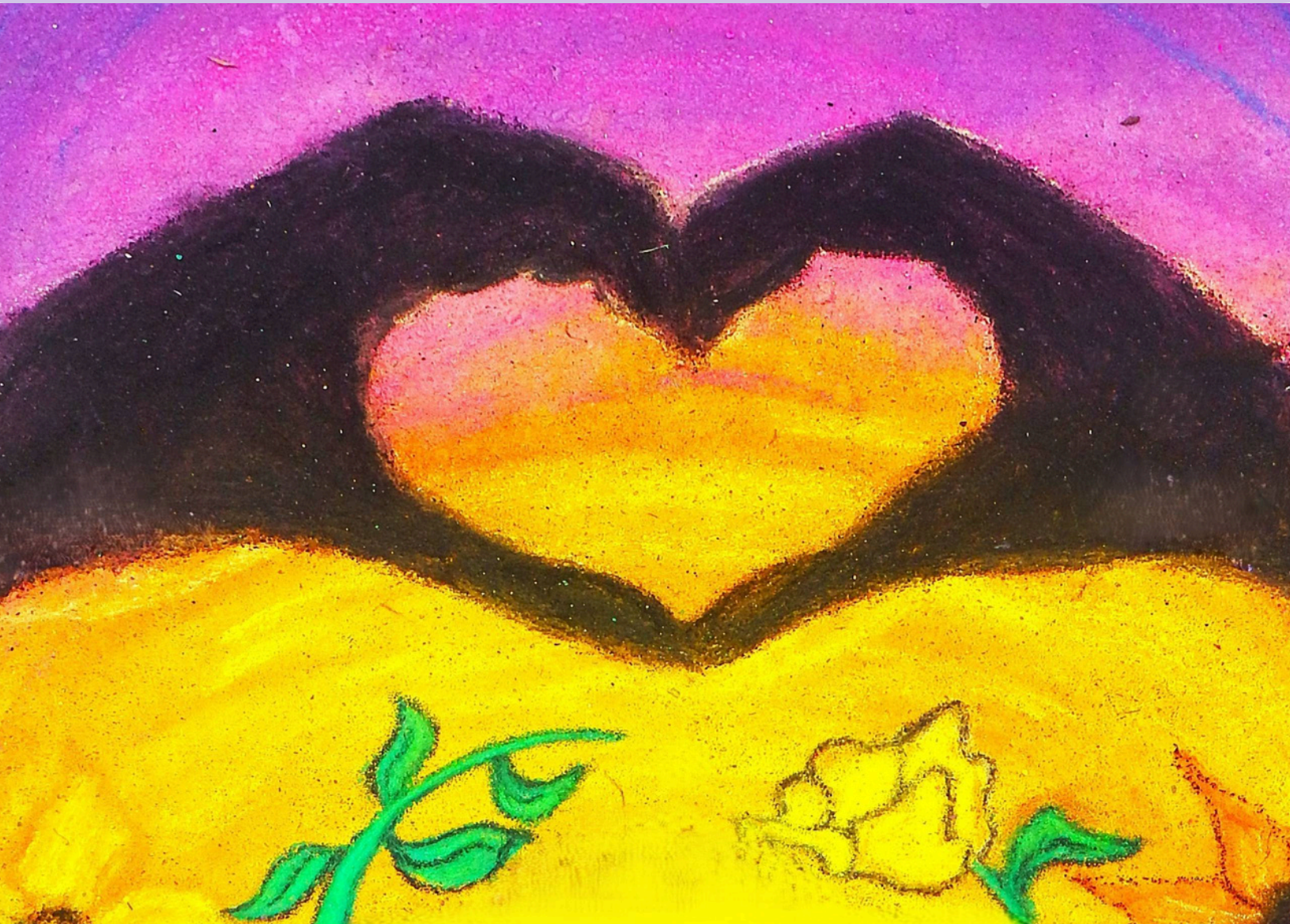


# ANNUAL REPORT

2023-2024





# Table of Contents

<b>Letter from the Director</b>	<b>3</b>
<b>About Northcoast Children's Services</b>	<b>4</b>
<b>Programs</b>	<b>5</b>
<b>Enrollment</b>	<b>6</b>
<b>Demographics</b>	<b>7</b>
<b>Homeless &amp; Foster Youth</b>	<b>8</b>
<b>Parent Involvement</b>	<b>9</b>
<b>Health Services</b>	<b>10</b>
<b>School Readiness</b>	<b>11</b>
<b>Budget Report</b>	<b>12</b>
<b>Monitoring Reviews</b>	<b>13</b>
<b>Thank You</b>	<b>14</b>

# Letter from the Executive Director



## Rodney Oien

Executive Director of  
Northcoast Children's  
Services

I am pleased to share with you the NCS 2023-24 program year's annual report.

