

INSIDE OUT

To Provide Services, with Dignity and Respect, That Help People Become Self-Sufficient.

SUMMER IS ON THE WAY!!

Have fun BUT

Watch for Motorcycles
Watch for Motorcycles



With higher gas prices and warm weather. More and more people are taking to the roadways on Motorcycles.

Please keep a lookout!

Executive Director's Update:

- I hope that everyone enjoyed our staff in-service on March 30th and learned something that you can use in your work and life. Congratulations to all of our award recipients! Thank you to all staff who completed the evaluation form for the event – the results were overwhelmingly positive! Thank you to the Directors and Events teams for all of your help and support to make the day go smoothly.
- Our annual Community Appreciation Luncheon was held on Monday, May 21st at the Elba Fire Dept. Recreation hall. Thank you to program staff who made arrangements to have display boards updated. Thank you also to staff who arranged for customer testimonials, again this year these testimonials provided a powerful message to our community of what Community Action is about. Thank you again to the Events team for a great job with helping to organize the event! Also at this luncheon, we awarded a number of “angel awards” as well as our Sponsor of the Year (Salvation Army) and our Volunteers of the Year (Mary Penders and Rachael Escobar). Congrats to our award winners.

- As you know, Tina Feldman has left us for other employment opportunities. We wish Tina all the best in her future endeavors. Thank you goes out to Diane, Amy, and Becky for the extra support being provided to me as I “hold down the fort” in the fiscal office while we work through the recruitment process. We have received 42 applications, have conducted first and second round interviews, and have narrowed the applicant pool down to 3 excellent candidates. My goal is to make a decision this next week, following reference checks.
- Unfortunately, I don’t have much information to share in regards to the funding environment for the foreseeable future. The gridlock in Washington is astounding. It’s likely that Congress will not pass a budget for 2013 (which begins on 10/1/12) until sometime after the Presidential election in November. Therefore, our programs will likely be funded under a “continuing resolution” on a short term basis beyond Oct. 1st. Although this is not a new scenario, it does create some angst, especially given the fact that some proposals for significant funding reductions are “out there” in Congress. We were in a similar position last year and the funding ended up being mostly restored, so I have faith that level heads will prevail and we’ll come out OK in the budget. In fact, our funding for Weatherization this year ended up at a much better level that we initially expected.
- Great News! We have received notice that our application for “New Freedom” program funding has been approved. This funding, through NYS DOT, in the amount of \$65,036 will allow us to operate an additional CATS bus in Genesee County (except the city of Batavia) to expand services to serve additional people with disabilities. We think that this expansion will dovetail nicely with our current services to frail elderly people. We have some work to do to move to implementation, but expect to be “up and running” by early July. Congrats to Nate, Annette, and Heidi on a great grant proposal.
- We have received an award letter from the Affordable Housing Corp. for \$200K! AHC funding provides 60% of the cost of home improvements for low income home owners. The owner and/or other programs provide the balance of the cost. We’re waiting for the actual grant agreement, but expect to be able to serve 30 families in Orleans/Genesee over the next 2 years, with an emphasis on roofing repair/ replacement.
- The applications to retain our funding for Head Start and Early Head Start are “in the works”. A huge Thank You goes out to Bonnie for spearheading the effort and doing most of the writing, to Nate for his support in the process, and to the Head Start managers who have supported Bonnie with data/information as well as helping to handle some of the day to day needs of the program. It’ll be a relief when it’s submitted and a bigger relief WHEN we receive the approval on the grant!
- The RFP for our 5 year contract cycle for the CCR&R program has been issued and our proposal is due at the end of June. Sadly, the RFP includes a 10% reduction in funding available to provide services.
- We have received the results of our annual customer satisfaction survey, and the results look excellent! These results are a real testament to the great work that all of our staff and volunteers provide ON A DAILY BASIS! Thank You for all you do EVERYDAY to provide excellent services!

PERFECT ATTENDANCE

January – February - March

Jan Albanese
Gary Elich
Pam Hage
Kari Powers

Lisa Boyle
Ed Fancher
Linda Karp
Christine Schuster

Cheryl Cotton
Annette Finch
Lynda Litchhult
Sally Snider

LeAnn Donovan
Jennifer Forward
Kim Miller
Joann Zajakowski

Willie Drisdorn
Michele George
Shannon Moscicki

IN THE SPOTLIGHT

AGENCY AWARD WINNERS!!

March 30, 2012

Winner of our Vision and Values Award: Alice Casson

The Vision and Values Award is presented to recognize someone other than an employee of the agency, who has exemplified the mission, vision, and values of Community Action through their service to our agency or other organizations in the community. This year we have decided to award two vision and value awards.

