Our Mission

The Gulf Coast Community Services Association exists to strengthen the educational, social, and economic well-being of children and families as they move toward independence and self-sufficiency.

The values we uphold as Harris County’s Community Action Agency:

- Safety as a Priority
- Increasing Accountability
- Valuing Innovation
- Communities as Partners
- Honoring Human Diversity
“If **Excellence is possible,** 
good is not enough.”

**Leadership**

Dr. Jonita Reynolds  
Chief Executive Officer

Debra Rogers, MBA  
Chief Financial Officer

Tiamoiya Lee, M. Ed.  
Head Start/Early Head Start Director

Jeff Wallace, M.S.  
Director Community Services

Al Maldonado, III, J.D.  
Compliance and Accountability Director

Horace Grant, MBA  
Director Facilities, Management & Operations

Abner Terrell  
Director Information Technology

Eddie Lopez  
Director of Human Resources

Sue Kriegel  
Executive Assistant to the CEO, Board Liaison
Financial Statements

Agency-wide Revenue

<table>
<thead>
<tr>
<th>Revenue Source</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grant Revenue</td>
<td>$29,656,123</td>
</tr>
<tr>
<td>In-kind contributions</td>
<td>6,163,236</td>
</tr>
<tr>
<td>Other Revenues</td>
<td>162,095</td>
</tr>
<tr>
<td><strong>Total unrestricted revenues and support</strong></td>
<td><strong>$35,981,454</strong></td>
</tr>
</tbody>
</table>

Agency-wide Expenditures

<table>
<thead>
<tr>
<th>Expense Category</th>
<th>Program Expenses</th>
<th>General &amp; Administrative Expenses</th>
<th>Total Expenses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries and Wages</td>
<td>$10,229,330</td>
<td>$2,653,360</td>
<td>$12,882,690</td>
</tr>
<tr>
<td>Fringe Benefits</td>
<td>2,716,325</td>
<td>848,114</td>
<td>3,564,439</td>
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<tr>
<td>Travel</td>
<td>38,882</td>
<td>0</td>
<td>38,882</td>
</tr>
<tr>
<td>Parent Services</td>
<td>78,014</td>
<td>13</td>
<td>78,027</td>
</tr>
<tr>
<td>Food Expenses</td>
<td>895,800</td>
<td>8,632</td>
<td>904,432</td>
</tr>
<tr>
<td>Children's Services</td>
<td>176,306</td>
<td>7,126</td>
<td>183,432</td>
</tr>
<tr>
<td>Supplies &amp; Equipment</td>
<td>566,023</td>
<td>14,715</td>
<td>580,738</td>
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<tr>
<td>Equipment Leases</td>
<td>370,396</td>
<td>144,264</td>
<td>514,660</td>
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<tr>
<td>Contract Services</td>
<td>33,201</td>
<td>152,227</td>
<td>185,428</td>
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<tr>
<td>Administrative Expenses</td>
<td>9,362,068</td>
<td>550,273</td>
<td>9,912,341</td>
</tr>
<tr>
<td>Utilities</td>
<td>243,529</td>
<td>102,885</td>
<td>346,414</td>
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<tr>
<td>Training &amp; T/A</td>
<td>259,841</td>
<td>51,443</td>
<td>311,284</td>
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<tr>
<td>In-Kind Expenses</td>
<td>6,163,235</td>
<td>0</td>
<td>6,163,235</td>
</tr>
<tr>
<td><strong>Expenditures</strong></td>
<td><strong>$31,132,950</strong></td>
<td><strong>$4,533,052</strong></td>
<td><strong>$35,666,002</strong></td>
</tr>
</tbody>
</table>

Agency-wide Expenditures Pie Chart

- Salaries and Wages
- Travel
- Food Expenses
- Children's Services
- Supplies & Equipment
- Equipment Leases
- Contract Services
- Utilities
- In-Kind Expenses
- Fringe Benefits
- Parent Services
- Administrative Expenses
- Training & T/A
Head Start/Early Head Start Revenue

<table>
<thead>
<tr>
<th></th>
<th>Budget</th>
<th>Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grant Revenue</td>
<td>16,278,383</td>
<td></td>
</tr>
<tr>
<td>In-Kind Revenue</td>
<td>6,163,235</td>
<td></td>
</tr>
<tr>
<td>Total revenue</td>
<td>$ 22,441,618</td>
<td></td>
</tr>
</tbody>
</table>

