

Message from the President

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#### A BRIEF HISTORY

Since our founding with Head Start as the core program in 1965, CSC has built on our expertise in early education, especially for low-income families and their children.

CSC believes that all children deserve a chance to succeed in school, and the path to success begins in early childhood within a nurturing family. We provide early learning and child care support services to young children and their parents, low-income families and child care providers.

CSC is a leader in early education and family development, promoting quality and innovative practices that affect the lives of 40,000 children annually in 16 counties of Northeastern Pennsylvania. Founded in 1981, PROGRAMS AND SERVICES CSC is committed to ensuring that children enter school ready to learn and their families are prepared to assist them.

CSC is a 501-c-3 not-for-profit organization employing approximately 300 staff.

Directly provide Head Start, Early Head Start, Pre-K Counts preschool.

Administer the Keystone STARS program to improve child care quality through the Northeast Regional Key.

Administer subsidies to help low-income families access child care through the Child Care Information Services program in Lehigh County.

Provide professional and parenting education through Early Education Academy.

Newton School is a unique early childhood education program with STEM as a way of learning focus for preschoolers.

Designated Pre-K Scholarship Organization and Educational Improvement **Organization** awarded by DCED for the receipt and disbursement of funds allocated through the Educational Investment Tax Credit program (EITC).

#### MESSAGE FROM THE PRESIDENT

CSC has had another year of achievement! Through our services focusing on the needs of children and families – Child Care Works of Lehigh County, Early Head Start, Head Start, NE Regional Key and Pre-K Counts – we have made a positive impact on the future of our communities. Because of our services, more low-income families are able to go to work, knowing that their children are in safe and affordable child care programs. Because of our services, severely economically disadvantaged children birth to age five and their parents are able to have the Head Start Advantage and enter preschool and kindergarten ready to excel. Our Newton preschool helped to create future mathematicians, scientists, engineers and critical, creative thinkers. Because of our services, more than 200 of the most vulnerable infants and toddlers reached their potential and became curious learners. Because of our services, more than 703 Early Learning entities across 16 counties have improved their quality, earning higher STAR ratings. We are proud of the impact we have had throughout the region!

Community Services for Children is now embarking on the next evolution of our mission to positively impact children and families throughout the Northeast Region of Pennsylvania. During the last year, we took time to reflect on our history, our expertise, the community needs and our dreams for the future. We recommitted to our core beliefs –

- Every child deserves equal opportunity for school readiness and academic success.
- Family engagement is fundamental to child development at every stage.
- Early experiences shape adults' future health and well-being.
- Most vulnerable children and families are our first priority.
- High-quality early childhood education is critical to a thriving society.

With these beliefs in mind, and our agency values of honesty, innovation, respect, excellence and stewardship, we have recommitted to this important mission:

"Prepare young children and their families to succeed in learning and in life through innovative, comprehensive, leading-edge services."

We at CSC are absolutely, passionately committed to this mission! Yet we know that it is a tough road ahead of us, given the enormous challenges we are facing in the Lehigh Valley. Though the State of Pennsylvania has made significant progress in its investment in early childhood education, there continues to be a serious gap in opportunities for high-quality, birth to age five early childhood development and education. This is especially true for children facing poverty, whose families cannot afford the cost of high-quality care. We all know that the investment in the youngest, most vulnerable children facing adverse experiences including poverty just makes sense. A recent study conducted by economics researchers from Texas A&M and Notre Dame universities concluded that not only was the student enrolled in Head Start better off, but that the children of the enrolled student, or the next generation, were 12 percent more likely to graduate from high school and 15 percent more likely to attend college.

Again and again, research is demonstrating that our nation's Head Start program has long-term effects on inter-generational poverty and school achievement. Yet Early Head Start/Head Start of the Lehigh Valley is only serving 18 percent of the eligible children in the Valley. Far too many young children are facing enormous challenges including homelessness, food insecurity, chaotic family life, abuse, chronic health problems and violence. These traumatic experiences will affect their entire life course. CSC is committed to intervening and changing the trajectory for these children to one of success – where every child and family can flourish. We thank our staff, donors and community partners for your constant support. Together, we can achieve our mission.

