

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 2014: February 1, 2014 through January 31, 2015

Operating Revenues

Federal Revenues	\$3,679,000
State Revenues	\$555,945
Local Revenues	\$921,244
In-Kind Goods & Services	\$800,220
Private and Other Revenue	\$156,447
Total Operating Revenue	\$6,112,856

Operating Expenses

Salaries and fringe benefits	\$3,537,533
Materials and Supplies	\$307,244
Insurance and professional fees	\$69,697
Contractual services	\$107,078
Equipment and renovations	\$11,992
Vehicle and travel expense	\$369,464
Food expense	\$128,127
Office expenses	\$94,091
Occupancy	\$222,909
Other program expenses	\$196,584
In-kind goods and services	\$800,220
Total Operating Expenses	\$5,844,939

Organizational Budget for 2015: \$5,799,599

Community Action has received an unmodified opinion on the annual audited financial statements. The 2013 audit was reviewed by the Department of Health and Human Services, which released a report in 2014. Audited financial statements are available upon request or by contacting the Charities Bureau of the New York State Attorney General's Office.

Community Action in 2014

- Community Action served **3,148 Families** and **6,576 Individuals**
- All but 114 of these families were under 150% of the Federal Poverty Level
 - Last year, our customers included 366 disabled individuals, 83 without health insurance and 293 single mothers
- Across all Agency programs, 160 individuals obtained a job last year



2014 marked two new initiatives:

Poverty Simulation

Community Action of Orleans & Genesee and the NYS Community Action Association hosted a Poverty Simulation to raise awareness of poverty issues. At the simulation, participants assumed the role of a low-income family member living on a limited budget. They were faced with issues such as eviction, shut-off of utilities, and trying to provide enough food for their families. 60 people participated in this event which lasted 2 1/2 hours, but simulated 4 weeks in the life of a low-income family. The NYS Community Action Association has been doing a poverty tour throughout the state this year, leading the simulations so local officials “can confront the myths about poverty”.

Relocation of the Main Street Store

After two years of looking for a new site for the Main Street Store, the agency found a new home at the former American Legion site at 131 South Main Street. There is significantly more parking and improved accessibility for customers. The store has boosted its size by 1 1/2 times. Proceeds from the sales of the clothing, furniture and other items go back into the program, benefitting residents who are learning job skills. About 50 people annually complete job training through the program and find employment, many of whom are no longer dependent on public assistance..

Volunteers Make a Difference!

569 Program volunteers contributed **21,449** hours of service in 2014.
17 Board members contributed **335** hours of service.

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

Success Stories



In order for “Katie” to obtain and maintain employment, she needed reliable child care. Katie chose a provider she was comfortable having in her home and watching her two children. Katie’s chosen provider needed to be licensed by New York State as Katie could receive a childcare subsidy, which would help both women out greatly.

Through the licensing process with Child Care Resource and Referral, Katie’s home was cited for lacking two escape exits. Katie’s apartment had only one escape exit.

Likewise, Katie’s new provider could not begin work until a second exit was established. A second story escape ladder was required to make the home in compliance with New York State child care regulations.

The impact on this family is remarkable! Upon receiving supplies for provision of child care, such as a rope ladder, Katie began working full time to support herself and her two children. Katie and her family can now become self-sufficient. Katie’s child care provider is earning money through her new position as a licensed child care provider, and Katie’s home is now in compliance with mandated New York State rules and regulations for child care dwellings and safer for all involved.

Mr. Wilson is a 54 year old male who lived in the state of Georgia and moved to New York State in order to gain custody of his children who reside with their mother in Rochester, NY. Mr. Wilson must stay in the State of New York in order to gain custody of his children. Mr. Wilson is a Farmer by trade.

On 6/17/15 Mr. Wilson came into Community Action for assistance with Emergency Shelter because he was living in his truck. Community Action provided this service to Mr. Wilson and gave him emergency shelter at a local motel from 6/17/15 thru 6/23/15.

