

Community Action in 2011

- Community Action served **4,509 Families** and **5,307 Individuals**
- 4,304 of these families were under 150% of the Federal Poverty Level
- Last year, our customers included 390 disabled individuals, 296 without health insurance and 442 single mothers
 - Across all Agency programs, 95 individuals obtained a job

2011 marked the climax of the American Recovery and Reinvestment Act (ARRA) for the **Weatherization Program**. Program staff completed 71 housing units in 2011 using ARRA funds and a total of 202 units over the course of the project.

The **Mending Homes Program** has partnered with Habitat for Humanity and BOCES to rehabilitate local homes for low-income families



Main Street Store staff implemented a Work Experience Certification Course and used a grant from the Women's Foundation of the Genesee Valley to help low-income individuals acquire specific skills for long-term employment.

Volunteers Make a Difference!

615 Program volunteers contributed **17,692** hours of service in 2011.
22 Board members contributed **443** hours of service.

ACT—Helping Youth ACT Responsibly changed its program structure as the result of a new Comprehensive Adolescent Pregnancy Prevention grant from the NYS Department of Health. The new services include expansion into Genesee County, an emphasis on small group curriculum and information about local resources.

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:



"Why are we here?" Over the past year, we have heard that question asked about Community Action on a national level. I would like to take this opportunity to point to the value that our Agency brings to Orleans and Genesee Counties on a daily basis.

In 2011, our Agency served record numbers of families through Emergency Services, successfully completed our largest Weatherization contract ever, increased the quality of our Head Start program and moved in new directions in: the ACT Program with a new grant, the After School Program with a focus on health, and the Main Street Store with a new Employment Certification Course. And these are just a few examples of going above and beyond!

As you look through this Annual Report, please note the ways that our staff and volunteers have provided valuable service to this community and consider how you can partner with us this year to increase that value. Thank you for helping us to improve the quality of life for those in need.

- Ed Fancher

Community Action Board of Directors

Grace Denniston, *Chairperson, Senior Services*
 Henry Smith, Jr., *Vice Chair, Orleans Co. Legislator*
 Sue Baker, *Secretary, Retired Educator*
 William Privett, *Treasurer, Retired Executive*
 Eileen Banker, *Rep. State Legislator Hawley*
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 Eileen Kirkpatrick, *Commissioner of DSS, Gen. Co*
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 Esther Leadley, *Genesee County Legislator*
 James Maxwell, *Pastor, Medina United Methodist*
 Gloria Morgan, *Genesee Community College and Head Start Policy Council Rep.*
 Mike Paduchak, *Private Agricultural Business*
 Mary Ann Salisbury, *Retired, Human Services*
 John Zonitch, *Attorney*

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.

- 3,190 Families (1,693 in Genesee County, 1,497 in Orleans) received services in 2011.
- 1,291 households received emergency food
- 375 families received clothing and personal care items
- 116 families received emergency housing and utility assistance
- 67 families received emergency transportation
- 32 families received emergency shelter
- 1,405 individuals benefited from surplus food distributions
- 305 families received food assistance in support of family stability to gain/retain employment



“When I first came to Community Action, my three children and I were staying with family, had no income, and I could not afford to give them the life that they deserved. At Community Action, the positive, empowering attitude made me feel as though I could overcome my situation, and make a better life for my family. I have now held a job for six months and I was approved for Family Health and Child Health Plus. My children no longer have to worry about where their next meal is going to come from and I have turned my life around. I could not have asked for a more rewarding experience.”

Community Action Angels sponsored community events such as the Night of Entertainment, Easter Egg Hunt, the Children’s Carnival, a school supplies give-away, 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 two families in Orleans County with medical needs make significant changes to their homes in 2010
- 72 households received vouchers totaling \$5,789
- 78 Medina families received vouchers to cover emergency needs through a partnership with the Medina Area Association of Churches
- 274 individuals or families used vouchers from the Salvation Army to resolve emergency needs

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 will 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.



- 137 homes were weatherized in 2011; 71 through ARRA and 66 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.

- 16 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.

- 229 families received HEAP benefits
- 52 households received energy packaging services

Recently, the Department of Energy announced that “On average, Weatherization saves families more than \$400 on their heating and cooling bills in the first year alone,” meaning that these families in our service area will save an average of \$54,800 each year!

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.

- CATS provided 33,676 trips across two Counties
- 94 riders were disabled, 170 were elderly
- 5,168 Head Start bus routes were completed



A CATS Rider says, “Our driver is so good to us, sometimes she comes into my house to help me, and she helps me get onto the bus. You can’t get better service than this!”

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

Community Resources

Orleans United Drug Free Communities Coalition

Community Action has partnered with GCASA to bring together a **Drug Free Communities** coalition in 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.