During this past program year, we continued to rebuild from the effects of the pandemic. One major focus has been on providing improved support for our staff. This has included increased mental health consultation, coaching and supporting staff in their continuing education.

As the expansion of transitional kindergarten continues, we saw our preschool classrooms switch from majority 4-year-olds to majority 3-year-olds. This year we began planning for the impacts of this and are working to increase our capacity to serve more children under three years of age in our center-based programs.

While the number of families we serve has declined over the past few years, the support our staff provide for families and their children continues to inspire me. I see such dedication and commitment from our teachers, home visitors and support staff. These individuals have positively impacted the lives of over 600 children this past program year.

I also want to take a little space to honor two individuals who spent many years devoted to the work of NCS and were foundational in making it the great program it is today. On July 24, 2024 Siddiq Kilkenney, our past Head Start Director passed away and February 10, 2025 our past Executive Director, Kathy Montagne, passed away. These two individuals touched the lives of many families and staff over the past 4 decades. They were both inspirations in our community and leaders in their field. While their passing saddens me, I look to their work as examples of what to strive for. You both will be missed by many.

# ABOUT US

Northcoast Children's Services, Inc. is a private non-profit corporation serving low-income pregnant women and families with children from birth to kindergarten age. Founded in 1969, we provide a mix of home visiting and center-based programs focused on providing high quality educational and family services.



## OUR MISSION



Northcoast Children's Services believes that healthy families are crucial to the development that occurs from the beginning of life through early childhood. Respectfully building on each family's strengths and goals, NCS works in partnership with children, families, and communities to promote and advocate for healthy development.

## OUR VISION



To nurture and empower the whole child and family, to enhance our quality of life, and create a more peaceful community.

# OUR SERVICES

Northcoast Children's Services programs are comprehensive child development programs providing center and home-based options with a focus on education, health, nutrition and social services to pregnant women and/or families with children ages 0-5.



**HOME-BASED FAMILY SUPPORT SERVICES**



**CENTER-BASED CHILD DEVELOPMENT SERVICES**



**CHILDCARE**



**PRESCHOOL**

## HEAD START

Head Start is a federally funded early childhood education program that provides comprehensive services — including education, health, nutrition, and family support — to low-income children (ages 0-5) and their families.

### HOME-BASED EARLY HEAD START

NCS Early Head Start home visiting helps families get a head start during pregnancy & infancy with a full range of supportive services.

### HOME-BASED HEAD START

Head Start Home Based programs offer weekly home visits and playgroups to families with children from age 3 to 5. Visits focus on health, development, nutrition, and parenting.

### CENTER-BASED EARLY HEAD START

EHS Center Based classrooms are 7 hours a day 4 or 5 days a week for children 2 years of age. These services include school readiness and family support.

### HALF DAY PRESCHOOL

Head Start & State Center Based Preschools offer preschool 3.5 hours a day 4 or 5 days a week for children ages 3 to 5 years of age.

### FULL DAY PRESCHOOL

Head Start & State Center Based Preschools offer preschool 7 hours a day 4 or 5 days a week for children ages 3 to 5 years of age.

