



EAST ARKANSAS
YOUTH SERVICES INC

Madelyn P. Keith,
Executive Director



CREDIBILITY • INTEGRITY • ACHIEVEMENT

Accredited January 2009



Member Agency



Member Agency



Member Agency

January, 2018

To: Community Stakeholders
From: East Arkansas Youth Services, Inc.
Re: Annual Report 2016-2017

Please find enclosed the agency's Annual Report for the Fiscal Year 2016-2017. The fiscal year began July 1, 2016 and ended June 30, 2017.

This report contains in addition to statistical and financial data, information about our performance quality improvement efforts and recent updates and revisions to our long range strategic plan. It also contains information about our outcome measurement efforts in our program components.

This is an opportunity for you to provide feedback about our organization and our services. When feedback or suggestions are provided, we use the information in the development of our quality assurance and improvement efforts and our long-term goals.

We also welcome input from our community stakeholders regarding our services at any time. You may also visit our website at www.eays.org or our *Facebook* page **East Arkansas Youth Services, Inc.** for additional information about our organization.

If you have any questions or comments, feel free to contact me or one of our Board Members listed below.

Thank you for your continued support.

A handwritten signature in blue ink that reads 'Madelyn P. Keith'.

Madelyn P. Keith, MBA
Executive Director/CEO
madelyn.keith@eays.org

Board of Directors:

Tony Wilson, President - Marion
Mary Beth Doler, Vice President- Forrest City
Kelsey Hensely, Secretary/Treasurer-Marion
LaTwon Whitby - Forrest City

Enclosures (1)



**EAST ARKANSAS
YOUTH SERVICES, INC.**

104 Cypress, Marion, AR 72364
Madelyn P. Keith, Executive Director/CEO

**EAST ARKANSAS YOUTH SERVICES, INC.
2016-2017
ANNUAL REPORT TO STAKEHOLDERS**

Table of Contents

Page 1

Financial Information

Pages 2-3

Statement for 2016-2017...pg. 2

5 year Comparison of Financials...pg.3

Statistical Data

Pages 4-7

Service Component- by County and Program...pg. 4

Classification – by County and Program...pg. 5

Race & Gender – by County and Program...pg. 6

5 year Comparison of Clients Served...pg. 7

Performance Quality Improvement

Pages 8-10

PQI Goals and Year End Report 16/17...pgs. 8-9

PQI Goals for 17/18...pg. – 10

Long Range Strategic Plan

Updated 1/2018...pg. - 11

2016-2017 Board of Directors

pg. - 12

2016/2017 Financial Statement/Report

	<u>Statement of Activities</u>
Total Support and other Revenues	\$1,540,636
Total Expenses	<u>\$1,551,456</u>
Balance	-\$10,820

	<u>Statement of Cash Flows</u>
Cash, beginning of year	\$701,987
Cash, end of year	<u>\$670,625</u>
Increase in cash	-\$31,362
Net Assets Adjusted Beginning of Year	\$1,804,113
Net Assets Year End	<u>\$1,793,293</u>
Balance	-\$10,820

16% Expenses to Admin/Support
84% Expenses to Programs/Services

Financials audited by: Watkins Uiberall, PLLC

5 Year Comparison of Financial Statements

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Difference after 5 years	Notes
<u>Statement of Activities</u>							
Income	\$1,345,142	\$1,371,513	\$1,388,371	\$1,559,921	\$1,540,636	\$195,494 ↑	
Expenses	\$1,377,275	\$1,379,582	\$1,394,450	\$1,521,450	\$1,551,456	\$174,181 ↑	
Balance	-\$32,133	-\$8,069	-\$6,079	\$38,471	-\$10,820	-\$18,630	*loss over 5 years
<u>Statement of Cash Flows</u>							
Cash, beginning of year	\$544,149	\$619,081	\$654,118	\$644,374	\$701,987	\$54,149	
Cash, end of year	\$619,081	\$654,118	\$644,374	\$701,987	\$670,625	\$670,625	
Increase in cash	\$74,932	\$35,037	-\$9,744	\$57,613	-\$31,362	\$126,476 ↑	* Increase over 5 years
<u>* Net Assets Adjusted Beginning of Year</u>							
* Net Assets Year End	\$1,811,923	\$1,779,790	\$1,771,721	\$1,765,642	\$1,804,113	\$1,811,923	
	\$1,779,790	\$1,771,721	\$1,765,642	\$1,804,113	\$1,793,293	\$1,793,293	
	-\$32,133	-\$8,069	-\$6,079	\$38,471	-\$10,820	-\$18,630 ↓	*loss over 5 years
<u>Expenses to Admin/Support</u>							
Expenses to Admin/Support	17%	16%	17%	16%	16%	1%	↓
Expenses to Programs/Services	83%	84%	83%	84%	84%	1%	↑
Financials audited by: Watkins Ulberall							