Agency Staff Awards and Recognitions

Perfect Attendance This award is presented to employees who have been employed for the entire calendar year 2010 and used no sick time during the year.

Angel Slick Heidi Wyant – 9th year running!

Achievement Awards – This award is presented to recognize staff, who have accomplished the goal of completion of a degree or certificate program.

Darlene Kline – Completed Teacher's Aide certificate program.

Ruth Bell – Received her CDA Certificate in infants/toddlers

April Stevens - Completed Bachelors degree in Human Services Management

Nate Varland – Completed NYSCAA ELI training series, and received CCAP

Kari Powers – Completed Masters Degree in Early Childhood Special Education

Seniority Awards

5 years of service-----Lesley Payne Mary Ann Fearby Jennifer Wolfe

Catherine French Cheryl Babcock Kari Powers Mary Grose

10 years of service-----Joni Dix Deborah Rothmund Theresa Price Julie McAdoo

20 years of service----- Jackie DeMarco

30 years of service----- Gary Elich Willie Drisdorn

35 years of service-----Freddie Stewart James Watts

25 PLUS YEARS OF SERVICE Long Term employees with over 25 years – they have a combined total of over 250 years of service and dedication to our community! Mary Guzik – 28 Gary Elich – 30 Willie Drisdorn – 30 Laura Harvey – 33 Annette Finch – 34 Freddie Stewart – 35 Jim Watts – 35 Sherry Martin – 36

Employee Recognitions

Leadership Award – Cathy Tracy and Christy Robertson

The Leadership Award is presented to recognize the efforts of an employee who has taken a strong leadership role in issues affecting low-income, elderly, and disabled consumers. This year's nominees were.....

Mary Grose	Jim Soccio	Deb Rothmund	Angel Slick
Cathy Tracy	LeAnne Donovan	Gary Elich	Christy Robertson

Some of the comments from Cathy's peers are: Cathy has taken on extra work over the past year and performed well. She worked her way through AHC and RESTORE, putting a lot of thought and extra effort into the AHC process. She worked well with partner agencies and handled customers exceptionally well, given the stresses of her "regular" job. ARRA caused additional responsibilities and again, she stepped up. Extra reports, new regulations, constant changes and increased oversight added a lot of work to her job, but she did it with a smile.

Christy's peers say: Christy is a very respectful to all staff and families. She sets a good example of what a manager should be. No matter what happens or goes on in the center, she does whatever she can to ensure that everything runs as smoothly as possible. Christy is a loving, compassionate person, always willing to help out no matter where. She is willing to change diapers, rock babies, clean up messes, help staff and support them when they really need it. She always has an open door and has an understanding of people; she is always smiling and has a positive attitude.

Spirit Award - Angel Slick – Taryn Moyle -LeAnne Donovan

The Agency Spirit Award is presented to recognize employees who have promoted the mission, vision and values of the agency in a positive manner. This year's nominees were..... Christy Robertson Pam Hage Joe Jensen Jenelle Boyd Debbie Olivani Angel Slick Ann Bartel Taryn Moyle Linda Karp Margie Davies Mary Guzik Lisa Church LeAnne Donovan

Some of the comments from Angel's peers are: Angel has a positive attitude and gives great customer service. She works hard to help program participants make a better life for themselves. She is very dedicated to her job and to the people she has working with her.

Some of the comments from Taryn's peers are: We can always count on Taryn to go the extra mile at explaining things, figuring out customers specific needs, and providing them with a list of child care facilities that will be specific to their needs. She really takes the time to help people in a nonjudgmental way. If anyone ever asks Taryn to help with something we already know the answer before we ask...it's always going to be a yes. Taryn also enhanced some of our services to an even higher level, with her superior work ethic, her conscientious manner and respect for the providers and parents that she serves. I have learned to respect her character, trust her judgment, and admire her work ethic.

Comments from LeAnn's peers are: She is always happy and cheerful. She does everything possible to help anyone in need. She always has a smile on her face and a loving and caring attitude. She is always willing to help whenever needed. She is great with staff and parents. Has a positive attitude and is hard working.

Rookie of the Year Award - Bonnie Gilbert

The Rookie of the Year Award is presented to recognize an employee who reflects the mission, vision and values of the agency and has made a positive impact during their first year of service. This year's nominees were.....

Sally Snider Bonnie Gilbert Elissa Davies Virgie Brooks Terry Taylor

Some of the comments from Bonnie's peers are: Her professionalism, skill, and personality have quickly made her an important part of our Head Start family. She handles the daily challenges of the administrative office calmly and efficiently, treating both staff and clients with dignity and respect. Bonnie has a positive attitude and has been a real asset to our efforts to implement Child Plus. She is very helpful, is organized and pleasant to be around.