Sincerely,

Paula J. Margraf, President and CEO

Paula J. Margref

#### IN MEMORIUM

The Lehigh Valley community lost a great leader and visionary in April with the passing of Edward Donley. He and his wife, Inez, who passed away in 2013, were tireless advocates for children. Their philanthropy and leadership helped to create the Donley Children's Campus, and their commitment to early education was the impetus for the creation of the Inez and Edward Donley Award for Children's Advocacy, which CSC gives annually to acknowledge individuals and organizations who have significantly improved the quality of life for children.

BOARD
OF DIRECTORS:
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Mary Colon, Bethlehem Area School District (retired)
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Colleen Mooney McGee, Crayola

**David Rabaut, PhD**, United Way of the Greater Lehigh Valley (retired)

**Judith Rex, PhD**, Northampton Community College

**Diane Scott, EdD**, Allentown School District (retired)

Frank Smith, NAI/Summit Management

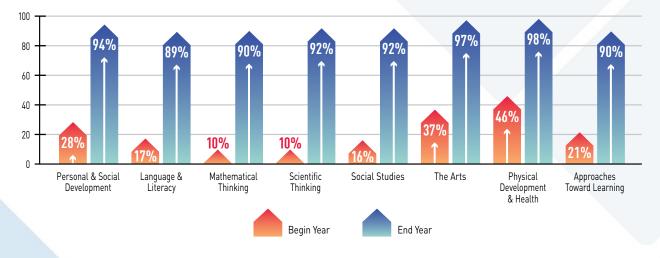
Rebecca Young, JD, KingSpry

#### **HEAD START OF THE LEHIGH VALLEY**



#### **Head Start Child Learning Domain Outcomes**

Percent of Children\* Demonstrating Proficiency



<sup>\* 625</sup> children who were present at all three assessment points – begin year, midyear and end of year.

t "Proficiency" - Measurement by the Work Sampling System Assessment indicates that the skill, knowledge or behavior is firmly within the child's range of performance.

#### EARLY HEAD START OF THE LEHIGH VALLEY



We offer Early Head Start, for children birth to age 3, through both home-based and centerbased programs. Home-based services include home visits, child and parent learning groups and resources for families to achieve goals and encourage healthy parent-child relationships. The Early Head Start center-based program, known locally as SafeStart, mitigates the symptoms of prenatal exposure to drugs/alcohol. SafeStart is the region's only

therapeutic classroom program for abused infants and toddlers. The SafeStart children are referred to the program by the Children & Youth offices in Lehigh and Northampton Counties.

639 of fathers

participated in activities to support their children's development.

EAMILY ENGAGEMENT SERVICES

96% received medical

93% received dental exams

100% of all families

completed both a family and a family goal plan. of EHS families

completed a home safety plan.

75% of all families

accomplished three or more goals from their family goal plan.

100% of enrolled families

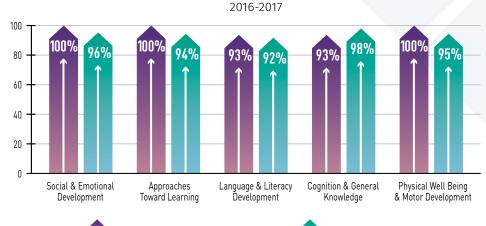
participated in the read-a-book campaign, strengthening literacy activities in the home.

In October 2017, the Middle States Association Commissions on **Elementary and Secondary Schools** (MSA-CESS) re-accredited CSC for another seven years, a move that recognizes the agency as a leader in quality standards.

This accreditation is based on 12 principles: mission; governance and leadership; school improvement planning; finances; facilities; school organization and staff; health and safety; educational program; assessment and evidence of student learning; student services; student life and activities and information resources.

#### **Early Head Start -Achievement of Developmental Milestones at Age 3**

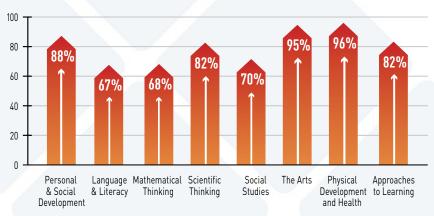
HEAD START ACCOUNTABILITY receive a comprehensive on-site review each year. Head Start of the Lehigh Valley's most recent review was conducted in April 2016. Twenty-two areas were found in compliance and two areas were found to be non-compliant. All areas have been corrected.