* Below the IRS recommendation - Excellent
 * Above the National Average - Excellent

East Arkansas Youth Services - 2016/2017
 COMPREHENSIVE AGENCY SNAPSHOT OF SERVICES

Services	Cross	Lee	Monroe	Phillips	St. Francis	Woodruff	Crittenden	Gratiot	Green	Poinsett	Mississippi	Parks	Hot Springs	Pulaski	Ashley	Garland	Salisbury	TOTAL
DYS /CYS																		
Casework	10	8	13	18	10	5	79	0	0	0	0	0	0	0	0	0	0	143
Casework - Group	0	0	1	4	3	0	29	0	0	0	0	0	0	0	0	0	0	37
Targeted Case Mgmt	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aftercare	7	2	6	15	12	2	14	0	0	0	0	0	0	0	0	0	0	58
Aftercare - Group	0	0	0	5	2	0	1	0	0	0	0	0	0	0	0	0	0	8
Emergency Shelter	0	0	1	7	1	1	4	0	0	0	0	0	0	0	0	0	0	14
Emergency Shelter - Sanc.	1	0	1	2	2	0	3	0	0	0	0	0	0	0	0	0	0	9
IST	3	1	2	0	1	0	13	0	0	0	0	0	0	0	0	0	0	20
Day Services	0	0	0	0	0	0	14	0	0	0	0	0	0	0	0	0	0	14
Day Services - Non Sanc	0	0	0	0	0	0	18	0	0	0	0	0	0	0	0	0	0	18
Interstate Compact	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
Therapy	1	0	0	0	1	0	18	0	0	0	0	0	0	0	0	0	0	20
Therapy -Group	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SUBTOTAL	22	11	24	51	32	8	194	0	0	0	0	0	0	0	0	0	0	342
GED Program	0	0	0	2	0	1	42	1	0	1	0	0	0	0	0	0	0	47
DCFS	3	0	1	2	1	0	8	12	4	4	12	2	2	2	1	1	1	56
Emergency Shelter & Residential																		
GRAND TOTAL	25	11	25	55	33	9	244	13	4	5	12	2	2	1	1	1	1	445

* This is not unduplicated

1st Judicial District Counties 158 other counties
 2nd Judicial District - Crittenden + 274
 Other counties (8) 13

* All Provided with a GED Service (tested, transported, instruction, etc.)
 34 out of 47 assessed were enrolled full time and 14 graduated with a GED

Groups (Substance Abuse) 1st and 2nd JD Combined with JUDP
 Total Youth and/or Parents Served in Gro: 445 Duplicated
 Average Served per month 25
 Average weekly attendance 6

Community Service Events
 1st Judicial District Counties 13 Staff hours providing service 154
 2nd Judicial District - Crittenden only 58 235
Total 71 389

Boys To Men Events - Structured Recreation / Motivational Life Skills Session
 Annual Total of Monthly Attendees 935 Duplicated Average Number of Sessions (2 week) Totals 90
 Average Monthly Served 78
 Average Weekly Served 19
 Average attendance per sess 19
TOTAL # of Sessions for the year 104

Parenting Sessions Attendees
Average 30 90
monthly 2 3
per session

Court Appearance - Times EAYS Staff Hours
 1st Judicial District Counties Appeared in court 104 In Court 541.00
 2nd Judicial District - Crittenden only 35 113.00
Total 139 654

* Group Events, Community Service & Presentations are not reflected in the DYS State database with regard to number of clients served. Not even units of service are reflected in the annual reports. Services and clients served have been manually counted from agency records.