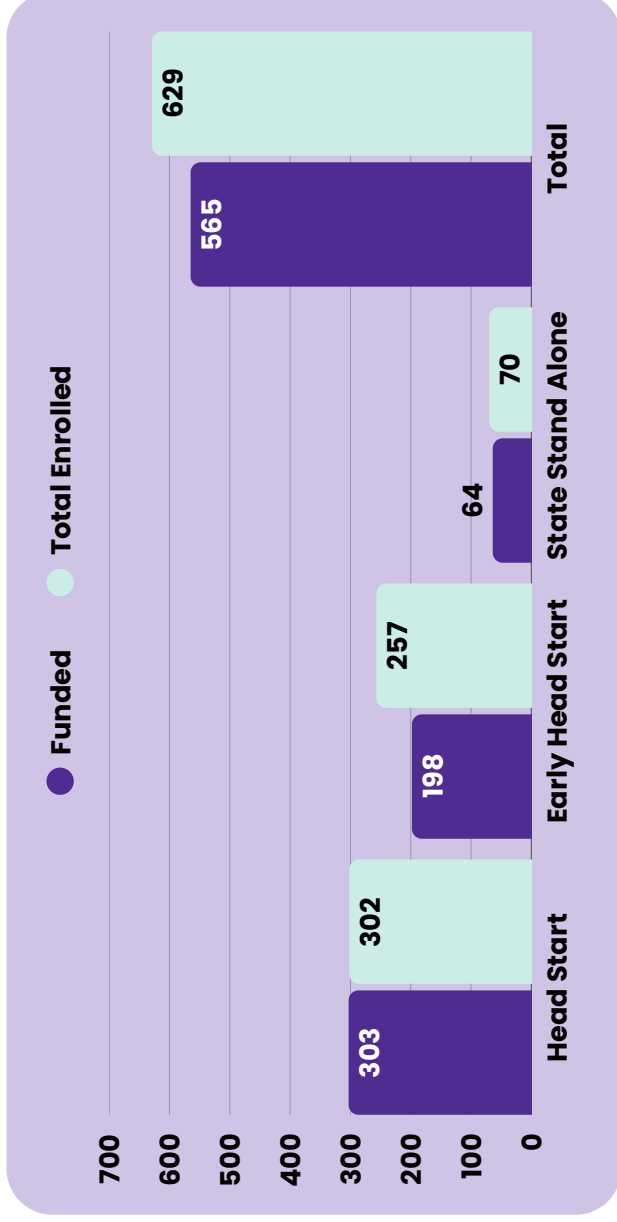
### CHILDCARE

NCS operates two Childcare Programs for children ages 3-5, as well as two programs for children ages 18-36 months. These centers operate 5 days a week year-round. A monthly family service fee may apply depending on family income.

