

Program Locations

Orleans County Main Office

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

Genesee County Main Office

5073 Clinton Street Road
Batavia, NY 14020
Phone 343-7798
Fax 343-4063
CCR&R Phone 343-7727

ACT/CCR&R Offices

113 East State Street
Albion, NY 14411
ACT Phone 589-5754
ACT Fax 589-7435
CCR&R Phone 589-5088
CCR&R Fax 589-5321

The Main Street Thrift Store

131 South Main Street - **NEW Site!**
Albion, NY 14411
Phone 589-1430

Eastern Orleans Community Center

75 Public Square
Holley, NY 14470
Phone 638-6395
Fax 638-2473

Head Start Locations

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

Albion Classroom
411 E. State Street
Albion, NY 14411
Phone: 589-7097

Albion Central Schools
324 East Avenue
Albion, NY 14411

Batavia Site
5073 Clinton St. Road
Batavia, NY 14103
Phone 343-5917
Fax 344-7039
Early Head Start Phone 343-3807

Kendall Central School
1932 Kendall Road
Kendall, NY 14476
Phone 659-8916

Medina Site
123 Ensign Avenue
Medina, NY 14103
Phone 798-2261
Fax 798-3512
Early Head Start Phone 798-3735



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*

Audited Statement of Revenues and Expenses

Fiscal Year 2013: February 1, 2013 through January 31, 2014

Operating Revenues

Federal Revenues	\$3,602,348
State Revenues	\$509,546
Local Revenues	\$887,602
In-Kind Goods & Services	\$697,318
Private and Other Revenue	\$270,670
Total Operating Revenue	\$5,967,484

Operating Expenses

Salaries and fringe benefits	\$3,386,623
Materials and Supplies	\$320,307
Insurance and professional fees	\$57,135
Contractual services	\$186,101
Equipment and renovations	\$13,500
Vehicle and travel expense	\$366,145
Food expense	\$121,709
Office expenses	\$151,070
Occupancy	\$303,652
Other program expenses	\$227,281
In-kind goods and services	\$697,318
Total Operating Expenses	\$5,830,921

Organizational Budget for 2014: \$5,527,469

Community Action has received an unmodified opinion on the annual audited financial statements. The 2012 audit was reviewed by the Department of Health and Human Services, which released a report in 2013. Audited financial statements are available upon request or by contacting the Charities Bureau of the New York State Attorney General's Office.

Employment Support

The Main Street Thrift Store (also see **Community Resources** section) provides Employment Support Services for pre and post-employment. Services include job skills training, on the job practical instruction, resume and cover letter development, job searching assistance, interview techniques, interview and job appropriate apparel, computer skills, and how to identify and access community resources in support of successful employment.

- 29 unemployed adults completed the Work Experience Certification Course
- 50 adults received interview attire for use during a job application
- 70 individuals completed at least one employment training course at The Main Street Store.
- 35 individuals obtained employment.
- 43 individuals accessed workforce training through funding from the Women's Foundation of the Genesee Valley and support from the New York State Department of Labor.



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



- 601 individuals were assisted with employment and program support to enable independent living
- 111 of these adults obtained employment of some kind

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

- 46 individuals were placed in the Agency for workforce training
- 38 individuals completed training at Community Action
- 13 individuals obtained employment

“When a disabled 29 year old goes from the verge of homelessness and bankruptcy to working two jobs, having all of his health costs covered, paying for his own apartment and feeling safe again, that is a big deal! What a great story of perseverance and collaborative support.”

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

Community Action in 2013

- Community Action served **3,816 Families** and **5,278 Individuals**
- All but 81 of these families were under 150% of the Federal Poverty Level
- Last year, our customers included 637 disabled individuals, 81 without health insurance and 392 single mothers
- Across all Agency programs, 181 individuals obtained a job last year



2013 marked the beginning of a number of new initiatives:

NYSERDA partnered with the Agency to lower energy bills for low-income families through the **EmPower Program**.

The **Employment Support Program** expanded to include crisis support for low-income working families through a partnership with the Community Foundation and a Work Experience Certification Course with support from the United Way.

The **Holley After School Program** expanded its tutoring and academic support services for youth in Holley.

The **Child Care Resource & Referral Program** received accreditation from Child Care Aware® - the national association.

