3%

Age

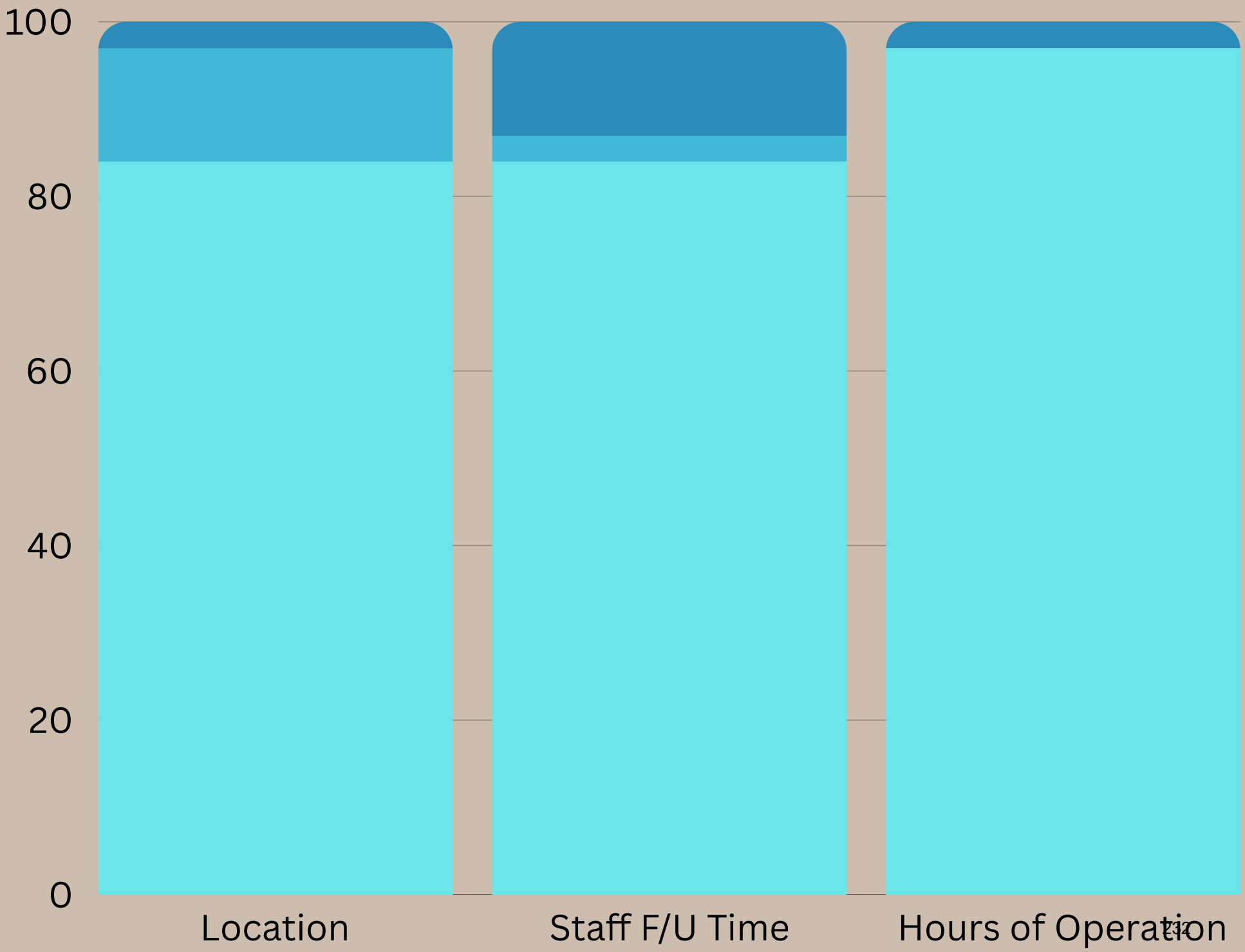
Under 20 = 6%
20-29 = 17%
50-59 = 40%
60-69 = 27%
70+ = 10%

Services



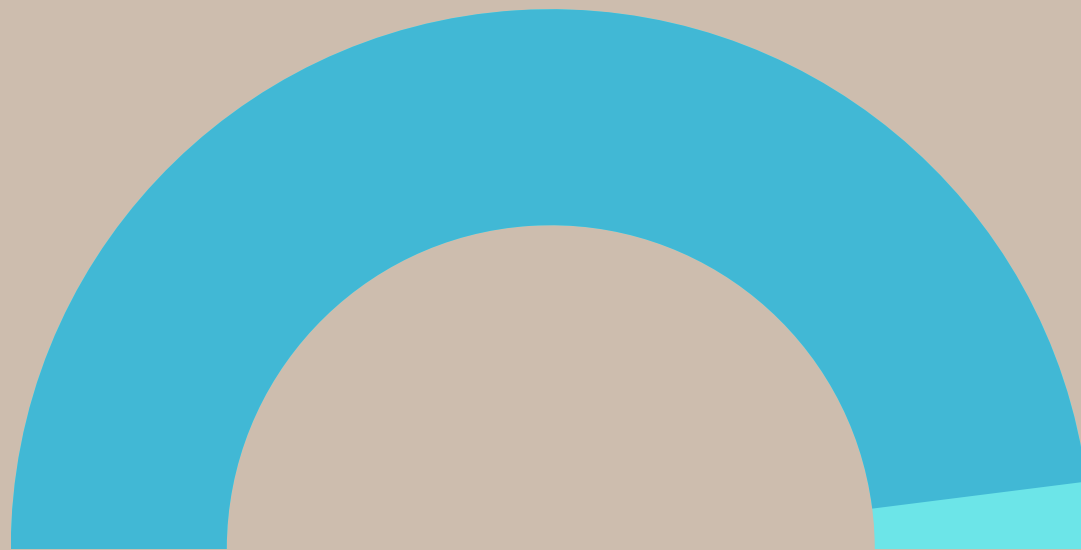
Access to & Availability of Services

- Very Satisfied
- Somewhat Satisfied
- Somewhat Dissatisfied



Customer Service/Staff Skills ^{6.6.2}

- I felt safe and supported when receiving services
- I am treated with respect by staff
- I get services in the language I understand
- I am better able to manage my health because of the services I receive



- 97% reported very satisfied
- 3% reported somewhat dissatisfied

Confidentiality

My HIV and personal information is always kept private by staff and only shared when I give permission



100% Very Satisfied



Comments

- The staff makes me feel important
- I feel fortunate for being able to get help
- Everything is all good
- I am grateful for all the services provided.
- My case manager is awesome and should be acknowledged for their contributions towards this purpose
- 5 Stars! Love! Thank you.
- I was totally lost and not knowing what to do, but you guys helped me so much
- So thankful



