During this time period, *sequestration* became not only a part of our vocabulary, but also a part of our lives. Like others, we found ourselves confronting difficult issues, and making hard decisions. It was not easy because our population includes many of the less fortunate. Fiscal cuts in staff and program activities were disheartening. But despite the *sequestration*, we weathered the storm.

Perhaps, we are used to hard times, and they make us tough. We are stronger because of them. But like the flower on the front cover, we bloomed despite the frozen ice around us. Despite financial cuts, we had a job to do. We had people to serve. We did just that.

Another program year has gone by, but we learned so much. We learned that despite hardships, despite difficult times, people care. People have a heart, and most of all, people believe in helping people help themselves.

That is why when you go down memory lane with us, you’ll see that there was so much that we accomplished, and so many families and communities we were able to assist because of our commitment.

That commitment was shared by others, who opened their hearts, and helped us help others. When times were tough, we tried not to leave anyone behind. We went the distance because of the support and strength of our community.

For that, we thank you! We look ahead to brighter days. But we know when difficult days come, like the flower – full of sunshine – we will continue to bloom, to push forward – despite our surroundings!

Sincerely,

Brenda Foulcard
Interim Executive Director
The St. Martin, Iberia, Lafayette Community Action Agency, or SMILE (as it is widely known by its popular acronym), serves as the primary provider of social services in a tri-parish region. Chartered as a 501 (c)(3), tax-exempt corporation in 1968, the Agency is headquartered in Lafayette. This fiscal year – June 1, 2012 - May 31, 2013 – marked 45 years of service by SMILE.

The Agency’s motto, “People Helping People,” stems from the Economic Opportunity Act’s goal to uplift the nation’s disadvantaged, and to assist them in obtaining self-sufficiency.

SMILE’s programs included Head Start/Early Head Start, comprehensive housing counseling, emergency assistance, life skills, computer technology, family transitional shelters, utility and rent/mortgage assistance, prescription assistance, health and wellness, senior volunteers/expo, youth mentoring/tutoring, tax assistance, parenting education, job placement/referrals, and the distribution of clothing, food and hygiene products.

**AGENCY MANAGEMENT**

SMILE operates under the administration of Interim Executive Director Brenda Foucald. She oversees a managerial staff that includes the Director of Field Operations, Acting Director of Finance, Director of Human Resources, Director of Head Start/Early Head Start,

Director of Grants/Communications and Equal Opportunity Officer. Most of these supervisors, in turn, have staff members who oversee their various departments.

In-service training is a vital part of the Agency’s operations. The Agency also has an accounting system in place, and conducts an annual audit. It also practices non-discrimination.

SMILE is governed by an 18-member Board of Directors, representing a cross-section of the public, private and low-income sectors of St. Martin, Iberia and Lafayette Parishes. The volunteer Board serves as the legal entity of the organization.

**NETWORKING WITH AGENCIES/ORGANIZATIONS**

Collaboration has always been an integral part of the Agency. Not only does the Agency collaborate, but it has also been instrumental in the development of important programs in the region, including the Council on Aging and Meals-on-Wheels. SMILE has also assisted agencies in their start-up efforts, including 232-HELP. The Agency was also instrumental in the creation of ARCH (Acadiana Regional Coalition on Homelessness and Housing), and served as a founding member. The Agency also collaborates with the La. Workforce Commission.
Financial Report
for the fiscal year ended May 31, 2013

Resources (Funds/Match) Received

- Federal Funding
- State Funding
- Local Funding
- Unrestricted Funding

<table>
<thead>
<tr>
<th>Resources</th>
<th>Total</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federal</td>
<td>$17,135,322.00</td>
<td>85%</td>
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<tr>
<td>State</td>
<td>$154,154.00</td>
<td>1%</td>
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<tr>
<td>Local</td>
<td>$2,843,386.00</td>
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<tr>
<td>Unrestricted</td>
<td>$44,815.00</td>
<td>&lt;.1%</td>
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<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$20,177,677.00</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