Best Supporting Actor/Actress – Lisa Boyle

The Best Supporting Actor and Actress Award is presented to recognize an employee who consistently supports the efforts of their team and the agency. This year's nominees were..... Diane Bechteler Edna Schramm

Jeff Atwell James Willis Carol Berray Lisa Boyle Jenelle Boyd
Lisa Friesen Elissa Davies Bonnie Gilbert

Some of the comments from Lisa's peers are: She has been a valuable member of our classroom who always seems to have the extra time to help out when needed. She has a true, loving heart and love for the children who brings a sense of calmness throughout the day. Albion Full Day Cook extraordinaire! Lisa is always ready to help on a moment's notice. We consider her to be an important part of our team. The children respond well to her gentle guidance. She has often contributed ideas for the classroom activities. She goes well above and beyond her duties to make our classroom a great place to be!!

Patti Rupnig Award – Michele George

The Patti Rupnig Award is presented to recognize an employee who consistently provides service with commitment, professionalism, and dedication to the mission, vision, and values of Community Action. This recipient must demonstrate an honest and direct communication style, a just do it attitude, a willingness to go the extra mile to help someone in need. He/She is respected by the community and co-workers. This employee is willing to work with a variety of people and possess a loving and caring attitude.

This award is in memory of Patti Rupnig, dear friend and valued employee of Community Action, who lost her battle with cancer on September 13, 2002.

This year's nominees were..... Judy Martino Michele George Theresa Price Penny Miller
Lisa Boyle James Willis Joni Dix Pam Wadhams Christy Robertson

Some of the comments from Michele's peers are:

Michele exemplifies the description of this award in her work every day. She serves with commitment, acts like a professional and understands and creatively works to help Community Action carry out its mission. She certainly has a direct communication style and a "just do it" attitude – in fact, these traits define who she is as a professional. Some would argue that Michele doesn't always have a loving and caring attitude, but I think she does. It is simply a tough love, which is usually appropriate for her workplace, especially because I think that customers and staff see how much she cares. Michele definitely has an "honest and direct" communication style. She has a real skill for giving customers a "reality check" in a dignified and respectful way. The continued success of the Main Street Store, even after the loss of the DSS funding, in moving people from public assistance into employment and self-sufficiency is remarkable and directly attributable to Michele's hard work. Patti would have loved to work in collaboration with Michele!

Directors Award – Laura Harvey and Jan Albanese

In 2004 we instituted the Director's Award to recognize one outstanding employee who the Director's team selects for special recognition. In choosing a recipient for this award we consider the following:

- Faithfully carries out the mission of the agency
- Exemplary attitude with clients, staff, and community
- Good attendance and work record
- Respected by staff and clients
- Friendly, personable and polite
- Exhibits respect to others, even in difficult situations
- Willingness to "go the extra mile"
- Is a Team player

The person chosen can be full-time or part time, and will have been noticed to meet the above criteria by all Director's, either directly or through input from others.

The Directors Award this year goes to 2 people who have exemplified the mission of Community Action in their daily work and in Orleans and Genesee counties. With the difficult economic conditions in our service area, including agency funding, collaboration and community partnerships have been more important than ever. Both of this year's awardees have made positive community impacts while fulfilling the agency mission and treating people with dignity and respect.

LAURA HARVEY

Our 1st recipient is Laura Harvey. Laura has been employed by the agency since 1978. Laura was originally hired in the nutrition program, helping to organize and run a traveling nutrition theater, going into schools and using a puppet show to teach kids about the food groups. Shortly after starting with the agency, she switched to Head Start originally as the Nurse and then since has become the Health/Nutrition Manager. Laura, an LPN, is very conscientious about assuring that all regulations are met consistently that relate to her specific areas. In her role she is responsible for educating staff and parents about the need for good health, dental health and nutrition. She works with staff and families when children are ill, but also spends much time helping to prevent illness and foster good habits. In order to do this she works closely with many community agencies and advocates for services for our families. She has developed a consistent Advisory Board for carrying out program expectations and makes collaboration with other agencies seem easy! She also serves on local boards and committees whenever she can (currently on Albion Village Parks & Recreation, Community Partners Advisory). She has strongly supported the need for more and better dental care for low-income families in our area and worked tirelessly to help a child with no insurance receive the care he needed through the Eastman Dental Clinic. The story about this child was published in the Eastman Dental School's journal in spring 2011. In reality, what Laura did for that child is no more than she has done (and will continue to do) for any of the children and families in the program. Laura has great respect for those who are served by Community Action and high regard for the mission of the agency! She is dedicated, compassionate and a mentor to many! Congratulations Laura for being chosen for the Director's award in 2012!