HEAD START REPORT

MAY 2025

6.7.1

PROGRAM PLANNING BEGAN IN THE MONTH OF MARCH AND IS WELL UNDERWAY. WE HAVE REVIEWED THE CALENDARS FROM ALL FOUR SCHOOL DISTRICTS AND CREATED OUR ACADEMIC CALENDAR FOR THE 2026–2027 SCHOOL YEAR. ONE OF OUR PRIMARY GOALS IS TO CONTINUE TO DESIGNATE AT LEAST TWO DAYS EACH MONTH WHERE TEACHERS HAVE NO STUDENT RESPONSIBILITIES—WHETHER THROUGH HOLIDAYS, CONFERENCE DAYS, OR PROFESSIONAL DEVELOPMENT DAYS. THIS INITIATIVE IS DESIGNED TO SUPPORT STAFF WELL-BEING, REDUCE BURNOUT, AND PROVIDE ADDITIONAL TIME FOR DATA ENTRY AND PLANNING.

SELF-ASSESSMENT PLANNING IS ALSO IN PROGRESS. WE ARE ACTIVELY GATHERING DATA TO IDENTIFY OUR STRENGTHS AND HIGHLIGHT AREAS IN NEED OF IMPROVEMENT. AS ALWAYS, WE WELCOME AND ENCOURAGE PARTICIPATION FROM POLICY COUNCIL AND BOARD MEMBERS IN BOTH THE SELF-ASSESSMENT AND COMMUNITY NEEDS ASSESSMENT PROCESSES.

WE ARE EXCITED TO ANNOUNCE OUT TEACHERS OF THE YEAR:

HEAD START TEACHER OF THE YEAR - MASON NEY HENRY BUSH CDC

HEAD START TEACHING ASSISTANT OF THE YEAR - ALICE ESPINOZA HEMPHILL HEAD START

EARLY HEAD START TEACHER OF THE YEAR - MARIA GUERRA HEMPHILL EARLY HEAD START



Other news

Highlights

- Recruitment Event was held on April 30 to help families enroll.
- Hygiene closet continues to be a huge success
- Teacher Appreciation Week - teachers received a Catered Meal & T-Shirt

Upcoming Events

O

- Last day of Head Start May 21, 2026

TSR

We're proud to recognize four outstanding educators who have successfully completed at least three years of the Texas School Ready (TSR) program, demonstrating their dedication to high-quality early childhood education. Each has completed more than 100 hours of professional development in the program and more than 60 hours of personalized coaching in the classroom. Congratulations to Patsie Bairrington at Luling EHS, Alice Espinoza at Hemphill HS, Ashley Castilleja at A. Washington EHS, and Annette Melendez at Hemphill EHS.

Welcome New Staff

- Sandy Ramirez - Program Floater - AW
- Edith Garza - Program Floater - William Crook
- Cindy Leyva - Disability Coordinator

CACFP Conference Las Vegas, Nevada



NHSA Confernce Minneaplolis, MN



Head Start PD 2026



MARCH ENROLLMENT & ATTENDANCE

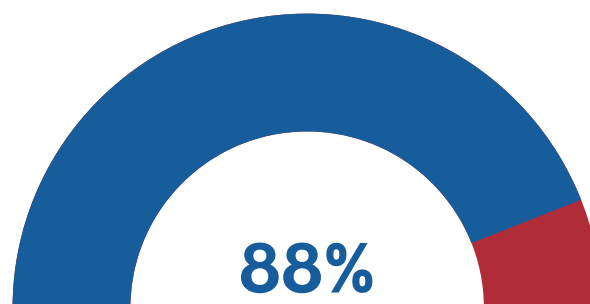
EARLY HEAD START ENROLLMENT

Site	Current/Funded
A. Washington CDC	48/48
William Crook CDC	15/16
Hemphill EHS	32/32
Lockhart CDC	16/16
Luling EHS	40/40

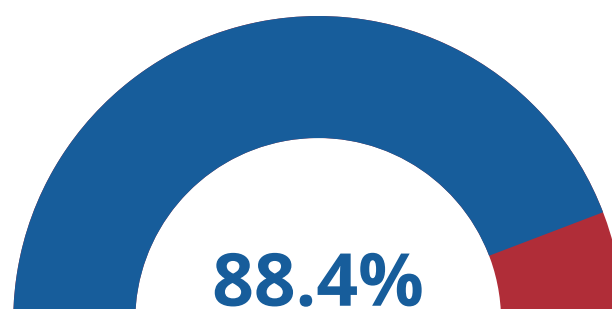
HEAD START ENROLLMENT

Site	Current/Funded
A. Washington CDC	15/15
Henry Bush CDC	68/68
Bonham PreK	60/60
Hemphill HS	85/85
Lockhart CDC	33/34
Luling CDC	34/34

EHS AVERAGE DAILY ATTENDANCE



HS AVERAGE DAILY ATTENDANCE



APRIL ENROLLMENT & ATTENDANCE

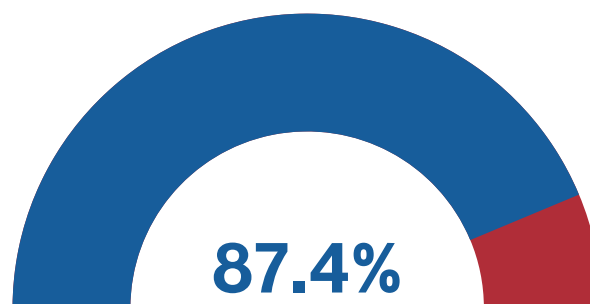
EARLY HEAD START ENROLLMENT

Site	Current/Funded
A. Washington CDC	48/48
William Crook CDC	16/16
Hemphill EHS	32/32
Lockhart CDC	16/16
Luling EHS	40/40

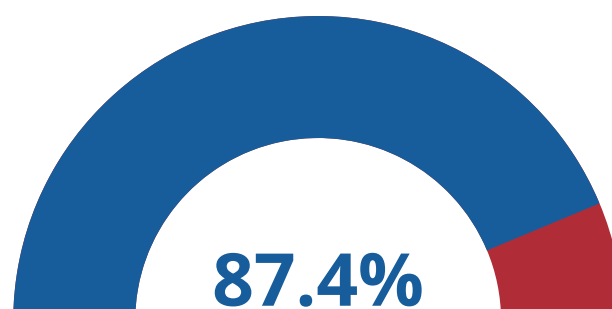
HEAD START ENROLLMENT

Site	Current/Funded
A. Washington CDC	15/15
Henry Bush CDC	67/68
Bonham PreK	59/60
Hemphill HS	85/85
Lockhart CDC	34/34
Luling CDC	34/34