Head Start/Early Head Start Expenditures

<table>
<thead>
<tr>
<th></th>
<th>Budget</th>
<th>Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries and Wages</td>
<td>10,224,787</td>
<td>9,808,174</td>
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<tr>
<td>Fringe Benefits</td>
<td>3,244,558</td>
<td>2,989,551</td>
</tr>
<tr>
<td>Travel</td>
<td>62,081</td>
<td>25,413</td>
</tr>
<tr>
<td>Parent Services</td>
<td>47,500</td>
<td>78,027</td>
</tr>
<tr>
<td>Food Expenses</td>
<td>15,500</td>
<td>54,205</td>
</tr>
<tr>
<td>Children's Services</td>
<td>149,000</td>
<td>183,432</td>
</tr>
<tr>
<td>Supplies &amp; Equipment</td>
<td>1,255,382</td>
<td>1,119,237</td>
</tr>
<tr>
<td>Equipment Leases</td>
<td>154,503</td>
<td>172,787</td>
</tr>
<tr>
<td>Contract Services</td>
<td>117,000</td>
<td>162,036</td>
</tr>
<tr>
<td>Administrative Expenses</td>
<td>1,679,861</td>
<td>1,663,478</td>
</tr>
<tr>
<td>Utilities</td>
<td>271,846</td>
<td>314,843</td>
</tr>
<tr>
<td>Training &amp; T/A</td>
<td>177,181</td>
<td>177,181</td>
</tr>
<tr>
<td>In-Kind Expenses</td>
<td>4,069,596</td>
<td>6,163,235</td>
</tr>
<tr>
<td><strong>Total Expenditures</strong></td>
<td><strong>21,468,795</strong></td>
<td><strong>22,911,599</strong></td>
</tr>
</tbody>
</table>

2009-2010 Audit Results:

The agency’s Annual Financial and Compliance audit was completed by McConnell and Jones, LLP.

“In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Gulf Coast Community Services Association as of September 30, 2010 and 2009, and the changes in its net assets and its cash flows for the years then ended in conformity with accounting principles generally accepted in the United States of America.”
Success Story
Saving My Home
By: Mia Green

In 2009, I lost my job and received unemployment but that soon ran out and we fell behind on our mortgage. That is when I contacted GCCSA for help. GCCSA took my application and gave my husband and me an appointment. The appointment and services eventually led to us getting help on a repayment plan by way of the agency’s Foreclosure Prevention Program.

GCCSA not only helped with my mortgage, it also provided me with classes that assisted with budgeting. GCCSA’s programs provide various resources that assist individuals with getting their life back on track and securing a healthier financial lifestyle. I am thankful to GCCSA because it helped us during challenging times; showing us how to get back on track, as well as how to maintain our finances.

Being able to keep our home meant a lot to us and it has allowed us to focus on long-term activities that will provide security in our future. In May of 2011, I received my Associate Degree from Houston Community College. My husband and I are currently employed, and I have started my own business. Most of our kids are now grown and have moved out, but it will always be a great comfort to know that their childhood home is still there.

Thank You.
We’re committed to improving the health, wellness and vibrancy of the Houston-metropolitan areas’ community where our employees, neighbors and clients live and work. So every year, we dedicate a portion of our funds to combat food insecurity, loss of shelter, and other immediate hardship conditions.

- 1,033 individuals received emergency rent and/or utility payments
- 128 individuals obtained Furniture Vouchers for the Houston Furniture Bank
- 216 individuals acquired transportation assistance through the Progressive Movement I Program
- 42 seniors and qualifying persons were assisted with their prescription needs.
- 385 families received holiday-related food and gift items for a brighter Thanksgiving and Holiday Season

In the fall of 2009, GCCSA was allocated $7.2 million with less than a year to devise a useful plan of action. The primary mission was to affect as many households and wage earners as possible, disperse and report on funds received, and ensure a successful stimulus project for the people served in Harris County, Texas – the third largest County in the United States.

1 in 4 Houstonians report having trouble buying groceries.

Total Individuals served in Harris County in 2010: 78,276

Impacting the Community (continued)

$2,782,473 Aggregate Dollar Amount in Savings

11,787 individuals were provided groceries; eliminating severe food insecurities for individuals and families of Harris County.

60% of IDA participants saved for Small Business Ownership/Entrepreneurship

1,272 individuals received tax preparation and filing assistance.
### Head Start & Early Head Start

#### Funded Enrollment

<table>
<thead>
<tr>
<th>Head Start</th>
<th>Early Head Start</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,864</td>
<td>2,035</td>
</tr>
<tr>
<td>84</td>
<td>113</td>
</tr>
</tbody>
</table>

#### Percent of Eligible Children Served

<table>
<thead>
<tr>
<th>Head Start</th>
<th>Early Head Start</th>
</tr>
</thead>
<tbody>
<tr>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

#### Average Monthly Enrollment

<table>
<thead>
<tr>
<th>Head Start</th>
<th>Early Head Start</th>
</tr>
</thead>
<tbody>
<tr>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

#### Monitoring Review:

Gulf Coast Community Service Association Head Start program underwent their last triennial review in 2010. The program was determined to be in full compliance with all Head Start Performance Standards, laws, regulations, and policy requirements.
I had the opportunity to learn of GCCSA through Head Start; I never imagined how much it would change my life and that of my family’s.

First I had the opportunity to meet the Governance Specialist, who gave my twins the opportunity to enter the South Houston Head Start, where this beautiful adventure begins. I was the President of Parents and selected by them to represent South Houston on the Policy Council. This is where I started developing as a warmer human being. I loved seeing the smiles of all their employees and the warm welcome that they always gave me. Right away, I had the opportunity to start to become familiar with the faces and names of the members of the agency.