The **Head Start Program** was refunded by the Department of Health and Human Services to continue providing education

and support to children from birth to five and their families. With support from the Rochester Area Community Foundation, Head Start Education staff (birth to 5) also implemented **Teaching Strategies Gold**, a new child assessment tool that measures a child's progress and provides specific information to parents and the program about how children are progressing in areas related to the school-readiness goals including: social-emotional, physical, language, cognitive, literacy and mathematics.

A partnership with Foodlink in both Counties created **Mobile Food Pantries** that provide low cost and free food to 1,890 local residents, regardless of income.

Volunteers Make a Difference!

513 Program volunteers contributed **21,680** hours of service in 2013.

18 Board members contributed **352** hours of service.

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:



As we begin our 50th year, I want to say “thank you!” to you and to our community in general. We count on people like you who are willing to help your neighbors. The work that we do is not possible without support from our local community, so I am incredibly grateful for what we have.

With your help this past year, we have secured the local match for our new Head Start grant, collected and distributed enormous quantities of fresh and packaged food and brightened the holidays for families who wouldn't have much otherwise. And these are just a few examples!

I am excited for this coming year. We will begin our 50th year with a Poverty Tour stop and move right on to open the doors at our new Main Street Store across the street from the library in Albion. Throughout the year our Board, staff and volunteers will work to celebrate our history by helping local people become self-sufficient in innovative and impactful ways and telling our story. Come join the fun!

- Ed Fancher

Community Action Board of Directors

William Privett, *Chairperson, Retired Executive*

Grace Denniston, *Vice Chair, Senior Services*

Sue Baker, *Secretary, Retired Educator*

Esther Leadley, *Treasurer, Gen. Co. Legislative Rep*

Eileen Banker, *Rep. State Assemblyman Hawley*

Veronica Barhite, *Retired*

Nadine Hanlon, *Rep. State Senator Maziarz*

Bonnie Johnson, *Adfors Saint-Gobain*

Lynne Johnson, *Orleans County Legislator*

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

Mary Kroidart, *Retired, Community*

Mike Paduchak, *Private Agricultural Business*

Mary Ann Salisbury, *Retired, Human Services*

Jennifer Shaw, *Retail Services*

Tiffany Smith, *Head Start Policy Council Rep.*

Michael Stalker, *Head Start Parent*

John Zonitch, *Attorney*

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 Orleans United Way and some private donations. 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.

- 53 youth enrolled in the 2013 Program Year
- 20 youth participated in healthy lifestyle education and activities

ACT – Helping Youth ACT Responsibly

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

ACT exceeded their NYS Department of Health goals for 2013:

- 293 youth completed 8+ hours of evidence-based curriculum instruction
- 438 adults/parents participated in workshops on sexuality education
- 1330 individuals received information on accessing sexuality healthcare
- 1028 instructed youth participated in one-time workshops on healthy relationships, life skills, adolescent development and/or parent/child communication
- 290 ‘Likes’ on our Facebook.com/ACTProgram page

Follow ACT on Twitter.com/ACTcaog



CCR&R (Child Care Resource and Referral) provides childcare referrals for parents specific to their needs, and information to 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
- 10 individuals became registered and licensed day care providers
- 105 day care slots were created
- 341 requests for technical assistance were fulfilled
- 267 hours of intensive technical assistance were provided

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

Children and Youth

Head Start (birth to five) is a comprehensive early education program for children and income eligible families 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. Parents are engaged in both their child's education and the program. There are five sites: Albion (2), Batavia, Kendall and Medina, as well as home-based services. The program has School-readiness goals were set that align with the NYS common Core Standards. Individual screenings, assessments and planning are based upon these school readiness goals and parents work with staff to help children be ready for school.

- 98% - 100% average monthly enrollment
 - 210 children were enrolled in Head Start (3 and 4 year olds)
 - 61 children were enrolled in Early Head Start (birth to 3 yrs old)
 - 271 children received dental, medical and mental health evaluations and ongoing assessments in school readiness
 - 110 four-year-olds demonstrated readiness for kindergarten
 - 233 Head Start parents families set goals using the family development model
 - 268 Head Start and Early Head Start children were screened for developmental characteristics
 - 47 children were identified with a disability requiring an Individualized Education Plan or Individual Family Service Plan (infants/toddlers)
 - 50,462 meals were served in Head Start and Early Head Start classrooms
 - 2,102 hours of volunteer service were donated by Head Start parents
- All child development staff met or exceeded Federal requirements for education in their positions
- *Some numbers were lower than the previous year due to 32 slots eliminated for the 2013-14 program year due to sequestration loss of funding.