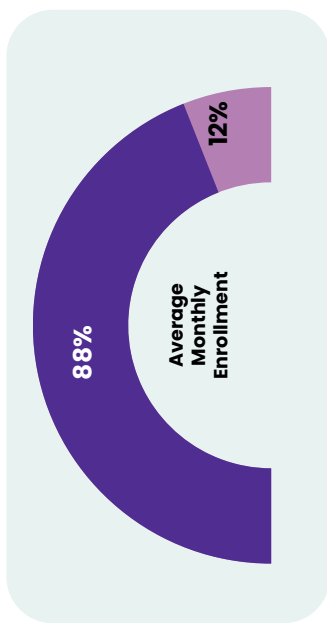


# ENROLLMENT

Enrollment by Funding Type

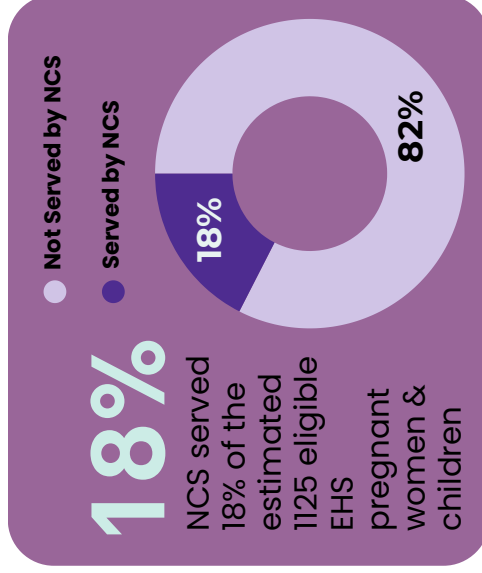


Average Monthly Enrollment

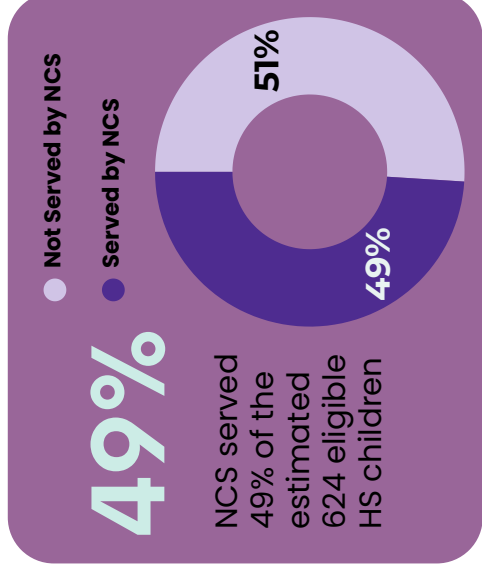


**629**  
children served

Eligible Early Head Start Pregnant Women & Children Served



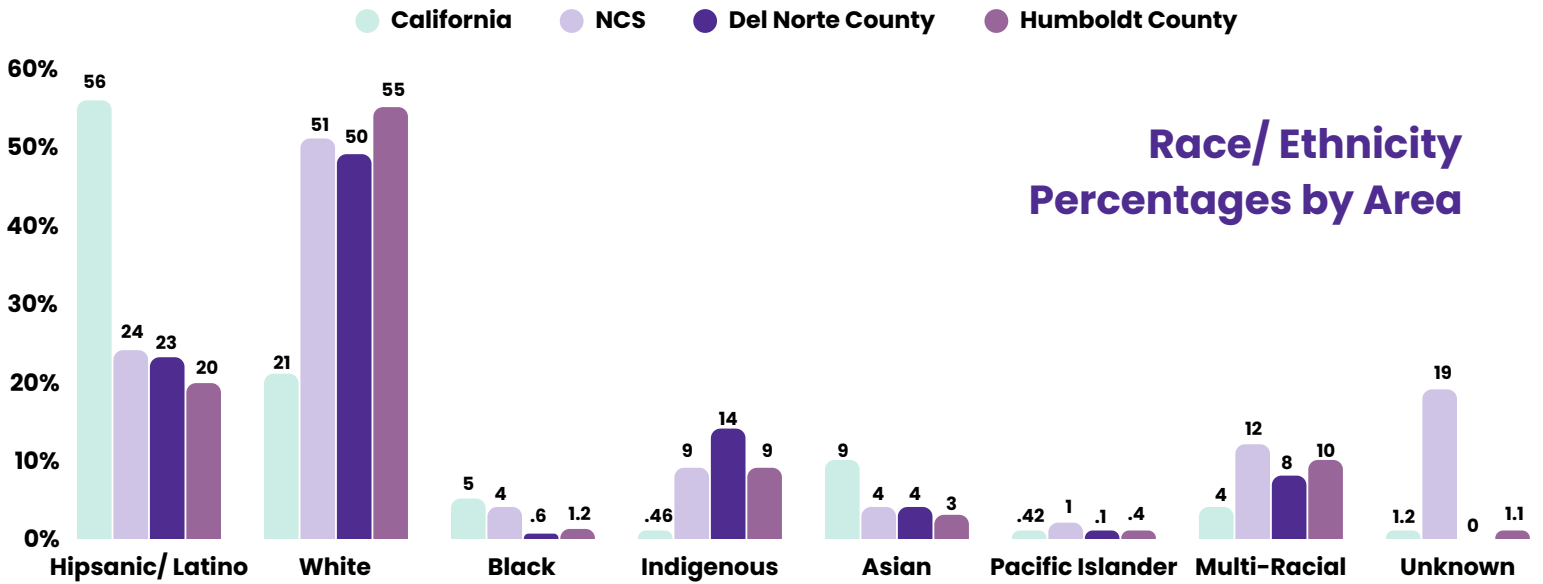
Eligible Head Start Children Served



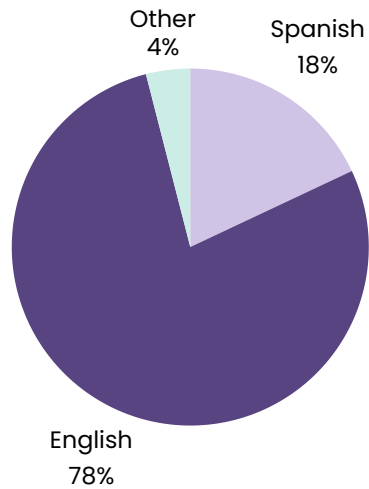
**149**  
served in home-based programs

**480**  
served in center-based programs

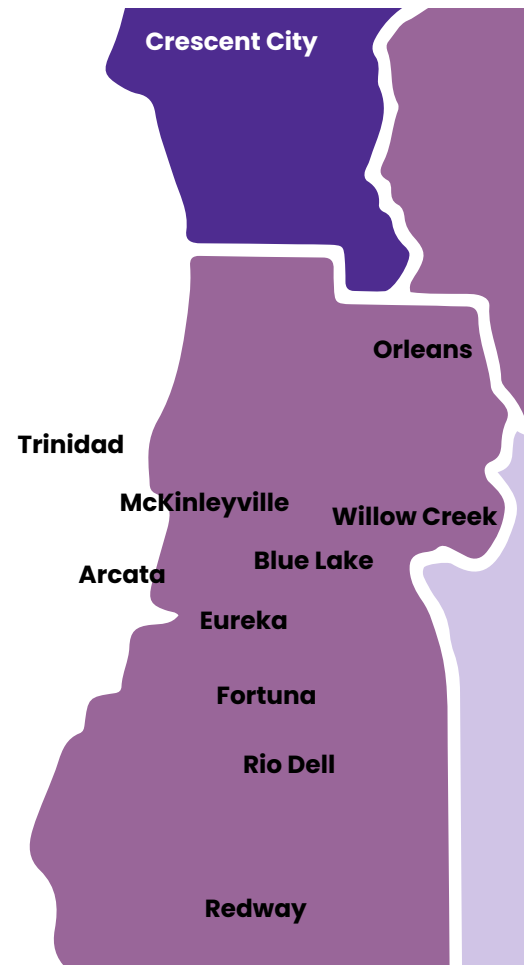
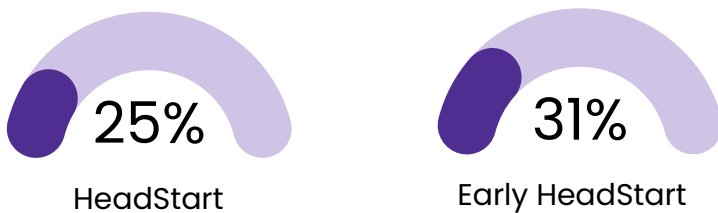
# DEMOGRAPHICS



### Languages Spoken by NCS Families



### English Language Learners

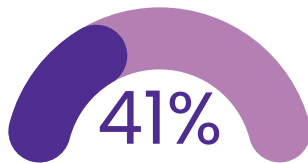




**NCS supports families by helping them access resources as well as providing assistance with applications and transportation to necessary appointments. NCS also works with families to prevent the loss of housing**

## HOMELESS & FOSTER YOUTH

In the 23-24 year, 3% of children served by NCS were in the foster care system during the school year and 6% of children were experiencing homelessness.



**of NCS families experiencing homelessness found housing.**



**% of foster care population served**

### FOSTER CARE

Head Start and Early Head Start combined served **20** of the estimated **123** children in foster care in our service area.