#### **Head Start Newton School Child Outcomes**

All Children\* Demonstrating Proficiency† WSS Kindergarten Level Assessment (2017)



- \* 20 children (includes 9 children with IEPs and/or Dual Language Learner)
- t "Proficiency" Measurement by the Work Sampling System Assessment indicates that the skill, knowledge or behavior is firmly within the child's range of performance.

Newton School is a unique early childhood education program with STEM as a way of learning focus for preschoolers that opened with the start of the 2014-2015 program year in Allentown.

The STEM-approach to learning uses hands-on experiences to help children discover ideas in science, math and engineering.

Teachers use open-ended questions to support children's learning.

#### **Total Percent of Children in Poverty**

Of 5,844 children, 1,242 are being served by Early Head Start/Head Start/Pre-K Counts.

5,844
Children birth to five in poverty

\*Based on 2011-2013 Children Age Birth to 5 by Poverty Level (American Community Survey 3-Year Average)

# HEAD START SUCCESS STORY

Abraham\* began his journey with Head Start of the
Lehigh Valley when he was 3. He had been enrolled in an
autistic support classroom through Colonial Intermediate Unit
20, and his teachers noticed that while he was nonverbal, displayed
some defiant and attention-seeking behaviors and needed to learn play
skills, he had many strengths that set him apart. Abraham was interested in the
world around him, could easily follow a routine and wanted to play with the other
children—qualities that can be a challenge for children with autism.

He was referred for a collaborative classroom program that was developed between Head Start and CIU20 to better prepare students with autism for kindergarten. With the assistance of therapeutic support staff and a behavioral support consultant, new skills are introduced in the Head Start classroom morning session, reinforced in a smaller intensive teaching setting in the afternoon and emphasized in the home. Students learn to play appropriately with toys and their peers, communicate effectively and follow the classroom rules and routine.

When Abraham started school, he had trouble transitioning from one activity to another, and he often had to be redirected from preferred activities, such as having a snack or playing, to tasks such as cleaning up toys. He also struggled with sharing the attention of teachers and lashed out by hitting, throwing toys and trying to run from the classroom. At home, he had a difficult time playing with his older siblings, and would often run out of the house.

But when he was calm, staff noticed he was curious and focused, so they worked together to help him achieve his goals. By halfway through the school year, he had bonded with staff and seldom made escape attempts, threw tantrums or tried to hurt others. He began to repeat words and animal sounds, adapted to classroom activities and was able to sit for story time. He is a shining example of what children can accomplish with support.

\*Name has been changed.

#### **NORTHEAST REGIONAL KEY**

The goal of the Key is to help child care providers improve the quality of early childhood education throughout its 16-county region by providing management services, grants and awards, and professional development and technical assistance with a STAR rating system. Over 700 child care providers participate in the STARS program.

The Key assists and recognizes programs for meeting standards of practice and professionalism set by Pennsylvania. The highest level is a STAR 4 facility.

In July 2016, the
Office of Child Development and
Early Learning redistributed the counties in
each of the Regional Key areas so that they would
align with our Regional Certification Offices. The Northeast
Regional Key transitioned three of our counties into other Regional
Keys, which resulted in a reduction in the number of licensed programs in the
Northeast Region, reduction in the number of programs participating in
Keystone STARS as of July 1, 2016, and a reduction in the other
services we provide. The counties that were transitioned
were Bucks, Lycoming and Tioga. The Northeast
Regional Key gained Montour County
through the re-alignment.

#### **Keystone STARS**

	2015	2016	2017
Programs in STARS	942	930	703
STAR 3 and 4	309	337	247
% of the regulated programs at STAR 3 and 4	19.6%	22%	22%
# of children in STAR sites in the NE Region	40,664	40,258	30,191
# of children in STAR 3 and 4 sites	14,166	15,447	11,879
% of the regulated programs are in STARS			
NE Region	58.2%	58.8%	63.0%
Statewide	48.7%	49.4%	51.5%

BRADFORD

SUSQUEHANNA

# ONAL KEY

#### **Professional Development**

- Hours of professional development delivered in region – 1,606
- Hours of college courses offered 2,565
- Attendees at professional development activities – 6,762
- Number of teachers in college courses 696

#### Early Childhood Mental Health (ECMH)

- Hours of technical support regarding young children and their social and emotional health -2,200
- Children served by Early Childhood Mental Health Consultants — 81

