



Community Action of Orleans & Genesee Program Locations

Orleans County Main Office

409 East State Street Albion, NY 14411
P • 589-5605 F • 589-9015
CATS P • 589-7700

Genesee County Main Office

5073 Clinton Street Road Batavia, NY 14020
P • 343-7798 | (888) 871-9673 F • 343-4063
Head Start P • 344-1997
Early Head Start P • 343-1860
CCR&R P • 343-7727

Eastern Orleans Community Center

75 Public Square Holley, NY 14470
P • 638-6395 F • 638-2473

Head Start/Early Head Start Locations

Administrative Offices
401 East State Street Albion, NY 14411
P • 589-5683 F • 589-5712

Albion Classroom

411 E. State Street Albion, NY 14411
P • 589-5754

Albion Central Schools

324 East Avenue Albion, NY 14411

Batavia Site

5073 Clinton St. Road Batavia, NY 14103
P • 344-5917

Kendall Central School

1932 Kendall Road Kendall, NY 14476
P • 659-8916

(CONTINUED)

Medina Site

123 Ensign Avenue Medina, NY 14103
P • 798-2261 P • 798-3512
Early Head Start P • 798-3735

ACT/CCR&R Orleans Program Offices

113 East State Street Albion, NY 14411

ACT P • 589-5754 F • 589-7435
CCR&R Orleans P • 589-5088 F • 589-5321

Main Street Store

49 North Main Street Albion, NY 14411
P/F • 589-1430

CAOGINC.ORG

Embracing Our Community

Our MISSION is

*To Provide Services, with Dignity
and Respect, that Help People
Become Self-Sufficient*



Our VISION is that

*Genesee and Orleans Counties are places
where everyone has the opportunity to
become self-sufficient*

In 2009...

- Community Action served **5,449 Families** and **8,386 Individuals**.
- Across all agency programs, 116 Individuals obtained a job last year.
- Community Action worked with 329 disabled individuals, 281 without health insurance, 330 single mothers and all but 81 families were under 150% of the Federal Poverty Level.
 - 83 partners served on program advisory councils.

2009 also marked the beginning of the American Recovery and Reinvestment Act (ARRA) and the following **Employment Support** services: Resume and Interview Training, Job Search Assistance, Aid for Housing and Utilities, Food for Employed Families, On-the-Job Training, and Transportation.

Community Action provided emergency home repairs for seniors for the first time in 2009 through the **RESTORE Program**.



The Agency started an **After School Program** in the expanded space at the Holley Community Center.

Volunteers Make a Difference!

1,063 Program volunteers contributed **24,401** hours of service, valued at **\$170,807** in 2009.
19 Board members contributed **290** hours of service.

In Orleans County, Community Action made the **Surplus Food Distributions** local in Medina and Lyndonville.

CATS expanded **Out-of-County Medicaid Transportation** services to low-income residents in Orleans County.

Continuous Improvement - We will continually work toward improvement in all that we think, say, and do.

Community Action Board of Directors



A Message from the Executive Director:



2009 was an exciting year at Community Action and one that included significant growth. The influx of funding under the American Recovery and Reinvestment Act (“stimulus”) and other new sources helped meet needs in our community that we were unable to meet in the past. We are thankful for the additional resources that have

allowed us to meet the increase in service requests as a result of the economic downturn.

I am grateful for the continued support, leadership, and commitment of time from our Board of Directors. Thanks also to all of our volunteers whose contributions of service to our agency are invaluable.

I invite you to take the time to review our accomplishments in the pages of this report. These outcomes are a testament to the dedication and commitment of our staff and volunteers to providing quality service. We will continue to welcome opportunities and work hard to provide services to help people overcome the challenges of poverty and build self-sufficiency in the lives of our neediest neighbors.