East Arkansas Youth Services - 2016/2017
CLASSIFICATION

Classification	Cross	Lee	Monroe	Phillips	St. Francis	Woodruff	Crittenden	Erath	Greene	Poinsett	Madison	Logan	Jefferson	Hot Springs	Pulaski	Ashley	Garland	Sebastian	TOTAL
DYS/CYS																			
Diversion	1	1	1	1	4	0	16	0	0	0	0	0	0	0	0	0	0	0	24
Adj Fins	3	5	9	13	1	2	26	0	0	0	0	0	0	0	0	0	0	0	59
Adj Delinq.	9	3	4	10	7	4	63	0	0	0	0	0	0	0	0	0	0	0	100
Aftercare	7	2	6	15	12	2	14	0	0	0	0	0	0	0	0	0	0	0	58
ISC	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Subtotal	20	11	20	39	24	8	120	0	0	0	0	0	0	0	0	0	0	0	242
GED																			
16 & 17 yr olds	0	0	0	2	0	1	42	1	0	1	0	0	0	0	0	0	0	0	47
At Risk, FINS & Delinquents																			
DCFS																			
Foster Care	3	0	1	2	1	0	8	12	4	4	12	2	2	1	1	1	1	1	56
Grand Total	23	11	21	43	25	9	170	13	4	5	12	2	2	1	1	1	1	1	345

*This is not unduplicated

1st Judicial District Counties 132
 2nd Judicial District - Crittenden + 200
 Other Counties 13
Grand Total 345

EAST ARKANSAS YOUTH SERVICES, INC.
 YOUTH SERVED by RACE/GENDER/PROGRAM
 JULY 1, 2016 - JUNE 30, 2017

		Juvenile Justice																	TOTAL		
		Cross	Lee	Monroe	Phillips	St. Francis	Woodruff	Crittenden	Craighead	Green	Poinsett	Mississippi	Logan	Jefferson	Hot Springs	Pulaski	Arley	Garland	Sebastian		
Youth	Cross	8	4	4	2	6	3	30	0	0	0	0	0	0	0	0	0	0	0	0	57
	White	10	7	14	35	16	5	74	0	0	0	0	0	0	0	0	0	0	0	0	161
	African-Amer.	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	3
	Hispanic/White	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	Hispanic/Black	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
	Other	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
	SubTotal	19	11	18	37	22	8	108	0	0	0	0	0	0	0	0	0	0	0	0	223
GED Program																					
	White	0	0	0	1	0	0	23	0	0	1	0	0	0	0	0	0	0	0	0	26
	African-Amer.	0	0	0	1	0	0	19	1	0	0	0	0	0	0	0	0	0	0	0	21
	Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	SubTotal	0	0	0	2	0	0	42	1	0	1	0	0	0	0	0	0	0	0	0	47
Foster Care Youth																					
	White	1	0	0	2	0	0	4	6	1	4	9	2	0	1	0	1	1	1	1	33
	African-Amer.	2	0	1	0	1	0	4	5	2	0	3	0	2	0	1	0	0	0	0	21
	Other	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	2
	SubTotal	3	0	1	2	1	0	8	12	4	4	12	2	2	1	1	1	1	1	1	56
Grand Total		22	11	19	41	23	9	158	13	4	5	12	2	2	1	1	1	1	1	1	326

* High number of minority youth served.

116 White
 203 African-Amer.
 7 Other
 326 Unduplicated

The unduplicated count does not include numbers served in the prevention or non court involved youth in the BZM/SA or other supplemental programs.