**% of homeless population served**

### HOMELESS CHILDREN

Head Start and Early Head Start combined served **40** of the estimated **454** children experiencing homelessness in our service area.

The NCS Enrollment Manager serves as the preschool liaison for the Humboldt County Homeless & Foster Coalition.



**"Northcoast Children's Services encouraged us not to lose hope!"**



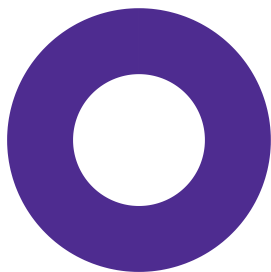
# PARENT AND FAMILY INVOLVEMENT

**"They feel so welcoming every day. My child has shown huge growth in her confidence, social skills, learning, and every aspect since starting this past fall."**

-HeadStart Parent

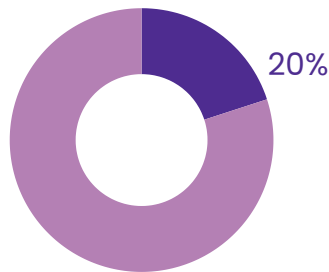
118,764

hours of volunteer work completed by parents



100%

100% of NCS HS/EHS families received family services



20%

20 % of NCS HS/EHS families received emergency/ crisis intervention



103

parent information events were held



43

parents served on Policy Council



5,981

home visits & parent conferences



17

parents attended a parent education class.



436

parents volunteered for NCS

# HEALTH SERVICES



Enrolled HS/EHS children receive health, vision, hearing, mental health, and dental screenings. Additionally, families receive assistance in establishing medical & dental homes, obtaining insurance, & support with receiving follow up treatment.

