



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 2010...

- Community Action served **5,369 Families** and **9,467 Individuals**
- Across all Agency programs, 232 individuals obtained a job last year
- Community Action worked with 323 disabled individuals, 311 without health insurance, 459 single mothers and all but 156 families were under 150% of the Federal Poverty Level
 - 134 partners served on program advisory councils

2010 marked the climax 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. **Weatherization** also completed 89 housing units in 2010 using ARRA funds.



Through a grant from the Affordable Housing Corporation, Community Action developed a low-income **Home Rehabilitation Program** in 2010.

Main Street Store staff designed a part of their Work Experience Certification Courses specifically for women with funding support from the Women's Foundation of Genesee Valley.

Volunteers Make a Difference!

1,112 Program volunteers contributed **20,982** hours of service, valued at **\$146,874** in 2010.

19 Board members contributed **358** hours of service.

CATS expanded **Medicaid Transportation** services to out-of-county sites for low-income residents in Orleans County to meet an increased need for medical transportation.

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:



I am proud to say that 2010 was a productive year at Community Action. The American Recovery and Reinvestment Act ("stimulus") enabled us to meet needs in our community that we were unable to meet in the past. Budgets are tight, and the additional resources allowed us to meet the increase in service requests as a result of the economic downturn.

Staff at Community Action helped 232 people find employment last year. This is an important outcome for our customers because it's such a significant step on the road to self-sufficiency and truly helps to strengthen their sense of hope. Recessions are not nearly as bad if you have a job!

Over the past year, Community Action has again proven its worth, and the following pages are evidence of that. I invite you to take the time to review our accomplishments. 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 to partner with our community and work hard to provide services to help people build self-sufficiency and stability in their lives – improving the quality of life for those in need, one family at a time.

- Ed Fancher

Community Action Board of Directors

Grace Denniston, *Chairperson, Senior Services*

Henry Smith, Jr., *Vice Chair, Orleans Co. Legislator*

Dee Dee Hintz, *Secretary, Community Sector*

William Privett, *Treasurer, Private Sector*

Eileen Banker, *Rep. State Legislator Hawley*

Sue Baker, *Retired Educator*

Mary Ann Salisbury, *Retired, Human Services*

Nadine Hanlon, *Rep. State Senator Maziarz*

Bonnie Johnson, *Saint-Gobain*

Esther Leadley, *Genesee County Legislator*

Mike Paduchak, *Private Agricultural Business*

Eileen Kirkpatrick, *Commissioner of DSS, Gen. Co.*

James Maxwell, *Pastor, Medina United Methodist*

Lynne Johnson, *Orleans County Legislator*

Tom Williams, *Attorney*

Amy Schuyler, *Head Start Policy Council Rep.*

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 families 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.

- 2,413 Families (1,365 in Genesee County, 1,048 in Orleans) received services
- 873 households received emergency food
- 272 families received clothing and personal care items
- 64 families received emergency housing and utility assistance
- 17 families received emergency transportation
- 14 families received emergency shelter
- 1,205 individuals benefited from surplus food distributions
- 210 families received food assistance in support of family stability to gain/retain employment



A local woman and her children thought they had found a house to move into, but when they arrived to begin moving their things in, they found out that the house was condemned. They were homeless and turned to Community Action for help. After working with a case manager, the woman and her children were able to move into temporary housing, just in time for the holidays. "I can't say enough about the people at Community Action...that's what it's all about, they are there for you in case you need them, thank you!"

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

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



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

- 400 + children attended the Children's Carnival
- 469 households received Holiday Baskets
- "Mending Homes Together" helped four families in Orleans County with medical needs make significant changes to their homes in 2010
- 53 households received vouchers totaling \$4,825

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 may include insulation installation, air sealing, weather-strip kits, heating system service or upgrades, door sweeps, carbon monoxide alarms and smoke alarms.

- 130 homes were weatherized in 2010; 89 through ARRA and 41 through regular services



RESTORE (Residential Emergency Services to Offer (Home) Repairs to the Elderly) provides emergency repairs to homes owned by low-income elderly residents in Orleans and Genesee Counties.

- 19 homes owned by Seniors were repaired

HEAP (Home Energy Assistance Program) and Energy Packaging helps low-income working households in Genesee County meet their energy needs. Energy Packaging provides energy conservation information and referrals.