JAN ALBANESE

The 2nd staff person to receive the Director's award is Jan Albanese, ACT Coordinator. Jan has been employed by Community Action since January 1996. However, she has been responsible for the ACT program for over 23 years (the program came under the CA umbrella in 1996). Jan has been responsible for educating thousands of youth through the years using appropriate and fun activities and curriculum that focus on youth making wise and responsible choices in relationships, sexual activity and life! If you attended High School in Orleans County during the past 20 years you likely saw Jan (or some staff she was responsible for) in some presentation. If you did not and still need that education- give her a call ☺. Jan's ability to work closely and cooperatively with other agencies in the best interest of youth is outstanding! She has developed a Community Council (Advisory Board) made up of the key players in youth services. This council, under Jan's leadership, has been responsible for assuring that services to youth have been coordinated, available in all areas of the county, and meet the needs of the youth. Jan has served on many community Boards and committees over the years. Of special note is the fact that Jan has served on the Orleans County Community Services Board since 1998 and has been the chair since 2002. Last year Jan was honored as the recipient of the Leadership Award from GCASA. Her nomination said "Jan has demonstrated exceedingly strong leadership skills. She readily volunteers for tasks, and is very thoughtful and competent in carrying out her responsibilities. She is tireless in her efforts to ensure that County residents are provided with high quality human services."

Jan is an integral part of Community Action and offers her skills, abilities and perspectives to those throughout the agency! In 2011, the ACT program received funding to expand into Genesee County. The program is now serving youth in the City of Batavia School District as a part of the new ACT program under a new state funder. With all of these changes, Jan has kept a positive attitude and been a role-model for her staff, the youth and parents and the community partners! Congratulations Jan!

EMPLOYEE NEWS

SWAN LIBRARY to start their move with the help of the Girl Scouts:

Emma Wadhams, daughter of Pam Wadhams, and her Girl Scout Cadette Troop 82191 are working on their Silver Award by organizing a community wide Book Brigade event for the Swan Library. The event - which will assist the library in moving books to their new home - will take place on June 16, 2012. The troop is looking forward to a fun filled day with a great deal of community involvement. Consider this opportunity to be part of supporting the troop's Silver Award Project, as well as history in the making, as a sponsor and/or participant. For more information contact Tara Thom by phone at 585-455-0760 or by email at tarathom@hotmail.com. Find them on Facebook at Swan Library Book Brigade.



BABY ON BOARD



CONGRATULATIONS JIM

Jim Watts is a new Grandpa for the first time.

He has a granddaughter, born Friday, May 11, 2012.

Erin Elizabeth Rose is 5 lbs. 8 oz. and 19 inches long

ANNIVERSARIES - APRIL - MAY - JUNE

APRIL

Penny Miller – 04/08/1997
Joe Wright – 04/13/2009
Hank Dykes – 04/25/2011

Nate Varland – 04/11/2005
Angel Slick – 04/17/2010

Becky Kelly – 04/01/2009
Donna Caton – 04/25/2011

MAY

Willie Drisdorn – 05/04/1981
Julie McAdoo – 05/14/2001
Carrie Moreland – 05/10/2010

Pat McCall Small – 05/11/1998
Lisa Wittmeyer – 05/07/2002

David Laraby – 05/08/2000
Lisa Boyle – 05/01/2008

JUNE

Betty Grimes – 06/03/1997
Cheryl Kent – 06/01/2010

Mary Grose – 06/19/2006
Peggy Race – 06/15/2010

MAY – COMMUNITY ACTION MONTH

Each May Community Action Agencies from around the nation celebrate Community Action Month. National Community Action Month was created to reinforce Community Action Agencies (CAAs) role in helping low-income families achieve economic stability, according to the Community Action Partnership's website

www.communityactionpartnership.com.

Community Action held its annual corporate luncheon and recognized many people who have helped us this past year.

2012 Angel Awards:

Andrew Szatkowski from Bernz-o-Matic came to a Community Action Angels Advisory board meeting to see what we were all about and learned about the need for holiday gifts for local needy children. From this meeting Andrew took it upon himself to create a Toy Challenge with Sigma, Brunners, BMP, Phinney tool & Die, Associated Brands, and Bernz-o-Matic.

Andrew brought all the companies together and explained the need in the county for gifts for needy children, and created a little friendly competition to see which company could donate the most toys on a per employee basis. The “Toy Challenge” was born. In the end Phinney Tool was the winner of the challenge, but the real winners are the kids! Community Action and MAAC delivered the hundreds of toys to needy families and we saw firsthand the smiles the toys brought to children.

Andrew has pledged to organize a second challenge reaching out to other companies & businesses throughout Orleans County. Andrew and all of the companies and employees who participated in creating a special holiday for needy families should be commended. You are an angel!

