

2020



ANNUAL REPORT



REPORT TO THE COMMUNITY

Gulf Coast Community
Services Association, Inc.

9320 Kirby Drive
Houston, Texas 77054

www.GCCSA.org | (713) 393-4700

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Legal Expert
Legal Counsel

Daniel Ramirez
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Legal Expert

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Debra Fisher
Chief Financial Officer

Tiamoia K. Lee
Head Start/Early Head Start Director

Amanda R. Shelton
Director of Client Services

Horace Grant
Director of Operations

Al Maldonado, III
Compliance & Accountability Director

Sue Kriegel
*Executive Assistant to CEO/
Liaison to the Board of Directors*

Ja'Milla C.K. Lomas
Marketing & Community Relations





Dear Friends,

We are a community of survivors, having lived through powerful hurricanes, historic flooding, long-term federal shutdowns, and now a global health emergency that is proving beyond compare. Gulf Coast Community Services Association, Incorporated (GCCSA, Inc.) has been the anchor for many people who have weathered their own personal emergencies in the Harris County Community for 55 continuous years.

GCCSA, Inc. has had the privilege to administer programs and services that enrich and uplift, infusing our population with not just hope, but a real path toward economic independence and empowerment. Our aim is that the 16 percent of the Houston area population living below the poverty line will swiftly dwindle to less than 1 percent. Effectively putting us out of business.

Since the uncertainty wrought by the COVID-19 pandemic, GCCSA has done what we do best – marshal our internal resources and work in concert with external allies for the betterment of the most vulnerable populations in our area. Our team has harnessed our past experiences with disaster relief efforts,

assessed the needs of the Community – including immediate food relief to mitigate the limited access to supplies and housing assistance to lessen the impending threat of evictions – and leveraged our community partnerships to build sturdier foundations toward certainty.

GCCSA, Inc. has bolstered our health/safety measures and protocols while evolving our capabilities and service offerings for our youngest constituents in our Head Start & Early Head Start program as well as our adult customers in our Community Services programs. Our community in action and service will continue to move forward towards an enduring self-sufficiency, despite the challenges we yet face.

Gulf Coast Community Services Association, Inc. is a corporation with a proven track record of providing critical assistance needed to stabilize families so that they can start, continue, and finish their journey towards the “American Dream”. Changing people’s lives, embodying the spirit of hope and improving our communities is the heart of our Community (in) Action Agency. I hope that this report inspires you to serve, as we all so proudly do.

Dr. Jonita Wallace Reynolds
Chief Executive Officer

The Gulf Coast Community Services Association, Inc. is a non-profit organization that engages community partners and forges strategic alliances in order to educate, equip and empower individuals and families in their pursuit of economic independence. Since 1965, the agency has administered diverse services and programs to hundreds of thousands of the underserved and un-served residents of Harris County. The benefits and resources provided assist in earning a living wage and aid in the advancement of education. These services propel our community into gaining financial stability.

As the Community Action Partnership's largest Texas-based Community Action Agency, GCCSA, Inc. connects the Houston-area's vulnerable community to greater opportunity. Programs such as the Food Pantry, Head Start & Early Head Start, Utility and Rental Assistance, Federal Furlough Emergency Aid, Texas Eviction Diversion Program Assistance, and other disaster-related assistance, all focus on empowering and equipping a more self-sustaining Houston.

By offering relevant approaches to eliminate the grips of poverty and the harsh consequences of the sudden onset of the pandemic caused by COVID-19, GCCSA, Inc. aims to earn the confidence from the citizens of Houston and Harris County so that we remain the exemplary model for social services in the community.



Need in Harris County

15.9%

of Harris County residents have incomes **below the Federal Poverty Level (FPL)**.

Source: April 1, 2020 - July 1, 2021, (V2021), U.S. Census Bureau

1 in 4

children under 18 years of age is Food Insecure and don't receive proper nutrition, mainly due to COVID-19.

Source: City of Houston, Mayor's Office, 2020 press release

33,000+

accommodation and food service industry jobs may have been lost in a 5-week period as a result of COVID-19. Renters experiencing even temporary job losses are among the most vulnerable population.