- 180 families received HEAP benefits
- 44 households received energy packaging services at home

A woman needed some home repairs to get ready for the winter season. She saw Community Action Weatherization trucks on the roads and contacted the program. After just four days of work, she received a new refrigerator, new windows, insulation, and basement heating repairs. It's been a very positive experience, I will highly recommend Community Action! I feel like I've won the home improvement lottery, it's just wonderful."

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.

- 481 riders were transported (41,142 trips)
- 94 riders were disabled, 180 were elderly
- 5,168 Head Start bus routes were completed



An employee of an elderly residential building who regularly sees the CATS buses pick up and drop off elderly residents said: "I really appreciate what Community Action does for our residents here. The bus drivers don't hesitate to help people off the bus and carry their groceries. It's a great service and there should be more people in the world like the CATS bus drivers!"

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. "Maudie Mae's" soup kitchen serves lunch Monday through Friday.

- 23 seniors and an average of 35 unduplicated Holley residents each month attended the congregate meal program; staff served 6,984 meals in 2010
- 20 seniors participated in health screenings and informational talks



The Main Street Store is a unique business on Main Street in Albion. The Store offers a variety of services and opportunities that promote Self-Sufficiency through Education and Employment. The Thrift Shoppe, Book Exchange, Community Computers, Dress for Success Club, and Education and Employment Services provide a broad range of valuable community resources, many with 'walk-in' convenience. The Store also serves as a comfortable 'Meeting Place' in Albion. The Main Street Store also provides copy, fax and referral services and meeting space in downtown Albion.

- 2,861 individual sales
- 108 individuals accessed public computers
- 28 at-risk youth completed the after school or out-of-school tutoring program
- 14 Adults completed a comprehensive retail training program
- 126 community members received computer instruction



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

- 254 individuals had their taxes prepared at no cost
- 102 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: Albion (2), Batavia, Kendall and Medina, as well as home-based.

- 99% - 100% average monthly enrollment
- 257 children were enrolled in Head Start (3 and 4 year olds)
- 68 children were enrolled in Early Head Start (birth to 3 years old)
- 325 children received dental, medical and mental health evaluations
- 100 four-year-olds demonstrated readiness for kindergarten
- 221 Head Start parents set goals using the family development model
- 225 Head Start and Early Head Start children were screened for developmental characteristics
- 57 children were identified with a disability requiring an Individualized Education Plan
- 63,000 meals were served in Head Start and Early Head Start classrooms
- Head Start parents donated 2,827 hours of volunteer service



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, Advisory meetings, parenting classes and events.

The program has offered parent trainings in parenting, nutrition, food preparation, health awareness and child development. These classes, in cooperation with community partners, have been available to all parents in the program. The parent education in the area of nutrition and food preparation was cited as an exceptional program strength by the national Office of Head Start.



“My experience with Head Start has been wonderful! I am very grateful to the people I have met there. My advocate, has always been there to encourage me, to be a friend to me, to help with me with any situations with my children, and to give me advice. My children have enjoyed it, I have enjoyed it and I have been very appreciative of the program. It’s just been a wonderful experience and I’m very grateful that I’ve had the past two years there and hopefully to have these friendships that I’ve formed for a lifetime, so thank you.” - 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, educational groups and health related activities in collaboration with other agencies. Students do homework, participate in activities (games, arts and crafts), and enjoy social time with their peers.

- 106 youth participated in the 2010 Program Year (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 included individual and small group series (minimum of three months). Educational pregnancy prevention presentations and workshops were available during and after school hours. All services are free and confidential.

During the past funded year (April 1st, 2010 - December 31st, 2010):

- 153 youth received individual / small group educational services and career exploration skills
- 425 youth participated in educational presentations / workshops
- 8,999 residents received educational information at community activities/events

For 2011, ACT has received funding to provide different types of services, and expansion into Genesee County.

CCR&R (Child Care Resource and Referral)

(licensed and registered) in Genesee and Orleans Counties. Staff also assist child care providers with the licensing process, staff training, health care plans, and providing quality care. Program staff administer health and safety grants for Family/Group Family Day Care Providers.

- 5 individuals became registered and licensed day care providers
- 63 day care slots were created
- 398 referrals were provided for child care
- 53 children were placed in child care programs through referrals
- 436 requests for technical assistance were fulfilled
- 353 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.