Rob Ballish has gone above and beyond as a faithful volunteer to help with the smooth flow of services at our Eastern Orleans Community Center. Rob is always there to help in any way that he can and is happy to help. He always provides realistic suggestions of ways to improve our services in cost-effective ways. Rob is an asset to the Community Center and to the agency! Thank you Rob for all you do for us!

Mary Furness has also gone above and beyond as a faithful volunteer at our Eastern Orleans Community Center. She dedicates herself to helping the staff at the center with their daily work as well as helping out in any way she is needed. Both Mary and Rob have “stepped up to the plate” to allow us to continue to provide a high level of services at the center with less staff. In addition to helping the staff, Mary has always treated each customer with utmost dignity and respect, always with a smile on her face. Thank you Mary!

Jennifer Nelson is an artist who volunteered her time and talents to write and illustrate a book for our Head Start classroom in the Kendall School. She wrote the book by rhyming the names of each of the children and teachers in the classroom and made a copy for each and every child. Jennifer is an amazing Mom and talented artist ... Thank you Jennifer for sharing your gifts!

The **St. James Episcopal Church Tower Restoration Committee** has partnered with Community Action for the past 2 years on our cabaret fundraising event. The women and men of the committee have worked tirelessly cooking, soliciting donations, making baskets and promoting the event.

The group also positively promotes and supports our agency and program. The vision and values of the committee align beautifully with those of Community Action. Thank you for your continued support and valued partnership!

Jose Avila, Chief of Police: Medina Police Department – Jose went above and beyond to assist Community Action programs and employees. During the spring and summer of 2011 there were some questions raised to the police department related to the Medina Early Head Start program that impacted both staff and families. The Chief voluntarily assisted us in working through the situation with care and concern for all involved.

The Salvation Army bell-ringing campaign in Orleans County is a vital part of raising money that goes directly to the residents in our county who are having emergency needs. One of the main collection sites was TOPS in Medina. The money collected each evening had to be locked in a secure place to be counted and deposited. Chief Avila took special care to look out for the welfare of the staff and volunteers who were responsible for transporting the money. The city of Medina is a safer, friendlier, more caring place due to his leadership and oversight of the police force as well as his ongoing personal commitment. Thank you!

Volunteer Recognition:

It is the goal and desire of Community Action of Orleans & Genesee to outwardly demonstrate our appreciation to those who volunteer within our four walls as well as within the community on our behalf. We encourage every staff person who uses the services of a volunteer to show their appreciation.

Volunteer of the Year Award: JENNIFER SHAW

Selection based on the following criteria:

1. Goes above & beyond what is expected
2. Volunteer's service has made a significant difference for the agency
3. Volunteered a significant amount of time to the agency (in other words more than just a few hours)
4. Is NOT a Mandated Volunteer (Job Service, Community service, etc...)

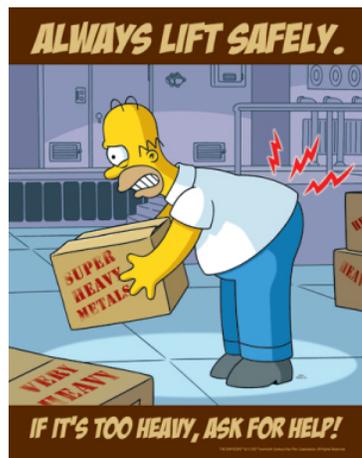
Jennifer Shaw is a parent of a 3 year old at head start. Jennifer also keeps very busy by being on all 3 advisories along with being secretary at the parent groups and a member of policy council. She may show up late on occasion but barely misses a meeting. She has also headed up some fundraiser ideas by getting the materials needed and making up packets explaining it for the parents.

How would you like \$ 20.00? SAFETY ACTION TEAM REPORT

You can win a \$ 20.00 gift card by making a safety related suggestion that is implemented. Forward any and all constructive safety suggestions you have to the Safety Team Secretary, Diane Bechteler at dbechteler@caoginc.org. Your suggestions will be taken to the Safety Team Meeting – the Team will review them and if we use your suggestion, your name will be put in for a drawing for a \$ 20.00 gift card. So, make sure you put your name on your idea!!!

During February, March, and April 2012 the total number of incidents were 6, 3 involving children, 1 involving the lifting, and 2 slips and falls, (with 1 of them on ice). At any time when you are lifting do NOT try to lift anything beyond what you are capable of.....there are enough people around to help – just ASK!

We do not want to see any of our employees get injured on or off the job.