Juvenile Justice

		Cross	Lee	Monroe	Phillips	St. Francis	Woodruff	Crittenden	Craighead	Green	Poinsett	Mississippi	Parks	Jefferson	Madison	Pulaski	Arley	Garland	Sebastian	TOTAL
Youth	Cross	14	6	14	23	17	4	80	0	0	0	0	0	0	0	0	0	0	0	158
	Male	5	5	4	14	5	4	28	0	0	0	0	0	0	0	0	0	0	0	65
	Female	19	11	18	37	22	8	108	0	0	0	0	0	0	0	0	0	0	0	223
GED Program																				
	Male	0	0	0	2	0	0	28	0	0	0	0	0	0	0	0	0	0	0	30
	Female	0	0	0	0	0	1	14	1	0	1	0	0	0	0	0	0	0	0	17
	Subtotal	0	0	0	2	0	1	42	1	0	1	0	0	0	0	0	0	0	0	47
Fostercare Youth																				
	Male	3	0	1	1	0	0	5	7	2	1	6	2	2	1	0	1	0	1	33
	Female	0	0	0	1	1	0	3	5	2	3	6	0	0	0	1	0	1	0	23
	Subtotal	3	0	1	2	1	0	8	12	4	4	12	2	2	1	1	1	1	1	56
Grand Total		22	11	19	41	23	9	158	13	4	5	12	2	2	1	1	1	1	1	326

* High number of male youth served.

221 Male
 105 Female
 326 Unduplicated

1st Judicial District Counties 125
 2nd Judicial District - Crittenden + 188
 other counties 13
 Grand total 326 Unduplicated

5 year comparison of numbers served

Unduplicated # of Clients Served

	2012/2013	2013/2014	2014-2015	2015-2016	2016-2017	Difference after 5 years	Notes
Juvenile Justice DYS	272	273	295	255	223	-49 ↓	* possibly a decrease in Court referrals in residential services and others and loss of staff positions over 5 yrs. due to lost or stagnant funding.
not enrolled in public school GED	91	70	56	48	47	-44 ↓	* In 2013 discontinued the night class
Child Welfare DCFS	20	22	18	38	56	36 ↑	* Increased DCFS contracted beds
Totals	383	365	369	341	326	-57 ↓	

EAYS, Inc. – Performance Quality Improvement Goals 2016-2017

1) **Client Satisfaction:**

To maintain at least 85% satisfaction with services.

Goal Achieved

An average of 97% of clients indicated that they were satisfied in the areas surveyed for client satisfaction at closing of the case. Also, 98% of clients surveyed indicated satisfaction at the 15-day assessment.

Notes: 93% would call or come back if they needed assistance. This is significant and staff members were eager to share testimonials of youth maintaining contact to visit and seek guidance.

2) **Educational Progress in Residential Services:**

To increase Grade Level Averages of TABE scores by one grade level between pre and post testing in 50% of youth in residential services for at least 30 days and/or more.

Goal Achieved

72% of students tested after 30 days increased grade levels by a full grade level in reading and math.

Notes: Further, 92% were enrolled in school after discharge if not awarded the GED. (This is an additional goal under the Title I Program.)

During the school year 16/17, the GED Instructor continued tutoring at the shelter (3) days per week for (1) hour. It is determined that this makes a significant difference in the students' success and increasing scores.

3) **Finance:**

To continue to have “clean” or “unqualified” independent audits and internal quarterly reviews with no “findings” (ex: issues of non-compliance).

Goal Achieved

The agency was given a “clean” or “unqualified” audit by the accounting firm of Watkins & Uiberall PLLC on September 20, 2017. Further, there have been no deficiencies cited during internal quarterly QC reviews or from monitoring by outside agencies. Also, the primary funding source The Department of Human Services has accepted the audit with no concerns cited.

4) **Staff Turnover:**

To maintain a staff turnover rate of 10% or less, if there are no downsize efforts.

Goal Not Achieved – Turnover rate in 2016-2017 was 29% or 10 out of 35 positions/staff

Notes:

Nine of the 10 positions involved were in the Residential component (6 part-time and 3 full-time)

The other one position was a non-residential case worker.

*{5} - terminated

*{2} - personal reasons/family problems

*{1} – went to higher paying job

*{2} resigned no reason or notice given – Part time

If we take out the non-elective departures that decreases it to 15%, but still not achieving the goal of 10%.

5) **Organizational Safety:**

To maintain a low number of accidents. (No more than 1 per quarter or 4 annually.)

Goal Achieved

There were a total of (0) accidents for year.