#### **STARS Technical Assistance**

 Programs participated in STARS Technical Assistance – 86

#### **Infant Toddler Technical Assistance**

 Programs received Infant Toddler Technical Assistance – 28

#### School-Age Afterschool Quality Project (ASQ)

 Programs participated in the School-Age ASQ and received Professional Development, on-site Technical Assistance and Resources — 8

#### **Health and Safety Consultation**

 Programs received on site health consultation services – 22

#### **Grants and Awards**

- Early learning and school age programs awarded grant/award money — 446
- Dollars awarded \$6,172,805

# RACE TO THE TOP (RTT)

#### **Serves 5 Counties:**

Bradford, Carbon, Schuylkill, Sullivan and Susquehanna counties

Assisted programs with opening and designating at a STAR 1:

Stand-alone Pre-K Counts programs designated at a STAR 4:

RTT programs that moved up in STARS from a STAR 1:

 STAR 2
 3

 STAR 3
 2

 STAR 4
 2

In 2016-2017 the Office of Child Development and Early Learning put together workgroups to look at Keystone STARS and ways to enhance the program. Through this the Keystone STARS Program went through a revisioning process to make things better for child care programs, children and families. Keystone STARS is still built on a strong foundation of standards that we feel programs should follow to exhibit quality child care.

The three core principles guiding the Keystone STARS program are:

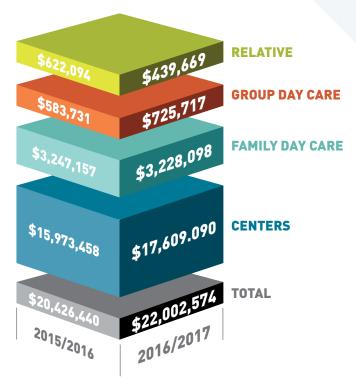
A whole-child approach to education is essential to meeting the holistic and individual needs of each child and family. Building and
sustaining ongoing
positive relationships among
children, families, early care
and education professionals and
community stakeholders is
essential for the growth
and development of
every child.

Knowledgeable
and responsive early care and
education professionals are essential
to the development of children and
the support of families.

## CHILD CARE INFORMATION SERVICES OF LEHIGH COUNTY

Child Care Information Services of Lehigh County (CCIS) administers subsidies for low-income families, providing access annually to child care for over 9,000 children, infants through grade 5. More than 350 child care providers participate in the program. CCIS also offers child care referral services for parents and assistance in choosing child care.





#### **Basic CCIS Statistics**

	2015/2016	2016/2017
Monthly average number of children on waiting list	388	804
Number of children enrolled in subsidized childcare	4,862	4,794
Average number of providers paid	384	383
Number of active providers at year's end	393	379

In December 2016, state-wide CCIS programs changed from a six-month eligibility determination to a 12-month determination, resulting in an increase in the waiting list.

#### AROUND THE AGENCY



This cardboard elephant was one of many creations made by Head Start students for this year's Cardboard Challenge.



Congressman Charlie Dent congratulates Betsy Savoia, assistant director of CASA of Lehigh County, on the organization's receipt of the Inez and Edward Donley Award for Children's Advocacy.



Paula Margraf, CEO of Community Services for Children, presents the Inez and Edward Donley Award for Children's Advocacy to Dr. J. Robert "Bob" Lovett, a retired Air Products executive.



Air Products retirees visited Early Head Start-center based to learn about the services we offer children birth to age 3.



Krystal DaSilva, a Newton School teacher, led the Da Vinci Science Center's "Amazing Bodies" summer camp.



Lehigh Valley Health Network's Miles of Smiles and Dr. Debra Campbell, vice-chair of the Department of Dental Medicine for LVHN, ensure CSC students receive dental checks throughout the year.



Paula Margraf, CEO of Community Services for Children, thanks Congressman Charlie Dent for his continued enthusiastic support of Head Start, which earned him a National Head Start Association Promise Award.



Stacy Perlaki, CSC's events and volunteer coordinator, shares information at the Parkland Community Resource Fair.



Don McKellar (left) and Rich Read, of PNC, visited CSC and CEO Paula Margraf to donate an iPad to the Head Start program.