EHS AVERAGE DAILY ATTENDANCE



HS AVERAGE DAILY ATTENDANCE



HEAD START TEACHER OF THE YEAR



Mason Ney
Henry Bush CDC



HEAD START TEACHING ASSISTANT OF THE YEAR



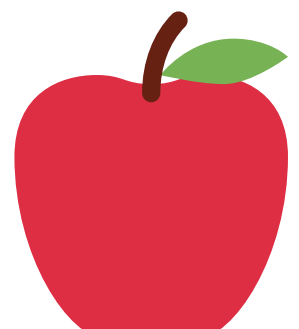
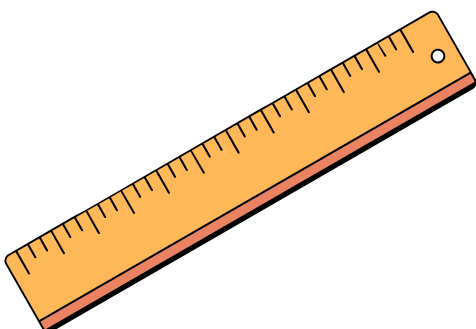
Alice Espinoza
Hemphill Head Start



EARLY HEAD START TEACHER OF THE YEAR



Maria Guerra
Hemphill EHS



Head Start Fiesta Family Dance



Site Activities

HEMPHILL PARENT MEETING



Hemphill EHS Earth Day



RECRUITMENT



Community Events



Teacher Appreciation



Celebrations

6.7.1



CAI Head Start Academic Calendar 2026-2027												
	August						September					
	M	T	W	T	F		M	T	W	T	F	
3 Return to work/Regional Meeting	3	4	5	6	7			1	2	3	4	
4-14 annual training	10	11	12	13	14	7	8	9	10	11	7 Labor Day	
17 First day of School	17	18	19	20	21	14	15	16	17	18	21 Fall DRDP Wave Begins	
	24	25	26	27	28	21	22	23	24	25	25 PD Day	
	31					28	29	30			28-30 CLI Wave 1	
	October						November					
	M	T	W	T	F		M	T	W	T	F	
1-30 CLI Wave 2 Cont.				1	2	2	3	4	5	6	2 Parent conference	
12 Indigenous People's Day	5	6	7	8	9	9	10	11	12	13	2 Rating Week Fall DRDP Wave	
	12	13	14	15	16	16	17	18	19	20	2-6 CLI Wave 2 Cont.	
23 All Staff Day	19	20	21	22	23	23	24	25	26	27	23-27 Thanksgiving Break	
	26	27	28	29	30	30						
	December						January					
	M	T	W	T	F		M	T	W	T	F	
		1	2	3	4						1	4 PD Day
	7	8	9	10	11	4	5	6	7	8	5 Staff work day	
18 Half day for children	14	15	16	17	18	11	12	13	14	15	6 Winter DRDP Wave Begins	
21-1 Christmas Break	21	22	23	24	25	18	19	20	21	22	11- 29 CLI Wave 2	
	28	29	30	31		25	26	27	28	29	18 MLK Day	
	February						March					
	M	T	W	T	F		M	T	W	T	F	
1-26 CLI Wave 2 cont.	1	2	3	4	5	1	2	3	4	5		
12 PD Day	8	9	10	11	12	8	9	10	11	12		
15 Home Visits	15	16	17	18	19	15	16	17	18	19	15-19 Spring Break	
15 Rating Week DRDP Winter Wave	22	23	24	25	26	22	23	24	25	26	22 Spring DRDP Wave Begins	
						29	30	31			26 Good Friday	
	April						May					
	M	T	W	T	F		M	T	W	T	F	
				1	2							3-7 CLI Wave 3 Cont.
5-30 CLI Wave 3	5	6	7	8	9	3	4	5	6	7	3 Parent Conferences (HS only)	
	12	13	14	15	16	10	11	12	13	14	3 Rating week Spring DRDP Wave	
23 Leadership Academy/ Staff work day	19	20	21	22	23	17	18	19	20	21	24 Summer DRDP Wave Begins	
30 PD Day	26	27	28	29	30	24	25	26	27	28	27 Last day of School HS (half day)	
						31					28 staff work day (HS Only)	
	June						July					
	M	T	W	T	F		M	T	W	T	F	
		1	2	3	4					1	2	2 4th of July
7 Parent Conferences (EHS only)	7	8	9	10	11	5	6	7	8	9	5 Rating week Summer DRDP Wave	
18 Juneteenth	14	15	16	17	18	12	13	14	15	16	15 Last day of EHS (half day)	
	21	22	23	24	25	19	20	21	22	23	16 Staff work day (EHS only)	
	28	29	30			26	27	28	29	30		
Professional Development												
Holiday / No School												
1st & Last Day of School												
HV/ PC												
Half Day for Children												
Staff Work Day												
Annual Training												

*CLI Wave dates subject to change.



Home Visiting Board Report

3/2026- 4/2026

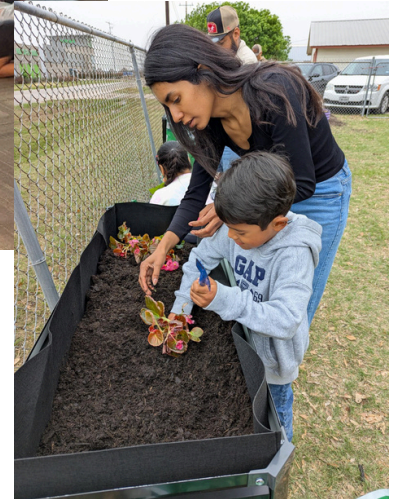


Prepared by:
Mary Bryant

Program Events & Updates

March

StartSmart Hays & Caldwell (SSHC) hosted a monthly Early Childhood Professional Development and shared the importance of play. **Hays County Team** hosted a PJs & Movie group connection, in which children had the liberty to watch a movie or play with soft toys. **Caldwell County Team** partnered with Head Start to host a gardening group connection, allowing families to work together to plant seedlings and take them home to continue to tend.



April

SSHC hosted a Baby Day event in Hays and Caldwell with a variety of community partners across both counties. **Hays County Team** partnered with SSHC for Baby Day and provided a Smelling Activity and program information at the San Marcos Public Library. **Caldwell County Team** partnered with 4:12 Kids and participated at their Easter Eggstravaganza. Children created and crafted their own kites and flew them at the Lockhart City Park.