Notes: A course on “Coaching the Van Driver” and “Defensive Driving Skills” sponsored by the Arkansas Transit Authority is required for all drivers when available. We are also pleased that there were no other workplace accidents during the year.

6) **Work/Service Environment:**

To maintain a low number of grievances with none being filed as the goal.

Goal Achieved

There were a total of (0) grievances filed for the total agency in 16/17.

7) **Service Delivery – Record Keeping:**

To maintain (0) findings in the external reviews of records while working towards achievement of the same standard of accuracy with the agency’s internal standards and reviews.

Goal Achieved

There were no findings by external agencies that required corrective action.

Notes: Internal reviews or audits of cases by supervisors do find errors and issues of non-compliance. It is determined that our agency internal audits are more exhaustive. The agency scrutinizes our work more than outside agencies do and when errors are found we make corrections if possible.

8) **Service Delivery – Therapeutic Setting:**

To maintain a low number of serious incidents in 10% or less of total clients served.

(Serious incidents classified as: AWOL, Arrest and Suicidal Threats / Gestures, Medical Emergencies including loss of life)

Goal Not Achieved

There were (9) serious incidents in the residential component in comparison to (78) clients served which averages to 12% of clients served in this component were involved in a serious incident. There were (53) serious incidents in comparison to (366) clients served in all nonresidential services which averages to 15% of all non-residential clients served were involved in serious incidents.

The unduplicated count of clients served in all components was (326). The overall number of serious incidents was (62). Therefore, on average, 19% of clients served by the agency were involved in serious incidents.

Notes: This goal is related to SERIOUS INCIDENTS COMPARED TO TOTAL CLIENTS SERVED

This is only an average as many of the incidents involve the same clients and therefore can exaggerate the percentage. There remains a high number of arrests of nonresidential clients especially in “pockets” of the EAYS service area where crime, gang activity and poverty levels are also high.

9) **Client Outcome:**

Goal Revised

To show progress (or maintain, if at the most desired level) in 50% of all applicable cases in the areas measured of School, Family & Justice System.

Notes: Although collected internally, EAYS does not have the ability “in-house” to compile and maintain this data for DYS services and we are currently relying on the data system of the State Agency of DYS for this. This presents a challenge for demonstrating the accomplishment of this goal. Therefore we are revising this goal to something that is measurable at this time. (See Strategic Plan Goal # 6 which further addresses this.)

School

Residential - 72% of students tested after 30 days increased grade levels by a full grade level in reading and math. 92% were enrolled in school after discharge unless they had obtained the GED. (This is an additional goal under the Title I Program.)

Non Residential- 40% students enrolled in the GED program &receiving instruction obtained their GED during this cycle.

Justice System

Residential - 2% of clients being served were arrested or obtained new charges while in the program

Non-Residential – 10% of clients being served were arrested or obtained new charges while in the program

Additionally, a 97% average for client satisfaction achieved was reported at closing of the case.

(98% average of client satisfaction at the 15-day assessment & 93% indicated that they would call or come back if they needed assistance)

QC Team 1/9/2018 and Board Reviewed 1/11/2018

TKH/MPK

EAYS, Inc. – Performance Quality Improvement Goals 2017-2018

- 1) **Client Satisfaction:**
To maintain at least 85% satisfaction with services.
 - To review the survey and 15 –day assessment to make sure it is still relevant. Any changes would be implemented in July 2018

- 2) **Educational Progress in Residential Services:**
To increase Grade Level Averages of TABE scores by one grade level between pre and post testing in 50% of youth in residential services for at least 30 days and/or more.
 - Explore the possibility of expanding this to other components beyond residential services for implementation in July 2018 possibly looking at a sample population, for example: DYS committed youth.

- 3) **Finance:**
To continue to have “clean” or “unqualified” independent audits and internal quarterly reviews with no “findings” (ex: issues of non-compliance).

- 4) **Staff Turnover:**
To show no increase in staff turnover, if there are no downsize efforts.
 - Explore & examine our recruiting, application, hiring and orientation efforts or process.

- 5) **Organizational Safety:**
To maintain a low number of accidents. (No more than 1 per quarter or 4 annually.)
 - Continue with the Relias Learning web based training curriculum which has training that addresses workplace safety.