Through this path, Ms. Aissa asked me to study and to get my GED.

Then one of my twins had a brain paralysis. I was embarrassed to tell Ms. Zapata why it was taking me more time than I thought to get my GED. Finally, one day she asked “When are you going to be ready?” I replied that until I knew whether or not my son was going to be mentally challenged, a heavy weight I carried on my shoulders, as a Mother.

When I was ready, I went to where the GED and ESL classes were and I met a gentleman with a radiant smile, with whom I started my GED classes.
A little later, I met a fascinating and very elegant lady, who always had a sweet word to say to me and pushed me along. Even though at the beginning I was afraid of them, Ms. and Mr. Gallardo (GCCSA Instructors) have been the best teachers I have ever had. Especially now that I am an adult, I am fascinated by the love with which a teacher teaches. It is admirable that their love and knowledge make any math problem no longer be one and how they teach and show it to you so clearly.

At the same time, Ms. Gallardo offers me the opportunity to take Money Management classes and explained to me what they were about and why it was a good idea to take them. Thanks to Ms. Gallardo for offering the opportunity, I have paid off several credit cards and I was able to refinance my house and dropped the interest rate from 8% to 4.5%. Mr. Gallardo always told me, “It is never too late to learn. If you only knew how many things I would like to teach all of you, but there is not enough time, I am running out of time.” On the other hand, Ms. Gallardo has always encouraged me and given me advice and with her kind words: "Mam’, don't be scared, you can do it. What happens when we start walking and we fall? And when we no longer fall, we run; that's the way life is--you can handle this and more".

I kindly invite all parents to give themselves the opportunity to take advantage of all the services that this agency offers and to remember that the best way we have to return the favor is by volunteering our time, as each hour that we volunteer at this agency counts as if it were money.
Preparing Children for the Future

GCCSA has a proven track record of providing high-quality academic preparation to ensure that every child’s “head start” leads them to success in Kindergarten and beyond.

With progression in five key areas and average growth of 25%, evaluations assessed at the start of the school year and again at the school year’s end show that our children are making great strides and are entering kindergarten ready to learn.
Meeting children’s needs for health care – including dental care – is central to learning readiness.

We are dedicated to ensuring that all GCCSA Head Start and Early Head Start children are meeting their developmental milestones! We assist families in identifying community resources where they can access health services and learn the importance of setting a strong physical, as well as educational foundation for their child.

90% of Children received Medical Exams

95% of Children received Dental Exams

89% of infants & toddlers* received Medical Exams

*Enrolled in Early Head Start

78% of infants & toddlers* received Dental Exams

Head Start’s “overall goal is to increase school readiness” while “fostering healthy development.”
Policy Council representatives are involved with planning for GCCSA’s Head Start and Early Head Start future. Made up of elected representatives, one from each of our Head Start and Early Head Start centers, as well as Community Organizations, the council meets monthly to make decisions for our program and our children. The Policy Council is responsible for planning, reviewing and approving all Head Start program areas—funding requests, budgets and all personnel actions. Policy Council members also review and approve plans for child development services, family and community partnership programs, health and nutrition, mental health and other areas of the GCCSA Head Start program.
Family Programs

Services to Our Families

No. of Families Received

- Emergency food, clothing, or shelter: 25
- Utility and/or Rental Assistance: 27
- Mental Health Services: 10
  - English as a Second Language (ESL) Training: 3
- Adult Education: 40
- Job Training: 18
- Substance abuse prevention or treatment: 0
- Child Abuse and Neglect Services: 0
- Domestic Violence Services: 0
- Child support assistance: 9
- Health Education Assistance to families of incarcerated individuals: 2
- Parenting Education: 1
- Marriage Education: 1

24 Dads participated in the Fatherhood Program

The focus of GCCSA’s Head Start and Early Head Start Fatherhood Program is to empower the male figure to become a positive role model for his family and the community while providing a social support network.
Thank You,
Community Partners

On behalf of the thousands who walk through our doors yearly, we say thank you to our Community Partners.

We are indebted to our Community Partners who have generously contributed to our mission to strengthen the educational, social, and economic well-being of children, youth, seniors, adults and the whole of Harris County.

Without the support of local businesses, individuals, faith communities, and educational institutions alike, Gulf Coast Community Services Association could not make a difference in the lives of so many Harris County residents.

Contributions from Community Partners come in many forms – in-kind donations, special pricing and large financial donations – and each of extraordinary value to us and our community.

Thanks to Community Partners, we are building better community and providing much needed services and programs.

Thank You, again...
Your support has been invaluable!!!
Gulf Coast Community Services Association, Inc.

Educate. Equip. Empower.

5000 Gulf Freeway
Houston, TX 77023

713-393-4700
www.gccsa.org

The Promise of Community Action

Community Action changes people’s lives, embodies the spirit of hope, improves communities and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.