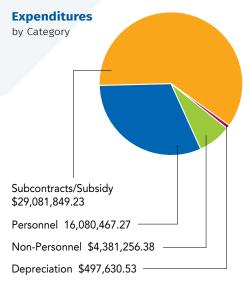


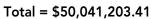
Carol Obando-Derstine, of PPL, presents a \$40,000 check to Paula Margraf, CEO of CSC, to support scholarships to early education programs.

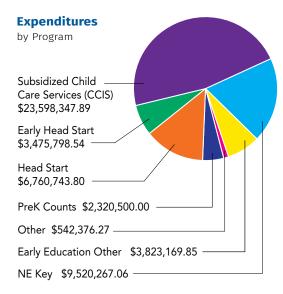
#### A SUMMARY OF UNAUDITED FINANCIALS

2016/2017

REVENUE - FUNDING SOURCE	16-17 FISCAL YEAR	%	15-16 FISCAL YEAR	%
FEDERAL				
Dept. of Health & Human Services	\$10,236,542	20.5%	\$10,846,505	21.4%
STATE				
PA Dept. of Education	564,620	1.1%	521,394	1.0%
PA Office of Child Development & Early Learning	36,913,014	74.0%	3,7417,806	73.9%
LOCAL				
Children & Youth	1,167,823	2.3%	713,010	1.4%
Other Local Funding	230,889	0.5%	196,025	0.4%
NON-GOVERNMENT				
Foundations	152,412	0.3%	337,361	0.7%
Contributions/Fund Raising	201,233	0.4%	219,493	0.4%
Other Local Funding	293,630	0.6%	326,926	0.6%
In-Kind	108,848	0.2%	36,283	0.1%
Total	\$49,869,011	100.0%	\$50,614,803	100.0%







Total = \$50,041,203.41

EXPENDITURES BY PROGRAM	16-17 REVISED ANNUAL BUDGET	16-17 ACTUAL EXPENSES	17-18 Annual Budget	
HEAD START/EARLY HEAD S	TART EXPENDITURES			
Personnel	5,187,472	5,184,914	5,456,044	
Fringe Benefits	2,083,387	2,088,452	2,498,451	
Travel	314,336	314,985	275,941	
Professional Fees	84,475	91,620	61,393	
Supplies	573,132	593,825	408,066	
Other	312,633	312,260	390,217	
Renovations	211,961	211,820	93,976	
Indirect Overhead	1,437,921	1,438,666	1,517,532	
Total	10,205,317	10,236,542	10,701,620	
EARLY CHILDHOOD DEVELOR				
Personnel	2,845,316	2,871,002	3,109,944	
Fringe Benefits	1,169,684	1,181,140	1,538,639	
Travel	58,211	57,154	79,208	
Professional Fees	41,075	29,957	71,873	
Supplies	750,707	714,315	894,673	
Other	333,314	313,292	316,976	
Renovations	7,938	7,936	0	
Indirect Overhead	867,975	864,100	1,000,859	
Inkind	108,852	108,848	108,852.00	
Total	6,183,072	6,147,744	7,121,024	
SUBSIDIZED CHILD CARE - L				
Personnel	907,985	904,750	892,965	
Fringe Benefits	321,959	314,969	489,231	
Travel	956	954	1,150	
Supplies	19,911	19,908	2,000	
Subcontracts/Subsidy	22,375,567	22,135,185	24,794,429	
Other	13,983	13,204	20,365	
Indirect Overhead	213,072	209,378	233,250	
Total	23,853,433	23,598,348	26,433,390	
NE KEY - KEYS TO QUALITY I	NITIATIVES			
Personnel	1,394,634	1,392,002	1,353,641	
Fringe Benefits	478,723	478,697	485,229	
Travel	111,821	113,510	142,752	
Professional Fees	139,313	129,647	209,012	
Supplies	117,169	106,342	114,923	
Subcontracts/Subsidy	6,904,204	6,838,666	3,926,405	
Other	59,613	60,916	56,901	
Indirect Overhead	412,063	400,487	419,381	
	,	/	,	

## DONATIONS AND GRANTS

July 1, 2016 -

#### **SUPERSTARS**

\$50,000+

PPL Corporation United Way of the Greater Lehigh Valley

#### **5 STAR CHAMPIONS**

\$20,000 - \$49,999

Avalon

Mr. and Mrs. Malcolm N. Briggs Julius & Katheryn Hommer Foundation

Harry C. Trexler Trust

#### **4 STAR CHAMPIONS**

\$5,000 - \$19,999

Air Products, Inc.