Home Visiting Data

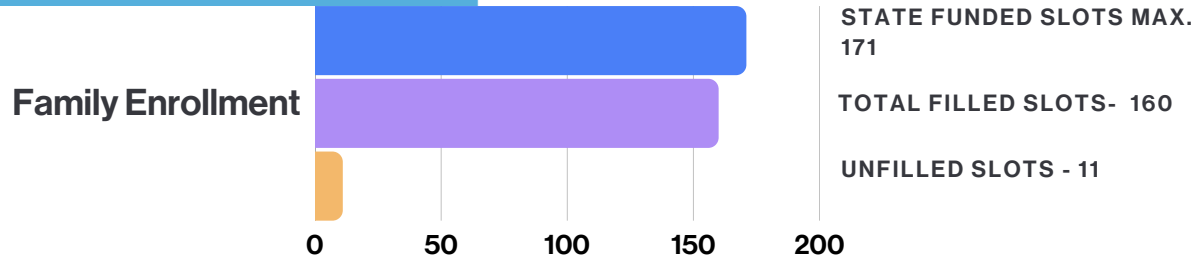
As of 5/10/26



Personal Visits

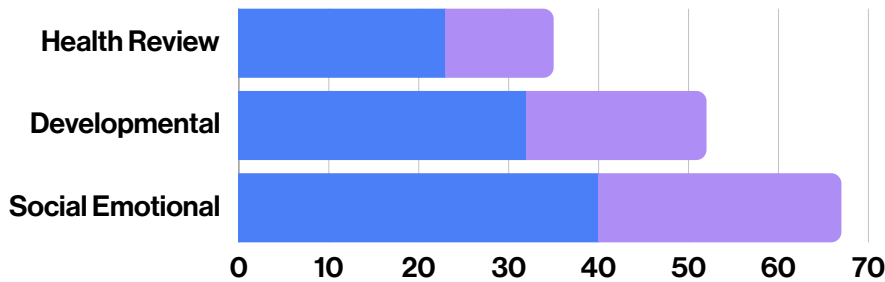
MARCH 222

APRIL 210



Screenings

● March ● April



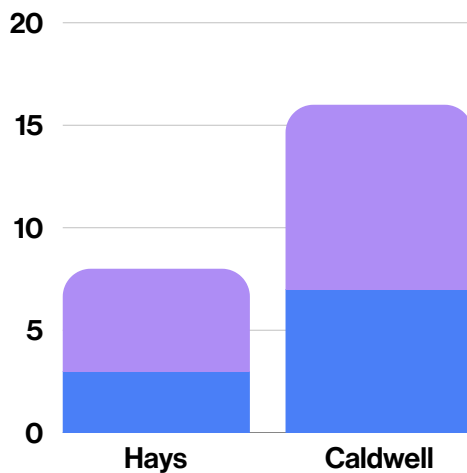
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Potential delays / concerns identified

- Health Review
- Dev. Screening
- SE Screening

Group Connection Attendance

● March ● April





2025-Grant Year 5

Youth Services Annual Report





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2025 Annual Report



Introduction

The Core Four Partnership is between the City of San Marcos, Hays County, San Marcos Consolidated Independent School District and Texas State University. This Partnership was formalized through a city ordinance that Council approved on February 18, 2020. The ordinance created the provision for Youth Services which allowed Community Action, Inc. of Central Texas to hire a Youth Services Director. Cristal Lopez, MA was hired on January 25, 2021. Through this process the San Marcos Commission on Children and Youth (SMCCY) and The San Marcos Youth Commission formally transitioned to the following groups below:

Core Four Policy Group	Core Four Task Force	Youth Task Force
<p><u>CITY OF SAN MARCOS</u> Stephanie Reyes, City Manager Alyssa Garza, City Council Member Place 3 Lorenzo Gonzalez, City Council Member Place 5</p>	<p><u>CITY OF SAN MARCOS</u> Jessica Ramos, Assistant Director of Parks and Recreation Vacant</p>	<p><u>PRESIDENT</u> Haley Aguilar (Spring 2025) Autumn Friesenhahn (Summer/Fall 2025)</p>
<p><u>HAYS COUNTY</u> Ruben Becerra, Hays County Judge Matthew Gonzalez, Health Department Director</p>	<p><u>HAYS COUNTY</u> Kate Esqueda, Community Health Services Manager Isabelle Vigil, PhD, Behavioral Health Coordinator</p>	<p><u>MEMBERS</u></p> <ol style="list-style-type: none"> 1. Cecilia Barrientos 2. Sebastian Diaz 3. Aurelia Garza 4. Miller Kenworthy 5. Maureen Lucio 6. Daniella Martinez 7. Yahaira Ortega 8. Maddie Purcell 9. Khatin Raymond 10. Sophia Robertson 11. Laila Rodriguez 12. Christa Rosas 13. Morgan Scott 14. Jaden Steggell 15. John-Paul Simas-Galloway 16. Craig Warnecke 17. Daisy White 18. Craig Williams 19. Braxsten Williams 20. Brenlyn Williams 21. Christa Rosas
<p><u>SAN MARCOS CISD</u> Dr. Michael Cardona, Superintendent Anne Halsey, President</p>	<p><u>SAN MARCOS CISD</u> Anne Halsey, President Miguel Arredondo, Trustee</p>	
<p><u>TEXAS STATE UNIVERSITY</u> Dr. Michael O'Malley, Dean of the College of Education Dr. Michelle Hamilton, Professor</p>	<p><u>TEXAS STATE UNIVERSITY</u> Dr. Michelle Hamilton, Professor Dr. Amy Weimer, Professor</p>	

The Youth Services Director facilitates with each of these entities to implement the goals of the 2013 Youth Master Plan.

The Youth Services Director meets annually with the Core Four Policy Group and monthly with the Core Four Task Force and Youth Task Force.

The Core Four Task Force set Initiatives for the 2025 Grant Year:

- o Build a sustainable Youth Task Force
- o Facilitate a sustainable SMTX Mental Health Coalition
- o Strengthening mentoring opportunities for youth
- o Continue collecting and sharing information about youth needs through the Youth Coalition and the Community Needs Assessment.

These were the four main focus impact areas for Year 5 of the Youth Services Grant that is housed at Community Action, Inc. of Central Texas.



Our Story: Year 5 Update

The mission of the Core Four Partnership is to ensure that Youth Services are implemented through a Positive Youth Development (PYD) framework that centers youth strengths, voice, and leadership. In 2021, the Core Four Partnership participated in the Texas Youth Action Network (TYAN) Collaborative, which provided foundational training in PYD and strengthened the partnership's shared approach to engaging youth and young adults.