- Ed Fancher

Community Action Board of Directors

Dean London, *Chairperson, Law Enforcement*

Grace Denniston, *Vice Chairperson, Senior Services*

Dee Dee Hintz, *Secretary, Community Sector*

Emily Frank, *Treasurer, Medina Ministerium*

Eileen Banker, *Rep. State Legislator Hawley*

Sue Baker, *Retired Educator*

Cassandra Ploessel, *Head Start Policy Council Rep.*

Mary Ann Salisbury, *Retired, Human Services*

Pam Whitmore, *Genesee County Office for Aging*

Bonnie Johnson, *Saint-Gobain*

Esther Leadley, *Genesee County Legislator*

Mike Paduchak, *Private Agricultural Business*

Geary Shenck, *Rep. State Senator Maziarz*

Gary Kent, *Habitat for Humanity*

Mary Repass, *Community Sector*

Tom Williams, *Attorney*

Henry Smith, Jr., *Orleans County Legislator*

Emergency Services and Family Development

Emergency Services are provided on a walk-in and referral basis and can coordinate transportation as well as assist with clothing and counseling referrals. Sites in Albion, Holley and Batavia have an emergency food pantry available to help in-crisis situations. Through the Emergency Services intake and interview process, families can enroll in the Family Development Program to help them become self-sufficient. Financial management, health and safety, employment assistance, education, parenting and nutrition are some issues which may be addressed.

- 1,996 Families (990 in Genesee County, 1,006 in Orleans) received services
- 1,021 households received emergency food
- 227 families received clothing and personal care items
- 65 families received emergency housing and utility assistance
- 32 families received emergency transportation
- 5 families received emergency shelter
- 868 individuals benefited from surplus food distributions
- 20 families received food assistance in support of family stability to gain/retain employment



A homeless woman working part-time and her four children needed a place to live that was closer to her job and her children's school. During the process of finding a place to live, Community Action provided the family with food, a Holiday Basket, and paid her electric bill. Through case management, she was able to keep her job and move into transitional housing. Now, she is able to afford her commute to work and the family is self-sufficient!

Disability Program Navigator assists local residents with gaining employment and/or program support. The program helps disabled individuals become self-sufficient.

- 79 individuals were assisted with employment and program support to enable independent living



Community Action Angels sponsored community events such as the Night of Entertainment, Hope for Alicia, Easter Egg Hunt, the Children's Carnival, Stuff the Bus, Sock It To Me and partnered with community organizations to hold various events.

- 400 + children attended the Children's Carnival
- 469 households received Holiday Baskets
- 103 households received vouchers totaling \$10,341

"If Community Action did not help us with Christmas, it would be a very rough Christmas for the kids. Money is tough for me right now...so thank you very much!"

- Recipient of a Holiday Basket

***Fairness** - We will be understanding, honest, and consistent.*

Housing and Energy Services

The Weatherization Program is available to home owners and renters who are income eligible. It is a service that can make a home comfortable and safe, and can help to reduce the energy cost burden for families. Services include insulation installation, air sealing, weather-strip kits, heating system service or upgrades, door sweeps, carbon monoxide alarms and smoke alarms.

- 114 homes were weatherized



RESTORE (Residential Emergency Services to Offer (Home)

Repairs to the Elderly) program provides emergency repairs to homes owned by low income elderly residents in Orleans County.

- 14 homes owned by Seniors were repaired

HEAP (Home Energy Assistance Program) and Energy Packaging

is a Community Action program that helps low-income working households in Genesee County meet their energy needs. Energy Packaging provides energy conservation information and referrals.

- 344 families completed HEAP applications
- 321 families received HEAP benefits
- 50 family households received energy packaging services at home

A family of three lived in a home that got very cold and drafty during the winter. Unable to afford the repairs their home needed, they called Community Action for help. “The weatherization workers were so courteous, kind, helpful, and professional!” After Weatherization, the family enjoyed a warm home and lower energy bills.

Transportation

CATS (Community Action Transportation System) provides transportation for elderly and disabled individuals to medical, nutritional and social events. The transportation service can accommodate passengers requiring medical services outside Orleans County. CATS also provides transportation for Head Start children as well as seniors in Genesee County.

- 408 riders were transported (34,680 trips)
- 92 were disabled, 160 were elderly
- 4,160 Head Start bus routes were completed



Kate (name changed to maintain confidentiality) used to rely on her husband for a ride, but when she became a widow and started to lose her vision, she needed another option. Kate, who is now 89 years old and legally blind, has been using CATS two to three times a week for the past 20 years. “The bus drivers are like my extended family and I’d be lost without it!”