Resources Allocated by Major Units

- Early Childhood Development Programs (Head Start/Early Head Start/USDA)..............$12,243,043.00
- Low-Income Home Assistance Program (LIHEAP).......................................................$3,260,981.00
- Transportation (Elderly, General, STEP)...................................................................$448,701.00
- Community Services (Rent/Mortgage, Utilities, Shelters, Food, Medication)...............$3,470,352.00
- Elderly (Retired and Senior Volunteer Program--RSVP)............................................$37,491.00
- Administration...........................................................................................................$717,109.00

**TOTAL...........................................................................................................................$20,177,677.00**
### Services Provided 2012-2013

<table>
<thead>
<tr>
<th>Service/Source</th>
<th>Households</th>
<th>Household Members Benefitting</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSBG Services</td>
<td>146</td>
<td>195</td>
</tr>
<tr>
<td>FEMA</td>
<td>83</td>
<td>217</td>
</tr>
<tr>
<td>LIHEAP - Non-Crisis</td>
<td>14,724</td>
<td>30,142</td>
</tr>
<tr>
<td></td>
<td>690</td>
<td>1,944</td>
</tr>
<tr>
<td>Toys for Tots</td>
<td>111</td>
<td>435</td>
</tr>
<tr>
<td>Food Pantry (St. Martin)</td>
<td>58</td>
<td>144</td>
</tr>
<tr>
<td>VITA Income Tax</td>
<td>292</td>
<td>1,128</td>
</tr>
<tr>
<td>United Way of Iberia - Medication</td>
<td>63</td>
<td>101</td>
</tr>
<tr>
<td>United Way of Iberia - Homelessness</td>
<td>23</td>
<td>60</td>
</tr>
<tr>
<td>ATMOS - Share the Warmth</td>
<td>103</td>
<td>270</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>16,293</strong></td>
<td><strong>34,636</strong></td>
</tr>
</tbody>
</table>

### Transportation

<table>
<thead>
<tr>
<th>Service Provided</th>
<th>Unduplicated Number Served</th>
<th>Services Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transportation (STEP)</td>
<td>101</td>
<td>1,708</td>
</tr>
<tr>
<td>Transportation (NEMT)</td>
<td>6,705</td>
<td>14,501</td>
</tr>
<tr>
<td>Transportation (General)</td>
<td>468</td>
<td>3,669</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>7,274</strong></td>
<td><strong>19,878</strong></td>
</tr>
</tbody>
</table>

### RSVP*

- **Number of Volunteers**: 424 Volunteers Enrolled
- **52,935.66 Hours Donated**

### Housing

<table>
<thead>
<tr>
<th>Services Provided</th>
<th>Households</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comprehensive Housing Services (HPRP)</td>
<td>51</td>
<td>147</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>51</strong></td>
<td><strong>147</strong></td>
</tr>
</tbody>
</table>

* Retired & Senior Volunteer Program
SMILE Programs

The following are brief summaries of SMILE Community Action Agency’s programs, which cover the parishes of St. Martin, Iberia and Lafayette

HEAD START
Provides comprehensive child development and family support services to families with children, ages 3-5, to enhance children’s physical, social, emotional and intellectual development. Supports parents’ efforts to fulfill their parental roles and to achieve more self-sufficiency. Some ten percent of enrollment is designated for children with disabling conditions. Also provides training and technical assistance, including workshops and post-secondary education, to staff and parents to better prepare them to achieve program goals and objectives.

EARLY HEAD START
Provides comprehensive child development and family support services to families with children, under age three, and pregnant women in order to enhance children’s physical, social, emotional and intellectual development. Supports parents’ efforts to fulfill their parental roles and to achieve more self-sufficiency. Ten percent of enrollment is designated for children with disabling conditions. Provides training and technical assistance.

CHILD AND ADULT CARE FOOD PROGRAM (CACFP)
Provides funding for food service costs for the Head Start and Early Head Start Programs.

COMMUNITY SERVICES BLOCK GRANT PROGRAM (CSBG)
Provides support services for community-based programs and projects, including job readiness, emergency assistance, education, transportation, housing and health and wellness.

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)
Provides utility assistance payments to home energy suppliers on behalf of eligible households, particularly the elderly, handicapped and families with young children.

GENERAL TRANSPORTATION
Provides transportation.

EMERGENCY FOOD AND SHELTER NATIONAL BOARD PROGRAM – FEMA
Provides emergency food and shelter, including assistance with rent or mortgage payments.