Positive Youth Development intentionally works with youth and young adults across their communities, schools, organizations, peer groups, and families to highlight strengths and involve young people in decision-making. The PYD framework guides communities in organizing services and supports, assists youth and young adults in reaching their full potential, and shifts the narrative from viewing youth as problems to engaging youth as partners (Texas Health and Human Services – Adolescent Health).

While rooted in the 2013 Youth Master Plan, the Core Four Partnership continues to evolve its work through a PYD lens. The Youth Master Plan envisioned a community where youth are healthy, active, and safe—physically and emotionally—and academically productive and motivated. It further outlined a vision where youth develop civic engagement skills, emerge as leaders, become good stewards of resources, are prepared for college and career, and grow into contributing members of the community.

The goal of Youth Services is to uphold the integrity of the 2013 Youth Master Plan while also responding to the current and evolving needs of youth and young adults in San Marcos and Hays County. In Year 5, the Core Four Partnership advanced this goal by implementing a Community Needs Assessment to gather updated data to inform decision-making, align initiatives, and strategically prioritize resources and partnerships.

The development of the Community Needs Assessment was made possible through funding from the Texas Youth Action Network and the establishment of a youth- and young adult-focused working group comprised of community partners in San Marcos. This collaborative structure supported a two-year assessment process, enabling the Core Four Partnership to establish a Year 1 baseline and conduct a targeted Year 2 assessment that intentionally examined identified gaps and elevated the lived experiences of youth and young adults.



Our Story: Continued

Community Needs Assessment Outcomes

Mental Health (Year 1 vs. Year 2)

In Year 1, findings identified mental health as a critical concern, with high rates of reported depression, anxiety, and suicidal ideation, along with limited awareness and use of available mental-health services. In Year 2, which focused exclusively on youth and young adults, data showed modest improvements in depression and anxiety among youth; however, suicidal ideation remained consistently high across both youth and young adult populations. Persistent barriers to service utilization—including low trust in systems, confidentiality concerns, and reliance on peers rather than formal supports—were also reinforced. These findings guided the partnership’s continued emphasis on early intervention, peer-led supports, and culturally responsive mental-health strategies.

Sense of Belonging and Safety (Year 1 vs. Year 2)

Year 1 findings highlighted challenges related to youth connection, engagement, and overall sense of belonging. Year 2 findings explored these concerns in greater depth and revealed a decline in youths’ sense of belonging and perceptions of safety, particularly in school and community environments. Many youth reported hesitancy to seek support from trusted adults, underscoring an ongoing trust gap. In response, the Core Four Partnership refocused efforts on initiatives that promote inclusive environments, strengthen relationships, elevate youth voice, and increase meaningful opportunities for connection and engagement.

College and Career Readiness (Year 1 vs. Year 2)

In Year 1, data pointed to ongoing needs related to postsecondary readiness, workforce exposure, and access to supportive resources. Year 2 findings revealed continued academic stress and financial instability—particularly among young adults—impacting college and career planning. These outcomes highlighted the need for clearer education-to-career pathways, stronger coordination across education and workforce systems, and improved integration of basic needs supports. As a result, the partnership aligned education, workforce, and community resources to better support long-term stability and success for youth and young adults.

Overall Key Focus Areas for 2025–2026

1. Build trust and confidentiality in youth and young adult supports.
2. Increase school safety and belonging initiatives.
3. Expand peer-led and culturally responsive mental-health supports.
4. Integrate food, housing, and academic supports into youth wellness efforts.

Through this data-informed and youth-centered approach, the Core Four Partnership continues to honor the spirit of the 2013 Youth Master Plan while strengthening collaboration, refining focus areas, and responding to the realities facing youth and young adults today.

Our 2025 Impact Areas 6.9

The Impact Areas of the 2025 Core Four Partnership were set by the Core Four Task Force. The Core Four Task Force continued to focus on meeting the goals set in 2024, while also pivoting to best serve youth in the Greater San Marcos Area. The Youth Task Force continues to be the foundation of Youth Services, while also strengthening the SMTX Mental Health Coalition, expanding to include the Youth Coalition and explore the Childcare Expansion Initiative that was tasked to the Core Four Partnership in November 2024.



01. Youth Services

The Youth Services Director received training from Texas Youth Action Network (TYAN) which provides the framework that youth services implements. As youth services grows, we aim to provide positive youth development opportunities for local area youth and provide positive youth development training for community partners. Youth Services serves as TYAN Regional Pod Leader for region 7. Through this opportunity youth services will continue to provide youth programming and support for adults who work with youth to promote a PYD culture. Youth Services offers additional programming on finances, public speaking, advocacy, and leadership.



02. Youth Task Force

The Youth Task Force functions as a Youth-Adult Partnership that promotes positive youth development through youth-led activities. The Core Four Task Force Liaison, Jessica Ramos, Assistant Director of Parks and Recreation for the City of San Marcos provides support and guidance for the Youth Task Force. The priority areas for the YTF include service and leadership development. Their end of year project is to provide a free youth-led leadership conference. The Live Your Best Life Conference: Healthy Habits had 68 registrations in June 2025 and 6 applicants for the YTF in Fall 2025. YTF had 23 members in 2025. YTF Officers facilitate mental health workshops for the Girls Like Us Spring and Summer Camps. YTF also established a partnership with HCWC to provide education on Bystander Intervention, Self-Compassion, Consent and healthy relationships.



03. SMTX Mental Health Coalition

The SMTX Mental Health Coalition was created in 2018 in response to concerns outlined the City's Youth Master Plan. To continue the work that was started, the Youth Services Director in partnership with the Core Four Task Force Liaison, Anne Halsey, School Board President for SMCISD and Dr. Amy Weimer served on the steering committee to help facilitate the SMTX Mental Health Coalition to help ensure coalition partners are able to access meetings, information, and support from the coalition partners. Their primary goal in 2025 was to provide Mental Health First Aid Training and ASIST Training for San Marcos through our partnership with Hill Country MHDD Centers. The YSD also serves as the chair of the Youth Mental Health Working Group for the Healthy Hays Coalition to support alignment efforts and reduce duplication. We host the annual Vibrant Visions Event which feature a Youth Art Exhibit and resource fair.



04. Mentoring / Youth Coalition / Childcare

The Youth Services Director with support from TYAN and a working group comprised of the Greater San Marcos Youth Council, TXST SOAR Scholars, SMPL Star Teens, San Marcos Public Housing Authority and TXST Student Support Services Association established the Youth Coalition. Their primary goal in Year 2 was to continue their work from Year 1. The YC Steering committee developed Positive Youth Development training held in Spring 2025. They also provided Youth-led PYD training with a co-lead from the YC steering Committee. They also onboarded the Cenikor Foundation- Youth Recovery Center. The Core Four Partnership tasked the Youth Services Director with developing a Childcare Survey that would be distributed to the employees of the Core Four entities. They are also reevaluating what resources and what are the next steps on addressing barriers for mentorship programs.