## Early Head Start



96% of children received medical exams



48% of children received dental exams

## Head Start

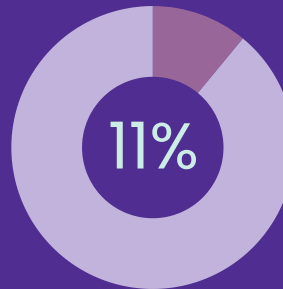


96% of children received medical exams

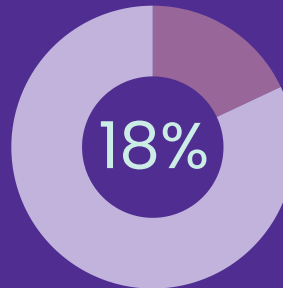


57% of children received dental exams

## EHS & HS



11% of children were diagnosed with a chronic health condition

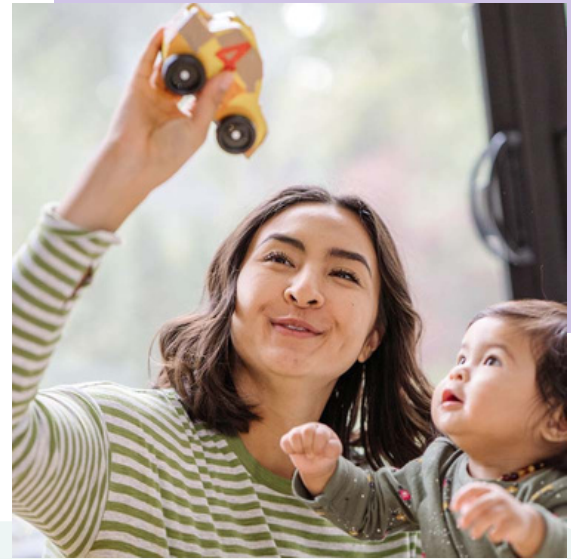


18% of children were eligible for special education or early intervention services