Safe Lifting Technique – Eight Safety Tips When Lifting Heavy Objects From [Laura Inverarity, D.O.](#), former About.com Guide

- 1) Stand close to the load and center yourself over it with your feet shoulder width apart
- 2) Tighten your abdominal muscles
- 3) Keeping your back straight, bend your knees and squat down to the floor
- 4) Get a good grasp on the load with both hands
- 5) Keeping the load close to your body use your leg muscles to stand up lifting the load off the floor
- 6) Your back should remain straight throughout lifting, using only the muscles in the legs to lift the load
- 7) Do not twist your body when moving the load. Instead take small steps with your feet turning until you are in the correct position
- 8) Again bend at the knees using only your leg muscles and place the load in the appropriate spot

CONGRATULATIONS TO:



GRADUATES

Leanne Donovan's (Teacher – Medina) son Tommy is graduating this year from Holley

Jonathan Karp, son of Linda Karp (Home Visitor, Medina), graduates from Lyndonville High School.

Terri Taylor, Head Start Teacher, and her husband Curtis, are proud to announce that their daughter, Courtney, is graduating in June as Byron-Bergen Class of 2012's Valedictorian. Courtney will attend Nazereth College in Rochester in the fall, majoring in Biology/Pre-Med.

Janet Foppes, Early Head Start Primary Caregiver, and her husband, Peter, are proud to announce the graduation of their son, Alden, from Oakfield-Alabama High School. He has been accepted into the Honors Program at SUNY Fredonia where he will major in both English and Science.

Cheryl Cotton's (Health Care Consultant – CCRR) Daughter, Melissa Haney received her Associates Degree in Nursing (RN) from Kent State University

Debbie Olivani's (Energy Packager – Batavia) daughter, Sara will be graduating from Batavia High School in June...she is going on to Nursing School at GCC in the fall...

The Community Action Goodwill Committee is pleased at this time of year to be able to recognize and reward Community Action employees and their children who are graduating from High School or College. If you know of any such graduates, please contact your representative listed below.

<u>REPRESENTATIVE:</u>	<u>CONTACT #:</u>	<u>SITE/AREA/PROGRAM:</u>
Janet Foppes (Chairperson)	343-3807	Batavia HS, Infant & Toddler HS (including Batavia HS bus drivers)
Amy Lester (Treasurer)	589-5605	CA Admin (Albion), ACT, Main St. Store, CATS & EOCC (Holley)
Judy Martino (Secretary)	343-7727	CCR&R (Albion & Batavia), and Batavia CA
Pam Wadhams	589-5683	HS Admin, Albion HS (including Albion HS bus drivers), Albion & Kendall UPK
Christy Robertson	798-2261	Medina HS, Infant & Toddler HS (including Medina HS bus drivers)

NEW STAFF

Andy Ebbs – 04/02/2012 – Facilities Coordinator

Andy lives in Albion with his wife, Sarah. He enjoys hunting, fishing, trapping, and sporting clays shootings.

Jim Straight – 04/26/2012 – Head Start Bus Driver

Jim is a return employee who works in Batavia. He lives in Churchville with his wife Denise and daughter, Jamie-Dee. Jim enjoys car racing and repairing autos.

Victoria Neely – 04/23/2012 Sub Head Start

Victoria is working in the Medina Head Start Center. She is helping out as cook assistant. She lives in Lyndonville with her mother, Pam, her sister, Katie and her brother, Andrew. She enjoys spending time with her family and friends.

Jessica Tracy – 05/15/2012 – Early Head Start Primary Caregiver

Jessica lives in Holley and is working at the Medina Center. Jessica is very familiar with Community Action as her mother, Cathy Tracy, works in the Weatherization Department and her aunt, Theresa Price, works at Albion Head Start.

Angelica Brown – 05/21/2012 – Sub Head Start

Angelica lives in Medina and is a sub at the Medina Center.

Jessica Coleman – 05/21/2012 – Sub Head Start

Jessica lives in Lyndonville and is a sub at the Medina Center.

Daneille Chandler – 05/24/2012 – Sub Head Start

Danielle lives in Batavia and is a sub at the Batavia Center. Her daughter Kylie attends the Head Start program.

Jessica Radu – 05/24/2012 – Sub Head Start

Jessica lives in LeRoy and is a sub at the Batavia Center. She has 2 sons, Cameron Maxwell, who is 4 years old and Thomas Radu, who is 11 years old.

Denise Straight – 05/24/2012 – Temporary Cook Assistant at Head Start

Denise is a return employee who works in Batavia. Her husband is Jim Straight, who is a bus driver for Head Start.

Kayla Cercone – 06/13/2012 – Youth Project Assistant –

Kayla is working at the Holley Center and she lives in Brockport. She spends time with her Mom and Dad, Tim and Sue Page and her siblings, Randi, Melody, and Kevin, her nieces, Alysabeth, Skylar, Emerson, Bella and her nephew, Cayden. Singing, reading, the theater, and arts and crafts are some of her hobbies.