Measuring Progress

6.9

Initiative	Goals	Year 5 Outcomes
Youth Task Force	Growth- Expand the Youth Task Force to include (18-21 *College Age Students) & to include 8th Grade Students that will help to establish a pipeline for the Youth Task Force	YTF accepted four new 8th Grade students who joined the Youth Task Force in Fall 2024. This includes youth from SMHS, SMA, and home school youth. We also launched our YATF board with a founding member who attends Texas State University. The goal is to continue to maintain YTF and build out the YATF 18+ -24. Membership for 2025: 24 YTF and 0 YATF.
SMTX Mental Health Coalition	Sustainability, Growth, education & awareness	Steering Committee established to help lead the coalition. Committee members include CENIKOR Foundation- Project AIM & SMCISD Project AWARE. Through our partnership with Hill Country we trained 944 in Hays County in MHFA. This includes trainings in Mental Health First Aid and Applied Suicide Intervention Skills Training offered at no-cost to our community members.
Youth Coalition	Complete a Community Needs Assessment to provide information on youth mental health, sense of belonging and college and career supports.	Youth Coalition established a steering committee that leads the collaboration with SOAR to create, distribute and analyze a Youth Survey. We use this work to inform the work of each of the Core Four Initiatives and focus areas.
Mentoring	Explore and advance a sustainable mentoring initiative that strengthens supportive adult relationships for youth and young adults through nationally recognized, targeted, or locally driven models.	The partnership met with the Seedlings Mentoring Program, reviewing possible partnerships or expansion of a locally driven program.
Childcare Expansion Initiative	Create a Childcare Survey for employees of the Core Four Partnership entities.	Drafted a survey that is in the process of being reviewed by the Core Four Partnership. English and Spanish will be available by 2026 to for each Core Four Entity to distribute to their employees. Data will be collected centrally and shared with each entity.
YOUTH SERVICES	Seek additional training and support to allow for positive youth development programming.	Youth Services serves as Texas Youth Action Network Pod Leader for Region 7 Year 2 ended in April 2025 and May kicked off Year 3 with \$50,000 in funding to support the work of the Core Four Partnership. Youth Services was selected to be a host site for Regional Learning Institute in 2025. 262

Youth Services Strategy

6.9

Year 6 of the Core Four Partnership Youth Services Grant will continue the work that was set in Year 5 by the Core Four Policy Group. To further develop and strengthen youth services the following goals have been developed.

Goal	Measure	Projected Outcome
Maintain Active membership in the Youth Task Force	Participation from voting members YTF to attend 80% of activities.	Increase participation in YTF activities.
Increase YATF membership	Develop 2 partnerships that engage Young Adults.	increase Young Adult membership in Young Adult Task Force
STMX Mental Health Coalition to address Mental Health Recommendation's from the Community Needs Assessment	Host a strategic planning meeting to update coalition priority areas and future plans	host trainings and community events that address the recommendations from the 2025 Survey
Provide education and awareness for youth mental health	Facilitate Mental Health First Aid Training, ASIST Training, and other trainings to increase education and awareness around mental health. Promote Suicide Awareness month in September and Mental Health Awareness month in May.	To train 100 community members in MHFA, ASIST and other mental health trainings in Hays County.
Increase volunteer pool for Big Brothers Big Sisters	Recruit 10-15 volunteers to go through the BBBS match process	Partner with the chamber of commerce and education committee to help support a robust mentor volunteer applicant pool.
Establish and sustain a youth-centered coalition with a formal steering committee that strengthens collaboration, elevates youth voice, and advances coordinated strategies to address the needs of youth and young adults in San Marcos and Hays County.	1) Active Steering Committee membership with regular meeting participation 2) Implementation and ongoing use of the Youth Survey to inform coalition planning 3) Number of youth participating in the Youth Ambassador Program 4) PYD trainings, workshops, or educational activities offered to partners and community stakeholders 5) Partner commitments and resources leveraged to support coalition sustainability	1.3-5 member steering committee 2.General Membership 3.Youth Ambassador Program 4.Education and Training 5.Youth Survey
Childcare Expansion Initiative	Draft Childcare Survey	Childcare Survey to be distributed by each of the Core Four entities in 2026.

Our 2025 Highlights



01. Youth Services

Continues to establish partnerships that help support the Core Four Initiatives. Through these partnerships and collaborations we have been able to leverage community resources to provide mental health training, youth-led events, and positive youth development opportunities for youth and our community partners in San Marcos. The Core Four Partnership was also tasked with a the Childcare Expansion Initiative for 2025. Youth Services continues to partner with HCWC to offer Bystander Intervention, Self-Compassion, Consent and Healthy Relationships education.



02. Youth Task Force

The Youth Task Force has 24 active voting members that participate and provide youth-led activities in the community. They have partnered with HCWC, SMA NHS, SMCISD NHS, Key Club, and other organizations to support various activities that include:

- YTF Seniors received 1:1 college support
- Volunteered at the Animal Shelter in Fall 2025
- Hosted a supply drive for Southside Community Center in Spring 2025
- Hosted Holiday event for the senior residents at Springtown Villas in Spring 2025
- Hosted YTF leadership retreat for members in July 2025
- Facilitated a Spring and Summer 2025 workshop for the Girls Like Us Camps
- Participated in Farmer Fred's Fall and Spring Carnivals 2025
- Completed their Annual Report for September 2024- August 2025
- YTF Officers attended the annual YAC Summit in Spring 2025
- Hosted youth leadership conference in June 2025
- Continued partnership with HCWC offered workshops on:
 - Bystander Intervention
 - Self-Compassion
 - Everyday Consent



03. SMTX Mental Health Coalition

The Coalition rebranded the annual Live Better Together Mental Health and wellness event to the Vibrant Visions: Mental Health and Wellness in May 2025. This event featured art from 8 youth to be part of the display at the San Marcos Public Library. The event included a resource fair and featured Hope in Hays. The coalition focuses on providing mental health education in Hays County. The coalition developed a list of local resources that was updated in Summer 2025.



04. Mentoring/Youth Coalition/ Childcare Expansion Initiative

Youth Services will support the evaluation of mentoring models to identify a sustainable approach that best serves youth and young adults in Hays County. The Youth Coalition, led by a Steering Committee, will focus on three priority areas: Youth Survey implementation, the Youth Ambassador Program, and education and training on Positive Youth Development (PYD), with priorities guided by findings from the Community Needs Assessment. In addition, the Core Four Partnership will advance a childcare expansion initiative, beginning with the development and distribution of a childcare survey to employees of the Core Four entities to better understand childcare needs and inform future planning and collaboration.