Source: Unemployment Claims by Numbers, Texas Workforce Commission; Kinder Institute's Houston Community Data Connections



GCCSA'S Reach

85%

of individuals GCCSA served **avoided eviction**

1365 individuals of goal of 1600

693

individuals received **job skills training, coaching, development and referrals**

32,735

Total Persons Served by all GCCSA Community Service Block Grant Programs

SERVICES TO THE COMMUNITY

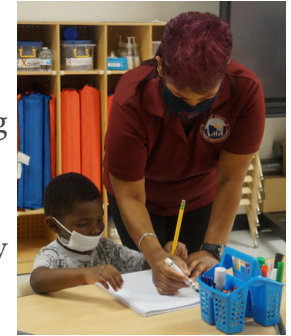
EDUCATE

Early Childhood

The GCCSA, Inc. Head Start & Early Head Start (HS/EHS) Program is a comprehensive, Early Childhood Development program, serving eligible children and families from economically-challenged backgrounds in the Houston, Harris County area since 1964. GCCSA, Inc. caters to over 1,900 early learners and their families; supporting pregnant women, infants and toddlers (ages 6 weeks to 30 months), and children ages 3 to 5 years.

Operating in 1 Early Head Start and 19 Head Start Centers, the GCCSA HS/EHS Program includes: early childhood education, family involvement, health advocacy, family literacy, fatherhood initiatives, mental health services, disability services, and nutrition to all enrolled children, including in the family homes of those with disabilities.

Starting in late March, we swiftly switched to a virtual learning format, equipping our families with laptops, wifi hotspots and learning aids so that our young scholars did not experience a loss in their education just as they were beginning their lifelong journey of learning.



Adult Literacy & Education

GCCSA, Inc. offers a variety of adult educational opportunities - General Equivalency Diploma, Adult Basic Education, and Career, Vocational & Technology Development tracks. The Agency provides scholarships to adults who are interested in pursuing education or vocational training certifications for career advancement.

EQUIP

Case Management

Individuals and families seeking to regain their economic footing work closely with Specialists. They are provided an assessment of needs, development and implementation of a Service Plan, and monitoring of goal achievement that helps them address their personal and professional development. Financial assistance is offered to qualified individuals and families.

Food Pantry

The Food Pantry of GCCSA, Inc. distributes fresh food items through its Crisis Food Assistance and Food for Change Market. The 2020 pandemic caused by the swift spread of the COVID-19 virus challenged us to serve the community in unique ways. We converted our Pantry to curbside service and have successfully delivered the same quality of service to all those in need.



EMPOWER

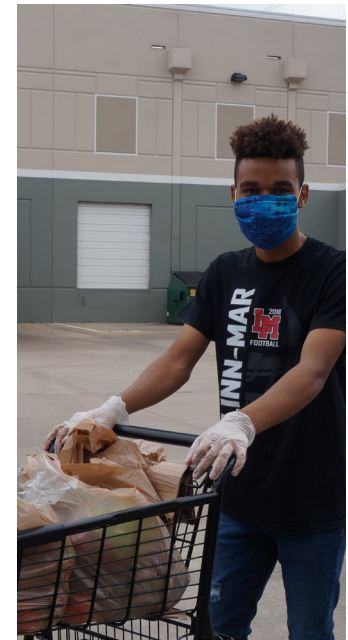
Parent Committees

Each HS/EHS Center establishes a Parent Committee, where parents/guardians are given the opportunity to take on leadership roles within their respective Center. Parent Committee members and officers assist their Center Administration in developing activities that address the interests and needs of their families.

Policy Council

An important parent-led, elected governing body made up of volunteer parents/guardians and representatives of community agencies, the GCCSA Policy Council works in partnership with the Board of Directors and Agency management to develop, review and approve HS/EHS Program policies, and to oversee the quality of services that all children and families receive.

Additional services include: financial coaching, credit and budgeting classes, nutrition workshops, workforce development, transportation vouchers, and access to community partner programs.



AGENCY FINANCIAL POSITION

GCCSA, Inc.'s organizational impact on the community is supported via an annual operational budget that is just under \$30 million. The statement of functional expenses for the October 1, 2019 to September 30, 2020 reporting period is reflected below.