The News from Bonnie

Elissa Davies and Danielle Wyder both received their CDA.

Child Development Associate (CDA) Certificate is a 120 hour certificate program that prepares workers for employment at child care centers, head start programs, family child care programs, and other child care programs.

Janet Foppes successfully completed her PITC (Program for Infant/Toddler Care)

The goal of PITC is to help infant/toddler care teachers recognize the crucial importance of giving tender, loving care and assisting in the infants' intellectual development through an attentive reading of each child's cues. The PITC's videos, guides, and manuals are designed to help child care managers and infant/toddler care teachers become sensitive to infants' cues, connect with their family and culture, and develop responsive, relationship-based care. The training materials provide the foundation for a style of care in which infant/toddler care teachers study the infants in their care, reflect on and record information about the children's interests and skills, and search for ways to set the stage for the child's next learning encounters.



ANNETTE'S NEWS

Holley Community Center – Deb Rothmund

- On May 3rd we had a surplus food giveaway and we served 80 families.
- On May 19th we held a baked ziti fund raiser we served over 80 people and raffled off 43 gift baskets. Over all it was very successful.
- On May 21st Debbie, Mary and Rachael attended the Angels in Action Award luncheon. Rob Ballish and Mary Furness received Angel in Action awards and Rachael Escobar received Angel of the Year Award.
- On May 23rd we had a going away party for Alana Fabry. We wish her the best of luck in her new endeavors. We will be hiring a new Youth Center Coach in June.

Employee Assistance Program

This is a program that is available to all part time and full time employees and their families. The Employee Assistance Program is a very valuable benefit that we have here at Community Action of Orleans & Genesee, Inc. Most of you are probably not even aware of the access we have to this helpful service. This service can help with so many daily issues, or what some people refer to as life issues. If you are having problems with juggling family & work, marital problems, depression or just need some support to make some changes in your life, this service is there for you to help with these frustrations.

CALL 1-800-451-3281 for help
REMINDER – THIS IS A CONFIDENTIAL PROGRAM
IN – SERVICE EVALUATION RESULT

OVERALL QUESTIONS 2012	Poor	Fair	Good	Very Good	Excellent
My overall rating of the in-service	0	0	24	30	18
Registration was organized/efficient	0	1	15	30	33
Convenience of location	1	2	21	31	28
Facilities provided a comfortable setting	0	7	25	37	20
Quality of continental breakfast	1	9	26	27	24
Quality of lunch	0	1	13	21	52
Awards and Recognitions are appropriate	0	3	22	35	23
Presentation of awards	0	2	23	36	22

STRESS MGMT [44]

Statement	Poor	Fair	Good	Very Good	Excellent
The training experience will be helpful in my work	0	8	18	11	7
The information was interesting	0	8	18	10	8
The topics were relevant	0	6	17	12	9
The handouts for the training were helpful	0	7	19	10	8
Length of training sessions	0	8	18	13	5
The presenter was knowledgeable	0	4	16	12	12
The presenter was well prepared and organized	1	5	15	11	12
Active participation was encouraged	2	11	13	11	7
The presentation style was effective	0	8	15	15	6
The presenter's communication skills were effective	1	5	13	13	12

BUDGETING [25]

Statement	Poor	Fair	Good	Very Good	Excellent
The training experience will be helpful in my work	2	2	9	6	3
The information was interesting	0	2	6	11	6
The topics were relevant	0	3	6	9	7
The handouts for the training were helpful	0	2	6	7	9
Length of training sessions	0	2	7	9	6
The presenter was knowledgeable	0	0	6	5	14
The presenter was well prepared and organized	0	0	5	6	13
Active participation was encouraged	0	1	4	10	10
The presentation style was effective	0	0	7	9	9
The presenter's communication skills were effective	0	0	5	8	11

WELLNESS [31]

Statement	Poor	Fair	Good	Very Good	Excellent
The training experience will be helpful in my work	1	4	5	13	9
The information was interesting	0	1	5	12	13
The topics were relevant	0	2	2	16	11
The handouts for the training were helpful	4	2	3	9	8
Length of training sessions	0	1	8	13	9
The presenter was knowledgeable	0	1	6	7	17
The presenter was well prepared and organized	0	1	4	10	16
Active participation was encouraged	0	1	3	11	16
The presentation style was effective	0	1	3	14	13
The presenter's communication skills were effective	1	0	4	10	16

TEAMWORK [40]

Statement	Poor	Fair	Good	Very Good	Excellent
The training experience will be helpful in my work	0	7	15	15	3
The information was interesting	0	8	16	13	2
The topics were relevant	0	7	15	14	3
The handouts for the training were helpful	1	10	11	14	3
Length of training sessions	1	10	15	11	3
The presenter was knowledgeable	1	5	11	12	11
The presenter was well prepared and organized	1	4	11	13	10
Active participation was encouraged	1	10	11	15	3
The presentation style was effective	1	8	11	14	5
The presenter's communication skills were effective	2	6	10	14	8