Acknowledgements

The Core Four Partnership: City of San Marcos, Hays County, San Marcos Consolidated Independent School District, and Texas State University would like to express it's gratitude to the community and the following groups/organizations for their continued support of Youth Services:

Community Action, Inc. of Central Texas
 City of San Marcos - Parks and Recreation
 SMTX Mental Health Coalition & Steering Committee
 Youth Coalition Work Group
 Texas Youth Action Network at Texas A & M University
 Healthy Hays Coalition and Youth Mental Health Work Group
 San Marcos CISD Project AWARE
 San Marcos Public Library- Star Teens
 San Marcos Public Housing Authority- Teen Programs
 Texas State University- Translational Health Research Center
 Texas State University- SOAR Scholars
 Texas State University- Student Support Services Association
 Texas State University- Center for Diversity and Gender Studies
 Texas State University- Sociology
 Texas State University- Family and Consumer Sciences
 Hill Country MHDDC- MHFA Training Team
 SMCISD Project AWARE
 Cenikor Foundation- Project AIM and YRC
 Greater San Marcos Youth Council
 Youth Services Bureau
 Hays Caldwell Women's Center
 Communities in School of Central Texas

**We look forward to Year 6
 and our continued work in
 creating positive youth
 development opportunities
 through the support of the
 Core Four entities and our
 community partners.**

Contact

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 Community Action, Inc. of Central Texas

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MAY 2026

COMMUNITY DEVELOPMENT

Investing In Impact Project: Regranting St. David's Foundation Funds

Administrative Update

Work this period focused on expanding Community Action's knowledge base around fund development and diversifying funding sources. The Investing in Impact intermediary project is in full implementation, with all five grantees actively executing their projects and the first round of participant reports and grant evaluations due in July. A highlight of this period was the Building Capacity, Building Communities workshop series, which generated strong positive feedback from attendees and significant interest in hosting an additional series later this year.

Progress Made

Capacity Building Workshop Series

- Hosted two full-day, in-person workshops as part of the Building Capacity, Building Communities series. Grant Writing 101: From Idea to Submission introduced participants to the fundamentals of grant writing, including how to identify funding opportunities, craft a compelling narrative, and align projects with funder priorities. QuickBooks for Nonprofits provided an introduction to nonprofit financial management, covering best practices for tracking expenses, managing budgets, and generating reports that support transparency and accountability. Workshop topics were selected based on survey results from Health Equity Grant applicants, ensuring the series reflected the expressed needs of the community.

Grant Contact Info

- Megan Campbell, MSW
 - 📞 512.203.1407
 - ✉️ mcampbell@communityaction.com

Professional Development

Participated in several professional development opportunities this period to deepen knowledge and expand networks relevant to Community Action's work:

- **Essentials: Fundraising Tools for Growing Nonprofits** - Attended a workshop hosted by the McKenna Foundation focused on practical fundraising tools for organizations at a growth stage.
- **Introduction to Fundraising Planning** - Participated in a virtual training hosted by the Texas Grants Resource Center covering the fundamentals of fundraising planning and strategy.
- **Simple Fundraising Strategies for Nonprofits** - Attended a virtual training hosted by Austin Economic Development offering accessible, actionable fundraising strategies for nonprofit organizations.

Attended the Einhorn Collaborative's Early Relational Health Funders Summit, an opportunity to engage with funders and practitioners focused on early relational health and to expand Community Action's presence and networks within the philanthropic community.

Fund Development

Grant writing and fund development activity increased significantly this period. Submitted grant applications to the Burdine Johnson Foundation in support of a Breast Cancer Navigation Program and to the Wayne and JoAnn Moore Charitable Foundation for general operating support. Submitted a Letter of Interest for St. David's Foundation's We All Benefit 2.0 funding opportunity. Submitted a concept paper to AmeriCorps VISTA and received an invitation to submit a full application, which is currently in development and due at the end of May.

Began preliminary research into customer relationship management (CRM) and grants management software to support Community Action's fund development infrastructure. Met with sales staff and attended product demonstrations for two software options. Research is ongoing.

GRANT PROPOSAL
Burdine Johnson Foundation
Community Action, Inc. of Central Texas
Breast Cancer Patient Navigation Program
Fiscal Year 2026–2027

Specific Purpose of Funds Requested. The requested funds will support the direct delivery of breast cancer services to low-income, uninsured women in primarily Hays County.

Item	Cost per unit	Total Cost
167 Screening Mammograms	\$127.00	\$21,209.00
25 Unilateral 3D Mammograms	\$116.00	\$2,900
20 Bilateral 3D Mammograms	\$137.00	\$2,740
50 Ultrasounds	\$54.00	\$2,700
20 Breast Biopsies and Pathology	\$557.00	\$11,140
5 Lymph Node Biopsies	\$350.00	\$1,750
Additional Pathology for 10 Diagnosed Women	\$300.00	\$3,000
Indirect Cost: 10%		\$4,544
TOTAL		\$49,983

Impact & Goals

The program is working toward providing breast cancer screenings to a minimum of 150 women in FY 2026-2027. The program also aims to ensure 100% of women with abnormal results are connected to follow-up imaging within 30 days, resolution within 45 days and that 100% newly diagnosed clients are connected to treatment funding within 30 days of diagnosis.