BB&T

Steve and Barbara Diamond

Mr. Edward J. Donley

John and Michele Donley

Embassy Bank for the Lehigh Valley

valicy

Island Foundation

Dr. and Mrs. Robert Lovett

Barbara Mulholland estate

Mr. and Mrs. Anthony Salvaggio

Philadelphia Insurance Companies

PNC Financial Services Group

St. John's Lutheran Church

Two Rivers Health & Wellness

Foundation

UGI Utilities, Inc.

UPMC Health Plan

ViaWest

#### **3 STAR CHAMPIONS**

\$2,000 - \$4,999

Adams Outdoor Advertising

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Mascaro & Sons

St. John's United Church of Christ

Ruth P. Seruga

Thomas F. Staley Foundation

Caroline Vickrey

#### 2 STAR CHAMPIONS

\$500 - \$1999

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ADP

Mrs. Laura Almeida

Andesa Financial Management,

Inc.

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Foundation Trust

Hank Barnette

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January Dat Duales

Joseph and Mary Pat Brake

Bill and Irene Brown

B. Braun Medical Inc.

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Center for International Private

Enterprise

Raj Chowdary

Ms. Iris Cintron

Mr. and Mrs. Charles Cohen

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Cdr Calvin S George, Jr.

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Holt Family Foundation

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Mr. and Mrs. John H. Kemps

Klunk & Millan Advertising

Mr. Steven W. Kraft

ksa&d, Inc.

David and Kathy Leber

Lehigh Valley Partnership

\_ t \_ t \_ \_ t

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Susan Meell

Moore Township Lioness Club

Ms. Joan Miller Moran

NAI Summit

Ms. Loraine N. Neal

Northampton Community College

Northampton County Medical

Society Alliance

Old Navy

Mrs. Carla Ott

Patricia Poppe

Ms. Susan Powell

River Valley Waldorf School

Mr. and Mrs. Robert E. Vitale

Martha and John Robb

Dr. Arthur L. Scott

The Seltzer Group

Weis Markets

#### **ONE STAR CHAMPIONS**

\$100 - \$499

Stark Ackerman

Jacqueline Agostinho

Air Pro-Air Products Retirees

Association

Beth Altemose

Dr. Karen Angello Antonio

Leslye Arsht

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Robin Dougherty

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Erv Fetherman

Ms. Nyanda Finley de Santos

Jenny Frei Gap, Inc.

Ms. Michelle Giletto





Volunteers from Aesculap washed CSC school buses as part of United Way of the Greater Lehigh Valley's Day of Caring.



From left: Jennifer Knelly, CSC Early Ed Director, works with Carol Swavely, of Easton; Danette Dicks, of Washington, DC, and Christina Fecio, of Buffalo, NY, during the Middle States Association review.

Mr. Devan Gillaird
Ellen Bonnie Griffen
Mrs. Karen D. Hamm
Robert and Bonnie Hammel
Ms. Shelly Harkins
Haverford Trust Company
Charles & Sharon Heidecker
Drs. Roy and Ellen Herrenkohl, Jr.
Dr. Paula Hess
Highmark Blue Shield
Mr. and Mrs. David D. Hoffman
Mr. James Horvath
Hotel Bethlehem
Infera
Mr. and Mrs. Niele A. Kayayanas

Mr. and Mrs. Nick A. Kavounas Mrs. Ruth A. Keblish Lori A Keiper Mr. and Mrs. Colburn Q. Kent

Mr. and Mrs. Glenn E. Kinard King Spry Herman Freund & Faul, Llc Mrs. Mary G Kippen

Mr. and Mrs. Bryan Kluck Lance and Jennifer Knelly Kenneth & Beth Krick Jay Kshatri

Mr. Paul Lacourciere

Ms. Desiree Lake Denise Laskody

Lehigh Valley IronPigs

Ms. Lisa Leiss

Brynn Levine

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The Morning Call donated warm clothing for CSC students during the annual holiday drive.



Jennifer Roke, of Old Navy, helped gather donations during the annual holiday drive.