Also, on 6/18/15 Mr. Wilson was given a voucher to Community Action’s Main Street Store to buy blankets, shirts, and sweatshirts, and other necessities; he was referred to Pathstone for further assistance. Mr. Wilson came in on 7/28/15 for emergency food.

On 7/31/15 Mr. Wilson came in with a case worker from Pathstone. Community Action provided Mr. Wilson with new towels, curtains, dishes, personal care items, food, and clothing for him and his three sons that he received custody of. Community Action also assisted with other accessories to set up his new apartment.

On 8/18/15 Mr. Wilson came in and received 3 back packs and school supplies for his three boys to start school.

With the services provided by Community Action, Mr. Wilson was able to obtain necessities and shelter which aided him in gaining custody of his children. Without Community Actions services he would not have been able to obtain independence.



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.

- 1,931 families (533 in Genesee County, 1,398 in Orleans) received services in 2014.
- 982 households received emergency food
- 252 families received clothing and personal care items
- 153 families received emergency housing and utility assistance
- 63 families received emergency transportation
- 36 families received emergency shelter



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, and partnered with community organizations to hold various events.

- 315 children attended the Children’s Carnival
- Households received 371 Holiday Baskets and 125 seniors received Fruit Baskets



- 63 households received emergency services
- 76 Medina families received vouchers to cover emergency needs through a partnership with the Medina Area Association of Churches
- 147 individuals or families used vouchers from the Salvation Army to resolve emergency needs
- 116 Households received school supplies
- 4 Households received pet food

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.

- 92 homes were weatherized in 2014

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.

- 10 families received Electric Reduction services and received Home Performance services in 2014

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.

- 12 families received AHC home rehabilitation.

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 32,902 trips across two Counties
- 48 riders were disabled, 129 were elderly
- CATS completed over 3,000 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.

- 136 unduplicated Holley residents attended the congregate meal program during the 2014 Program Year.
- 9,469 meals were cooked and served to individuals in 2014.
- 41 seniors participated in health screenings and informational talks.



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.

- 2,639 individual sales
- 78 individuals accessed public computers
- 31 at-risk youth completed the out-of-school tutoring program

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

- 183 individuals had their taxes prepared at no cost
- 69 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 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.



- 241 children were enrolled in Head Start (3 and 4 year olds)
- 58 children were enrolled in Early Head Start (birth to 3 yrs old)
- 247 children received dental, medical and mental health evaluations and ongoing assessments in school readiness
- 98 four-year-olds demonstrated readiness for kindergarten
- 195 Head Start parents families set goals using the family development model
- 235 Head Start and Early Head Start children were screened for developmental characteristics
- 46 children were identified with a disability requiring an Individualized Education Plan or Individual Family Service Plan (infants/toddlers)
- 51,998 meals were served in Head Start and Early Head Start classrooms
- 5,834 hours of volunteer service were donated by Head Start parents

All child development staff met or exceeded Federal requirements for education in their positions

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.



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 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.

- 63 youth enrolled in the 2014 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 2014:

- 222 youth completed 8+ hours of evidence-based curriculum instruction
- 278 adults/parents participated in presentations on sexuality education
- 495 individuals received information on accessing sexuality healthcare
- 574 youth participated in one-time workshops on healthy relationships, life skills, adolescent development and/or parent-child communication
- 298 follow our Facebook.com/ACTProgram page. Follow us 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.



- 249 referrals were provided for child care
- 10 individuals became registered and licensed day care providers
- 144 day care slots were created
- 371 requests for technical assistance were fulfilled
- 256 hours of intensive technical assistance were provided
- 48 online referrals
- 8 became registered or licensed

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

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.

- 28 unemployed adults completed the Work Experience Certification Course
- 63 adults received interview attire for use during a job application
- 112 individuals completed at least one employment training course at The Main Street Store.
- 62 individuals obtained employment.



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

- 55 individuals were placed in the Agency for workforce training
- 36 individuals completed training at Community Action
- 21 individuals obtained employment

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

Annual Report 2014

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
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