Respect - We will understand one’s views without judging and behave accordingly.

Community Resources



Community Action has partnered with GCASA to bring a **Drug Free Communities** grant to Orleans County. The grant has brought many local communities together to improve individual health and to connect neighborhoods.

Community Action also provides community resources like public computer labs, an After School Program, a book exchange, job placement sites, free bread distributions, child care placements, home improvements and events that bring people together.

EOCC (The Eastern Orleans Community Center) offers emergency services, a soup kitchen, senior services, a computer lab, and an after school program to residents of the eastern end of Orleans County. EOCC's kitchen "Maudie Mae's" serves lunch Monday through Friday.

- 22 seniors and an average of 35 unduplicated Holley residents each month attended the congregate meal program (4,822 meals served)
- 30 seniors participated in health screenings and informational talks
- 15 youth attended after school events at the Center

A married couple in their 60's moved to Holley 20 years ago and regularly attend events at the Community Center. They tried other facilities, and said that EOCC is the best one around. "It's one big family here! It's close by and convenient for us. The food is fresh and tastes great. If you want to go to a place where you feel welcome, this is the place to go!"



The Main Street Store is a unique business on Main Street in Albion.

The Store offers a variety of services and opportunities designed to promote and help maintain Self-Sufficiency. Through its Book Exchange, Community Computers, and Dress for Success Club it also creates community resources, as well as a convenient meeting place in the Village of Albion.



- 3,677 individual sales
- A book exchange, copy services, meeting space and referral services on-site
- 285 individuals accessed public computers
- 16 at-risk youth completed the after school or out-of-school tutoring program

Volunteer Income Tax Assistance is available to low-income residents in Genesee County.

- 264 individuals had their taxes prepared at no cost
- 98 individuals obtained a tax credit

*Trust - We will be true and loyal to ourselves and others,
and to our Mission.*

Children and Youth

Head Start (birth to five) is a comprehensive program for children and families who are income eligible in Orleans and Genesee Counties. Head Start includes developmentally appropriate educational activities, family style meals and nutrition education, family goal setting, transportation, early intervention, and disability screening and support. There are five sites in Albion (2), Batavia, Kendall and Medina, as well as home-based.

- 99% - 100% average monthly enrollment
- 268 children were enrolled in Head Start (3 and 4 year olds)
- 46 children were enrolled in Early Head Start (birth to 3 years old)
- 314 children received dental, medical and mental health evaluations
- 134 four-year-olds demonstrated readiness for kindergarten
- 221 Head Start parents set goals using the family development model
- 278 Head Start and Early Head Start children were screened for developmental characteristics
- 86 children were identified with a disability requiring an Individualized Education Plan
- 63,000 meals were served in Head Start and Early Head Start
- 2,598 parent volunteer hours



Head Start parents have an opportunity to be a part of the program on a daily basis. Most parents interact with the program at least once a month through classroom participation, monthly parent and Policy Council meetings, Content Area Advisory meetings, parenting classes and events.



The program is regulated by federal, state and local requirements. At the annual risk management meeting conducted by the federal government, there were no areas of risk noted.

"I think the Head Start Program is a great program because it teaches structure and it's going to help my son be ready for kindergarten next year. It has been helping him a lot at home. The structure he uses throughout his day can be used during his routines at home. It makes me feel safer to know that my son is on a bus and that he is going to make it to and from school. It has been very helpful to us!"
- Kendall Head Start Parent

Compassion - *We have the ability to understand needs and treat people with dignity and respect.*

Children and Youth

The Holley Youth After School Program is a safe, fun, supervised program available for Holley youth (ages 11-18) developed in 2009. Funding for the staff, activities, snacks, and the center is provided by the Community Services Block Grant through the Department of State. The program offers tutoring and collaborates with other agencies to provide educational groups and information. Students do homework, participate in activities (games, arts and crafts), and enjoy social time with their peers.



- 55 youth participated since July 2009 (approximately 12-20 each day)

ACT – Helping Youth ACT Responsibly provides abstinence-based healthy relationship/sexuality education to youth, parents and residents in Orleans County. Youth (10 years and older, females and males) services include individual and small group series (minimum of three months). Educational pregnancy prevention presentations and workshops are available during and after school hours. All services are free and confidential.