EMERGENCY ASSISTANCE PROGRAMS
Provides a one-time emergency assistance of food, clothes, shelter and/or prescriptions.

LOCAL GOVERNMENT SUPPORT PROGRAMS
Provides supplementary assistance/matching requirements.

COUNSELING AND REFERRALS
Provides alternative and additional services that may be available to clients. Also provides services to clients who have been referred by other social agencies.

HOMELESS ASSISTANCE PROGRAM
Provides social and maintenance assistance to transition homeless into independent living.

HUD COMPREHENSIVE HOUSING COUNSELING
Provides housing counseling assistance, including mortgage default, pre-purchase activities, consumer education, preoccupancy rental, rental delinquency, home ownership and relocation assistance.

RETIRED AND SENIOR VOLUNTEER PROGRAM (RSVP)
Provides retired and senior volunteers for community service.

STEP – TRANSPORTATION
Provides transportation for persons participating in STEP (formerly known as FIND Works).

5311 RURAL TRANSIT – TRANSPORTATION
Provides transportation, including operations and capital equipment, in Iberia Parish.

5310 ELDERLY & DISABLED TRANSPORTATION
Provides capital equipment.

EMERGENCY SOLUTIONS GRANTS (ESG) PROGRAM
Provides transitional housing and/or support for homeless families, as well as families at risk of becoming homeless.

MEDICAID & CHIP APPLICATION CENTERS
Accepts applications for persons wishing to enroll in the Medicaid Program and CHIP. Actual eligibility determinations made by the state.

FAMILY RESOURCE/PARENTING CENTER
Provides community education for parents and families in St. Martin Parish.

HEALTH AND WELLNESS PROGRAM
Provides health and fitness screenings and nutrition/fitness education.

TAX ASSISTANCE PROGRAM
Provides free electronic filing services for federal income tax.

EQUAL OPPORTUNITY SERVICES
Provides equal opportunity information and support for the public. Also assists the public in filing discrimination complaints with the Equal Employment Opportunity Commission and other federal entities.
Despite the Sequestration

SMILE Prevailed during the Fiscal Year

From the Woodmen’s donation of an American flag to preparing barbecue dinners, from meeting the daily challenges of families in need to extending holiday cheer to those in need, SMILE Community Action Agency prevailed with programs and services. During the fiscal year, SMILE witnessed the swearing-in of President Obama for a second term. The Agency provided training for its staff, and prepared clients for employment with job readiness and personal development workshops. SMILE even produced a calendar with energy-saving tips for the public. SMILE recognized its senior volunteers, and participated in the Susan G. Komen run. SMILE staff and Board members attended conferences, and met inspirational speakers. SMILE took time to celebrate the seasons, and celebrate the children. Our two Board members, Tom Guidry and Margaret Guidry, were among those who sang Christmas carols to our Facebook fans.
SMILE Head Start/Early Head Start Program
Annual Report

School Readiness:
The Future is Ours!
The Louisiana Early Childhood Education Act – Act 3*
To create a comprehensive and integrated delivery system for early childhood care and education to ensure that every child enters kindergarten healthy and ready to learn.

Please Note: SMILE Community Action Agency has been working diligently at national, regional, state and local levels to ensure a positive voice in the future of early childhood development education. The Agency’s Head Start/Early Head Start administration – including Director Alvin Jones and Assistant Director Mary Russell Cobb – has been active on boards and coalitions to ensure that Act 3 will benefit children and families in Louisiana. The Agency supports the following planks of the legislation:

Components of the Act

• Establish a definition of kindergarten readiness aligned with state content standards for elementary and secondary schools.

• Establish performance targets for children under the age of three and academic standards for kindergarten readiness for three- and four-year-old children to be used in publicly-funded early childhood education programs.

• Coordinate with the Department of Children and Family Services and the Department of Health and Hospitals to align the standards for the licensing of child care facilities, including the requirements for participation in the Louisiana Quality Start Child Care Rating System, with the standards established for early childhood education programs.

• Establish a timeline for the creation and implementation of the early childhood care and education network that shall be fully implemented by the beginning of the 2015-2016 school year.

*Information from Education’s Next Horizon and Louisiana Partnership for Children & Families.