- 6) **Work/Service Environment:**
To maintain a low number of grievances with none being filed as the goal.
 - Continue with our QC/PQI efforts asking for feedback and input from all staff.

- 7) **Service Delivery – Record Keeping:**
To maintain (0) findings in the external reviews of records while working towards achievement of the same standard of accuracy with the agency’s internal standards and reviews.

- 8) **Service Delivery – Therapeutic Setting:**
To maintain a low number of serious incidents in 10% or less of total clients served.
(Serious incidents classified as: AWOL, Arrest and Suicidal Threats / Gestures, Medical Emergencies including loss of life)
 - Continue with the Power Source curriculum with individual and group clients agency wide in all service components.

- 9) **Client Outcome:**
To show progress in 50% of all applicable cases in the areas that we have the means to measure which are at this time :1) Educational Progress/School, 2) Justice System / Therapeutic Environment,3) Client Satisfaction .

QC Team 1/9/2018 and Board Reviewed 1/11/2018

TKH/MPK

Reviewed/Updated : 1/11/2018

GOALS	Status/Progress	Comments
<p>Funding or Financial</p> <p>1. Stabilize and increase funding</p> <p>PRIORITY</p> <p>A specific goal of the Board is to initiate a fundraising effort in FY 17-18</p>	<p>Initiated, In Progress and Continuous</p> <p>New progress in FY 17/18</p>	<p>The agency has several initiatives towards these efforts at this time. Some involve a high level of Board effort and all involve the CEO or administration.</p> <p>2-yr DYS Innovation Grants increased budget by \$185,000 per annum</p> <p>Working toward being a Medicaid Provider</p>
<p>Capacity</p> <p>2. Increase the number served</p>	<p>Initiated but needs attention</p> <p>New progress in FY 17/18</p>	<p>To increase number served we must increase funding and in some areas, the physical plant. Residential for foster care has increased</p> <p>To develop new programs and expand physical plant we must have more resources. Efforts to expand to Lee Co. not successful due to DCF's.</p> <p>Resources and Services expanded through DYS Innovation Grants</p>
<p>Accessibility</p> <p>3. Have a physical presence in each county served</p> <p>PRIORITY</p>	<p>Initiated and New progress in FY 17/18</p>	<p>To expand our physical plant we must also stabilize and increase resources and funding. Efforts to expand to Lee Co. not successful due to DCF's.</p> <p>Specifically need a physical presence in Phillips Co. to meet with clients and have groups, events, etc..</p> <p>Services expanded in Cross Co. Full-time staff and service through Day Evening Reporting Center</p>
<p>Capacity and Capacity</p> <p>4. A more complete continuum of services across the service area. Increase services and programs available in all counties.</p>	<p>Initiated and New progress</p> <p>Also a continuous effort. New progress in FY 17/18</p>	<p>We want to fill in the gaps in our continuum. We want to restore the group home to its full capacity. We have resumed taking females in residential. We want to be able to have groups, day services/GED, parenting, structured recreation and other events in all of our service area, which will require an expansion of the physical plant and restoration of resources.</p> <p>Resources and Services expanded through DYS Innovation Grants</p>
<p>Social Responsibility /Improvement</p> <p>5. Reduce the rates of youth committed to DYS in our service area. Maintain acceptable numbers.</p>	<p>Initiated and in progress</p>	<p>The agency has some initiatives through partnerships statewide towards these efforts at this time. There is currently an REFORM EFFORT in progress with should impact this goal.</p> <p>We have maintained commitments in most counties.</p>
<p>Technology and Accountability</p> <p>6. Develop the capability to collect data and measure outcomes independent of government agencies</p> <p>PRIORITY</p>	<p>Initiated</p> <p>Needs attention</p>	<p>The agency is currently collecting large amounts of data but maintaining this is largely relying upon state agencies to compile and maintain.</p> <p>To get the information that we need to show effectiveness and accuracy we need to do this in-house. Efforts with other providers did not come to fruition.</p>
<p>* ACTION STEPS FOR EACH GOAL OF THE PLAN ARE INCLUDED IN THE COMPLETE COMPREHENSIVE VERSION.</p>		
<p>Core Values</p> <p>*Results driven</p> <p>*Everyone has potential</p> <p>*Team initiative "Jump-in"</p> <p>*Treat the individual</p> <p>*Inclusiveness in efforts</p> <p>*Motivated - Self Driven</p> <p>*Resourceful & Creative</p>	<p>Core Competencies</p> <p>Continuum of Care Approach</p> <p>Strength in Training Caseworker Staff</p> <p>Case plan Development - Process provides:</p> <p>Framework</p> <p>Purpose</p> <p>Contingency</p> <p>Consistency</p>	<p>Brand Promise</p> <p>EAYS services are effective.</p> <p>Youth who complete programs and services with EAYS do not re-offend.</p> <p>(Parameters & Benchmarks - See PQI Plan)</p>
<p>The mission of East Arkansas Youth Services, Inc. is to provide a comprehensive continuum of care to include therapeutic, educational, and advocacy services, to youth and their families, and to instill motivation and courage to empower them to become healthy and productive members of their communities.</p>		