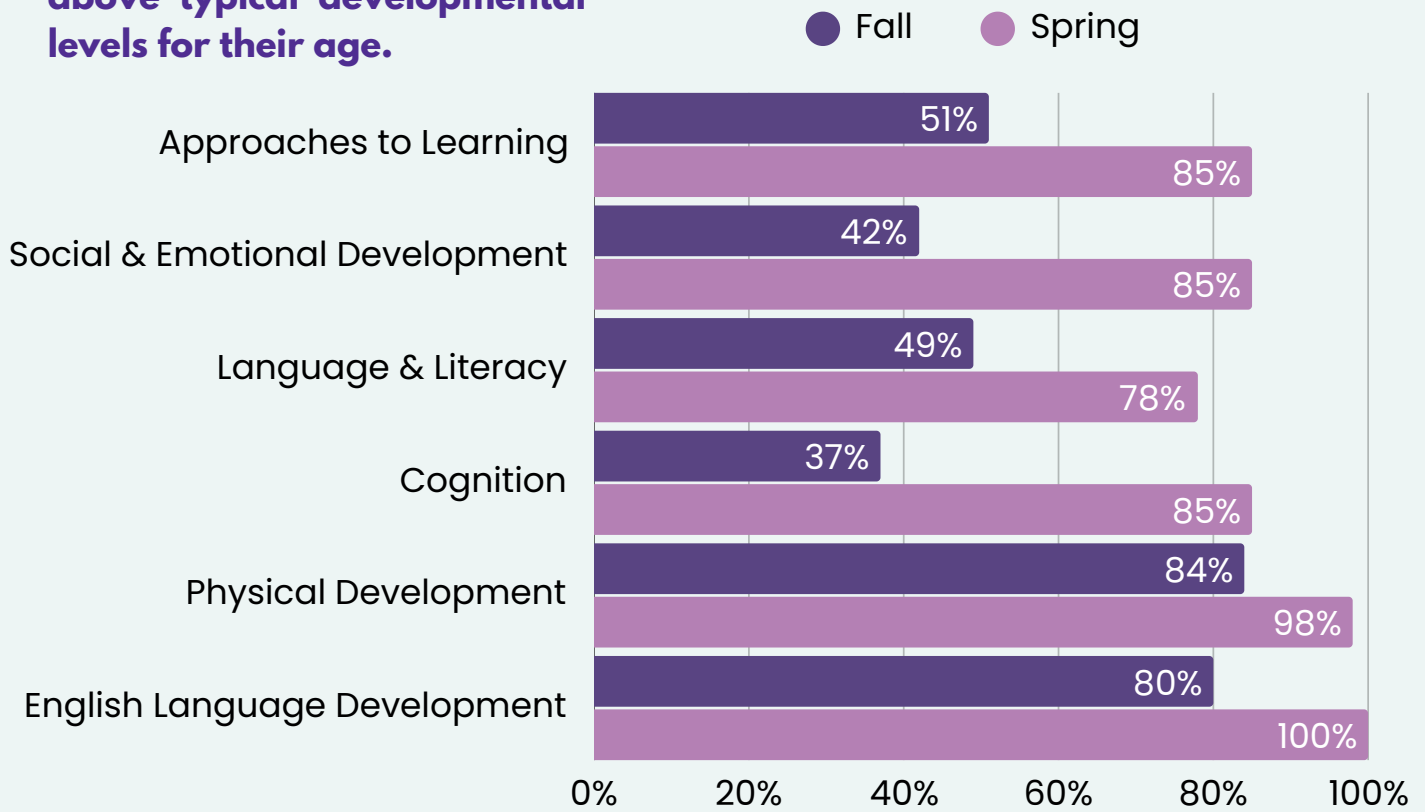


NCS provided about 65,483 meals (31,171 breakfasts and 34,312 lunches) and 17,178 snacks. All meals are free to enrolled children and subsidized through the California Adult & Child Care Food Program.

# PREPARING CHILDREN FOR KINDERGARTEN



Percentage of children at or above typical developmental levels for their age.



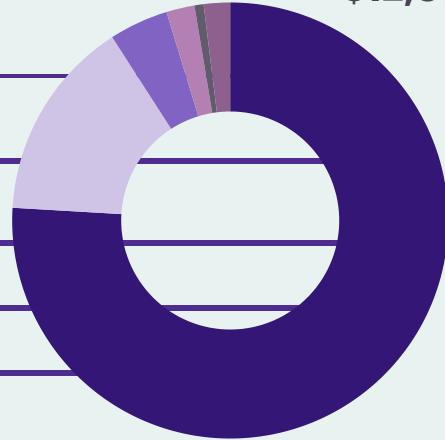
Teachers prepare individualized and group activities that promote children’s growth and development. Head Start teachers assess children’s development across multiple domains 3 times per year (fall, winter & spring), using the Desired Results Developmental Profile

# BUDGET REPORT

## Funding Sources

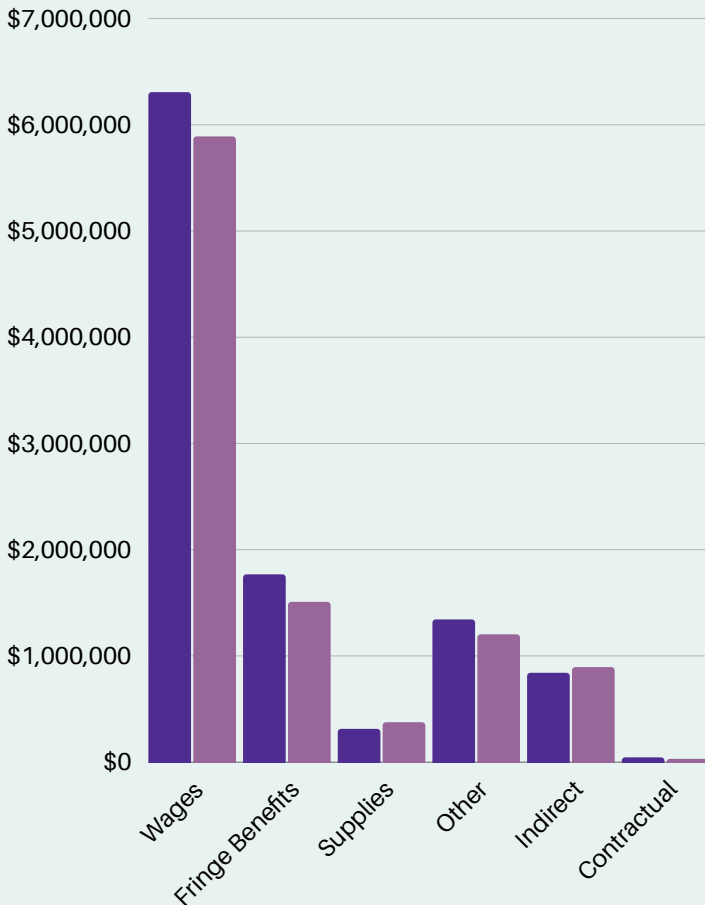
Total Head Start	\$9,905,392
California Department of Education	\$1,952,313
California Department of Social Services	\$571,369
USDA/ CACFP	\$273,054
Rent & Donations	\$64,214
Fundraising	\$53,247