Expenditure for the year ended September 30, 2020

PROGRAM SERVICES					
	HS/EHS	CSBG	CACFP	Other Programs	Total Program Services
Salaries and Wages	10,500,009	1,923,734	—	237	12,423,980
Payroll Taxes	794,616	148,722	—	—	943,338
Employee Benefits Costs	2,282,623	291,572	—	564	2,574,759
Contract Wages	652,855	649,753	—	—	1,302,608
Building Occupancy Costs	727,123	425,789	—	—	1,152,912
Utilities	116,480	30,042	—	—	146,522
Telephone	160,536	39,276	—	—	199,812
Insurance	79,969	27,247	—	—	107,216
Travel	11,845	1,963	—	—	13,808
Equipment Leasing & Repairs	421,445	132,772	—	—	554,217
Office Supplies	1,082,179	182,248	—	—	1,264,427
Vehicle Operating & Maintenance	15,834	18,424	—	—	34,258
Printing, Reproduction & Publicity	96,466	4,191	—	—	100,657
Seminars and Workshops	—	15,090	—	—	15,090
Postage	2,048	2,108	—	—	4,156
In-kind Contributions	5,228,989	—	—	—	5,228,989
Professional and Legal Fees	109,583	40,260	—	—	149,843
Classroom Supplies	465,590	4,455	—	1,687	471,732
Food Supplies	101,530	—	611,171	—	712,701
Health Assessments & Evaluations	162,592	—	—	—	162,592
Training & Technical Assistance	82,843	970	—	—	83,813
Parent Activities	37,996	—	—	—	37,996
Client Direct Assistance	—	1,957,514	—	—	1,957,514
Other Expenses	1,833	27,649	—	1,003	30,485
Depreciation & Amortization	254,994	28,389	—	2,389	285,772
TOTAL EXPENSES	\$23,389,978	\$5,952,168	\$611,171	\$5,880	\$29,959,197

SUPPORTING SERVICES			
	Management and General	Total Support Services	Total Expenditures
Salaries and Wages	—	—	12,423,980
Payroll Taxes	—	—	943,338
Employee Benefits Costs	—	—	2,574,759
Contract Wages	—	—	1,302,608
Building Occupancy Costs	—	—	1,152,912
Utilities	—	—	146,522
Telephone	—	—	199,812
Insurance	—	—	107,216
Travel	—	—	13,808
Equipment Leasing & Repairs	—	—	554,217
Office Supplies	—	—	1,264,427
Vehicle Operating & Maintenance	—	—	34,258
Printing, Reproduction & Publicity	—	—	100,657
Seminars and Workshops	—	—	15,090
Postage	—	—	4,156
In-kind Contributions	—	—	5,228,989
Professional and Legal Fees	—	—	149,843
Classroom Supplies	—	—	471,732
Food Supplies	2,700	2,700	715,401
Health Assessments & Evaluations	—	—	162,592
Training & Technical Assistance	—	—	83,813
Parent Activities	—	—	37,996
Client Direct Assistance	—	—	1,957,514
Other Expenses	—	—	30,485
Depreciation & Amortization	—	—	285,772
TOTAL EXPENSES	\$2,700	\$2,700	\$29,961,897

2019-2020 Audit Results

"In our opinion the financial statements referred to...present fairly, in all material respects, the financial position of the Organization [Gulf Coast Community Services Association, Inc.] as of September 30, 2020 and 2019, and the changes in its net assets and its cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America."

- McConnell & Jones, LLP, Certified Public Accountants

CHILDREN & FAMILIES



The GCCSA HS/EHS Program understands that each child comes into our program with a unique personality, various abilities and a distinctive cultural background. We believe all children can reach their utmost potential when provided with a stimulating learning environment supported and fostered by adults who are nurturing and accepting.

Our Child Development Team ensures that our classrooms, be they virtual or in-person, provide quality Early Childhood Educational and developmental services for all enrolled children, including those who are differently abled. Our HS/EHS high quality, child-focused services and programming promotes children's cognitive, social and emotional growth for later success in school.