During the past DOH funded year:

- 103 youth received individual / small group educational services,
- 750 youth participated in educational presentations / workshops,
- 552 parents, residents, community partners participated in workshops,
- 98 youth received job readiness skills,
- 2,034 residents received information on services at community activities/events,

CCR&R (Child Care Resource and Referral) provides information about child care options (licensed and registered) in Genesee and Orleans Counties. They also assist child care providers with the licensing process, staff training, health care plans, and providing quality care. They administer health and safety grants for Family/Group Family Day Care Providers.



- 12 individuals became registered and licensed day care providers
- 97 day care slots were created
- 367 referrals were provided for child care
- 58 children were placed in child care programs through referrals
- 333 requests for technical assistance were fulfilled
- 254 hours of intensive technical assistance were provided

Hope - We will encourage people to be optimistic while pursuing their goals and dreams.

Employment Support

The Main Street Store (see **Community Resources** section) also provides Employment Support Services. The Store offers a variety of services and opportunities designed to help local residents find employment and provides support services to help them stay employed.

- 36 individuals received attire for job interviews
- 10 unemployed adults completed the retail training program
- 51 individuals obtained employment

Job Seeking Skills is a result of an Orleans County Department of Social Services partnership run by the Main Street Store. Participants develop resumes, interview skills, job search tactics and competencies that help them retain employment.

- 71 TANF/Safety Net recipients completed the Job Seeking Skills class series
- 51 TANF/Safety Net recipients obtained employment as a result of the class

Workplace Development participants learn job skills at various Community Action sites.

- 127 individuals were placed in the Agency for workforce training
- 23 individuals completed training at Community Action
- 5 individuals obtained employment

American Recovery and Reinvestment Act (ARRA)

programs provide services that help individuals get or keep a job. Services include: Resume and Interview Training, Job Search Assistance, Aid for Housing and Utilities, Food for Employed Families, On-the-Job Training, and Transportation.

- 210 individuals received assistance for gaining and retaining employment
- 77 individuals received interview and resume assistance
- 20 individuals obtained employment
- 59 families with an employed individual received housing assistance, help with utilities and/or food to support continued employment in the household.



A woman who was a victim of domestic violence was unable to afford her rent at her new apartment for her and her children. She came to Community Action and met with an Employment Specialist who helped her with transportation, housing and employment support. She now is self-sufficient and is able to afford rent for her family. "All at once, everything fell apart in my life...but I knew that Community Action could help. I was very grateful that Community Action was here."

Integrity/Honesty - We will say what we mean and mean what we say and be consistent.

Financial Statement

Unaudited Statement of Revenue and Expenses

For the Fiscal Year 2008: February 1, 2009 through January 31, 2010

Operating Revenue

| | |
|--------------------------------|--------------------|
| Federal Revenues | \$4,538,080 |
| State Revenues | \$498,997 |
| Local Revenues | \$685,261 |
| In-Kind Goods & Services* | \$953,737 |
| Private and Other Revenue* | \$264,811 |
| Total Operating Revenue | \$6,940,886 |

Operating Expenses

| | |
|---------------------------------|--------------------|
| Salaries and fringe benefits | \$3,756,790 |
| Materials and Supplies | \$473,799 |
| Insurance and professional fees | \$92,991 |
| Contractual services | \$240,604 |
| Equipment and renovations | \$249,486 |
| Vehicle and travel expense | \$315,601 |
| Food expense | \$129,349 |
| Office expenses | \$111,283 |
| Occupancy | \$275,366 |
| Other program expenses | \$273,572 |
| In-kind goods and services | \$953,737 |
| Total Operating Expenses | \$6,872,578 |

Organizational Budget for 2010: \$6,822,024

*For a complete list of Donors and Advisory Council members from 2009, please see the News section of our website at www.caoginc.org/news

Community Action has received an unqualified opinion on the annual audited financial statements. This audit was reviewed by the Department of Health and Human Services, which released a report in 2009. Audited financial statements are available upon request or by contacting the New York State Attorney General's Office Charities Bureau.