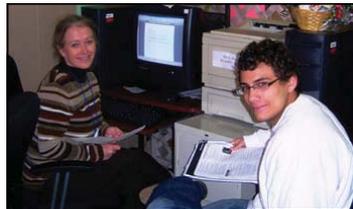


EOCC (The Eastern Orleans Community Center) offers emergency services, a soup kitchen, senior services, a computer lab, and an after school program to residents of the eastern end of Orleans County. "Maudie Mae's" soup kitchen serves lunch Monday through Friday.

- 65 seniors and an average of 23 unduplicated Holley residents each month attended the congregate meal program
- 6,984 meals were cooked and served to individuals in 2011
- 49 seniors participated in health screenings and informational talks

The Main Street Store (also see the **Employment Support** section) 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 spectrum of convenient services. The Store provides copy, fax and referral services and serves as a comfortable 'Meeting Place' in downtown Albion.

- 7,178 individual sales
- 178 individuals accessed public computers
- 66 at-risk youth completed the after school or out-of-school tutoring program
- 29 Adults completed a comprehensive retail training program



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

- 191 individuals had their taxes prepared at no cost
- 82 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 school readiness activities, health and dental services, 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 services.

- 99% - 100% average monthly enrollment
- 239 children were enrolled in Head Start (3 and 4 year olds)
- 54 children were enrolled in Early Head Start (birth to 3 years old)
- 293 children received dental, medical and mental health evaluations
- 94 four-year-olds demonstrated readiness for kindergarten
- 266 Head Start parents set goals using the family development model
- 254 Head Start and Early Head Start children were screened for developmental characteristics
- 54 children were identified with a disability requiring an Individualized Education Plan
- 63,000 meals were served in Head Start and Early Head Start classrooms
- 2,926 hours of volunteer service were donated by Head Start parents



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.



'Pom had not received any dental care prior to coming to the States, and he suffered from tooth pain and had difficulty eating during snack and lunch time. A dentist diagnosed the youngster with severe early childhood caries. With strong advocacy from Head Start, Pom was able to receive extensive treatment. Today, Pom is a thriving, healthy and happy kindergartener.'

- Adapted from "Momentum," a University of Rochester Medical Center publication, Summer, 2011

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). Funding for the staff, activities, snacks, and the site 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.

- 67 youth participated in the 2011 Program Year (approximately 12-20 each day)



ACT – Helping Youth ACT Responsibly

Educational services on teen pregnancy and STD prevention in Orleans and Genesee Counties.

During 2011:

- 191 youth completed 8+ hours of evidence-based curriculum instruction
- 111 adults participated in workshops on sexuality education
- 999 individuals received information on accessing sexuality healthcare
- 792 youth and 353 adults participated in one-time workshops on healthy relationships, life skills and/or adolescent development
- 1082 individuals received a presentation on local statistics, resources and services.
- ‘LIKE’ the ACT Program, for weekly discussion topics, at Facebook.com/ACTProgram



CCR&R (Child Care Resource and Referral) provides information to parents and businesses about child care options (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.

- 323 referrals were provided for child care
- 4 individuals became registered and licensed day care providers
- 146 day care slots were created
- 428 requests for technical assistance were fulfilled
- 250 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 also provides support services to help them stay employed.

- 29 unemployed adults completed the Work Experience Certification Course
- 84 adults received interview attire for use during a job application
- 76 Individuals were placed at The Main Street Store for workforce training and 32 individuals obtained employment
- 32 individuals accessed workforce training through funding from the Women’s Foundation of the Genesee Valley and support from the Community Services Block Grant from the NYS Dept. of State.



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

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

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

- 41 individuals were placed in the Agency for workforce training
- 19 individuals completed training at Community Action
- 6 individuals obtained employment



The **Mending Homes** partnership with Habitat for Humanity and BOCES provided carpentry and home repair job skills training to BOCES students at home rehabilitation sites in Orleans County.

- 19 individuals participated in workforce training

American Recovery and Reinvestment Act (ARRA) Weatherization provided job training in the energy services field.

- 4 individuals completed training at Community Action

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

COMMUNITY ACTION OF ORLEANS & GENESEE, INC.
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**Unaudited Statement of Revenue and Expenses
For the Year Ended January 31, 2012**

Operating Revenue

Federal Revenues	\$4,166,844
State Revenues	\$548,798
Local Revenues	\$681,480
In-Kind Goods & Services	\$962,886
Private and Other Revenue	<u>\$372,521</u>
Total Operating Revenue	<u>\$6,732,529</u>

Operating Expenses

Salaries and fringe benefits	\$3,805,606
Materials and Supplies	\$456,367
Insurance and professional fees	\$58,087
Contractual services	\$267,335
Equipment and renovations	\$16,032
Vehicle and travel expense	\$441,712
Food expense	\$107,676
Office expenses	\$62,734
Occupancy	\$224,641
Other program expenses	\$301,380
In-kind goods and services	<u>\$962,886</u>
Total Operating Expenses	<u>\$6,704,456</u>
Funds available for 2012 operations	<u><u>\$28,073</u></u>

Organizational Budget for 2012: \$5,841,679