GCCSA's teaching staff have the guidance, training and support needed to implement developmentally appropriate curriculum and instruction that meet the needs of all our enrolled children, supporting their growth throughout their educational journey. Our child-focused program has the overall goal of increasing the school readiness of young children.

We enthusiastically partner with families to ensure that the needs of our students are met. While classes were virtual, we provided parents with teacher-guided, online learning tools, as well as hands-on educational kits so that there was minimal loss of learning.

We believe that our HS/EHS parents are the first and most important educators of their children. Parent involvement is a core value. We invite our parents to be integrally involved in the education of their children by volunteering in the classroom, attending parent meetings, serving on an advisory committee, and/or making decisions about the HS/EHS Program within the parent committees. Parents can also be elected to serve on our Policy Council - an opportunity to participate in shared decision-making about the Program.

Parents who are actively involved in their children's education ensure student success in school and in life. GCCSA's Family Empowerment Program provides many experiences at each Center aimed at empowering parents, equipping them with stronger parenting skills, and educating them on becoming full partners in their children's journey towards a superior education.

Our Centers have a host of ways parents & guardians can be involved, including:

- Site-Based Parent Committees
- Classroom Volunteer (i.e. reading a book!)
- Fatherhood Program
- Family Night, Family Fun Day, Holiday Celebrations
- Policy Council Leadership

EARLY CHILDHOOD EDUCATION

GCCSA, Inc. operates a total of 1 Early Head Start and 19 Head Start Centers, serving as either stand-alone centers or sites that operate in collaboration with school partnerships. There are two service options in the Program — Full Day and Double Session, which vary by site. Full Day Services are available for parents who are employed or attending job training or school on a full-time basis and have no caregiver in the home. Double Session Services are available for parents who are not employed, attending job training, or attending school, and where a caregiver is present in the home.

Funded Enrollment

Head Start	1,864	Early Head Start	84
1,639	Full Day, 5 days/week	72	Center-Based, 4 days/week
165	Part Day, 5 days/week	12	Home-Based/ Pregnant women
104	Classrooms	9	Classrooms

Average Monthly Enrollment

Head Start	100%	Early Head Start
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Total Children Served

Head Start	2,108	Early Head Start	119
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CHROMEBOOKS TO HOMES



Families with children enrolled in our Head Start/ Early Head Start Program and area families with grade school-aged children received needed technology when all the world went virtual in the unprecedented Spring of 2020. The Agency equipped Houston-area families with brand new Chromebooks in time for the start of the 2020-2021 school year when the previous academic year had gone virtual overnight.

“We have taken a long, hard look at the depth to which this health crisis interrupts and possibly deters the educational goals that lead to families’ economic stability,” said Dr. Jonita Reynolds, Chief Executive Officer. “Therefore, equipping children with reliable access points for their education and aiding their parents with technology that allows them to search for employment is key to decreasing the stress of this pandemic.”

One hundred Chromebooks were awarded to families who live in Harris County, have at least one K – 12th grade child in the home, have been disproportionately affected by COVID-19, and have median household incomes within 200% of the federal poverty income guidelines. These families have demonstrated remarkable need for technology in this virtual age of distance and learning.

“We find ourselves in the most uncertain of times. Our health, livelihoods and overall quality of life are being challenged by a novel virus that we are on our way to defeating,” said Dr. Reynolds. “Families who were previously experiencing income inequality find their vulnerability even more pronounced.”

Gulf Coast Community Services Association, Inc. has amplified its promise to assist our vulnerable neighbors and will continue to source innovative methods that will close gaps and make every day living less stressful.

OUR ANNUAL IMPACT

Early Childhood Health & Well-Being

79% of our children have **Medical Homes** and **Well Child Exams**

83% of our children have **Dental Homes** and **Dental Exams**

These percentages are atypical for GCCSA's Head Start & Early Head Start Program. Many challenges were faced due to the COVID-19 pandemic, including providing services in a newly virtual model.