**\$12,819,589**



## Head Start Budget

**\$10,618,036** **\$9,905,392**  
 ● Budget ● Actual

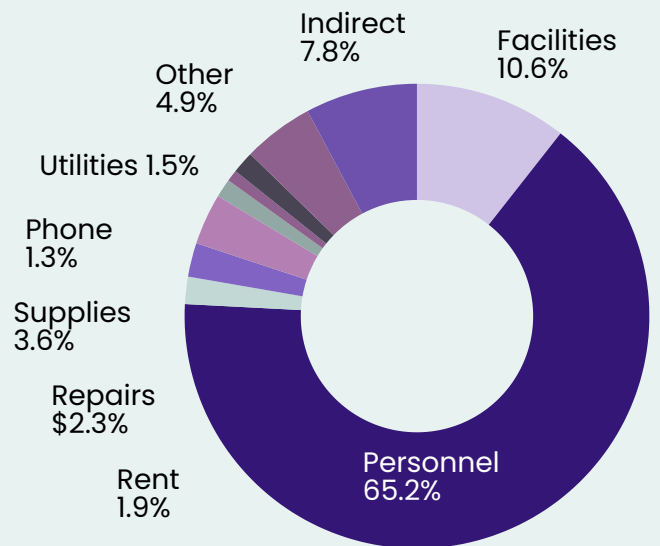


## In Kind Donations

**\$2,470,266**



## Total NCS Expenses



\*The program wide independent Audit for the year ending June 30, 2024 had no findings on internal controls for both material and non-material weaknesses. Field work included reviewing internal controls, fraud risk and grant compliance testing including attendance, eligibility, and in-kind contributions.

# STATE & FEDERAL MONITORING REVIEW RESULTS

As a program funded primarily through federal and state dollars, NCS is subject to regular monitoring reviews to ensure compliance with program requirements and proper expenditure of public funds. Below are the summaries of the most recent reviews of NCS operations conducted by our funders.

## Risk Assessment Notification Review

Our last federal monitoring Review was a Risk Assessment Review known as a RAN review. This review took place in June of 2024 and was initiated because of reports we made to California Community Care Licensing and the Office of Head Start. The review resulted in a deficiency finding. The deficiency was the result of two staff members using inappropriate and unacceptable discipline methods with children at 2 separate locations within a few months of one another. As a result of these incidents, we made some changes to our training, monitoring and support given to classroom staff. During the week of February 3, 2025, we had a follow up review with the Office of Head Start. During that review they determined we have corrected the deficiency and implemented changes to ensure staff clearly understand our standards of conduct and have improved monitoring activities to ensure future incidents do not occur.

## California Department of Education (CDE)

The CDE conducted a contract monitoring review from May 10-14, 2021 and all items reviewed met state requirements. The review assessed NCS compliance with governance & administration, parent involvement, standards, assessment & accountability, staffing & professional development, opportunity & equal educational access, and teaching & learning. NCS was found to be in compliance in all areas.

## California Adult & Childcare Food Program (CACFP)

The last CACFP review was conducted in January 2024 and assessed Financial Viability, Administrative Capability, and Program Accountability. There were two minor findings that were not in compliance with performance standard areas. The first was a meal count error of one overcounted snack in October. The Food Program Manager updated policies and procedures, and all staff were trained in point of service meal counts to address this finding. The other was a fiscal accountability finding. NCS was notified of an indirect rate change after the start of the CACFP fiscal year and in the same month of the review. More time was needed to implement this indirect rate change before the review. The rate was corrected immediately after. All other areas were in compliance. The Food Program Manager and staff ensure that the NCS children are provided healthy and nutritious foods for all meals served.

Northcoast Children's Services

# THANK YOU

for your support and for  
investing in children  
and their futures!

If you would like to support our mission  
further, you can donate below:

**DONATE** 

<https://ncsheadstart.org/donate/>



**Northcoast  
Children's  
Services**



[info@ncsheadstart.org](mailto:info@ncsheadstart.org)



<https://ncsheadstart.org>



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