SMILE Head Start/Early Head Start Budget
for the fiscal year ended May 31, 2013

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personnel</td>
<td>$6,621,229.00</td>
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<tr>
<td>Fringe Benefits</td>
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<tr>
<td>Travel</td>
<td>$43,780.00</td>
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<tr>
<td>Equipment</td>
<td>$90,000.00</td>
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<tr>
<td>Supplies</td>
<td>$199,970.00</td>
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<tr>
<td>Contractual</td>
<td>$622,200.00</td>
</tr>
<tr>
<td>Other</td>
<td>$1,170,343.00</td>
</tr>
<tr>
<td>Indirect Costs</td>
<td>$438,985.00</td>
</tr>
</tbody>
</table>
Head Start/Early Head Start Program Components

Family & Community Partnerships
Hermanette T. George, Specialist

The SMILE Head Start/Early Head Start Program served 1,584 children, including 1368 students in Head Start and 216 students or women including some Pregnant Teens. The program maintained its funded enrollment. Children fluctuated on the waiting list in Head

Head Start/Early Head Start Program

and Biracial.

Families were encouraged to enter into a Family Partnership Agreement based upon their needs, goals and timelines for utilizing com-

Hermanette T. George, Specialist

nutritional and health and nutrition services. The component also assisted parents with followup services as necessary.

Among community partnerships were the La. Department of Children and Families SNAP (Supplemental Nutrition Assistance Program)
in St. Martin Parish. The collaboration resulted from state budget cuts to the food stamp program. It also resulted in the St. Martin Parish

Nutrition Services

MONICA ANTHONY-WILTZ, SPECIALIST

Annual report figures reflect the months of August 2012-May 2013 of the USDA Food Reimbursement Program, which the SMILE Head Start/Early Head Start Program participates in. During that time period, Nutrition Services provided 195,344 breakfasts, 195,241 lunches, and 191,328 snacks. The meals were provided for 187 days.

On a monthly basis, the program serves an average of 1,600 participants. This figure included children dropped, added, transferred, or reinstated in the program.

The Nutrition Services provided meals based upon USDA program guidelines, which are administered through the La. Department of Education.

School readiness remained front and center when it came to the Education Services component. School Readiness goals were issued and reviewed with the parents. Parent, Family and Community Engagement was encouraged to assist with the mental wellness and health of the children. The program was dedicated to providing quality services to the whole child. In order to maximize the quality of services, the program had 24 CLASS Reliable observers, two CLASS train-the-trainers and two toddler CLASS observers. Partnerships were formed with the LEAs, local universities, and medical entities to provide additional support for the children and the staff.

The Nutrition Services provided meals with multicultural meals and activities.

As required by USDA, mandatory monitoring was also conducted at all centers.
Parents involved in the Parent Involvement component began the school year with a Parent Orientation Workshop at Head Start/Early Head Start Centers. Parents received vital information concerning center rules and regulations, upcoming events, and were able to meet the teachers and visit the classrooms. Parent Orientation was ongoing throughout the year for all new students.

During the year, parents assisted at the centers as volunteers, and participated in field trips, literacy activities, parent/teacher conferences, health and education related committees, and fatherhood activities. They also attended parent meetings/training opportunities, and served on Center Committees and Policy Council, whereby they received specialized training on the “Robert’s Rules of Order.”

In collaboration with Alpha Kappa Alpha Sorority, parents of children with asthma received training on asthma prevention, and were treated to a movie. Other special events with the parents included Head Start Awareness Month, “Read to Me” Day, Donuts with Dad, Christmas with Santa Parties, Stress Management Relief Day, Black History Month, Louisiana Culture Day, Spring Explosion, Health & Fitness “Do It with Your Boots Day”, Teacher Appreciation Week, Volunteer Appreciation/Fun Day and Creole Breakfast Day.

Tuition assistance was made available to parents in need. Five parents were assisted with tuition, as well as books and supplies. One parent was the recipient of a $500 Louisiana Head Start Association Scholarship.

Bringing the Parent, Family, and Community Engagement Framework to the program offered new opportunities and experiences, as well as engaged parents and community in new and different ways. Interaction with families supported family well-being and strong parent-child relationships.