16
Eligible Sites



1,522
Eligible Children



76,067
Lunches



72,342
Breakfasts



144,637
P.M. Snacks



\$552,872.30
Reimbursement to GCCSA

The goals of the CACFP are to improve and maintain the health and nutritional status of children and adults, promote development of good eating habits, and integrate nutritious food service with organized child and adult day care services.

Head Start & Early Head Start children are benefited by being fed nutritious USDA regulated meals that ensure their proper development. These children gain from early nutrition education that helps them establish positive eating habits that will enrich the quality of their diet throughout their lives.

The program makes healthy eating an integrated part of their active play as they learn and experience new things. Parents are assured that their children receive high quality meals. With proper nutrition, the child is less likely to experience illness, fatigue or obesity and will develop at a normal physical and intellectual pace. Good nutrition is the recipe for an all-around happier child!

GCCSA C.A.R.E.s

COVID-19 Community Action Relief Effort

The GCCSA, Inc. COVID-19 Community Action Relief Effort (C.A.R.E.) is a system-wide approach the Agency is taking to alleviate the additional challenges posed by the current global pandemic. C.A.R.E. invests in three critical areas that are impacting the Harris County social and economic health – people, places and partnerships.

People. Gulf Coast Community Services Association is helping people. Through C.A.R.E., economically challenged individuals and households will gain housing affordability, access household essential items (i.e. food, transportation, hygiene products, clothing), and connect with family support and services.

Over 4,500 people completed the GCCSA COVID-19 Assessment detailing the impact of the health pandemic to their home. The Agency has doubled its client services team in size to accommodate the demand, processing over 2,300 requests for assistance. COVID-impacted, Harris County households will gain housing stability via monetary support that should cover a two- to three-month period. Gift cards aimed at meeting basic needs – food, water and other household essential items - were distributed.

GCCSA is closing the digital divide by providing 100 new Chrome-books to K-12 children who have been struggling to transition to an online learning environment. Innovative services such as contactless, curbside pick-up to distribute nutritious food options is now a weekly staple, increasing from twice a week throughout the summer months to 4 days a week in the fall. GCCSA continues to provide referrals and linkages to other service providers throughout the Greater Houston area.

Places (of Business). Independent entrepreneurs, self-employed and licensed professionals in select industries are receiving support through GCCSA C.A.R.E. Assistance will go toward revitalizing both their existing business and future growth after their doors have been shuttered during this extended period.



Over 300 self-employed, Harris County small business owners have completed the GCCSA COVID-19 Assessment. These professionals, most of whom are state-certified technicians, stylists, and aestheticians, have discussed with us the ramifications that the health pandemic has had on their livelihoods. The unfortunate reality is that many micro-businesses have not been able to obtain the small loans and grants provided through the Small Business Administration and other business-resource agencies. GCCSA's support, though small, will help to sustain this vital community.

GCCSA has been concurrently working on a partnership with Houston Community College to establish a virtual learning program, aimed at providing scholarships and digital marketing expertise to these Harris County business owners.



Partnerships in Community. Mission-minded organizations have been invited to participate with GCCSA C.A.R.E. in varying capacities – as formal partners, referral sources, or as a member of a community advisory committee.

GCCSA has established six C.A.R.E. Partners who will operate Community Services Block Grant funded programming for the Houston-Harris County area. These partners have been awarded \$300,000 in grant money to develop and oper-

ate community action centered programming that will expand their service offerings for pandemic relief. They are: The Alliance, SER Jobs, Star of Hope, Houston Area Women's Center, Catholic Charities, and Chinese Community Center.

Inter-agency agreements for referrals and priority access are the driving force behind the C.A.R.E. Key Referral Partnership. Houston Community College is the C.A.R.E. training partner, developing virtual workshops and courses that will help self-employed customers who are learning to pivot their business in the age of the novel coronavirus. Lone Star College, Houston North and Texas Southern University are aiding in the identification of their hardest hit student populations, so that funds may be directed to assist them as they focus on their educational pursuits, rather than pandemic-imposed difficulties. The ISD Essential Workers Pilot program will pinpoint essential employees such as bus drivers, food service workers, and custodial staff for assistance.

The C.A.R.E. Advisory Committee will provide on-going community feedback and analysis of Harris County's diverse community needs as COVID-19 recovery continues.