'Real Men Read Day,' where we had over 60 men participate!

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. Parents take part in individual planning for their child and are encouraged to also volunteer in various ways in the program. Trainings and events are offered to them on topics related to child development and reaching their goals.

"Head Start has been a blessing for my son's soul and educational development. Thank you!"



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

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 set goals to help them become self-sufficient. Financial management, health and safety, employment assistance, education, parenting and nutrition are some of the issues which may be addressed. Funding is provided in part by the New York State Department of State.

- 1,829 families (524 in Genesee County, 1,316 in Orleans) received services in 2013.
- 952 households received emergency food
- 290 families received clothing and personal care items
- 130 families received emergency housing and utility assistance
- 62 families received emergency transportation
- 44 families received emergency shelter



A young couple came to Community Action homeless, unemployed, unable to obtain assistance and feeling defeated. The Case Manager put them up at a local hotel for one night after which they found a friend to stay with temporarily. The Case Manager gave clients food and personal care items as well as a gas voucher for the young man to attend job development classes to ensure DSS case remains active. Later that week, the young woman interviewed for a new job with the help of a gas voucher from Community Action. The next week, he interviewed at the same place and both were hired within days. The Case Manager gave them food and helped them find an apartment near their work so that they could walk to work. Both are still working and have called to express their gratitude.

Community Action Angels sponsored community events such as the Easter Egg Hunt, a Pet Food Program, the Children's Carnival, a school supplies give-away, a Sports Share program to redistribute used sports equipment and partnered with community organizations to hold various events.



- 400+ children attended the Children's Carnival
- 368 households received Holiday Baskets and 112 seniors received Fruit Baskets
- 49 households received emergency vouchers
- 91 Medina families received vouchers to cover emergency needs through a partnership with the Medina Area Association of Churches
- 200 individuals or families used vouchers from the Salvation Army to resolve emergency needs
- 48 Children received sports equipment in 2013 through the 'Sports Share' Program.

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.

- 102 homes were weatherized in 2013

The EmPower Program is also available to income eligible residents. It is a service that can improve insulation, reduce drafts, upgrade lighting and replace inefficient appliances.

- 12 families received Electric Reduction services and 3 received Home Performance services in 2013

HEAP (Home Energy Assistance Program) Application Assistance helps low-income working households in Genesee County meet their energy needs by providing after-hours access.

- 167 families received HEAP benefits during the 2012-2013 HEAP season.

Affordable Housing Corporation (AHC) Home Rehabilitation provides home repair to low-income home owners who contribute 40% of the cost of project directly or by matching with another program.

- 8 families received AHC home rehabilitation.

Desperate for help, an elderly woman came to Community Action with holes in her roof and rotting rafters. Through some great staff support, not only were holes repaired and rafter replaced, but the home was insulated and air sealed too. This winter, she will be safer, warmer and have much lower heating 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 and disabled in Genesee County.

- CATS provided 34,384 trips across two Counties
- 55 riders were disabled, 128 were elderly
- CATS completed over 3,500 Head Start bus routes



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

Community Resources

Community Action 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.

- 169 unduplicated Holley residents attended the congregate meal program during the 2013 Program Year.
- 9,418 meals were cooked and served to individuals in 2013.
- 40 seniors participated in health screenings and informational talks.



During her visit, Senator Gillibrand said, "I am very grateful that we have so many public servants and volunteers that do this work."

The Main Street Thrift Store (also see the **Employment Support** section) is a quality retail business that also provides education services and comprehensive job training opportunities for unemployed residents of Orleans County. Job Training participants learn business skills in classes and practice skills 'on the job', as business staff. Education services include High School Credit Recovery/ Equivalency and individual tutoring. The store is also a 'walk-in' resource information center, offering copy and fax services.



Education services include High School Credit Recovery/ Equivalency and individual tutoring. The store is also a 'walk-in' resource information center, offering copy and fax services.

- 2,763 individual sales
- 82 individuals accessed public computers
- 32 at-risk youth completed the out-of-school tutoring program

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

- 240 individuals had their taxes prepared at no cost
- 84 individuals obtained a tax credit

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