ALL COURSES COMBINED

Statement	Poor	Fair	Good	Very Good	Excellent
The training experience will be helpful in my work	3	23	52	52	27
The information was interesting	0	20	49	55	31
The topics were relevant	0	19	62	59	36
The handouts for the training were helpful	4	22	53	49	33
Length of training sessions	1	22	57	55	23
The presenter was knowledgeable	2	11	44	43	59
The presenter was well prepared and organized	2	12	40	46	57
Active participation was encouraged	3	24	36	55	41
The presentation style was effective	1	20	39	60	33
The presenter's communication skills were effective	4	13	36	53	55

The Community Action Customer Satisfaction Action Team has just completed their third annual Customer Satisfaction Survey. The results have been tallied, and, from those, we will learn what kind of training or possible policy changes need to take place. In our previous surveys, our customer service in all areas has been rated high. Community Action employees and volunteers should be commended for the way they treat every customer with compassion, dignity, and respect.

- 1) Which programs have you participated in during the last 6 months? (**Check all that apply**)
- | | | |
|---|---|--|
| <input type="checkbox"/> _20_ CATS | <input type="checkbox"/> _0_ ACT | <input type="checkbox"/> 87_ HEAP (Application Assistance) |
| <input type="checkbox"/> _61_ Head Start (Birth to 5) | <input type="checkbox"/> _7_ CCR & R | <input type="checkbox"/> 6_ Holley Youth Program |
| <input type="checkbox"/> _3_ Angels in Action | <input type="checkbox"/> _20_ Emergency Services | <input type="checkbox"/> _27_ Holley Community Center |
| <input type="checkbox"/> _47_ Weatherization | <input type="checkbox"/> 35_ Main Street Store | <input type="checkbox"/> 43_ Surplus Food Distribution |
| <input type="checkbox"/> _1_ RESTORE/AHC | <input type="checkbox"/> _1_ Disability Employment Initiative (DEI) | |
- 2) During your experience, did you...
- a) Know where to go? 194_ Yes _10_ No
- b) Feel welcome? 191_ Yes _3_ No
- 3) Did you feel you were treated with dignity and respect by the staff and/or volunteers?
- 210_ Completely _5_ Somewhat _1_ Not at all
- 4) What was your goal or purpose? _____
- Was your goal or purpose met?
- _179_ Completely _19_ Somewhat _2_ Not at all
- 5) Were you told about **other** agencies or resources to help you meet your goal?
- _148_ Yes _54_ No
- 6) How would you rate the facilities? (upkeep, cleanliness, etc.)
- 171_ Very Good _31_ Good _0_ Poor _12_ Did not visit facility.

Don't forget – if you need a form check out the agency web site

www.caoginc.org - *There is a special page on the website just for YOU!! Go to the website homepage – go to the Resources tab and with the drop down menu go to “staff resources”. There you will find many employee forms and links:*

Staff Resources - Links

EZ Labor Manager – <http://workforceportal.elabor.com>

Principal Retirement Account Portal -- <https://secure05.principal.com/signon/member>

FLEX Benefits Portal -- <https://www.myebaccount.com/home.aspx>

Internet E-mail Portal -- <http://mailwny.com>

View my Benefits – www.viewmybenefits.com – Username: **orleans** Password: **employee** – this contains LTD policy and Life insurance policies, Summary plan description and All health insurance and dental summaries

Newsletters

Resources

[Employee Handbook](#)

[Complaint Resolution Form](#)

[Personal Information Change Form](#)

[Time Off Request](#)

[Time Off Request - Head Start](#)

[Head Start Purchase Sheet](#)

[Head Start Day Care Regulations - Part I and Part II](#)

[Head Start Performance Standards](#)

[Mileage](#)

[Travel Advance](#)

[Travel Advance Worksheet](#)

[Nomination Form for Staff Awards](#)

[Goodwill Policy and deduction form](#)

Drug Testing Policy for [DOT Covered Employees](#) and for [All Other Employees](#)

[Incident Report](#)

[Safety Hazard Form](#)

[General Safety Rules](#)

[Direct Deposit Form](#)

[Retirement Form](#) (to enroll or change %)

[Community Action Acronyms](#)

[Emergency Cards](#)

[Payroll Schedule - Calendar](#)

Tax Forms

[W-4 - Federal Withholding](#)

[IT-2104 – State Withholding](#)

In addition you can send anonymous emails with your constructive suggestions!

CHECK IT OUT!!!