The families were introduced to online communication with Teaching Strategies GOLD. This site assisted them in accessing their child’s ongoing development in conjunction with classroom activities.

Transportation Services/Property Management
Savannah Lawrence, Specialist

The Transportation Services/Property Management component ensured that 29 buses operated in the tri-parish region. Transportation, a challenging process, was also a unique process because the program served both municipal and rural areas. During the program year, rural transportation played an integral part for the program’s families.

To ensure the program’s success, bus maintenance was a necessity, and dependability of bus drivers a must. When needed, the specialist and maintenance staff fulfilled bus routes to ensure that the children reached their destiny.

The dual component, which also included Property Management, employed 6 full-time maintenance persons and one part-time person to upkeep the program’s 16 facilities. Their duties – including carpentry, flooring, roofing, welding and mechanics – helped to maintain a nice, clean and safe environment for the program’s families. Work included installing fencing, walkways, playground equipment, storage buildings and ramps.

Transition Services/Disability Services
Effie Jones, Specialist


Before students enter Head Start/Early Head Start, the parent and child are involved in a pre-socialization activity, considered the Before Entry. Parents visit with the Family & Community Partnership Associate, while their children visit with their teacher and classmates. After parents complete the orientation process, the Center Manager conducts a tour of the facility, and discusses the policies they must adhere to. Parents visit the playground area, and meet all staff responsible for assisting ensuring their children receive a “free and appropriate public education (FAPE).”

The second phase, After Entry, involves the Transition Consent Form, whereby parents inform the F&C Associate which school their child will attend. The parents are also invited to participate in classroom activities, including enjoying refreshments with their child.

During the Before leaving Head Start/EHS phase, parents receive training on what occurs after Head Start and Early Head Start. They also visit the learning institution their children will attend.

Last program year, the following number of students transitioned: 117 St Martin Parish children, 223 Iberia Parish children, and 185 Lafayette Parish children.

At times, transitioning for children with disabilities presents unique challenges. The SMILE program recruits disabled children with mild, moderate and severe conditions. Each family is reviewed on a case-by-case basis. SMILE partners with Local Education Agencies, Early Steps, Health Units, Families Helping Families and other organizations to provide services, referrals and evaluations for children and families with disabilities. The component area is proud to report that it had exceeded the 10% requirement due to the dedication, recruitment and support of staff, parents, LEAs and partners.
SMILE Board of Directors*

Deidre Ledbetter, President
Iberia Parish, Private Sector

Kendall Wiltz, Vice-President
Lafayette Parish, Low-Income Sector

Thomas Guidry, Secretary
St. Martin Parish, Private Sector

Patricia Douglass, Treasurer
Iberia Parish, Public Sector

Zachary Landry, Parliamentarian
St. Martin Parish, Private Sector

Lester Bias, Chaplain
Lafayette Parish, Public Sector

Ex-Officio Members of the Board

Tina Anthony, Head Start/Early Head Start Policy Council Chairperson
Monique Duresseau, Head Start/Early Head Start Policy Council Treasurer

St. Martin Parish
Low-Income Sector
Lorita Jean-Batiste
Vacant

Public Sector
Vonda LeBlanc
Richard Potier

Iberia Parish
Low-Income Sector
Arnold Green
Roszella Viltz

Public Sector
Dina Mayard

Private Sector
Geri Brown

Lafayette Parish
Public Sector
Margaret Guidry
Vacant

Private Sector
Marcus Allen
Eldridge Simon

SMILE Central Office
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Lafayette, LA 70501

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www.facebook.com/smilecommunityactionagency

St. Martin Community Action Center
2097 Terrace Rd.
St. Martinville, LA 70582
(337) 394-6013

Iberia Community Action Center
722 Walton St.
New Iberia, LA 70560
(337) 365-8151

Lafayette Community Action Center
501 St. John St.
Lafayette, LA 70501
(337) 232-6810

Head Start Central Office
306 S. Theater St.
St. Martinville, LA 70582
(337) 394-6071

RSVP (Retired and Senior Volunteer Program)
501 St. John St.
Lafayette, LA 70501
(337) 234-3272, Ext. 252

Transportation
722 Walton St.
New Iberia, LA 70560
(337) 369-9387

*Current Board of Directors