COMMUNITY ACTION, INC. OF CENTRAL TEXAS					
Proposed FY 2026-2027 Senior Citizens Program Budget					
					Total
Categories	Other Sources	HAYS CO.	CITY OF SM	CAPCO	SRS BUDGET
Personnel					
Center Director - San Marcos 30 hrs/wk - 52 wks @20.29 \$23,400.00		\$14,552.00	\$8,100.00	\$9,000.00	\$31,652.00
Activity Specialist 30 hrs/wk - 52 wks @15.47 \$13,750.00		\$9,046.00	\$0.00	\$15,087.00	\$24,133.00
Total Personnel Costs	\$0.00	\$23,598.00	\$8,100.00	\$24,087.00	\$55,785.00
Fringe Benefits		\$4,402.00	\$1,281.00	\$7,340.00	\$13,023.00
Total Personnel with Fringe	\$0.00	\$28,000.00	\$9,381.00	\$31,427.00	\$68,808.00
Meals and Food		\$0.00	\$0.00	\$0.00	\$0.00
Special Holiday Meals (Thankg. etc)			\$300.00	\$350.00	\$650.00
Materials and Supplies					
Office Supplies	\$700.00	\$0.00	\$1,000.00	\$1,000.00	\$2,700.00
Arts & Crafts / Recreation Supplies		\$0.00	\$0.00	\$1,000.00	\$1,000.00
Total Materials and Supplies	\$700.00	\$0.00	\$1,000.00	\$2,000.00	\$3,700.00
Occupancy Costs					
Building Maintenance		\$0.00	\$0.00	\$5,000.00	\$5,000.00
Utilities	\$4,525.00	\$0.00	\$4,869.00	\$2,768.00	\$12,162.00
Alarm		\$0.00	\$700.00	\$875.00	\$1,575.00
Janitorial/Lawn	\$1,360.00	\$0.00	\$1,665.00	\$1,535.00	\$4,560.00
Equipment Maintenance		\$0.00	\$800.00	\$500.00	\$1,300.00
Building / Liability Insurance		\$0.00	\$100.00	\$300.00	\$400.00
Total Occupancy Costs	\$5,885.00	\$0.00	\$8,134.00	\$10,978.00	\$24,997.00
Transport and Travel					
		\$0.00	\$200.00	\$0.00	\$200.00
Other General Costs					
Telephone/Internet		\$0.00	\$800.00	\$900.00	\$1,700.00
Postage		\$0.00	\$50.00	\$45.00	\$95.00
Staff Development		\$0.00	\$135.00	\$0.00	\$135.00
Advertising		\$0.00	\$0.00	\$0.00	\$0.00
Audit		\$0.00	\$0.00	\$0.00	\$0.00
Total Other General Costs		\$0.00	\$985.00	\$945.00	\$1,930.00
Grand Total	\$6,585.00	\$28,000.00	\$20,000.00	\$45,700.00	\$100,285.00

COMMUNITY ACTION, INC. OF CENTRAL TEXAS	
Proposed FY 2026-2027 Senior Citizens Program Budget	
Categories	CITY OF SM
Personnel	
Center Director - San Marcos	\$8,100.00
30 hrs/wk - 52 wks @20.29	
\$23,400.00	
Total Personnel Costs	\$8,100.00
Fringe Benefits	\$1,281.00
Total Personnel with Fringe	\$9,381.00
Materials and Supplies	
Office Supplies	\$1,000.00
Total Materials and Supplies	\$1,000.00
Other Cost	
Building Maintenance	\$2,000.00
Utilities	\$4,869.00
Alarm	\$700.00
Janitorial/Lawn	\$1,665.00
Equipment Maintenance	\$800.00
Telephone/Internet	\$800.00
Postage	\$50.00
Staff Development	\$135.00
Advertising	\$0.00
Audit	\$0.00
Building / Liability Insurance	\$100.00
Special Holiday Meals (Thankg. etc)	\$300.00
Total Other Costs	\$11,419.00
Transport and Travel	
Local Travel	\$200.00
Grand Total	\$22,000.00

COMMUNITY ACTION, INC. OF CENTRAL TEXAS			
Proposed FY 2027 TBRA Case Manager Program Budget			
			Total
Categories	Other Sources	CITY OF SM	BUDGET
Personnel			
Program Manager	\$34,834.00	\$8,700.00	\$43,534.00
40 hrs/wk - 52 wks @20.93			\$0.00
Total Personnel Costs	\$34,834.00	\$8,700.00	\$43,534.00
Fringe Benefits	\$10,260.00	\$2,564.00	\$12,824.00
Total Personnel with Fringe	\$45,094.00	\$11,264.00	\$56,358.00
Occupancy Costs			
Rent / Lease	\$2,200.00	\$736.00	\$2,936.00
Total Occupancy Costs	\$1,525.00	\$736.00	\$2,936.00
Other General Costs			
Long-Term Rental Assistance	\$240,000.00	\$3,000.00	\$243,000.00
Total Other General Costs	\$240,000.00	\$3,000.00	\$243,000.00
Grand Total	\$285,094.00	\$15,000.00	\$302,294.00

First Presbyterian Church Bonner Fund

If awarded the \$25,000 FPC Bonner Community Needs Grant, Community Action would strengthen and expand two critical programs that currently lack sufficient flexible funding: our Tenant-Based Rental Assistance (TBRA) Program and our Breast Cancer Patient Navigation Program.

Housing Stability / TBRA Program (\$10,000)

While the Texas Department of Housing and Community Affairs (TDHCA) provides rental assistance funding, the program offers very limited administrative support—allowing agencies to draw only 10% of rental payments for staffing. This level of support is insufficient to fully fund the Case Manager required to launch and oversee a 24-month TBRA program serving the community's most vulnerable families.

Bonner funding would allow Community Action to cover a small but critical portion of the salary for a full-time Case Manager during the program's startup phase. This support would enable us to fully staff, launch, and expand the TBRA program—something we cannot do at scale with TDHCA funding alone. Once enough families are enrolled to generate adequate administrative revenue, the program will become self-sustaining and no longer require external staffing support, while continuing to help families achieve long-term housing stability.

Breast Cancer Patient Navigation (\$15,000)

Community Action's Breast Cancer Program helps low-income, uninsured women across nine Central Texas counties—85% of whom reside in Hays County—access breast cancer screenings, diagnostic follow-up, and treatment. Following the loss of significant funding last year, the program faces growing demand at a time when available funding for navigation services is limited and highly restricted.

Bonner funding would allow us to restore and sustain direct services that would otherwise be reduced. An investment of \$15,000 would provide approximately 50 screening mammograms, 25 unilateral 3D mammograms, 50 ultrasounds, and 5 breast biopsies and pathology services. Most importantly, it would ensure that 100% of women with abnormal results receive follow-up imaging within 30 days, resolution within 45 days, and that all newly diagnosed clients are connected to treatment funding within 30 days of diagnosis—outcomes we cannot consistently guarantee without local, flexible support.

Client Success Story



A previously homeless client, Jerry, accompanied by his dog Sisco, was provided with transitional housing through our HIV program while at the same time working closely with our case manager to secure long-term rental assistance.

In collaboration with BR3T, another local agency, the client obtained financial support to cover application fees, security deposits, and utility setup for a permanent apartment.

Additional support through Season for Caring funds helped equip the client's new home with essential household items, including cookware, cleaning supplies, bedding, and linens. The client also received donated furnishings, including beds, a dining table, a television, a microwave, and other household items, allowing him to establish a stable and comfortable living environment.

The client is actively engaged in medical care, taking his medications daily as prescribed and his HIV is well managed.

This coordinated effort across programs and community partners supports the client's transition from homelessness to stable housing and increased self-sufficiency.