By taking a holistic approach to pandemic disaster relief efforts and pinpointing three fundamental areas – people, places and partnerships – GCCSA will be able to help the greatest number of Harris County's vulnerable and affected residents as possible.

OUR ANNUAL IMPACT

Emergency Pantry & Contactless Curbside Distribution

Food Pantry Emergency Groceries **27,566**

Food For Change Market **374**



Two weeks after the brick and mortar doors of Gulf Coast Community Services Association, Inc. were forced closed amid the spring 2020 shuttering of Houston businesses, the Agency figured out a way to get food, cleaning supplies and other household items to those who needed it – a drive-up service.

Trunks popped and back doors opened, GCCSA had a line of volunteers and employees assembled to place overflowing bags of groceries in the vehicles of Houstonians. From those early days in April when resources were scarce and car lines extended down Kirby Drive and down the feeder road, well through the long summer and fall and uncertain winter, GCCSA served at least 28,000 individuals whose empty cup-

boards had seen little relief. Donations from the Houston Food Bank and independent suppliers enabled the Agency increase the twice weekly drive-through distribution events to 4 days a week over the course of the first year of the health crisis.

Gulf Coast Community Services Association has also developed and implemented the GCCSA COVID-19 Community Action Relief Effort (C.A.R.E.) that invests in three critical areas to address the specific needs that have arisen from the pandemic. One of those three prongs is aimed at economically challenged individuals and households. The C.A.R.E. program provides direct access to household essential items (nutritious food, transportation, hygiene products, clothing) via the contactless, curbside pick-up, as well as support through gift cards for households to purchase items that meet their needs.

C.A.R.E. additionally provided housing stability in the form of 2-3 months in support and a Chromebook award to 100 families with K-12 children to help close the digital divide.

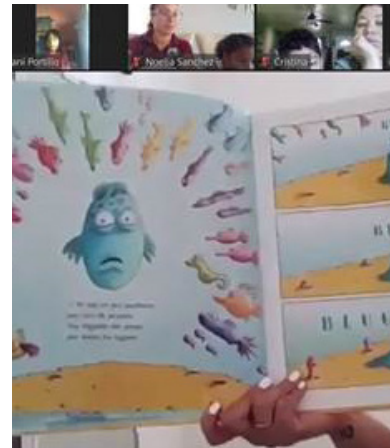
On average, the Contactless Curbside Food Pantry serviced 125 households per 2-day week and 3 times as many during the 4-day service week. However, the need far surpassed the agency's stores. Food pantries across the county have been stretched beyond capacity and GCCSA's food pantry is not immune. To help keep the pantries of our food insecure neighbors from running dry, donations to the Houston Food Bank were encouraged throughout the year.

GCCSA's Contactless Curbside Food Pantry operated every Monday, Wednesday, Thursday, and Friday from 9:00 a.m. – 1:00 p.m. during 2020.



27,940
INDIVIDUALS

*Received assistance through the GCCSA
Curbside Food Pantry*





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.

The Vision of Community Action Partnership

A nation that creates opportunities for all people to thrive, builds strong, resilient communities, and ensures a more equitable society.



The Mission of Community Action Partnership

To ensure the causes and conditions of poverty are effectively addressed and to strengthen, promote, represent, and serve the Community Action Network.

The Values of Community Action Partnership

We believe all people should be treated with dignity and respect and recognize that structural race, gender and other inequities remain barriers that must be addressed.

We believe that this nation has the capacity and the moral obligation to ensure that no one is forced to endure the hardships of poverty.

We believe that with hope, adequate resources and opportunities, everyone can reach their fullest potential, and we are committed to achieving that vision.

We pledge ourselves to creating an environment that pursues innovation and excellence through multi-sector partnership and collaboration.

The image shows the exterior of a modern, multi-story office building. The building has a light-colored, possibly stone or concrete, facade. The central entrance is flanked by two large, arched glass windows. The text "Gulf Coast Community Services Association, Inc." is prominently displayed in a serif font above the entrance. There are several palm trees and other plants in front of the building. The sky is overcast.

Gulf Coast Community
Services Association, Inc.