East Arkansas Youth Services, Inc. - Board List 2016-2017
Served any time during the period July 1, 2016 through June 30, 2017

BOARD MEMBERS	HOME/WORK ADDRESS	County of Residence	OCCUPATION/REMARKS	HomePhone	WorkPhone	Exp's yr term	2nd Term	E-Mail
Andria Sims White Female/Black	716 LH Pick, Marion 72364	Crittenden	University of Tennessee Health Science Center- Mphs, Tn	870-219-9893	cell 870-219-9893	1/1/2017	2nd Term	ANDRIA_S@hotmail.com
Phbebe Cox Female/Black	1723 Aasha Drive, Wynne, 72396	Cross	Field Trainer- Philander Smith College	870-208-8769	870-208-8769 cell- 870-208-7867	1/1/2017	2nd Term	pccox@philander.edu
Larry Jackson, Sec/Treas Male/White	513 Apperson, Marion 72364 117 East Military Rd., POBox 746, Marion	Crittenden	Private - Attorney	870-559-2359	870-799-2568	1/1/2017	2nd Term	larryjacksonlaw@gmail.com
April Peer Female/Black	551 Highway 1 North Lexa, AR 72355	Phillips wks- Lee	Lee County Cooperative Clinic	870-821-1575		1/1/2017	2nd Term	apeer@lccc.us.com
Mary Beth Doler -Vice PRES. Female/White	1884 Montrose Dr. FC, AR 72335	St. Francis	Chamber of Commerce	870-270-0501		1/1/2020	2nd Term	marybeth@forrestctychamber.com
Antwan "Tony" Wilson -PRES. Male/Black	400 Charleston Cove, Marion 72364	Crittenden	Pastor, consultant, funeral direct		cell 870-514-0515	1/1/2020	2nd Term	twilson6702@gmail.com
Kelsey Hensley Female/White	304 Woodlark Cove, Marion 72364	Crittenden	Finance- Local Mfrg	901-490-1849		1/1/2019	1st Term	kelseyviran@gmail.com
Latwon Whitby Male/Black	3402 W. Broadway, Forrest City	St. Francis	Food Pantry Manager	970-270-0825	cell	1/1/2019	1st Term	lwonwhitby@icloud.com
Jannel Bell Male/Black	92 Elizabeth Cove, Marion 72364	Crittenden	Educational Consultant	870-735-2056		1/1/2020	DID NOT COMPLETE TERM - resigned	jannelbell@yahoo.com
Sarah Black Female/Black	6026 Old 64, Crawfordsville	Crittenden	Academic Coach	901-412-3354		1/1/2020	DID NOT COMPLETE TERM - resigned	sarablack-sw@hotmail.com

Board Meetings are the 4th Thursday of each QUARTER unless otherwise specified.

Auditor --- Daniel Moore - CPA
Watkins Ulberall PLLC
Memphis, Tennessee
Phone: 901-761-2720

Mail: EAYS, Inc
 104 Cypress
 Marion, AR 72364

E-Mail: madelyn.keith@eays.org
 Cell: 870-636-8166