- Provided interview attire for 156 adults applying for jobs
- 14 unemployed adults completed a comprehensive retail training program
- 76 Individuals were placed at The Main Street Store for workforce training and 26 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.

- 84 TANF/Safety Net recipients completed the Job Seeking Skills class series
- 48 TANF/Safety Net recipients obtained employment [This Program ended June 30th, 2010]

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

- 35 individuals were placed in the Agency for workforce training
- 22 individuals completed training at Community Action
- 10 individuals obtained employment

American Recovery and Reinvestment Act (ARRA) programs provided services that helped individuals get or keep a job. Services included: Resume and Interview Training, Job Search Assistance, Aid for Housing and Utilities, Food for Employed Families, On-the-Job Training, and Transportation.

- 839 individuals received assistance for gaining and retaining employment
- 341 individuals received interview and resume assistance
- 87 individuals obtained employment
- 208 families with an employed individual received housing assistance, help with utilities and/or food to support continued employment in the household
- 84 people kept a job for at least 90 days [These ARRA Programs ended September 30th, 2010]

A local woman was looking for work skills and needed to find employment. She visited the Main Street Store and after completing an employment program, she is now working as a program assistant at a local company. She also now volunteers at The Main Street Store as a way of 'giving back.' She assists other customers with work attire and work ethics. "I would recommend anyone to go to the Main Street Store and tell them what your need is and if they can help you, they will do it. If they can't do it they will point you in the right direction and they will stand by you until you achieve. If I ever need anything, I feel like I can go to The Main Street Store!"

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 2010: February 1, 2010 through January 31, 2011

Operating Revenue

Federal Revenues	\$4,520,820
State Revenues	\$513,713
Local Revenues	\$699,408
In-Kind Goods & Services*	\$929,549
Private and Other Revenue*	\$282,700
Total Operating Revenue	\$6,946,190

Operating Expenses

Salaries and fringe benefits	\$3,999,448
Materials and Supplies	\$392,396
Insurance and professional fees	\$56,703
Contractual services	\$248,850
Equipment and renovations	\$66,406
Vehicle and travel expense	\$357,130
Food expense	\$114,048
Office expenses	\$60,606
Occupancy	\$296,218
Other program expenses	\$426,573
In-kind goods and services	\$929,549
Total Operating Expenses	\$6,947,927

Organizational Budget for 2011: \$6,344,296

*For a complete list of Donors and Advisory Council members from 2010, please see the Publications section of our website at www.caoginc.org/resources/publications

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 2010.

Audited financial statements are available upon request or by contacting the Charities Bureau of the New York State Attorney General's Office.

Community Action of Orleans & Genesee Program Locations

Orleans County Main Office

409 East State Street
Albion, NY 14411
Phone 589-5605
Fax 589-9015

Weatherization
Family Development
Emergency Services
Community Action Angels
Holiday Baskets
Surplus Distribution (when available)
Bread and Pastry Distribution (when avail.)
Head Start Class Room 589-7097
CATS 589-7700
1-888-867-3172

ACT/CCR&R Orleans Program Offices

113 East State Street
Albion, NY 14411

ACT
Phone 589-5754
Fax 589-7435
CCR&R Orleans
Phone 589-5088, Fax (same)

Head Start/Early Head Start Locations

Administrative Offices
401 East State Street
Albion, NY 14411
Phone 589-5683, Fax 589-5712

Albion Classroom
411 E. State Street
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Early Head Start 798-3735

Genesee County Main Office

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Batavia, NY 14020
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Weatherization
Family Development
Emergency Services
HEAP/Energy Packager
Surplus Distribution (when avail.)
Bread/Pastry (when available)
Income Tax Assistance
Community Action Angels
Head Start - 344-1997
Early Head Start - 343-1860
Child Care Resource & Referral (CCR&R)
Phone 343-7727

Main Street Store

49 North Main Street
Albion, NY 14411
Phone 589-1430

Thrift Store, Job Skills, resumes
Public Computer Access, faxes, copies

Eastern Orleans Community Center

75 Public Square
Holley, NY 14470
Phone 638-6395, Fax - Same

Family Development
Emergency Services
Soup Kitchen
Surplus Distribution (when avail.)
Holiday Baskets
Youth Program
Public Computer Access

